

# **Sales Support At Ecolab F&B Division Internship Report**

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# Acknowledgement

First I would like to thank Mr Sam Lee, the head of Food and Beverage division (F&B), for giving me the opportunity to do an internship within the organization. Second I would like to thank Ms Tiffany Shih, the sales support specialist and my direct manager, for helping me fit in with the sales team and giving me professional advice when I encountered difficulties. Third I would like to thank Ms Karen Huang, the administrative specialist at HR department for organizing events and activities while enhancing the relationships among interns from different departments. Finally, I would like to thank Mr Jesse Chen, Mr Marvin Yu, Mr Arrows Zhang and all team members for supporting my work with their field experience and expertise.

# Outline

This report details a short-term internship at Ecolab Taiwan. I worked in the F&B division and my direct manager was Ms Tiffany Shih, the sales support specialist. The following were my major responsibilities - translating and editing “The Instructional Guide For New Account Managers” and helping with digital data maintenance.

# Introduction

Ecolab is an American global company that provides water, hygiene and energy technologies and services to the food, energy, healthcare, industrial and hospitality markets. From March to July 2019, I worked in Ecolab's Food and Beverage division (F&B) as an intern along with the sales team at Ecolab Taipei office.

F&B division's prime focuses are to secure food safety and offer solutions to make operation more sustainable. We provide services to industries such as beverage, beer, dairy, meat and other processed food. And our products include CIP (Cleaning In Place), COP (Cleaning Out of Place), detergents used for different surfaces, bottle cleaning machine and lubricant for conveyor.

On account of the diversity and complexity of the F&B division, every employee needs cross-disciplinary knowledge to provide World Class Service (WCS) to our clients. Thus, the training materials become the crucial element to assist new hires to orientate themselves quicker and better. And therefore I consider my biggest achievement through the internship was "The Instructional Guide For New Account Managers", in which I collected related training information from resources like the Ecolab training website and translated those documents into Chinese, and then edited them into an e-book with more than 50 pages. This instructional guide is highly recognized by the company and is considered a solid and useful training manual.

Apart from the instructional guide, I developed a simple app called "Sales Support Data Maintenance App" with Python. This app can easily scrape all files' names from the assigned folder and neatly print them into the chosen Excel file, where it is easier to manipulate data.

# Internship Experience

## *Overview: Project-Based Activities*

At the beginning of my internship, I was assigned to the project called “The Instructional Guide For New Account Managers” and four months later when this project was successfully finished, I volunteered to start another one, intending to improve the data maintenance process. In the following paragraphs, I will elaborate on these two projects.

# Internship Experience

## *Project A: The Instructional Guide For New Account Managers*

“The Instructional Guide For New Account Managers” is an e-book containing essential skills an account manager needs to know, starting with fundamental materials to advanced ones. The original book was published by the Ecolab North America; therefore, it is in English and some of their training is not applicable in Taiwan due to equipment and procedure differences. To make the most use of the abundant resources from American headquarters, Ms Tiffany Shih recruited me for this project due to my command of the English language and former work experience as an international sales (8 months), aiming to make a comprehensive manual for new account managers.



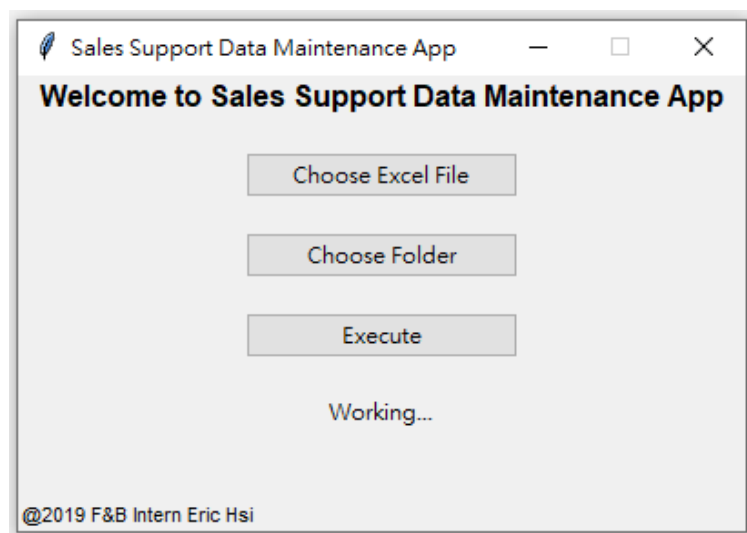
The biggest obstacles I faced in this project were not vocabulary nor special terms, but the whole picture of factories and those sanitizing processes because translation is about understanding, not just words. A person who has never been to those factories and never launched a sanitation program is going to struggle when translating these documents. However, with Tiffany’s help, I had opportunities to consult with team members who specialize in these fields. Finally, I was able to describe those things properly.

The experience of this project let me understand the importance of teamwork in a complex industry, where everyone has his expertise. It is crucial to know how to efficiently communicate with others, and most importantly, who to ask. With great teamwork, every member can contribute.

# Internship Experience

## *Project B: The Sales Support Data Maintenance App*

After completing the first project, I noticed that there was some dull but necessary data-gathering work needed to be done, which I could use my programming skills to automate. Hence the idea of a Sales Support Data Maintenance App started to grow. After discussing with my direct manager, developing this app became my final project. My goal was to create an application with GUI (Graphical User Interface) using Python so that it can interact with regular users without coding knowledge. Its function would be copying files' names from the assigned folder and neatly pasting them into the chosen Excel file.



Attempts and failures showed regularly in this project. Without prior experience of controlling Excel by codes and dealing with GUI, I spent most of the time on researching and adjusting details. Through the project, the top-one difficulty was to find a way to break down each problem into small pieces and then fix them piece by piece. Nevertheless, after finishing this project, the previous difficulty became the most precious experience that I can apply to other fields such as project management.



# Conclusion

At the end of my internship, I realized that project-based work is one of the most efficient ways to track your progress and keep you motivated by feeding a sense of achievement from the completion of each step. I am very grateful that Ecolab gave me clear goals and proper instructions and therefore now I know how to set my step-by-step targets towards my future studies and work.

Apart from the efficiency of project-based work, I learned that in most industries work has become so complex that one specialty is not enough and cross-disciplinary knowledge turns into a necessity. Thus, on top of learning good teamwork and communication, I will enhance my interdisciplinary skills and find a set of combination that suits me, for example, business management and data science in my postgraduate year.

# Reference

1. Introduction to Ecolab: <https://www.ecolab.com/about>
2. Github link for my app: <https://github.com/hsi-cy/Sales-Support-Data-Maintenance-App>
3. Contact me on LinkedIn: <https://www.linkedin.com/in/cheng-yun-hsi-b586b5178/>