



V V SALIMATH ASSOCIATIONS

**G P PORAWAL ARTS, COMMERCE AND V. V. SALIMATH
SCIENCE COLLEGE SINDAGI – 586128**



NAME :- TAYARABI K. KACHUR

R.NO :- C2060888

CLASS :- BCOM 6th sem

SUBJECT :- INTERNSHIP REPORT ON HERO MOTO CORP

SUBMITTED TO

Prakash Rathod

Dept. of Commerce
G.P.P. Arts, Commerce & V.V.S. Science
College, SINDAGI-586128

SUBMITTED BY

Tayarabi

Coordinator IQA
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Principal,
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RANI CHANNAMMA UNIVERSITY
Vidyasangama, NH-04
Belagavi-591156
Karnataka



G P PORWAL COLLEGE SINDAGI - 586128

(Affiliated to Rani Channamma University Belagavi)

"INTERNSHIP PROGRAM AT JOGUR SHOWROOM "

In partial fulfilment of the requirement for the award of the degree of

Bachelor Of Commerce

During the year 2022-23

Submitted by

Tayarabi K Kachur

B . Com VI Semester

Register No: C2060888

Submitted to

Prof. prakash rathod

Department Of Commerce

G P PORWAL COLLEGE SINDAGI


Head
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G.P.P. Arts, Commerce & V.V.S. Science
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Program Book For
Coordinator
G. P. PORWAL ARTS, COM &
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SINDAGI-586128,
Internship


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DECLARATION

Tayarabi Kachur , hereby declare that the Internship Program at "jogur Motors" is a record of independent and bonafide Internship work carried out by me under the supervision and guidance of PROF . **PRAKASH RATHOD** , Assistant Professor, Department of **GP PORWAL COLLEGE SINDAGI - 586128**

The information and data given in the report is authentic to the best of my knowledge. The report has not been previously submitted for the award of any Degree, diploma, Associateship or other similar title of any other university or institute.

Hero

Place: sindagi

Name : Tayarabi Kachur
Reg No : C2060888


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ACKNOWLEDGEMENT

My sincere efforts have made me to accomplish the task of completing this programme.

I am highly indebted to the faculty guide Prof. prakash rathod for his guidance and constant supervision as well as for providing necessary information regarding the programme and also for his support in completing the Internship programme.

I would like to express my gratitude towards my parents for their kind corporation and encouragement which helped me in the completion of this Internship programme. My thanks and appreciations also go to my team mates in helping to do this programme and to the people who have willingly helped me out with their abilities.

At last, I end up my by expressing my special gratitude and thanks to Mr. Shivanna, Manager of the showroom, for giving me such attention and valuable time and their support.


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Government of Karnataka

(Department of Collegiate Education)

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Karnataka

College Code

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DEPARTMENT OF COMMERCE

This is to certify that Internship Program at " jogur showroom Hero Motors Service center, Hero Moto Corp limited" is a bonafide record of Internship done by Tayarabi Kachur. Register No. C2060888 , under my guidance and supervision in partial fulfilment of the requirement for the award of the degree of BECHELOR OF COMMERCE and it has not previously formed the basis for any Degree, Diploma and Associate ship or Fellowship

PROF: PRAKASH RATHOD

HEAD OF COMMERCE

DEPARTMENT OF COMMERCE



Government of Karnataka

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PROF: PRAKASH RATHOD

HEAD OF COMMERCE

DEPARTMENT OF COMMERCE

INDUSTRY PROFILE



Hero MotoCorp Ltd

Profile

Hero Moto Corp limited is the world's largest manufacturer of two wheeler, based in India. In 2001, the company achieved a coveted position of being the largest two wheeler manufacturing company and also "world's no.1" two wheeler Company in terms of unit volume sales in a calendar year. Hero Moto Corp limited. Continues to maintain this position till date.

Vision

The story began with a simple vision: the vision of a mobile and an empowered India. Powered by its bikes, Hero Moto Corp limited company's new identity, reflects its commitment towards providing world class mobility solution and focus on expanding companies in the global area.

Mission

Hero Moto Corp's mission is to become a global enterprise that fulfill the needs and as privation of the young and youthful by providing motor cycle and scooters that are technologically superior, efficient and convenient to use.

Strategy

Hero Moto Corp key strategies are to build a robust product investment across categories, explore growth opportunities globally, continuously improve its operational efficiency; aggressively

Activities performed:-

Proving Loans for bike purchases....



Day 2 learning's

Understanding Financial Eligibility: I learned how to assess customers' financial eligibility for bike loans, taking into account their credit history, income, and existing financial commitments.

Credit Checks: Gaining insights into the importance of conducting thorough credit checks to evaluate the creditworthiness of loan applicants.

Interest Rates Impact: Understanding how interest rates affect loan terms and monthly payments, and how they can influence a customer's decision to finance a bike.

Documentation: Learning the significance of accurate and complete documentation when processing loan applications, ensuring compliance with regulatory requirements.

Customization: Realizing the importance of customizing loan solutions to meet individual customer needs, such as offering flexible repayment schedules.

Compliance and Regulations: Gaining knowledge of state and federal lending laws and regulations, emphasizing the importance of compliance in all loan-related activities.

Affordability: Recognizing the significance of ensuring that loan terms are affordable for customers, promoting responsible lending practices.

Activities performed:-

Working as Supervisor at Service Department



Day 6 learning's

Understanding Bike Mechanics: I gained a fundamental understanding of the mechanics of Hero bikes, including engine components, suspension systems, and electrical systems.

Maintenance Procedures: I learned the various maintenance procedures, such as oil changes, tire replacements, brake inspections, and routine servicing, necessary to keep Hero bikes in optimal condition.

Troubleshooting Skills: I developed the ability to diagnose common bike issues, identify their root causes, and recommend appropriate solutions to customers.

Customer Interaction: I learned how to interact with customers in a service-oriented manner, addressing their concerns, explaining maintenance recommendations, and ensuring a positive service experience.

Service Scheduling: Gained insights into the service scheduling process, including appointment booking, prioritization of tasks, and efficient allocation of resources to ensure timely service delivery.

Quality Assurance: I understood the importance of quality control in servicing Hero bikes, ensuring that all maintenance and repair work met manufacturer standards and safety regulations.

Problem-Solving: Developed problem-solving skills, as I encountered various challenges in diagnosing and addressing bike issues, fostering critical thinking and creativity in service solutions.

Activities performed:-

Insurance Services and Customer Interaction



Day 7 learning's

Insurance Service:

- Exploring the range of insurance options for bike buyers.
- Learning about different types of insurance (e.g., comprehensive, third-party).
- Understanding the coverage and benefits of each insurance type.
- Assisting customers in understanding insurance policies.
- Explaining policy terms, deductibles, and coverage limits.
- Helping customers select insurance that aligns with their needs.

Customer Interaction

- Handling customer inquiries related to loans and insurance.
- Responding to questions about loan terms and insurance coverage.
- Providing exceptional customer service and addressing concerns.
- Observing senior agents as they explain loan and insurance details.
- Learning to effectively communicate complex financial and insurance concepts.
- Learning how to tailor loan and insurance solutions to customer needs.
- Understanding the importance of customization for customer satisfaction.
- Practicing active listening to identify customer preferences.

Activities performed:-

Taking Customer Feedback and Improvement



Day 9 learning's

1. **Customer-Centricity:** One of the foremost lessons I learned was the paramount importance of customer-centricity in any business. Listening to customers, valuing their opinions and actively seeking ways to enhance their experience is essential for long-term success.

2. **Effective Communication Skills:** The role required strong communication skills to engage with customers, elicit feedback, and convey the message that their opinions matter. This experience honed my ability to communicate effectively, both in-person and through written surveys.

3. **Solution-Oriented Approach:** Customer feedback is not solely about identifying problems; it's also about finding and implementing solutions. I learned to adopt a proactive, solution-oriented mindset when handling feedback.

4. **Customer Loyalty and Retention:** Enhancing the customer experience not only boosts satisfaction but also contributes to customer loyalty and retention. I learned that retaining existing customers can be as valuable as acquiring new ones.

5. **Personal Growth:** On a personal level, this experience taught me resilience, patience, and adaptability. Dealing with feedback, whether positive or negative, required emotional maturity and the ability to grow from each interaction.

6. **Business Impact:** I witnessed firsthand how effective feedback management can positively impact a business. Improved customer satisfaction led to increased customer loyalty, higher sales, and a stronger brand reputation.

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Memorable Last Day of My Internship at the Hero Bike Showroom

My internship at the Hero Bike Showroom came to an end, I couldn't help but reflect on the invaluable experiences and lessons I had gained over the past few months. The last day of my internship turned out to be a memorable and sweet experience that I will cherish forever.

My day began with a mix of excitement. I knew I had to make the most of this final opportunity to learn and grow in a professional setting. I arrived at the showroom early, a place where I had spent countless hours assisting customers, learning about the different bike models, and understanding the intricacies of the motorcycle industry.

My mentor in the showroom, Mr. Shivanna, welcomed me with a warm smile and a sense of pride in his eyes. He had been my guide and mentor throughout my internship, teaching me the ropes of sales, customer service, and the technical aspects of Hero motorcycles.

The last part of my day was spent in a farewell meeting with the entire showroom team. I was touched by the kind words and appreciation from my colleagues and fellow interns.

I was presented with a certificate of completion and a memento to commemorate my internship. It was a tangible reminder of the skills I had acquired and the bonds I had formed during this journey.

In my farewell to the Hero Bike Showroom, I couldn't help but feel a sense of accomplishment and gratitude. This internship had not only equipped me with practical knowledge but had also instilled in me a deep appreciation for hard work, dedication, and the passion that drives the Hero brand.

In conclusion, the last day of my internship at the Hero Bike Showroom was an unforgettable experience. It had shaped the essence of my time there – a blend of learning, camaraderie, and a passion for motorcycles. I left with a heart full of memories and a strong foundation for my future career, knowing that the lessons I had learned would continue to guide me in my professional journey.


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Conclusion

My internship at the jogur showroom **Hero Motors Service Center**, has been a transformative experience, providing me with invaluable insights into the automotive industry, customer service, and sales. This journey has equipped me with practical skills, enhanced my understanding of the Hero brand, and strengthened my professional capabilities.

Throughout this internship, I had the privilege of working closely with a dedicated team that fostered an environment of collaboration and knowledge sharing. This collaborative spirit not only improved my interpersonal skills but also emphasized the importance of effective communication and teamwork in achieving success. One of the most significant takeaways from this internship is the firsthand exposure to the diverse range of customers and their preferences. This interaction has deepened my understanding of consumer behavior and market dynamics, which will undoubtedly be a valuable asset in my future endeavors.

I am deeply appreciative of the guidance and mentorship provided by Prof. Azeem Jamada, during my time here. Their expertise and support have been instrumental in my professional growth and development.

As I conclude this internship, I am confident that the experiences gained and skills acquired will serve as a solid foundation for my career in the automotive industry. I look forward to applying these lessons in my future roles, and I am eager to continue contributing positively to the Hero Bike Showroom's success.

In closing, I extend my sincere gratitude to the jogur showroom **Hero Motors Service Center** team for their support and the opportunities provided. This internship has been a stepping stone toward my career goals, and I leave with a sense of accomplishment and excitement for what lies ahead.


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