



## *An Internship Report on*

**JIO SMART SALES TRAINEE ON**

**JIO HOME DELIVERY CHANNEL DEVELOPMENT**

*Submitted in accordance with the requirement for the degree of*

**B.Sc (BZC)**

*Under the Faculty Guideship of*

**M.NAGA PARAMESWARI**

*(Department of Chemistry)*



Submitted

by

**PERAM.SIVA RAJU**

Reg.No: 2029223049024

**3<sup>rd</sup> Year 5<sup>th</sup> Semester**

**B.Sc (BZC)**

**V.S.R GOVERNMENT DEGREE AND PG COLLEGE**

**(Affiliated To Krishna University)**

**MOVVA, KRISHNA DISTRICT - 521 135**

**BATCH : 2020-2023**

# Model Program Book



# SEMESTER INTERNSHIP

Designed & Developed by



**ANDHRA PRADESH  
STATE COUNCIL OF HIGHER EDUCATION**

(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)



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PROGRAM BOOK FOR  
**SEMESTER INTERNSHIP**

Name of the Student: PERAM. SivaRaju

Name of the College: V.S.R GOVERNMENT DEGREE AND PG COLLEGE

Registration Number: 2029223049024

Period of Internship: From 19/11/2023 To 04/03/2023

Name & Address of the Intern Organization: Reliance Jio Pvt. Ltd. DNO;  
24/583-1, Jagannadhapuram  
Machilipatnam, Krishna dist  
Pincode:- 521001.

~~Krishna~~ Krishna University

WEAR

# An Internship Report on

## RELIANCE JIO

Submitted in accordance with the requirement for the degree of

B.sc (BZC)

*Under the Faculty Guideship of*

M. NAGA PARAMESEWARI

*Department of CHEMISTRY*



Submitted by:

**PERAM SIVARAJU**

**Reg.No:2029223049024**

**3<sup>RD</sup> YEAR 5<sup>TH</sup> SEM**

**B.SC (BZC)**

**V.S.R GOVERNMENT DEGREE AND PG COLLEGE**

**MOYVA**

## Instructions to Students

Please read the detailed Guidelines on Internship hosted on the website of AP State Council of Higher Education <https://apsche.ap.gov.in>

1. It is mandatory for all the students to complete Semester internship either in V Semester or in VI Semester.
2. Every student should identify the organization for internship in consultation with the College Principal/the authorized person nominated by the Principal.
3. Report to the intern organization as per the schedule given by the College. You must make your own arrangements for transportation to reach the organization.
4. You should maintain punctuality in attending the internship. Daily attendance is compulsory.
5. You are expected to learn about the organization, policies, procedures, and processes by interacting with the people working in the organization and by consulting the supervisor attached to the interns.
6. While you are attending the internship, follow the rules and regulations of the intern organization.
7. While in the intern organization, always wear your College Identity Card.
8. If your College has a prescribed dress as uniform, wear the uniform daily, as you attend to your assigned duties.
9. You will be assigned a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow interns. Post your daily activity done and/or any difficulty you encounter during the internship.
10. Identify five or more learning objectives in consultation with your Faculty Guide. These learning objectives can address:
  - a. Data and Information you are expected to collect about the organization and/or industry.
  - b. Job Skills you are expected to acquire.
  - c. Development of professional competencies that lead to future career success.
11. Practice professional communication skills with team members, co-interns, and your supervisor. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.
12. Be aware of the communication culture in your work environment. Follow up and communicate regularly with your supervisor to provide updates on your progress with work assignments.

13. Never be hesitant to ask questions to make sure you fully understand what you need to do your work and to contribute to the organization.
14. Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.
15. At the end of internship, you shall be evaluated by your Supervisor of the intern organization.
16. There shall also be evaluation at the end of the internship by the Faculty Guide and the Principal.
17. Do not meddle with the instruments/equipment you work with.
18. Ensure that you do not cause any disturbance to the regular activities of the intern organization.
19. Be cordial but not too intimate with the employees of the intern organization and your fellow interns.
20. You should understand that during the internship programme, you are the ambassador of your College, and your behavior during the internship programme is of utmost importance.
21. If you are involved in any discipline related issues, you will be withdrawn from the internship programme immediately and disciplinary action shall be initiated.
22. Do not forget to keep up your family pride and prestige of your College.

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## Student's Declaration

I **PERAM SIVARAJU** a student of **III B.Sc (BZC)** Program, Reg. No. **2029223049024** of the Department of **chemistry, V.S.R GDC MOVVA** College do hereby declare that I have completed the mandatory internship from **19/11/2022** to **04/03/2023** in **Reliance Jio** under the Faculty Guideship of **M. NAGA PARAMESEWARI** Department of **Chemistry, V.S.R GDC MOVVA**.

*P. Sivaram*  
(Signature and Date)



## Official Certification

This is to certify that **PERAM SIVARAJU** Reg. No. **2029223049024** has completed his/her Internship in **RELIANCE JIO** on **JIO SALES ASSOCIATE TRAINING** under my supervision as a part of partial fulfillment of the requirement for the Degree of **B.SC (BZC)** in the Department of **CHEMISTRY, V.S.R GDC MOVVA**

This is accepted for evaluation.

  
(Signatory with Date and Seal) 06/04/2023



### Endorsements

Faculty Guide  
**K.R MANJULA**

  
Head of the Department

**CHEMISTRY**

  
Principal

**Dr. S.Madhavi**

PRINCIPAL  
V.S.R. Govt. Degree & P.G. College  
Movva - 521 135, Krishna Dt., A.P.

## Certificate from Intern Organization

This is to certify that **PERAM SIVARAJU** Reg. No **2029223049024** of **V.S.R GDC MOVVA** underwent internship in **RELIANCE JIO** from **19/11/2022** to **04/03/2023**

The overall performance of the intern during his/her internship is found to be **Satisfactory.**

  
06/04/2023  
Authorized Signatory with Date and Seal



## ACKNOWLEDGEMENT

I would like to express my heartfelt thanks and gratitude to the team at Reliance Jio for providing me with the opportunity to undertake my internship at their organization.

I extend my sincere thanks to **Mr K.VENU MADHAV SIR** JIO centre manager of Reliance Industries Limited, for creating such a wonderful platform for young professionals to gain valuable experience and knowledge in the field of telecommunications.

I would also like to express my gratitude to my mentor **K.r Manjula madam** Department of Chemistry for his continuous guidance, support and encouragement throughout my internship. His valuable insights and expertise helped me to enhance my knowledge and skills in the field of telecommunications.

I extend my gratitude to the HR team of Reliance Jio for their kind support and assistance in coordinating my internship and for providing me with a conducive and nurturing environment to work in.

Finally, I would like to thank my family and friends for their unwavering support and encouragement during my internship at Reliance Jio.

I am grateful to the entire team at Reliance Jio for this wonderful opportunity and experience that I will cherish for a lifetime.

**WITH PROFOUND GRATITUDE**

**PERAM SIVA RAJU**

## Contents

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6.	Student Self Evaluation	
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## CHAPTER 1: EXECUTIVE SUMMARY

The internship report shall have a brief executive summary. It shall include five or more Learning Objectives and Outcomes achieved, a brief description of the sector of business and intern organization and summary of all the activities done by the intern during the period.

- \* This Internship report outlines my experience as an intern at Jio. One of the largest telecommunications companies in India. During my Internship I had the opportunities to work in the marketing to various aspects of the telecommunications industry
- To gain practical knowledge of the telecommunication industry and its various segments.
- To understand the marketing strategies employed by Jio and their effectiveness in the market.
- To develop skills in market research data analysis and customer profiling.
- To learn how to communicate effectively with customer and understand their needs.
- To gain exposure to the digital marketing landscape and how it can be leveraged for business growth.

→ Description of the sector of Business and Intern Organisation.

→ Jio is a subsidiary of Reliance Industries one of the largest conglomerates in India. Jio offers a range of telecommunication service and digital marketing. I conducted surveys analyzed customers data.

Overall my Internship at Jio provided me with valuable insights into the telecommunications industry and helped me develop skills in marketing research, data analysis and digital marketing. I am confident that the experience gained during my Internship will be valuable in my future career endeavors.

## CHAPTER 2: OVERVIEW OF THE ORGANIZATION

### Suggestive contents

- A. Introduction of the Organization
- B. Vision, Mission, and Values of the Organization
- C. Policy of the Organization, in relation to the intern role
- D. Organizational Structure
- E. Roles and responsibilities of the employees in which the intern is placed.
- F. Performance of the Organization in terms of turnover, profits, market reach and market value.
- G. Future Plans of the Organization.

### Introduction of the Jio Organisation.

Jio also known as Reliance Jio infocomm. limited is a tele communication company based in India. it was founded in 2010 and launched in 2016 and is owned by Reliance Industries a conglomerate owned by the billionaire mukesh Ambani. Jio offers a range of service including voice calls, data. Service and digital content.

### Vision, Mission And Values of the Organisation:-

The vision of Jio is to provide, affordable and accessible digital service to all Indian. In order to enable them to participate fully in the digit network. the value of the Organisation include

Customer  
excellence

customer focus

simplicity

Innovation

policy of the Organisation in relation to the intern role :-

\* Jio is committed to developing the skills and talent of Young professional and offer a range of Internship Programme in various areas of the business.

\* Interns are given the opportunity to work on real project under the guidance of experienced mentors, and are encouraged to be creative, innovative and proactive.

### Organization Structure :-

\* Jio has a decentralized organisation structure with a strong focus on empowering employees to make decisions and take ownership of their work.

\* The company is divided into various business units each with its own set of responsibilities and objectives.

\* The CEO and other senior executives oversee the entire organisation, while middle managers and supervisors are responsible for day-to-day



Ex: Roles and Responsibilities of the employees in which the Intern is placed:

- \* The roles and responsibilities of employee at Jio vary depending on their position and department.
- As an intern the individual will be expected to contribute to the team's projects and objective.
- \* The intern will work under the guidance of the mentor and will be given opportunities to develop their skills and knowledge.

Ex: performance of the Organisation in terms of turn over profits marketed reach and market values.

- Jio has had a significant impact on the telecommunication market in India since its launch.
- As of 2021 Jio has over 400 millions subscribers and is the largest mobile network operator in the country.
- In the past year the company has reported a turn over of approximately \$ 13 billions and a net

Profit of \$ 2.4 billions

\* Jio's market value is estimated to be around \$ 90 billions.

Future plans of the Organisation:-

→ Jio has ambitious plans for the future including expanding its Network Infrastructure, launching New Services and products. and increasing its market share.

→ The company is also exploring opportunities in the Area of e-commerce digital payments and health tech.

→ Jio's goal is to continue to innovate and provide affordable digital service to all Indians while maintaining its position as a leader in the telecommunication industry.

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## CHAPTER 3: INTERNSHIP PART

Description of the Activities/Responsibilities in the Intern Organization during Internship, which shall include - details of working conditions, weekly work schedule, equipment used, and tasks performed. This part could end by reflecting on what kind of skills the intern acquired.

Activities / Responsibilities & During the Internship as Intern may work on various projects and tasks under the guidance of a mentor or team leader.

⇒ The tasks may include conducting research data analysis creating report developing software application. testing new products or contributing to on going projects.

⇒ Additionally the Intern may participate in team meeting and other company events.

Working Conditions :-

⇒ Jio's working condition may vary depending on the location department and type of work assigned to the intern

⇒ In General Jio provide a comfortable and professional work environment that forest learning and growth

\* works weekly schedule:

⇒ The weekly work schedule may vary based on the department and specific project assigned to the Intern.

⇒ The schedule may include full-time or part time hours and may also include evening as weekend work depending on the project equipments.

Equipment Used:

→ Jio provides all the necessary equipment for the interns to carry out their work effectively this may include laptop software tool, access to Jio's Interns system and any other specialized equipment required for the specific project or task.

\* Task performed: The specific task and responsibility of an Intern may vary depending on their skills interests. and the department in which they are placed. Some possible focus tasks and responsibilities may include.

- ⇒ Conducting research and analysis on market trends and Customers behavior.
- ⇒ creating reports and presentation to Communicate Finding to the team and mangement.
- ⇒ Developing Software application and testing them
- ⇒ Assisting with on going projects and Initiatives
- ⇒ Contributing to the design and development of New products and services
- ⇒ participating in team meeting and Brain storming sessions

\* skills Acquired: Intern at Jio can expect to gain a variety of skills and knowledge related to their Field of study and the projects they work on.

⇒ some possible skills acquired during the Internship at Jio may Include

- \* Experience with Industry standard software and to sales
- \* Understanding of telecommunication Industry and market trends.


⇒ Project management skills including planning  
organizing and executing tasks.

\* Data Analysis and reporting skills

\* Communication and presentation skills.

Overall, an Internship at Jio can provide valuable, learning experience and exposure to real-world project in the telecommunication industry helping Interns to develop essential skills and knowledge that can be applied in my future careers.

## ACTIVITY LOG FOR THE FIRST WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1 21/11/2022	Attended an Orientation Session.	To learn about the analysis value Products and services and sales	 <b>T. K. Kumbhar</b> Reliance Retail Ltd Pas. 202 Sy. No. 282, D.No. 17 Challapalli Road, PAMARRU -
Day - 2 22/11/2022	Accompanied a senior Sales Associate on a Sales to a Call to a local Business	learned about the Customer's Needs and suggestion app and services	
Day - 3 23/11/2022	Participated in a product training session	To learn about Jio's latest offering studied	
Day - 4 24/11/2022	Participate door-to-door Sales Campaign	Distribute flyers and provides about Jio's Products on services	
Day - 5 25/11/2022	Participated in a team building exercise with fellow trainees and sales Associates	learned About the Importance to the Communi-cation	
Day - 6 26/11/2022	Participated in a team- building Exercise	Brain Stretched Creatives Ideas for Importing Sales and Customers	

## WEEKLY REPORT

WEEK - 1 (From Dt. 21/11/2022 to Dt. 26/11/2022)

Objective of the Activity Done: Company, Products, sales strategies

Detailed Report:

\* During the first week of the Jio Sales Associate Trainee Program.

\* I participated in various activities to learn about the company's product and services.

\* Sales strategies and customer interactions.

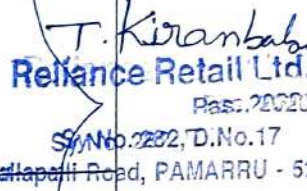
\* participated in a role-playing exercises to practice introducing Jio's products and services to potential customers.

\* studied the features and benefits of each product to better understand their value to customers.

\* Overall, I found the first week of the Jio sales Associate Trainee program to be informative and engaging. I look forward to continue my training and developing my skills as a sales Associate.



## ACTIVITY LOG FOR THE SECOND WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 28/11/2022	Customer Service training	This may include learning how to handle customer complaints, etc.	 <b>T. Kiranbabu</b> Reliance Retail Ltd. Pas. 20020 S.No. 202, D.No. 17 Chittalapalli Road, PAMARRU - 52
Day -2 29/11/22	Sales techniques	To identify customer needs and overcome objections and create effective	
Day -3 30/11/22	Role play exercise	To engage in role playing exercises with their peers to	
Day -4 1/12/22	Observing experience sales	Sales calls to observe their sales technique	
Day -5 2/12/22	Team building activities	Sales associate trainers may participate in team building	
Day -6 3/12/22	Sales process training.	To know how to respect for new customers	

## WEEKLY REPORT

WEEK - 2 (From Dt. 28/11/22 to Dt. 3/12/22)

Objective of the Activity Done: Sales Techniques, customer service

### Detailed Report:

\* During the second week of training the Sales Associate trainees under Customer Service training. The focus was on providing excellent Customer Service

\* which include handling Customer Complaints. Answering Customer Queries and managing Customer expectation

\* Trainees learned how to communicate effectively with customers how to empathize with their concerns and how to provide appropriate solutions to their problems.

\* Overall, the second week of training was focused on developing the trainees sales and customer service skill

## ACTIVITY LOG FOR THE THIRD WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 5/12/22	Reviewing product knowledge	Sales Associate trainers may spend time reviewing.	<p>T. Kiranbabu</p> <p>Reliance Retail Ltd.</p> <p>Pas. 2020</p> <p>Sy No/282, D.No.17</p> <p>Challapalli Road, PAMARRU - 521.15</p>
Day -2 6/12/22	Participate sales techniques	To learn how to identify customer needs. how to overcome	
Day -3 7/12/22	Role play exercise	Role playing exercises with their peer or trainers.	
Day -4 8/12/22	Observing experienced sales representatives	Trainers may shadow experienced sales presentation during client meet	
Day -5 9/12/22	learning about Jio's sales	may receive training on Jio's sales process	
Day -6 10/12/22	Practicing communication skills	Sales Associate trainer may engage in exercise	

## WEEKLY REPORT

WEEK - 3 (From Dt. 5/12/21... to Dt. 10/12/21...)

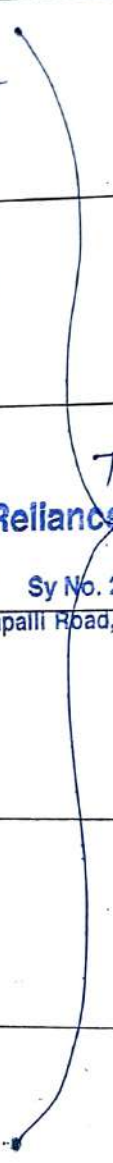
Objective of the Activity Done:

Building foundational sales skills and develop effective communication

Detailed Report:

- \* Review of product knowledge through studying product and attending product demonstration.
- \* provide additional sales technique training to address difficult with Over Coming objections and creating effective sales pitches
- \* offer more guidance on preparing prospecting for New Customers and Qualifying leads through Tio's Sales process.
- \* I found it difficult to would difficult customers complaints and manage customer expectation.
- \* Some time difficulty prospecting for New Customers and Qualifying leads.

ACTIVITY LOG FOR THE FORTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 12/12/22	Customer service training	To provide excellent customer service in industry challenging situations	 <p>T. Kiranbabe Reliance Retail Ltd. Pas. 2020 Sy No. 282, D.No.17 Challapalli Road, PAMARRU - 521 1</p>
Day -2 13/12/22	Sales process training	This includes Prospective lead Generation and lead qualification	
Day -3 14/12/22	Territory management training	This training include identify potential customer maintains relation to observe their	
Day -4 15/12/22	Shadowing experience Sales Representatives	Technique and gain earth into successful	
Day -5 16/12/22	Profit exercises	Practice exercises to development their skills like objection handling	
Day -6 17/12/22	Product training	trainers may receive training and service our new product that	

WEEKLY REPORT  
WEEK - 4 (From Dt. 12/12/22 to Dt. 17/12/22)


Objective of the Activity Done:

Sales skills

Detailed Report:

- During 4<sup>th</sup> week of training, Jio Sales Associate trainees continued to receive comprehensive training on various aspects of the sales process
- To handling difficult situation and finding solution to customer problems
- To know about any New product that have been recently introduced.
- Identifying potential Customer, maintaining relationship with existing customers and maximizing sales opportunities

## ACTIVITY LOG FOR THE FIFTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1 19/12/22	Advanced product training	This may include a deeper give into specialization of	 <b>Reliance Retail Ltd.</b> Pas. 2020 Sy No. 282, D.No.17 Chittaballi Road, PAMARRU - 521 15
Day - 2 20/12/22	sales technique	Advanced sales techniques such as cross selling upselling objection	
Day - 3 21/12/22	Customer service training	Include modules on effective communication active listening	
Day - 4 22/12/22	Product demonstration	Services to potential customers either in person in virtually	
Day - 5 23/12/22	Team building activities	Team building activities such as group projects games or exercises	
Day - 6 24/12/22	Assessment and evaluation	Quizzes, test on Presentation to ensure that they have mastered.	

## WEEKLY REPORT

WEEK - 5 (From Dt. 19/12/22 to Dt. 24/12/22)

Objective of the Activity Done: Product knowledge, Sales techniques

### Detailed Report:


→ During the fifth week of T10 Sales Associate training, the trainers were provided with Advanced training in Product knowledge, sales techniques Customer Service and team building activities.

→ Quizzes, Tests or presentation to ensure that they had mastered the material covered in the training program

→ Overall the fifth week of its T10 Sales Associate training was focused on providing Advanced training in product knowledge, sales techniques, Customer Service and team building activities.



## ACTIVITY LOG FOR THE SIXTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1 26/12/22	Product Knowledge Review	This could include learning about the features and benefits of each.	 <b>Reliance Retail Ltd.</b> Pas. 2020 Sy No. 282, D.No.17 Challanalli Road, PAMARRU - 521 157
Day - 2 27/12/22	Shadowing experienced Sales Associates	To observe their sales technique communication skills and customer	
Day - 3 28/12/22	Practice sales Scenarios.	This can help to have their sales skills identified.	
Day - 4 29/12/22	Reviewing customer feed back	This can help to identify common customer concern	
Day - 5 30/12/22	Sales strategy development	work with my to my develop sales strategy	
Day - 6 31/12/22	Continuing Education	To attending webinars, workshops to living sessions	

## WEEKLY REPORT

WEEK - 6 (From Dt. 26/12/24 to Dt. 31/12/24)

Objective of the Activity Done:

Sales strategy development

Detailed Report:


→ work with my manager to develop a Sales Strategy for a specific product its on Service

→ This could include identifying target customer segments developing marketing materials and creating a sales pitch that effectively communicate the value of the product or service

→ Overall. I feel that this week was very productive and that I made significant progress in my training as the Jio sales Associate

→ I look forward to continuously to learn and grow in this role

## ACTIVITY LOG FOR THE SEVEN WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 2/01/23	Product knowledge Training	→ focus in depth training on specific product or service offered	 <b>Reliance Retail Ltd.</b> Pas. 2020 Sy No. 282, D.No.17 Chhallapalli Road, PAMARRU - 521 157
Day -2 3/01/23	Role play and sales Scenarios	- simulating different scenarios such as really with difficult	
Day -3 4/01/23	Sales process Review	making a sales and keep customer follow up on management	
Day -4 5/01/23	Team Building & activities	Team building activities such as group project games or exercise	
Day -5 6/01/23	Guest speakers	These speakers could provide valuable insights and respective	
Day -6 7/01/23	Assessment and feedback.	A review of their sales metrics customer feedback and other performance	

## WEEKLY REPORT

WEEK - 7 (From Dt. 21/11/23 to Dt. 27/11/23)

Objective of the Activity Done: Sales process Review, Guest speaker

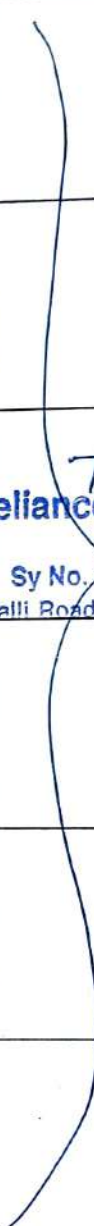
Detailed Report:

→ The seventh week was an idea time to review the sales process. Including the steps involved in making a sale and the best practices for customer follow up and Relationship management the sales progress to be able to provide better Customer Service.

→ The training program featured guest speakers from within the company and from the Industry. These speakers provided valuable insight and perspectives on the industry, trends and best practices.

→ The activities helped in building a positive and motivated work environment.

## ACTIVITY LOG FOR THE EIGHTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 9/1/2023	Learning about Jio's Products and Services	To learn about Jio fiber, Jio TV, Jio mart e.t.c	 <b>T. Kiran Babu</b> <b>Reliance Retail Ltd.</b> Pas. 2020 Sy No. 282, D.No.17 Challanalli Road, PAMARRU - 521 157
Day -2 10/1/23	Shadowing experienced Sales associates	To learn how to interact with Customer Identify	
Day -3 11/1/23	Conducting Customer Service	This feed back to make recommendation for Import Once Jio's	
Day -4 12/1/23	Participating in sales training sessions	learn about New sales techniques as force existing skills and colsing	
Day -5 13/1/23	Assisting with sales and Marketing events	Assists with Sales and marketing events such as product	
Day -6 14/1/23	Assisting with Sales and Marketing events	helps set up displays Interact with Customers and product	

WEEKLY REPORT  
WEEK - 8 (From Dt. 9/1/23 to Dt. 14/1/23..)

Objective of the Activity Done:

Assisting with sales and marketing events

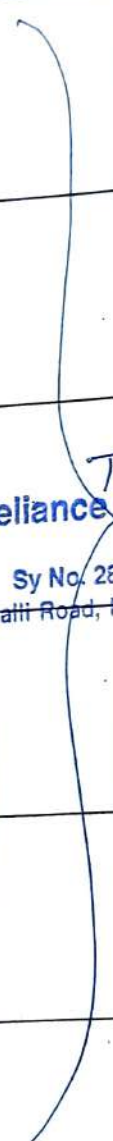
Detailed Report:

→ Organize the information into categories such as sales and marketing events, customer interaction, training sessions and any other relevant categories.

→ Start by gathering information about the activities that the trainer has been involved in during the week.

→ Be specific and include details such as the number of customer the trainer interacted with, the types of product they promoted or any feedback they received from customer or supervisors.

## ACTIVITY LOG FOR THE NINETH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 16/1/23	Continuous product training	* training on specific Tio Product and Services	 <b>Reliance Retail Ltd.</b> Pas. 2020 Sy No. 282, D.No.17 Challapalli Road, PAMARRU - 521 157
Day -2 17/1/23	Shadowing experience Sales Associates	* To observe their sales techniques Customers	
Day -3 18/1/23	Role playing Exercises	To develop Sales skills trainers may Participate	
Day -4 19/1/23	Review of sales Metrics	review sales metrics and Performance report to assess	
Day -5 20/1/23	learning about New Promotions And offers	To receive Information about New offers.	
Day -6 21/1/23	Customer Service training	Handling Compli-ants and addressing Customer Needs	

WEEKLY REPORT  
WEEK - 9 (From Dt. 16/1/23. to Dt. 21/1/23.)

Objective of the Activity Done:

Sales Metric Review


Detailed Report:

Sale metrics

- During the Ninth week of the programme
- No. of sales covers on. 150 sales Cause during this week
- Out of 150 calls 50 leads were generated
- No. of sales closed, 10 sales during this week.
- The sales conversion rate for the week was 20%  $[10/50]$
- Average Order value for the week was 500/-
- Increases the sales conversion rate to 25% in the week



## ACTIVITY LOG FOR THE TENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1 23/1/23	Analysis progress over the past Nine weeks	Upcoming week based analysis such as Increase No. of customer	 <b>T. Kiranbabu</b> <b>Reliance Retail Ltd.</b> Pas. 2020 Sy.No. 282, D.No.17 Challapalli Road, PAMARRU - 521 151
Day - 2 24/1/23	Sales metrics Review	To improve our sales pitch and Customer Service skills.	
Day - 3 25/1/23	Products and deals	Practice our pitch for Promoting these Product and deals	
Day - 4 26/1/23	Communication skills	Spend time Practising active listening and effective	
Day - 5 27/1/23	Sales metrics Review	Improving customer retention rate on Increases your average sale	
Day - 6 28/1/23	Communication skills	Practice the Communication skills with a Colleague on <del>met</del>	

## WEEKLY REPORT

WEEK - 10 (From Dt. 23/1/23 to Dt. 28/1/23)

Objective of the Activity Done:

Sales Metrics and performance

Detailed Report:

→ This week, I focused on reviewing my sales metrics and performance reports to assess my progress and identify areas for improvement sales metrics:

→ No. of customers interactions: 50

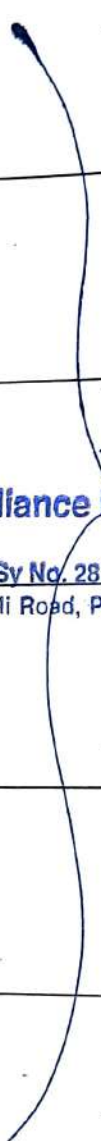
→ Conversion rate: 20

→ Average sale value: 1,500/-

→ Customers retention rate - 80/-

\* faced challenges in communicating efficiency with some customers especially when it come to explainly technical features of Tips products.

## ACTIVITY LOG FOR THE ELEVENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 30/1/23	Attend virtual training	To know latest sim plants and offers need customer	 <b>J. Kiran Kumar</b> <b>Reliance Retail Ltd.</b> Pas. 2020 Sy No. 282, D.No.17 Challapalli Road, PAMARRU - 521 157
Day -2 31/1/23	Visit Jio store	Visit stores and business to promote Jio sim	
Day -3 1/2/23	Visit Jio store	Demonstrate the benefits and Jio sims	
Day -4 2/2/23	Visit Jio store	Provide personal solutions and customer care	
Day -5 3/2/23	Meet with sales money	Meet with sales manager to review progress and discuss	
Day -6 4/2/23	Participate in team building exercise	Develop a plan for next week sales activities	

## WEEKLY REPORT

WEEK - 11 (From Dt. 30/1/23 to Dt. 4/2/23)

Objective of the Activity Done:

Meet with sales Manger.

Detailed Report:

- To Review process and discuss any challenges or concerns
- Attend a virtual meeting with sales team to discuss strategies and share best practices
- Develop a plan for next week's sales activities based on feedback and analysis from week's activities
- Received positive feedback from 10 existing customers through follow-up courses and visits
- Continue promoting Tio Sim plans and data pack through lists of retail stores and business.

ACTIVITY LOG FOR THE TWELVETH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1 6/2/23	Customer relationship management	Reviewed product features and Benefits	<p>T. Kiranbabu</p> <p>Reliance Retail Ltd. Pas. 2020 Sy No. 282, D.No.17 Challapalli Road, PAMARRU - 521 157</p>
Day - 2 7/2/23	Customer relationship management	Conducted sales pitch or poster customer	
Day - 3 8/2/23	Customer feedback	Reviewed customer feedback	
Day - 4 9/2/23	customer feedback	Associated with saree setup for capture	
Day - 5 10/2/23	Promotional event	Conducted sales pitch and Group of discount	
Day - 6 11/2/23	Reflected sales	Prepares sales reports of the sales	

## WEEKLY REPORT

WEEK - 12 (From Dt... 6/2/23 to Dt... 11/2/23)

Objective of the Activity Done:

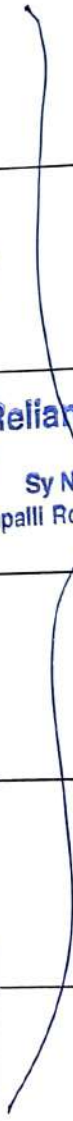
Detailed Report:

→ This week was focused on incorporating new sales techniques and communication skills learned from circles of the training.

→ I conducted sales pitches of potential customers, listening utilized of CRM techniques to build reports of followed up with previous customer email, conduct and team members

→ Conducted product demonstration and reviewed sales performance of the week.

## ACTIVITY LOG FOR THE THIRTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1 13/2/23	Training Research	Attended a communicated skills can be develop	
Day - 2 14/2/23	Meeting	Assisted in a customer meeting with a seniors sales	
Day - 3 15/2/23	Out reach	Followed in a customer meeting with seniors Assistant	
Day - 4 16/2/23	Team work	Participated in team meeting to discuss progress	
Day - 5 17/2/23	Demonstration	conduct of product demoni stration to a poten tial customer	
Day - 6 18/2/23	Follow up and closing	follow up with potential experi ence customer	

**T. Kiranbabu**  
**Reliance Retail Ltd.**  
 Pas. 2020  
 Sy No. 282, D.No.17  
 Challapalli Road, PAMARRU - 521

## WEEKLY REPORT

WEEK - 13 (From Dt. 13/9/23 to Dt. 18/2/24)

Objective of the Activity Done:

developing communication

Detailed Report:

→ Focus on developing communication and objection handling skills. Collaborating with team members and efficiency

Communication Jio's value propositions to potential clients demonstrates their growth in sales expertise

→ participation in these activities contributed to the team's progress towards achieving their sales targets

→ For potential on enterprises customer and prepare a sales proposal for an enterprises customer



## ACTIVITY LOG FOR THE FOURTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 20/2/23	Follow up with Potential Customers	follow with any potential customer product and service	<p style="font-size: 2em; margin: 0;">}</p> <p style="margin: 0;"><b>T. Kirambabu</b></p> <p style="margin: 0;"><b>Reliance Retail Ltd.</b></p> <p style="margin: 0;">Pas. 2020</p> <p style="margin: 0;">Sy No. 282, D.No.17</p> <p style="margin: 0;">Challapalli Road, PAMARRU - 521 157</p>
Day -2 21/2/23	cold calling	Sales prespetative may also engage cold calling of out the product	
Day -3 22/2/23	Attend Meeting	Attend meeting and discuss of product service	
Day -4 23/2/23	Provide demos on presentation	If requested sales representation provide and demos	
Day -5 24/2/23	close deals	If sales team will be work and close and deals	
Day -6 25/2/23	Analyze Performance	team ananlysis our performance adjust stragies based on the date	

## WEEKLY REPORT

WEEK - 14 (From Dt. 20/2/23 to Dt. 25/2/23)

Objective of the Activity Done:

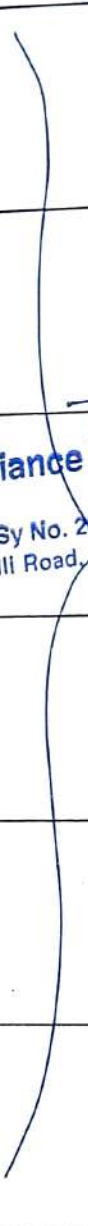
Detailed Report:

→ Follow up with 25 potential customers who had show interest in our product or service through phone calls, emails and in person visits.

→ Conducted 50 cold calls to new prospects who could be interested in our product or service out of these we managed to set up 7 appointment for next week.

→ Based on the sale date collected during these week, we identified area for improvement in our sales strategies.

ACTIVITY LOG FOR THE FIFTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 27/2/23	sim Activation training	training session on the jio sims activation procedure.	 <b>Reliance Retail Ltd.</b> Pas. 2020 Sy No. 282, D.No.17 Challapalli Road, PAMARRU - 521 157
Day -2 28/2/23	sims Activation training	* Update the jio sim activation trainers with New Customers	
Day -3 1/3/23	sims Activation	* Reviewed the jio sims activation Independent and	
Day -4 2/3/23	sims Activation	* Conducted jio sims activation Independent and reviewed	
Day -5 3/3/23	Training Session	* Session on jio sims activation trouble shooting	
Day -6 4/3/23	Jio sim Activation	* Conducted jio sim activation Independent and maintained	

## WEEKLY REPORT

WEEK - 15 (From Dt. 27/2/23 to Dt. 4/3/23)

Objective of the Activity Done:

Detailed Report:

- Attended various training session and various to identified of sim activation training
- Update the Jio sim activate trainer received feedback for improvement
- Review customer feedback and complaints and identified areas for improvement in customer service
- participated in team meeting and group discussion to share ideas on improving sale through targets and customer retention rates.

## CHAPTER 5: OUTCOMES DESCRIPTION

Describe the work environment you have experienced (in terms of people interactions, facilities available and maintenance, clarity of job roles, protocols, procedures, processes, discipline, time management, harmonious relationships, socialization, mutual support and teamwork, motivation, space and ventilation, etc.)

- In terms of people Interactions. Jio is likely to have a diverse work force with employees from various cultural background and different level of experience
- As such, the work environment would likely prioritize open communication and mutual respect among employees.
- There may be regular team meeting performance review, and feedback session to encourage collaboration and continuous improvement
- Facilities available and maintenance would likely be top-notch given the company's regulation and the importance of technology in their business

- \* Regular maintenance would ensure that all equipment is in good working condition
- \* clarity of Job role would be essential to ensure that everyone knows their responsibility and how they contribute to the company

Overall success.

- \* There may also be a strong focus on time on time management given the fast-paced nature of the technology industry.
- \* There may be rules and policies in place to ensure that everyone adheres to the company standards and values.
- \* The company may also provide incentives and benefits to keep employees motivated and engaged.

Describe the real time technical skills you have acquired (in terms of the job-related skills and hands on experience)

- Product Knowledge Understanding the feature and benefits of Jio products and services. Including mobile phone Internet plans and on other offering
- Customers Service and Communication to interact with customers, understand their needs and preference and provide solution accordingly.
- Sales Technique learning effective sales technique to promote Jio products and services, up sell, and cross-sell to customers
- Digital Literacy, :- Familiarity with the digital platform used by Jio including apps and online protule and hands

-On - Experience in Using them

⇒ Marketing- shell :- Understanding of marketing concepts and strategies used by Jio to promote its product and services.

⇒ Problem- Solvings :- Developing problem solving skills to resolve customer queries and issue related to Jio product and services

Overall the Jio sales Associate training program may be provide hands on experience in selling, customer service, communication and digital literacy among other job related skills



Describe the managerial skills you have acquired (in terms of planning, leadership, team work, behaviour, workmanship, productive use of time, weekly improvement in competencies, goal setting, decision making, performance analysis, etc.

⇒ Planning :- Effective managers in sales roles are skilled at creating and implementing plans that help achieve the organization's sales targets.

⇒ Leadership :- Managers in sales roles are skilled at leading and motivating their team members to achieve their goals.

⇒ Team Work :- Successful sales managers understand the importance of collaboration and importance of teamwork. They foster a positive team culture where individuals work together to achieve shared goals.

⇒ Behaviour :- Managers in sales roles are expected to exhibit professional behaviours including punctuality, effective communication

Workmanship :- managers in sales role are skilled at managing their work load and prioritizing tasks to ensure that they are working effectively.

⇒ Goal setting: managers in sales role are skilled at setting realistic and achievable goals for themselves.

— 0 —

Describe how you could improve your communication skills (in terms of improvement in oral communication, written communication, conversational abilities, confidence levels while communicating, anxiety management, understanding others, getting understood by others, extempore speech, ability to articulate the key points, closing the conversation, maintaining niceties and protocols, greeting, thanking and appreciating others, etc.)

- Practice speaking clearly and concisely. Take the time to organize your thoughts before you speak.
- Pay attention to your tone of voice and use appropriate intonation and emphasis to convey your message.
- Use clear and concise language in your writing.
- Organize your thoughts and ideas before you start writing.
- Listen actively and ask questions to show interest and understanding.

- practice initiating conversation with others.
- Organize your thoughts and thinking on your feet by give important speeches or presentation
- leave the door open for future communication or follow-up
- use appropriate greeting and salutation based on the context.

— o —

Describe how could you could enhance your abilities in group discussions, participation in teams, contribution as a team member, leading a team/activity.

→ The ability to actively listen to activity listen to others team members is critical in Group discussion as a team member.

→ Effective Communication skills are virtual for team members and leaders their include being able to articulate ideal clearly and Consisely using appropriate Language and tone

→ Being pro active and taking the initiative to contribute idea and solution is group discussion as a team member.

→ Good time management skills are essential for team members and leader's this include being able to priorities tasks or meet

→ As a team leaders as someone leading an actively. It's Important to set a positive example for Others.

→ Over all enhancing abilities is group discussion participate in teams Contribution as a team members and leading a team activity in Tio requires a combination of skills attitude and behaviour. by actively working on these areas, team members, and team culture that support the achievement of common goals

—o—

Describe the technological developments you have observed and relevant to the subject area of training (focus on digital technologies relevant to your job role)

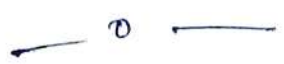
→ Artificial Intelligence and machine learning  
AI and ML are being widely adopted in  
various industries, including telecommunication

→ Jio is also incorporating AI and ML  
into their service and products to improve  
their customers experience network optimization  
and operation efficiency.

→ 5G technology. 5G telecommunication technology  
is the latest development in the tele  
communication industry providing faster  
internet speed lower latency and increased  
capacity.

1. Black chain Technology:- Jio has also started exploring black chain technology started its potential application. Jio is currently developing block chain-based solution to improve its supply chain management and enhance data security.

Overall, Jio is actively invention in implementing various digital technologies to improve its service and products, provide better customer experience and stay ahead in the highly competitive telecommunication industry.





## Student Self Evaluation of the Short-Term Internship

Student Name: P. Siva Raju

Registration No: 2029223049024

Term of Internship: From: 19/11/2022 To: 04/03/2023

Date of Evaluation:

Organization Name & Address:

Please rate your performance in the following areas:

Rating Scale: Letter grade of CGPA calculation to be provided

1	Oral communication	1	2	3	4	5
2	Written communication	1	2	3	4	5
3	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan and organization	1	2	3	4	5
9	Professionalism	1	2	3	4	5
10	Creativity	1	2	3	4	5
11	Quality of work done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5

Date:

  
 Signature of the Student

*Evaluation by the Supervisor of the Intern Organization*

Student Name: PERAM SivaRaju

Registration No: 2029223049024

Term of Internship: From: 19/11/2023

To: 04/03/2023

Date of Evaluation:

Organization Name & Address: Reliance Jio Pvt. Ltd. D.No. 24/583-1

Name & Address of the Supervisor with Mobile Number  
Jaghnadha Puram, Machilipatanam  
Krishna District 521001

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

Rating Scale: 1 is lowest and 5 is highest rank

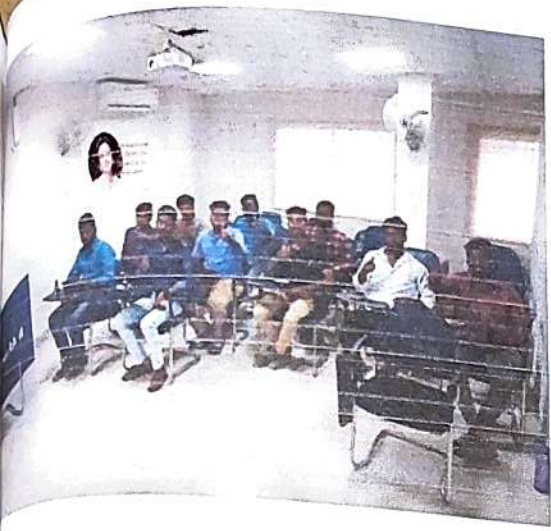
1	Oral communication	1	2	3	4	5
2	Written communication	1	2	3	4	5
3	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan and organization	1	2	3	4	5
9	Professionalism	1	2	3	4	5
10	Creativity	1	2	3	4	5
11	Quality of work done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5

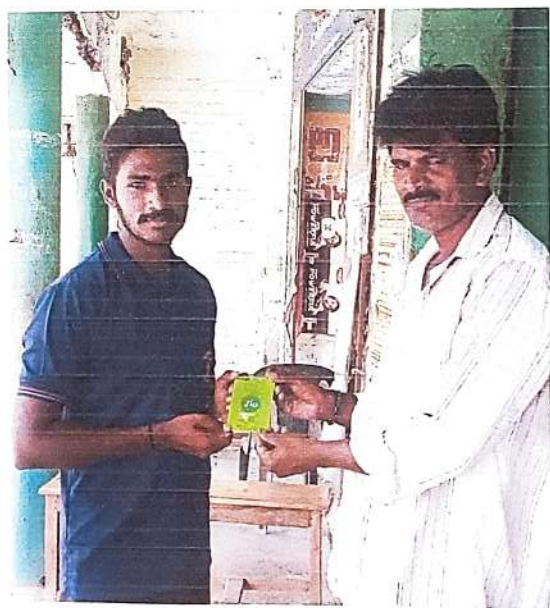
Date:

  
Signature of the Supervisor



PHOTOS & VIDEO LINKS





# EVALUATION

## Internal & External Evaluation for Semester Internship

### Objectives:

- Explore career alternatives prior to graduation.
- To assess interests and abilities in the field of study.
- To develop communication, interpersonal and other critical skills in the future job.
- To acquire additional skills required for the world of work.
- To acquire employment contacts leading directly to a full-time job following graduation from college.

### Assessment Model:

- There shall be both internal evaluation and external evaluation
- The Faculty Guide assigned is in-charge of the learning activities of the students and for the comprehensive and continuous assessment of the students.
- The assessment is to be conducted for 200 marks. Internal Evaluation for 50 marks and External Evaluation for 150 marks
- The number of credits assigned is 12. Later the marks shall be converted into grades and grade points to include finally in the SGPA and CGPA.
- The weightings for Internal Evaluation shall be:
  - Activity Log 10 marks
  - Internship Evaluation 30 marks
  - Oral Presentation 10 marks
- The weightings for External Evaluation shall be:
  - Internship Evaluation 100 marks
  - Viva-Voce 50 marks
- The External Evaluation shall be conducted by an Evaluation Committee comprising of the Principal, Faculty Guide, Internal Expert and External Expert nominated by the affiliating University. The Evaluation Committee shall also consider the grading given by the Supervisor of the Intern Organization.
- Activity Log is the record of the day-to-day activities. The Activity Log is assessed on an individual basis, thus allowing for individual members within groups to be assessed this way. The assessment will take into consideration

the individual student's involvement in the assigned work.

- While evaluating the student's Activity Log, the following shall be considered -
  - a. The individual student's effort and commitment.
  - b. The originality and quality of the work produced by the individual student.
  - c. The student's integration and co-operation with the work assigned.
  - d. The completeness of the Activity Log.
- The Internship Evaluation shall include the following components and based on Weekly Reports and Outcomes Description
  - a. Description of the Work Environment.
  - b. Real Time Technical Skills acquired.
  - c. Managerial Skills acquired.
  - d. Improvement of Communication Skills.
  - e. Team Dynamics
  - f. Technological Developments recorded.



**MARKS STATEMENT**  
**(To be used by the Examiners)**

## INTERNAL ASSESSMENT STATEMENT

Name Of the Student: PERAM. Sivaraju  
Programme of Study: BSC BZC  
Year of Study: 3<sup>rd</sup> year  
Group: BZC  
Register No/H.T. No: 2029223049624  
Name of the College: U. SIR GDC MOLLU  
University: K.P. Shna

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Activity Log	10	09
2.	Internship Evaluation	30	29
3.	Oral Presentation	10	08
	GRAND TOTAL	50	46

Date:

  
Signature of the Faculty Guide

## EXTERNAL ASSESSMENT STATEMENT

Name Of the Student: PERAM. Siva Raju  
Programme of Study:  
Year of Study:  
Group: BSC  
Register No/H.T. No: 2029223049024  
Name of the College: V.S.R Government Degree & P.G college  
University: Krishna

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Internship Evaluation	80	78
2.	For the grading giving by the Supervisor of the Intern Organization	20	18
3.	Viva-Voce	50	48
	TOTAL	150	144
GRAND TOTAL (EXT. 50 M + INT. 100M)		200	190

Signature of the Faculty Guide

Signature of the Internal Expert

Reliance Retail Ltd.

Pas. 2020

Sy No. 282, D No.17

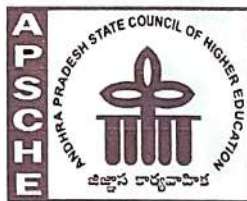
Chaitrapalli Road, F&M, U - 521 151

Signature of the External Expert

Signature of the Principal with Seal

PRINCIPAL

V.S.R. Govt. Degree & P.G. College  
Muvva - 521 135, Krishna Dt., A.P.



## **ANDHRA PRADESH STATE COUNCIL OF HIGHER EDUCATION**

**(A Statutory Body of the Government of Andhra Pradesh)**

2nd, 3rd, 4th and 5th floors, Neeladri Towers, Sri Ram Nagar, 6th Battalion Road  
Atmakur (V)Mangalagiri (M), Guntur, Andhra Pradesh, Pin - 522 503  
[www.apsche.ap.gov.in](http://www.apsche.ap.gov.in)