

Permission Letter

To

The head of department
Electrical & Electronics engg,
GNITS

Subject:- Permission to attend internship at homecrop for
3 months & permit attendance for classes.

Respected Sir,

I'm Priyanka (19251A02A1) pursuing IV - II.
I have got an opportunity as an Intern at
homecrop for duration of 3 months from February 6 2023
to May 6 2023.

This internship helps to develop technical skills,
knowledge to build my career. Therefore, I would like
to appreciate and grant me permission to attend and
Permit the attendance for classes.

Thanking you!

Yours faithfully,

P. Priyanka,
19251A02A1

Permitted
for the internship
from 6/2/23 to 6/5/23
N. M. M. M. M.
27/1/23

V. Sunandha
27/1/23

A. Ramyarni
28/01/23

23/1/23

K. Swarnalatha
27/01/23
K. SWARNALATHA
Project Guide



Frescogreens Pvt Ltd
201, Astral Heights,
Road No. 1, Banjara Hills
Hyderabad, Telangana 500034
T +91 81799 82232

Offer Letter- Customer Service Intern

Dear Priyanka

I am delighted & excited to welcome you to HOMECROP as a **Customer Service Intern**. At Homecrop, we believe that the team is the biggest strength and we take pride in hiring ONLY the best and the brightest. We are confident that you would play a significant role in the overall success of the venture and wish you the most enjoyable and truly meaningful experience with Homecrop

Your appointment will be governed by the terms and conditions presented in the **Annexure A**.

We look forward to you joining us on **6th of February, 2023**. Please do not hesitate to call us for any information you may need.

Congratulations!

Best

Manvitha

Co-founder, Homecrop

Annexure A

You shall be governed by the following terms and condition of service during your internship with HOMECROP and those may be amended from time to time.

1. You are being hired as an **Customer Service Intern** and Tannusha would be your Mentor during the internship. As an Customer Service Intern you would be responsible for the following responsibilities and not limited to:
 - Respond to customer queries in a timely and accurate way, via phone, email, or chat
 - Assist in the processing of online purchases quickly and while providing superior service to the customers
 - Assist customers with product selection, answer basic questions, and suggest various options that are available
 - Coordinate with shipping carriers to ensure the safe delivery of all packages
 - Manage large amounts of inbound and outbound calls in a timely manner
 - Escalate issues with internal groups to resolve issues with urgency, when applicable
 - Generate and follow up on the leads for the sales team by screening callers and identifying potential sales opportunities.
2. Your date of joining is **6th of February, 2023** and the duration of the internship would be **3 Months**. During this time you are expected to devote your time and efforts solely to HOMECROP work. You are also required to let your mentor know about forthcoming events (if there are any) in advance so that your work can be planned accordingly.
3. In case, your work is found to be excellent, a full time offer for the role shall be extended to you.
4. You will be working out of Homecrop's office for the duration of the internship. There will be catch ups scheduled with your mentor to discuss work progress at regular intervals.
5. All the work that you will produce at or in relation to HOMECROP will be the intellectual property of HOMECROP. You are not allowed to store, copy, sell, share, and distribute it to a third party under any circumstances. Similarly you are expected to refrain from talking about your work in public domains (both online such as blogging, social networking site and offline among your friends, college etc.) without prior discussion and approval with your mentor.
6. We take data privacy and security very seriously and to maintain confidentiality of any customers, clients, and companies' data and contact details that you may get access to during your internship will be your responsibility. HOMECROP operates on **zero tolerance** principle with regard to any breach of data security guidelines. At the

- completion of the internship you are expected to hand over all HOMECROP work/data stored on your Personal Computer to your mentor and delete the same from your machine.
7. During the appointment period you shall not engage yourselves directly or indirectly or in any capacity in any other organization. In the event of breach of this condition, this appointment is liable to be terminated forthwith by the company. In addition, you shall be liable to pay liquidated damages to the Company of an extent estimated by the Company.
 8. Under normal circumstances either the company or you may terminate this association by providing a notice of 30 days without assigning any reason. However, the company may terminate this agreement forthwith under situations of in-disciplinary behaviours.
 9. You are expected to conduct yourself with utmost professionalism in dealing with your mentor, team members, colleagues, clients and customers and treat everyone with due respect.
 10. HOMECROP is a start -up and we love people who like to go beyond the normal call of the duty and can think out of the box. Surprise us with your passion, intelligence, creativity and hard work – and expect appreciation & rewards to follow.
 11. Expect constant and continuous objective feedback from your mentor and other team members and we encourage you to ask for and provide feedback at every possible opportunity. It's your right to receive and give feedback – this is the ONLY way we all can continuously push ourselves to do better.
 12. You will be provided with **INR 18,000** per month as stipend. All the office related expenses (phone calls, Internet etc., if any) would be reimbursed on actual basis.

I have agreed, read and understood all the terms and conditions of this Internship letter as well as Annexure hereto and affix my signature in complete acceptance of the terms of the letter.

Date. : 26-01-2023

Signature: Priyanka.P

Name : Pasupula Priyanka.