



TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Shifa Zoya** has been an intern skipper with Aquasail Distribution Company Private Limited (Aquasail) for the last two seasons.

Shifa is certified for Advanced Dinghy, Multihull and Keel Boat Sailing and Basic Windsurfing with Aquasail. Shifa is a skipper with Aquasail and conducts Discover Sailing, Regatta and Corporate Team building programmes.

Shifa has been part of the on-water delivery team while conducting hospitality based programmes in our centre at Mandwa, Mumbai and within the premises of the Grand Hyatt Goa.

Shifa shows a high sense of responsibility and sets about doing various tasks that need to be done and in fact displays a keen sense of awareness which helps her to proactively contribute even when not expected to.

During college vacations in April, May and October, Shifa has interned for extensive periods of time as well as on weekends and holidays during the last two seasons.

Shifa has received positive feedback from the customers she has taken sailing and has successfully made them confident to sail a boat.

Shifa is a true team player who is ready to change her role, be flexible, help people around and she does all of this always with a smile.

Shifa is honest and very sincere, showed diligence and was hard working and demonstrated enthusiasm and willingness to work and learn.

Shifa is deeply committed to the role she plays and extremely passionate about sailing and her role as an instructor.

We wish her all the best and would love to have her continue to be with us and hope many young adults in fact can learn to be like her. I would highly recommend her for anything she chooses to undertake.

Dated this 13th day of December, 2019.

Yours Sincerely,

For Aquasail Distribution Co. Pvt. Ltd

Shakeel Kudrolli
Managing Director.



Aquasail Distribution Company Private Limited

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Shifa Zoya

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TYBA

Report on internship at Aquasail Distribution Co. Pvt. Ltd.

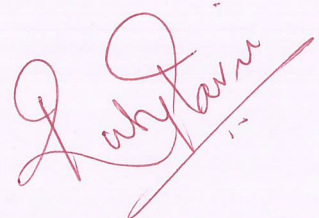
I interned at Aquasail, a sailing company in Mumbai over two seasons. A majority of the work was done during the summer of 2019 while in the second season from October 2019 onwards, I worked as and when I was available. Most of the tasks included meeting and taking customers out sailing and making them feel comfortable on the boat. These customers ranged from families with 6 year old children to CEOs and other high position employees from top countries around the world. Some other tasks I engaged in included helping with the training and team building programmes for the large corporate groups. This included a training session on land along with a practical, hands-on experience on the water in the form of a sailing race in the Mumbai harbour.

The field of work included customer relations and taking people out sailing for pleasure or life lessons. As a volunteer instructor, I would take customers out for sails in the late afternoon for a pleasurable experience where I would show them the basics of sailing a boat in order to make them confident to try it out themselves. In this respect, I worked with employees from the company who were very helpful and willing to help me learn. The team worked well together during the days of the big races and always brought in an element of fun to the work.

I learned many values and work ethics on the job. Most importantly I learned the value of working hard and working together. During briefing and debriefing sessions, when red flags were pointed out or mistakes made, it was a learning for us all together. The team helped me understand what customers enjoy, safety protocols, how to gauge the customer's involvement and interest in the activity and so much more.

The application of psychology here related to people management and team building. Most of the programmes were large with at least sixty people at a time. This meant we had to work seamlessly to ensure that nothing went wrong while they also enjoyed the experience. We had to ensure that customers felt comfortable and confident to manoeuvre the sailboat while at the same time avoid risks of collision. We had to be prepared for the worst and take charge in case of injuries and nausea, which were quite common on the sailboat.

I thoroughly enjoyed my time interning at Aquasail. I hope I can continue to volunteer there in the future. I thank them for giving me an opportunity to work with other people – employees as well as customers – while also allowing for self-learning and exploration. I learned a lot about not just other people but also myself in this process.

A handwritten signature in red ink, appearing to read 'Shifa Zoya', is written over a diagonal line.