

Internship Report on “Client Management Activities of Huda Hossain & Co.”



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This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Internship Report on “Client Management Activities of Huda Hossain & Co.”

Submitted to:

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Letter of transmittal

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Sarker Rafij Ahmed Ratan

Assistant Professor

United International University

Subject: Submission of Internship Report on “Client Management activities of Huda Hossain & Co.”

Dear Sir,

With due respect I would like to inform you that, I have prepared my internship report on “Client Management activities of Huda Hossain & Co.” with my greatest effort after completing my four months’ internship program at “Huda Hossain & Co.” So, now it’s my pleasure to submit my internship report. In this report, I have made an analysis on the “Client Management activities of Huda Hossain & Co.” I have provided some recommendations for the improvement of the organization in future. I have collected the information from the employees of “Huda Hossain & Co.” & from the websites for preparing the report.

Finally, I have completely done with my internship report by working hard and hope that you will be satisfied reading this report. I, therefore pray and hope that you will be kind enough to accept the report. Thank you very much for your kind co-operation.

Sincerely yours,

Sunzida Sattar

ID: 111 163 020

Declaration of the student

I, Sunzida Sattar, declared that this internship report is on “Client Management activities of Huda Hossain & Co.” which is prepared by myself after the completion of the internship program of four months’ period at “Huda Hossain & Co.” The internship period was a very valuable time for me to achieve knowledge regarding the client management of CA firm.

I have collected lots of information for preparing the report. I am assuring that this internship report is well prepared by me. I also assure that this report is one of the unique reports for a BBA program.

Acknowledgement

I am very much grateful to the almighty Allah for giving me the strength, courage and capacity for completing my four months' internship program and an extensive internship report successfully in a particular time.

I would like to thank a specific number of people for their collaboration and guidance which contributed directly and indirectly to establish my internship report.

At first, I am thankful to my internship supervisor Sarker Rafij Ahmed Ratan for giving me this opportunity. I have prepared my internship report on the topic of "Client Management Activities of Huda Hossain & Co." I have made a broad and comprehensive report on this topic.

Moreover, I am very much grateful to Md. Shahparan Shuvo, the assistant manager of Huda Hossain & Co. He helped me for doing my internship report. I have written the relevant information & data regarding the "Client Management activities" in this report by taking his opinion and taking help from the websites.

Executive summary

Actually, the internship program at Huda Hossain & Co. was a very valuable time for me. I worked under the marketing department as my major subject is marketing in BBA. My main focus was understanding the marketing activities of the organization and the interactions between the organization and the clients. I learned the marketing related activities of Huda Hossain & Co. from the marketing employees and I practically did the official activities. I made deal with the clients of the organization for providing the products and services.

The report is fully prepared based on the analysis of Huda Hossain & Co. The overview, history, customers, products, SWOT analysis of Huda Hossain & Co. are described in chapter 2. In this part, I have broadly discussed about the marketing analysis of Huda Hossain & Co. I have described the client management of Huda Hossain & Co. in chapter 3. This was my main focus during the internship period. In this part, I have discussed about the client management activities of Huda Hossain & Co. and their strategies to improve client relationship management. I have shared my internship experience of 4 months specifically in chapter 4. The recommendations and conclusion are described in chapter 5. I have recommended some specific issues for the welfare of the organization.

Huda Hossain & Co. is one of the top CA firms in Bangladesh. It properly executes the taxation, auditing, financial records, financial statements, corporate economics, insolvency of different organizations. There are excessive clients of Huda Hossain & Co. The firm provides various accounting services to different job sectors including banks, government corporations, private limited companies, public limited companies, hospitals, universities, colleges, foreign NGO's etc. The employees of Huda Hossain & Co. are well experienced and they provide good quality services to their clients. The employees of Huda Hossain & Co. are well mannered and they behave nicely with their clients. So, the firm has a good relation with the customers. Huda Hossain & Co. is

gradually developing through their operations and human resources. It is expecting that the organization will implement more development in future.

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CHAPTER I: INTRODUCTION

I.1 Background of the Report

Actually, I have prepared this report based on the analysis of the client management of Huda Hossain & Co. I have worked in the marketing department during my internship period. I had clearly understood the client management activities of Huda Hossain & Co. and broadly prepared the report.

Huda Hossain & Co. was established in 1985. After establishing, the company has come to the present situation through effective management. Now, Huda Hossain & Co. is one of the reputed firms of the country.

I.2 Objectives of the Report

The objectives of the study are given below:

- To gain the knowledge about how Huda Hossain & Co. get clients
- To understand how Huda Hossain & Co. communicate and deal with different clients
- To identify how Huda Hossain & Co. providing services to their clients
- To understand about the strategies that Huda Hossain & Co. follow for improving customer relationship management

I.3 Motivation of the Report

The motivation of the study is given below:

- Improving the interpersonal skills
- Learning about the theoretical knowledge
- Improving the communication skills
- Establishing high professionalism standards
- Analyzing the significant factors regarding the organization
- Learning more about the transactions with the clients

I.4 Scope and Limitations of the Report

The scope of the report is below:

- Background of the organization and also their overall activities
- Client management activities which are performed by the skilled employees
- Importance of the organization in various aspects
- Client Relationship Management by the organization

The limitations of the report are below:

The analysis is based on the data and the experiences from the 3 months' internship period. I have collected the data from the annual report and the website of Huda Hossain & Co. Actually, there are some lacks of information in the websites and the annual report because the company does not dispose all of their information due to some technical issues. They keep some of their information private. So, I have prepared my internship report within some limitations.

CHAPTER II: COMPANY AND INDUSTRY PREVIEW

2.1 Company Analysis

2.1.1 Overview and history

Huda Hossain & Co. started its business in 1985. It helps the clients with various services. It maintains the accounting activities of different organizations such as auditing, taxation, financial analysis, corporate economics etc. At present, Huda Hossain & Co. is one of the reputed Chartered Accounting firms of the country. After operating business for more years, Huda Hossain & Co. became a partnership firm for growth, leadership, learning and collaboration. Currently, Huda Hossain & Co. has three partners. Those partners are experienced in auditing, taxation, business consulting, business processing and financial analysis. The Huda Hossain & Co. is operating business locally and globally with its partners. Now, Huda Hossain & Co. has become one of the leading CA firms in the country after its greatest efforts.

2.1.2 Trend and growth

Trends: Trends of Huda Hossain & Co. are given below:

- 1. Role of Artificial Intelligence (AI):** Generally, Artificial Intelligence greatly impacts on every organization. The CA firms get more benefits from it. Huda Hossain & Co. is operating their official tasks automatically and generating higher value through the technology.
- 2. Accounting Software:** The accounting software is very important for a CA firm. It helps to prepare the financial analysis automatically. It takes all of the financial data within a single system. Then prepares the accounting statements. Huda Hossain & Co. uses the accounting software to operate the accounting statements.

- 3. Digital Transformation:** Huda Hossain & Co. transforms its inputs into outputs digitally. Through the technology, the firm is able to get the outcomes from the inputs.
- 4. Online Collaboration and Remote Workforce:** With the remote workforce, accounting software collaborates the employees of Huda Hossain & Co. highly to establish the financial processes.
- 5. Data Security:** Data security is a very important issue for every organization. Data violation is a big problem for any organization. Every organization should concern about data security. Huda Hossain & Co. has established cybersecurity for the safety of the organization.
- 6. Changes in Tax Policy:** The changes in tax policy impact the organizations. Whenever, the government increases the tax, Huda Hossain & Co. increases their commission. Whenever, the government decreases the tax, Huda Hossain & Co. decreases their commission.
- 7. Statutory and Regulatory Compliance:** Generally, accounting and finance teams of every company needs to get conscious about statutory and regulatory changes. Huda Hossain & Co. is very conscious at the statutory and regulatory issues.

Growth: Huda Hossain & Co. launched its business 37 years ago with providing accounting related services to different companies. Through the research and development, Huda Hossain & Co. has got capable to earn credibility and reputation. Now, Huda Hossain & Co. are providing auditing, taxation, financial analysis, legal accounting, corporate economics, company recovery services to different organizations. Huda Hossain & Co. established its growth by their outstanding services.

2.1.3 Customer mix

Huda Hossain & Co. has lots of clients of different categories. The list of their clients is given in the following:

A. Bank:

1. Bangladesh Bank
2. Islami Bank Bangladesh Limited
3. Al-Arafah Islami Bank Bangladesh Limited
4. Southeast Bank Limited
5. IFIC Bank Limited
6. Eastern Bank Limited
7. Prime Bank Limited

B. Autonomous/Government Bodies/Corporations:

1. Bangladesh Steel & Engineering Corporation
2. Sena Kallyan Sangstha
3. Ministry of Health
4. The Institute of Chartered Accountants of Bangladesh (ICAB)
5. Dhaka Electric Supply Company
6. Bangladesh Jute Mills Corporations

C. Listed Public Limited Companies:

1. Ibn Sina Pharmaceutical Industries Ltd.
2. Beximco Pharmaceuticals Company Ltd.
3. Standard Ceramics Ltd.

4. Sonali Paper & Board Mills Ltd.
5. Samata Leather Complex Ltd.
6. Titas Gas Distribution Co. Ltd.

D. Non listed Public Limited Companies:

1. Express Insurance Company Ltd.
2. South Asian Hospital Ltd.
3. Diganta Medical Corporation Ltd.
4. Islami Bank Community Hospital Rangpur Ltd.
5. Islami Bank Community Hospital Satkhira Ltd.
6. Islami Bank Community Hospital Manikgonj Ltd.
7. Islami Bank Community Hospital Jhenidha Ltd.
8. Islami Bank Community Hospital Faridpur Ltd.

E. Private Limited Companies:

1. Hamdard Tea Com Ltd.
2. Camellia Limited
3. Al-Amin Holdings Ltd.
4. Al-Amin Rajshahi Ltd
5. Ibn Sina Group of Company Ltd.
6. Mission Energy & Properties Ltd.
7. Mission Developers Ltd.
8. Mission Fashion Ltd.

F. Hospitals:

1. Lakshmipur Adhunik Hospital (Pvt.) Ltd.
2. Comilla Modern Hospital Ltd.
3. Chandina Medical Centre Ltd.
4. Manarat Hospital Ltd.
5. Millennium Hospital Ltd.
6. Patuakhali Clinic (Pvt.) Ltd.
7. Galaxy Hospital Ltd.
8. Ibn Sina Hospital Ltd.

G. University & College:

1. Green University
2. United International University
3. Eastern University
4. BRAC University
5. Dhaka Commerce College
6. Dhaka Model College
7. Bir Shestha Munshi Abdur Rouf Public College
8. Bir Shestha Nur Mohammad Public School & College

H. Foreign NGO's:

1. Rabita Al-Alam Al-Islami Bangladesh
2. Muslim Aid Bangladesh

3. Islamic Aid Bangladesh
4. Revival of Islamic Heritage Society
5. World Assembly of Muslim Aid Youth of Bangladesh

I. Non-Government Organizations:

1. AMWAB
2. Anam Association Muslim Advancement Network
3. Association for Socio-Economic Advancement
4. Bangladesh Shelter, Hajiganj
5. Begum Rokeya Women & Children Sangstha
6. Chetona Samaj Kallayan Sangstha
7. Child & Family Welfare Association, Bogra

2.1.4 Product/service mix

1. Audit and Assurance:

- Statutory/Annual Audit
- Interim Review
- Internal Audit
- Performance and Compliance Audit
- Reviewing and compilation of financial statements
- Interim reporting

2. Taxation:

- Corporate Tax in Banking & Insurance
- Taxation of individuals
- Employees Taxes

- Taxation of Trusts & Associations
- Tax planning & tax advisory services
- Indirect Tax

3. Business Advisory services:

- Joint Venture and Business Collaboration
- Technical Collaboration
- Company Formation and Corporate Services
- Return submission, VAT Commission rate
- Setting up Provident Fund, Gratuity Fund and Pension Fund
- Assistance towards issue of shares/debenture

4. Management Consulting:

- Financial Management and Business Analysis
- Assets, Securities & Business Evaluation
- Corporate financing & Corporate planning
- Preparation of Accounting statements, Auditing
- Design
- Evaluation of Assets, Goodwill and Shares

5. Business development Outsourcing:

- Book-keeping & accounting
- Provident Fund accounting
- Gratuity, leave encashment & other benefits computations
- Accounting Software Setting/Training
- Preparation & submission of Annual Return with Registrar of Joint Stock Companies and Firms

6. Others:

- Planning & implementation of internal control of the organization
- Planning & implementation of Management Information System (MIS)
- Planning & implementation of Enterprise Resource Planning (ERP)
- Forecasting the working capital of the organization
- Preparation of capital budget
- Preparation of financial statements

- Preparation of inventory management and control system

2.1.5 Operations

- 1. Accountancy:** Huda Hossain & Co. maintains the accounts and prepares the financial statements. All of the accounting tasks are performed by the firm.
- 2. Auditing:** The audit employees of Huda Hossain & Co. visit different organizations for operating the audit activities. The audit officers visit those organizations and check whether the financial statements are correct or not.

3. **Auditing:** The audit employees of Huda Hossain & Co. visit different organizations for operating the audit activities. The audit officers visit those organizations and check whether the financial statements are correct or not.
4. **Taxation:** Taxation is an important part of a CA firm. Every organization has to pay tax to the government. The tax assessment is related to the accounting. The employees of Huda Hossain & Co. maintain the taxation activities of different organizations.
5. **Cost Accounting:** Cost accounting is a very relevant task of accounting. Huda Hossain & Co. operates the cost accounting activities of different organizations accurately.
6. **Investigation:** Huda Hossain & Co. investigates the financial position of different companies. It especially investigates different issues of a business organization such as share capital, financial transactions and investments etc.
7. **Management Accounting:** Management accounting is an important accounting task. Huda Hossain & Co. correctly prepares the management accounting tasks of different organizations.

2.1.6 SWOT analysis

Strength:

- **The Human Resource Division:** The human resource division of Huda Hossain & Co. is very strong. The recruitment and selection process are very formal. The firm takes written test and then takes interview of the candidates.
- **Workforce:** Huda Hossain & Co. has a potential workforce. The employees are very efficient to operate the official works. Through the effective workforce, the firm is growing continuously.

- **Work Environment:** Huda Hossain & Co. has a good work environment. All of the employees feel comfort to work in the organization. So, the employees work freely in the organization.
- **Transparency:** Huda Hossain & Co. maintains high standards while providing services to the clients. So, the transparency is high.
- **Customer focus:** Huda Hossain & Co. provides outstanding services to the clients. So, they are able to satisfy the customers.

Weakness:

- **Competitive strategy:** Huda Hossain & Co. has a lack of competitive strategy. They can't face the competitive environment in Bangladesh.
- **Lack of Market Analysis:** Huda Hossain & Co. has a lack of marketing analysis. The partners do not analyze the market properly.
- **Human Resource Planning:** Huda Hossain & Co. has an efficient Human Resource Division. Their Human Resource Planning is not good. They just make the assessments of necessary employees.
- **Small Workforce:** The employees of Huda Hossain & Co. are efficient, but the number of employees is very low.

Opportunity:

- **Increasing client's base:** The economy of Bangladesh is growing day by day. The business scopes are also growing. There are already plenty of companies in Bangladesh and new business organizations are also arriving in the market. So, Huda Hossain & Co. will get more clients in the future.
- **Recruitment process:** Many students do their internship program in Huda Hossain & Co. as it is a well reputed firm. The firm can appoint the internship students in their company after the completion of their internship. Therefore, they can utilize the employee recruitment.
- **Increasing products and service lines:** Huda Hossain & Co. can increase their products and services to get more clients.

Threat:

- **Increasing competition:** There are lots of CA firms in Bangladesh. CA firms are increasing gradually. So, the competition is also increasing. It is a threat to Huda Hossain & Co.
- **Automation of HR process:** The Human Resource operations are now being automatic gradually in every organization. But Huda Hossain & Co. follow the traditional HR process. So, Huda Hossain & Co. will suffer in future.

2.2 Industry analysis

2.2.1 Specification of the industry

Huda Hossain & Co. is a reputed firm that maintains the important roles of other organizations. It operates many accounting activities including financial reporting, auditing, taxation, financial analysis, corporate finance, business recovery, insolvency etc. The responsibilities of Huda Hossain & Co. are as follows:

- Budget control
- Maintaining the audits
- Providing consultancy regarding finance & accounting
- Risk analysis
- Providing consultancy regarding tax planning
- Maintaining the accounting statements
- Invoicing

Firm Profile:

Name of the firm: Huda Hossain & Co.

Date of registration: 09th August, 1985.

Mailing Address: House# 27/5/A-4, Level-2 Topkhana Road, Segunbagicha, Dhaka-1000.

Telephone: 09678800438

E-mail: info@hudahossain.com

Web: hudahossain.com

Firm Vision:

Being a leading organization among the CA firms in Bangladesh by providing potential professional services to the clients.

Firm Mission:

Helping different organizations such as small, large, public, private, profit, non-for-profit organizations in order to obtaining their goals and objectives.

2.2.2 Size of the industry

Branch Offices:

SL. NO.	Address
1.	Head branch, Dhanmondi, Road No 11, Dhaka 1209
2.	5/A-4, Level 27, 2 Topkhana Road, Dhaka 1000
3.	Aziz Chamber (Second Floor), 6 Zubli Road, Chattogram 4000

Name of the Partners:

Name	Qualification
Md Shamsul Huda	FCA
Md Abul Kashem Mojumder	FCA
Mohammad Belayet Hossain	FCA
Md Aminul Islam	FCA

Manpower of the Firm:

Particulars	No.
Partners	4
Articled Students	40
Probationary Students	6
Officer & Staff	6
Total	56

2.2.3 External economic factors

- Moderation of the government and the effect of technology
- Currency exchange rate of host country related to the foreign country.
- Impacts of other industries
- Infrastructural changes in the market
- The advantages of the host country
- Labor costs and productivity in the economy of the country
- Economic growth in the country

2.2.4 Technological factors

- New advanced technologies
- The influence of technology on product & service offering
- The influence of technology on the cost structure of the organization
- The influence of technology on the value chain
- The dispersion of technology

2.2.5 Barriers to entry

- High start-up costs
- The effects of taxes to the existing firms
- Patent protection

- Good brand image
- Loyalty of customers
- Customer switching costs

2.2.6 Supplier power

The supplier power is high. Actually, most of the organizations need the services of CA firms. CA firms help the organizations with accounting related services such as auditing, taxation, accounting records, preparing statements, financial analysis etc. There are huge organizations of different sectors in Bangladesh. But the number of CA firms is low comparing to those organizations. So, the employees of Huda Hossain & Co. demand for high rates from the clients. So, the power of CA firm employees is high.

2.2.7 Buyer power

The buyer power is low. As I previously told that, maximum organizations need to take services from the CA firms to maintain their accounting related activities and the number of CA firms are less comparing to the organizations in Bangladesh. So, the clients of Huda Hossain & Co. can't take services at low rates from the employees of the CA firms. So, the buyer power is low.

2.2.8 Threat of substitutes

The threat of substitutes is low. Because, the number of the CA firms are less comparing to the organizations in Bangladesh. When an organization asks for services from a CA firm, if the CA firm demands for high rate, then that organization can't get other substitutes easily due to the lower numbers of CA firms.

2.2.9 Industry rivalry

Huda Hossain & Co. needs to follow well strategy in their business to survive. There are other CA firms in Bangladesh which are the competitors of Huda Hossain & Co. In order

to compete with the other firms Huda Hossain & Co. needs to perform well and provide good quality services to the clients.

CHAPTER III: CLIENT MANAGEMENT ACTIVITIES

3.1 Introduction

Every organization should need to properly deal with the clients, provide good services to them and maintain good relationship with them. Huda Hossain & Co. deals nicely with the clients, provides outstanding services to them and maintains strong relationship with them. There are many staffs under the marketing department of Huda Hossain & Co. The marketing officers deal very nicely with the clients. The marketing officers introduce people about their products & services. Whenever any firm wants to know about the services of Huda Hossain & Co, the marketing officers explain in details about their products and services to that firm. As the charge of the products & services of Huda Hossain & Co. is not high, many organizations take services from this firm. The employees provide good quality services to the clients and also maintain good relationship with them.

3.2 Why Client Management is important?

Client Management is a relevant issue for any organization. It is also an important issue in the CA firms. It maintains the client information of an organization. It is an important resource of an organization which involves creating good and strong relationship with the clients, dealing nicely with them and building positive interaction with them in providing products and services.

3.3 Customer Relationship Management

Customer Relationship Management (CRM) is a very important issue for every organization. It greatly impacts on the growth of the organization. Every organization needs to maintain good relation with the clients besides providing the services to the clients. By this process, the firms can keep their clients and thus generate high profit.

Huda Hossain & Co. highly focuses on the Client Relationship Management. The employees of Huda Hossain & Co. keep good relation with their clients to retain the reputation of the firm.

3.4 Strategies for improving Client Relationship Management

Huda Hossain & Co. follows some strategies to improve the client relationship management. Those strategies are as follows:

1. Customer-oriented Culture

The CA firms should implement customer-oriented culture to build good relationship with the clients. Huda Hossain & Co. maintains this strategy in order to retain the clients and create strong relationship with them. Huda Hossain & Co. provides the services according to the customer expectations. Through this strategy the firm gains customer satisfaction and build good relation with the clients.

2. Hire Diverse Skill Sets

CA firms need to have the expert employees with diverse skills to provide all the needs of the clients. Huda Hossain & Co. has many experienced employees of diverse skills and they are able to provide all categories of services to the clients.

3. Understand the Client Journey

The customer attitudes are changing from time to time and now customers have higher expectations of services than before. Huda Hossain & Co. understands the customer journey clearly and prepare them based on the customer expectations.

4. Personalize

Huda Hossain & Co. provides additional services to the clients such as consultancy for business development. It enables the clients to choose the services that they want. The

clients of Huda Hossain & Co. can share any kind of problem regarding their business to the firm and get solution instantly.

5. Deliver Indispensable Services

Huda Hossain & Co. provides all indispensable services to its clients. The relevant services that the clients need are provided by the firm. So, Huda Hossain & Co. can highly convince the clients and thus gain customer satisfaction.

6. Communicate regularly with the clients

Huda Hossain & Co. continuously communicate with their clients whether they need any services or not. The suppliers sometimes visit their clients and ask them about their needs. After that, if the clients ask them for any service then they provide the service.

7. Being Proactive in Offering Services

The employees of Huda Hossain & Co. are proactive in offering the services to the clients. This leads the firm to improve the customer satisfaction. Huda Hossain & Co. will be able to keep their reputation by following this strategy.

8. Leverage Technology

Modern technology highly helps the CA firms in their activities. CA firms are now operating their activities by using the accounting software. This digitalization helps the CA firms to achieve their objectives. It saves both time and money for the CA firms. By using the technology, the employees of Huda Hossain & Co. operate the activities of their clients in a short time.

9. Build Trust

Building trust is an important issue for excellent customer service. Clients will never agree to take service from a firm if they do not trust that firm. Huda Hossain & Co. has

expert employees to serve the clients and the employees have built trust regarding their skills towards the clients. The clients have trust and confidence upon the firm and they take services continuously from the firm.

10. Offer Timely Response

Every organization should response timely to the clients to convince the customers. Many organizations response late to the clients queries. That's why the clients get angry. Huda Hossain & Co. always response timely to the clients. So, the clients become very satisfied upon the firm.

CHAPTER IV: INTERNSHIP EXPERIENCE

4.1 Position, duties and responsibilities

Actually, I was on the marketing department while doing my internship program. I operated the marketing activities with the co-operations of the marketing officers. I also did so many dealings with the clients to provide the services.

4.2 Training

Truly, training is a vital thing in job sectors. Through the training, the employees are able to learn the official tasks. After starting the internship, I took training from the marketing officers about the marketing operations as I was ambitious to work under the marketing department. The Marketing officers provided well training to me. After taking training from them I had able to know the marketing operations.

4.3 Contribution to departmental functions

During my internship program, I was under the marketing department of Huda Hossain & Co. So, I learned a lot of things regarding the marketing activities. After learning, I had done the marketing operations with my greatest efforts. I had greatly contributed to the marketing department of Huda Hossain & Co. and deal with the clients of the organization.

4.4 Evaluation

Before starting my internship program, I evaluated all of the tasks of Huda Hossain & Co. After evaluating, I had decided to continue my internship program under the marketing department. As my major subject is marketing, I continue my internship program at the marketing department to learn about the marketing operations and dealing with the clients of the organization.

4.5 Skills applied

In fact, in my BBA program, I have learned a lot of things in my BBA courses. I learned different computer tasks in my computer application course. I prepared so many reports, assignments & presentation slides using computer. So, I already had computer skills. Besides, I have English communication skills. Those skills I have applied in my internship program.

4.6 New skills developed

During my internship program, I have developed different types of skills. At first, when I started my internship program, I was under the efficient officers of the marketing department of Huda Hossain & Co. They give me theoretical & practical knowledge about the organizational operations. The marketing officers of different positions taught me about the marketing activities. After learning the marketing activities from them, I did the marketing operations. So, I have developed the skill of marketing activities.

CHAPTER V: RECOMMENDATIONS & CONCLUSION

5.1 Recommendations

1. Whenever Huda Hossain & Co. will provide service to a client, it should give idea to the suppliers about the client's business before providing service to that client.
2. The junior staffs and the interns of the Huda Hossain & Co. must be informed about the relevant activities of the organization.
3. The officers at the management level must provide good leading to the subordinates.
4. The suppliers should be given sufficient time for providing well services to the clients.
5. The client should provide the necessary documents to the suppliers.
6. The suppliers of Huda Hossain & Co. should properly deal with the clients.

5.2 Conclusion

The internship period in Huda Hossain & Co. was a very valuable time for me. I have learnt a lot of things in the internship period and I also had done the official works practically. The staffs of the organization were very helpful and they cooperate me well. The internship experience will highly give me benefit in my professional life. Especially, when I will get appointed in a CA firm, I will be able to do the organizational operations by applying the skills that I have acquired in my internship period. Huda Hossain & Co. is operating their business properly and gradually they are growing in their business. The employees are well experienced and they are providing outstanding services to the clients. The clients are well satisfied at their service. There are excessive clients of

Huda Hossain & Co. for their good quality services. Currently, Huda Hossain & Co. is one of the top CA firms in Bangladesh. The firm has a great reputation. There are plenty of employees in the organization who are well expertise. The activities of the firm are properly operated through the efficient employees. It is predicted that Huda Hossain & Co. will implement more development in future gradually.

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