

A PROJECT REPORT ON
“INTERNSHIP PROJECT ON JYOTI THE
SCHOOL MALL”

A Project Submitted to
University of Mumbai for Partial Completion of the Degree
of Bachelor in Commerce (Banking and Insurance)
Under the Faculty of Commerce

By

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T.Y.B.B.I (SEMESTER – VI)

PRN NO.:2021016400534526

Under the Guidance of

‘ASST. PROF. DR. KISHOR CHAUHAN’

JNAN VIKAS MANDAL’S

Mohanlal Raichand Mehta College of Commerce

Diwali Maa College of Science

Amritlal Raichand Mehta College of Arts

Dr. R.T. Doshi College of Computer Science

NAAC Re-Accredited Grade 'A+' (CGPA : 3.31) (3rd Cycle)

Sector-19, Airoli, Navi Mumbai, Maharashtra 400708



FEBRUARY, 2024.



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CERTIFICATE

This is to certify that **MISS.** _____ has worked and duly completed his Project work for the degree of Bachelor in Commerce (Banking and Insurance) under the Faculty of Commerce in the subject **Banking** and his project is entitled, **“INTERNSHIP PROJECT ON JYOTI THE SCHOOL MALL”**. Under my supervision.

I further certify that the entire work has been done by the learner under my guidance and that no part of it has been submitted previously for any Degree or Diploma of any University.

It is his own work and fact reported by her personal finding and investigations.

Guiding Teacher,

ASST. PROF. DR. KISHOR CHAUHAN.

Date of submission:

DECLARATION

I the undersigned **MS. ACHAL. B. YADAV** here by, declare that the work embodied in this project work titled “**INTERNSHIP PROJECT ON JYOTI THE SCHOOL MALL**”, forms my own contribution to the research work carried out by me under the guidance of **ASST. PROF. DR. KISHOR CHAUHAN** is a result of my own research work and has been previously submitted to any other University for any other Degree/ Diploma to this or any other University.

Wherever reference has been made to previous works of others, it has been clearly indicated as such and included in the bibliography.

I, here by further declare that all information of this document has been obtained and presented in accordance with academic rules and ethical conduct.

(ACHAL.B.YADAV)

Certified by:

ASST. PROF. DR. KISHOR CHAUHAN.

ACKNOWLEDGEMENT

To list who all have helped me is difficult because they are so numerous and the depth is so enormous.

I would like to acknowledge the following as being idealistic channels and fresh dimensions in the completion of this project.

I take this opportunity to thank the **University of Mumbai** for giving me chance to do this project.

I would like to thank my **I/C Principal, Dr. B. R. Deshpande Sir** for providing the necessary facilities required for completion of this project.

I take this opportunity to thank our **Coordinator** for their moral support and guidance.

I would also like to express my sincere gratitude towards my project guide **Asst. Prof. DR. Kishor Chauhan** whose guidance and care made the project successful.

I would like to thank my **College Library**, for having provided various reference books and magazines related to my project.

Lastly, I would like to thank each and every person who directly or indirectly helped me in the completion of the project especially **my Parents and Peers** who supported me throughout my project.

OFFER LETTER

Achal Yadav
104 Shridhar Galaxy, Dativali Road,
Mumbra Devi Colony, Diva(E) – 400612.

Date: - 20/03/2023

Dear Achal,

We are pleased to extend an offer of employment for the position of Counter Sales Representative at **Jyoti The School Mall**. We were impressed with your qualifications, experience, and enthusiasm during the interview process, and we believe that your skills will be a valuable addition to our team.

Position: Counter Sales Representative
Start Date: 01-04-2023.
Location: **JYOTI THE SCHOOL MALL**, Thane

Job Responsibilities: As a Counter Sales Representative at **JYOTI THE SCHOOL MALL**, your primary responsibilities will include, but are not limited to:

- Greeting and assisting customers with their inquiries and purchases.
- Maintaining a clean and organized sales area.
- Processing transactions accurately and efficiently.
- Providing excellent customer service to ensure a positive shopping experience.
- Staying knowledgeable about the products and services offered by **JYOTI THE SCHOOL MALL**

Working Hours: Your regular working hours will be 10:00 am to 09:00 pm, Tuesday to Sunday. Additional hours may be required during peak seasons or special events.

We are excited about the possibility of you joining the **JYOTI THE SCHOOL MALL** team and contributing to our success. We look forward to a mutually beneficial and rewarding working relationship.

Sincerely,

Deepak Sharma
Manager
9137107611

JYOTI THE SCHOOL MALL
Shop No. 3, Eucalyptus Building,
Near Anil Sports, Opposite To R Mall,
Manapada, Ghodbunder Road, Thane West. 400 606
Ph: 9137107611, 8181002502, 8181093093
JYOTI THE SCHOOL MALL
GSTIN: 27AFPPV7463J1ZH

3A, Eucalyptus Building, Manapada, Ghodbunder Road, Thane - 400 606.
Mob: 91 74002 10004 | E-mail: jyoti@theschoolmall.com



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CHAPTER 1

INTRODUCTION

INTRODUCTION

The purpose of this letter is to briefly introduce ourselves as M/s. Jyoti the School Mall, Thane (w) as one of the leading book sellers in around Thane from last 4 decades. To add upon we have excellence in serving all the Educational Institutes belonging to ICSE, SSC, HSC, CBSE and IGCSE Boards. We hold distributorship of all major companies like Oxford University Press, Cambridge University Press, Orient Blackswan, Macmillan, Madhuban, S-Chand, (Navneet & Grafalco) and many more. We Will be Catering all your needs for the School. Like Books, Stationery, Uniform, Shoes. As you are aware of us as a leading brand for Books and Stationery we on the same note include Uniforms & Shoes by the leaders in the Market like Mafatlal Uniforms, T/O garments, Liberty apparels and shoes & many more.

The firm Jyoti the School Mall also have there own production of Notebooks with Best Quality compared to the other brands prevailing in the market and also at the same prices. Firm have worked with several Schools in part and have a good working relation with all of them, with no complaints from there sides. We offer you services that are of the highest standard and at extremely Competitive rates.

We here by approach you to discuss about the sales or supply of Textbook, Notebook, Stationary uniform and other materials for School for the upcoming years. We provide the best discount and also shall provide you with many other well known publishers books that have somehow been missed or not reached to your knowledge.

The firm have also taken care of all student by providing proper service and best quality of education considering the latest trends and the ethic knowledge bank. They do both sales as well as supply of books after making proper sets as per your requirement. The discount structure working with shall always be the best reaching up to 30% to add value to the school treasure. The firm try to provide you the best with respect.

They believe in that sharing business with others shall always be profitable deal considering All the aspects of trade and shall never disappoint others.

They are so even friendly with Staff and Consumers with there one to one conversion for the betterment of firm as well as help the consumer to choose the best knowledgeable studymaterial, with positive vibe/view.



CHAPTER 2

HISTORY

HISTORY

The history of the company is the record of Pivotal moments in the business from its origins to the present day. It organizes Milestones, Accomplishment and the work of Influential figures into a narrative. The way of framing that narration can bring the companys Strength, Leadership, Culture and Values to the forefront.

In the History of Jyoti the School Mall, Jyoti Stores is the main branch of this firm which was started from the year 1979. Now Jyoti this firm have many branches namely Jyoti Book Centre, Jyoti the School Mall, Jyoti at Mulund and even at the Gujrat from since 1979.

Today 45 years have been passed from the year of 2018 Jyoti the firm have join in the different field like Uniform, Stationery, Shoes at the branch of Jyoti the School Mall.

This year of 2021 brings new method of shopping from Jyoti the School Mall. At the current period the Jyoti the School Mall have take launch at the online platform, where the firm have the website naming Jyoti the School Mall varieties of material been mention at the best discount rate same as offline.



CHAPTER 3
PRODUCTS AND BRANDS


PRODUCTS AND BRANDS

Production function relates the input of factors of production to the output of goods. The production function inputs are typically Capital and Labour through more expansive and complex production functions. May include other variables such as land or natural resources.

Production of the firm is of Book (Notebooks). The logo of Jyoti is mention on the Books. As this is the Manufacturing part of making book, but as the firm Retails Shop they deal in ready products competitive exambooks (NEET, JEE, JEE MAINS and ADVANCE etc.) ICSE Books, CBSE Books, State boards, Novels of famous writers etc.

As they have variety of section of School related materials, In School shoes section brand like Adidas, Liberty, Arigold, etc. are available.

All type of school materials are available including Tiffin, Water bottles, Art and Craft items, School uniforms, etc

Name	Logo
OXFORD	 The logo for Oxford University Press, featuring a circular emblem with a stylized sunburst or fan-like pattern on the right side, and the text "OXFORD UNIVERSITY PRESS" below it.

NCERT

विद्यया ऽ मृतमश्नुते



एन सी ई आर टी
NCERT

IIT-JEE



IIT-JEE

JEE (MAINS)



JEE (Main)

Joint Entrance Examination

ICSE BOARDS



ADIDAS



LIBERTY



ARIGOLD



CAMLIN KOKUYO



FABER-CASTELL



PARKER



MILTON

MILTON

SKYBAGS



AMERICAN TOURISTER



LEE COOPER



MAPED



CLASSMATE



GENIE



CHAPTER 4
LINKS WITH THE FIRM

LINKS WITH THE FIRM

Schools which are connected to the Jyoti the School Mall are:

<p>HIRANANDANI FOUNDATION SCHOOL</p>	 <p>Hiranandani Foundation School Mens Sana in Corpore Sano</p>
<p>PODAR INTERNATIONAL SCHOOL</p>	 <p>PODAR INTERNATIONAL SCHOOL</p>
<p>C.P. GOENKA INTERNATIONAL SCHOOL</p>	 <p>C P Goenka International School Learn Today, Lead Tomorrow</p>

**SMT.
SULOCHANDEVI
SINGHANIA**



Smt. Sulochanadevi Singhania School

"Offer Equal Opportunities to all so that they rise to their fullest potential."

**SRI. SRI.
RAVISHANKAR
VIDYA MANDIR**



**THANE POLICE
SCHOOL**



<p>ST. JOHN THE BAPTIST HIGH SCHOOL</p>	
<p>DELHI PUBLIC INTERNATIONAL SCHOOL</p>	
<p>NALANDA PUBLIC SCHOOL</p>	
<p>GREEN ACRES ACADEMY</p>	 <p>The Green Acres Academy</p>

**D.A.V. PUBLIC
SCHOOL**



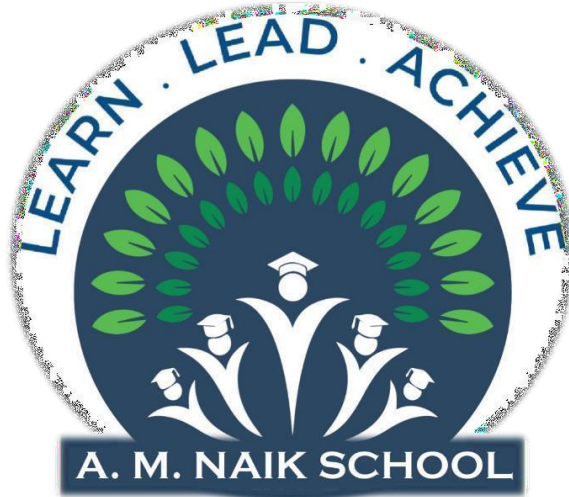
**PAWAR PUBLIC
SCHOOL**



**HOLY CROSS
CONVENT HIGH
SCHOOL**



A.M. NAIK SCHOOL



**ST. GREGORIOS
HIGH SCHOOL**

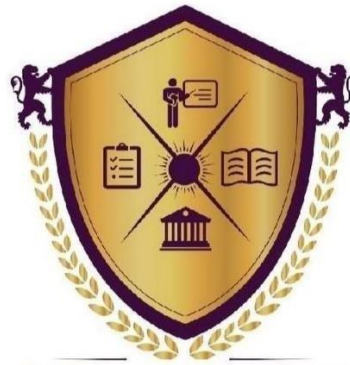


**SMT.SUNITIDEVI
SINGHANIA SCHOOL**



Smt. Sunitidevi Singhania school

**INDO SCOTTISH
GLOBAL SCHOOL**



INDO SCOTTISH
— GLOBAL SCHOOL —

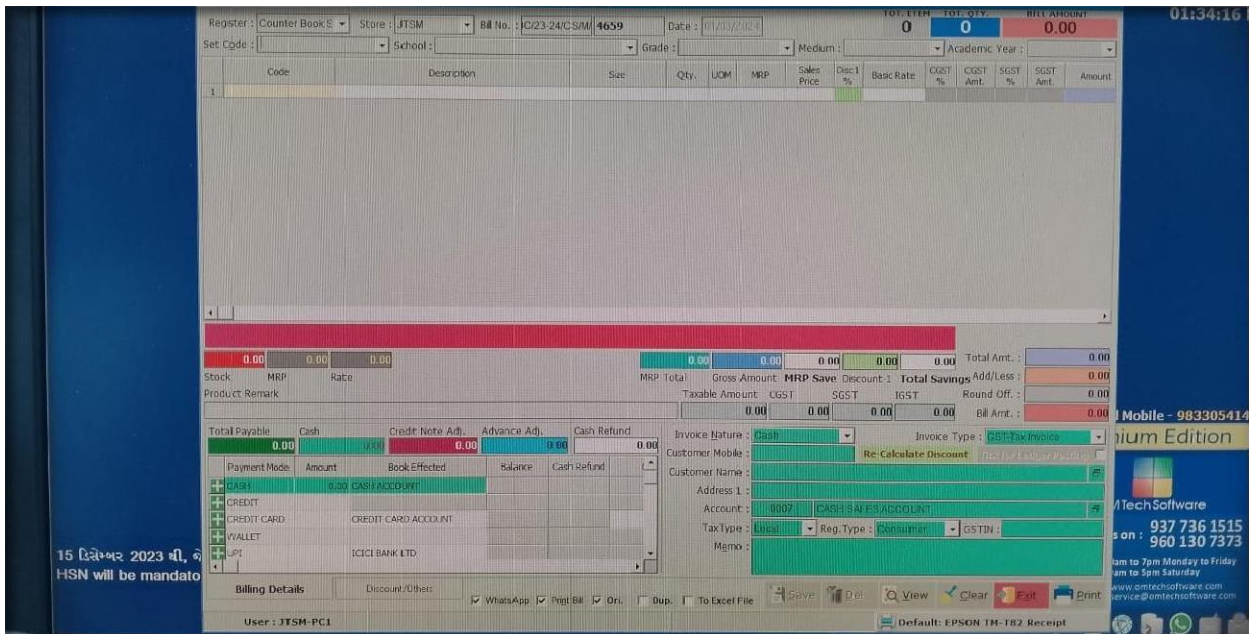
CHAPTER 5

JOB PROFILE

JOB PROFILE

Job description should accurately reflect the duties and responsibilities of the position. It produces a realistic picture of a job & answer the questions, “What does the person in this role actually do?”

Job description contains sufficient information to describe major responsibilities and essential function as they exist today. They provide the information necessary to classify the position not the person.



The document should not include every detail of how and what work is performed so that it remains useful even when minor changes occur. Job description can be written as a joint effort between supervisor and employee but the supervisor must approve

CHAPTER 6
VIEW OF THE FIRM

VIEW OF THE FIRM









CHAPTER 7

COMMUNICATION

COMMUNICATION

BEHAVIOURAL LEARNING FROM THE ORGANISATION:

Communication:

Good communication consists of many other different sub-skills, from suitable patterns of body language and eye contact with the ability to write clear and accurate reports.

Accurate listening and the ability to follow instructions are especially important but are often ignored or taken for granted.

Many people simply do not pay close attention to what others say and write and do not ask follow up questions to check their understanding. As a result, individuals act on their own inaccurate assumptions and create inefficiencies and frustrations at work. Communication training will help them overcome these challenges.

At my internship I have learn to communicate. I have come to known that how should be an effective communicator and how to convince the person to agree at my point of view.

Communication is the one thing which is used in every kind of field at work place or day to day life. While communication the start of the talk at the topic or the reply should be powerful and effective of your topic.



CHAPTER 8
THINGS LEARN FROM THE
ORGANISATION

THINGS LEARN FROM THE ORGANISATION

1. Self-Improvement:

Life in the workplace should not enforce stagnation, there should be a constant need or desire for improvement. Satisfaction leads to a perception of repetition, which is the essential of a job perceived as unchallenging. Employees should improve to avoid both the frustration of inexperience and contentment with their work.

People always have room to grow, and advance behavioural skills are always welcomed. At the upper end, one can give your workers the tools and mindset to aim for improvement by observing their behaviour, work habits, and production.

Self-improvement training will help provide feedback and criticisms that they can use to benefit their next assignments. An essential part of promoting improvement is to communicate to the employees that failure.

2. Goal setting and planning:

Anybody can wish for something can happen, but to accomplish anything one must plan which surprisingly few people know how to do. Planning requires setting concrete goals, identifying workable action steps, and making a commitment to see the plan through. Even setting the primary goal can be difficult when multiple issues are competing for attention. Effective planning requires for arranging problems by importance and delegation.

It is impossible to do everything at once, but if one focuses on the most important tasks and ask for help, then can accomplish a lot.

CHAPTER 9
PRACTICES OBSERVED IN THE
ORGANIZATION

PRACTICES OBSERVED IN THE ORGANIZATION

- There is no racism on the basis of any caste, creed, color or gender. Everyone is treated same thus making it easy to coordinate with each other and to share views and ideas with each other.
- Mentor as well as the colleagues are always ready to sort out any problems that the interns could not resolve on their own.
- Everyone is disciplined and dedicated towards their job, thus providing motivation to do our job perfectly and to learn and grab as much as we can. The job environment always motivates and realizes us to perform better at the job.
- The working environment is lenient in the organization. Neither the employees are overburdened by the work given, nor the proprietor forces them to work for extra time.
- All the work, target are completed by the employees in the provided timeframe.
- The employees are always energetic and ready to do work, they don't waste their time. They always strive for excellence with effectiveness in their work.
- The owner of the firm is too humble towards the customer also with the employees. He never loses his temper and handles all the situations great fully. He never abuses his employees even if they make silly mistakes, and corrects their mistakes by smiling and sarcastically commenting on it so the employees don't feel down and eventually improve themselves.
- He always try to make jolly environment at the job. So that no one get bore.

CHAPTER 10

LIMITATIONS

LIMITATIONS

- ♦ Less number of staff members.
- ♦ Developments in technology are changing this market. Jyoti the School Mall needs to adopt new technology and adapt to the changed market realities.
- ♦ Change in government policies and procedures may act as threat for company.
- ♦ A small change in focus of large competitors might wipe out any market position achieved.
- ♦ Jyoti the School Mall has many competitors. Under certain circumstances staff competition can threaten the margins and hence the survival of the firm.



CHAPTER 10

CONCLUSION

CONCLUSION

Jyoti the School Mall is overall one of the profit making and reputed firm in Maharashtra. The organization since its very first day is devoted to providing quality services and products. Lakhs of customers are happily connected with the firm.

CHAPTER 11

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