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Foreign Exchange Operations and Customer Service Support: An Internship-Based Study

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Abstract : *Foreign exchange services depend on more than rates and transactions. Behind every forex card or currency requirement lies a chain of operational records and customer documents that must be accurate, complete and traceable before the service can be completed. This paper examines foreign exchange operations and customer service support through the experience of a Finance Intern at Thomas Cook (India) Limited, Mumbai – Fort, from 13 July 2026 to 11 September 2026. The study follows a descriptive, qualitative design based on participant observation and is supported by secondary sources such as Reserve Bank of India directions, academic literature and Microsoft Excel documentation. The internship exposure covered Excel-based consolidation of records, VLOOKUP-based matching, forex card load, reload and spent data, data checking and customer document verification. These activities are analysed through the literature on data quality, internal control and service quality. The study finds that accurate and consistently structured data is essential for operational support, that VLOOKUP is dependable only when the source data is sound and its results are checked, that human verification remains necessary alongside technology, and that complete documentation supports smoother customer service. The paper offers general recommendations on standard templates, identifier consistency, data-quality checks, document checklists, Excel training and confidentiality. No customer-level or transaction-level data was collected, and the findings are indicative rather than generalisable.*

Keywords: foreign exchange operations; forex card; customer service support; data quality; document verification; VLOOKUP; Thomas Cook (India) Limited

I. INTRODUCTION

1.1 Overview of the Foreign Exchange Industry in India

Foreign exchange is the exchange of one currency for another. For individual customers it is most visible in international travel, overseas education, business travel and permitted family remittances. In India, foreign exchange dealing is governed by the Foreign Exchange Management Act, 1999 (FEMA), and only persons authorised by the Reserve Bank of India (RBI) may deal in it (Government of India, 1999). Authorised Dealer (AD) Category-I banks handle the full range of permitted current and capital account transactions, while AD Category-II entities and Full Fledged Money Changers (FFMCs) are authorised to deal in foreign exchange for specified purposes, mainly those connected with travel (Reserve Bank of India, 2016b). This layered structure allows retail customers to obtain foreign exchange through banks as well as through specialised non-bank providers.

Customers today often combine currency notes with prepaid forex cards, and they increasingly begin their requirements online and share documents electronically. For a service provider, each of these developments adds to the volume and variety of records that must be maintained, such as customer details, supporting documents and card load, reload and spending information. The accuracy of these records and the discipline with which documents are checked have therefore become important sources of operational reliability. This is the theme examined in the present paper.

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1.2 Foreign Exchange Services and Forex Cards

Travellers commonly use a combination of products when going abroad. The features in Table 1 are general and vary by provider and by regulation; they should not be read as the terms of any specific Thomas Cook product. A forex card is a prepaid card designed for use in foreign currency. Value is placed on the card at the time of load, additional value may be added later through reload, and the amount utilised through card usage is recorded as spent. Each of these three stages generates operational data that must be recorded under the correct category and linked to the correct card identifier. The internship exposure of the author related to this card-based information.

Table 1: General features of forex products used by travellers

Product	General description	Operational data implication
Currency notes	Physical foreign currency obtained before travel	Transaction record and customer documentation
Prepaid forex card	Card loaded with foreign currency; can often be reloaded and used for card payments abroad	Load, reload and spent records linked to a card identifier
Demand draft or wire transfer	Used for specified permitted purposes such as fees or remittances	Purpose-related documents and beneficiary details

Source: Prepared by the author from the SIP report; descriptions are general and not specific to any provider.

1.3 Importance of Customer Service in Foreign Exchange Operations

A customer usually sees only the front end of a foreign exchange service: a counter, a website or a representative. Behind it is an operational layer that receives customer information, checks supporting documents, maintains records and coordinates with other teams. The quality of this back-office layer largely determines how smoothly the front-end service is delivered. Documentation has a regulatory basis as well. Under Know Your Customer (KYC) and anti-money laundering norms, the identity of a customer and the purpose of a transaction are expected to be established through appropriate documents, and records are expected to be maintained (Government of India, 2002). A missing or inconsistent document can therefore delay a requirement and can raise a compliance concern.

1.4 Organisation and Internship Context

Thomas Cook (India) Limited (TCIL) is a Mumbai-headquartered travel and travel-related financial services company. Its publicly described portfolio includes foreign exchange, corporate travel, meetings, incentives, conferences and exhibitions (MICE), leisure travel, visa services and insurance, and the company describes itself as a Category II Authorised Dealer in foreign exchange licensed by the RBI (Thomas Cook (India) Limited, n.d.). The author worked as a Finance Intern at the Mumbai – Fort location from 13 July 2026 to 11 September 2026.

The role was operational and data-support oriented. It included reviewing Excel files, consolidating data and maintaining records, using VLOOKUP to match information across files, working with forex card load, reload and spent data, and supporting the verification of customer documents. The author did not approve or authorise customer transactions, set prices or deal independently with customers, and this paper does not claim such experience.

1.5 Statement of the Problem and Significance

When records on forex card activity are spread across several Excel files, four operational problems can arise:

- **Fragmented records:** relevant information sits in different files or worksheets and must be brought together before it can be reviewed.
- **Inconsistent identifiers:** differences in spelling, format or data type can make a matching function return wrong or missing results.
- **Documentation gaps:** incomplete or inconsistent customer documents delay processing and require rechecking.
- **Over-reliance on formulas:** a result may look correct even when the source data is flawed.

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The study therefore asks how simple spreadsheet practices and disciplined document checking support foreign exchange operations and customer service support. It is significant for the student, who converts workplace exposure into structured learning; for the institution, as an example of an internship documented with clear role boundaries; and for practitioners, because it links back-office data quality with the reliability of customer service.

II. LITERATURE REVIEW

Published academic work that deals directly with the back-office operations of non-bank foreign exchange providers is limited in the sources reviewed for this study. The review therefore combines studies of foreign exchange customers in India with established frameworks on service quality, data quality, internal control and spreadsheet use, which together provide a lens for interpreting the internship activities.

2.1 Regulatory Context

The RBI's Master Direction on money changing activities sets out how authorised money changers and AD Category-II entities carry out specified current account transactions with their customers (Reserve Bank of India, 2016b). The Master Direction on the Liberalised Remittance Scheme (LRS) allows resident individuals to remit up to USD 250,000 per financial year for permitted current or capital account transactions (Reserve Bank of India, 2016a). Because limits of this kind apply per individual and per financial year, accurate identifiers and complete records are essential for any process that supports such transactions. India's Digital Personal Data Protection Act, 2023 adds an emphasis on using personal data only for lawful, specified purposes (Government of India, 2023). In this paper the regulatory framework is used only as context; the author did not interpret regulations or take compliance decisions.

2.2 Customer Perception and Service in Foreign Exchange

Naidu (2015) surveyed 100 respondents in Tirupati, including travellers, money transferors, bankers and students, on their perceptions of Thomas Cook (India) Limited. The study reported that most respondents were satisfied with the company's services, that prepaid cards were seen by the largest share of respondents as the safest way to carry foreign exchange abroad, and that the company should do more to inform customers about its services. Yadav (2018) studied twenty foreign exchange customers of a Punjab National Bank branch in Varanasi and assessed satisfaction on parameters such as staff service, document accuracy, query handling and delivery time. The study reported that customers were not very satisfied and recommended a separate counter for foreign exchange customers and training for staff in using technology. Both studies look at service from the customer's side and rest on small, location-specific samples. Neither examines the record handling that takes place behind the counter, although Yadav's inclusion of document accuracy and query handling suggests that these operational aspects matter to customers.

2.3 Service Quality

Parasuraman, Zeithaml and Berry (1988) developed the SERVQUAL instrument, which assesses service quality through five dimensions: reliability, responsiveness, assurance, empathy and tangibles. Cronin and Taylor (1992) argued that service quality can be measured more effectively through customers' perceptions of performance alone, rather than through the gap between expectation and performance. In this paper the SERVQUAL dimensions are used only as a conceptual lens. No service-quality survey was conducted. Reliability and responsiveness are particularly relevant, because a customer-facing service depends on accurate records and timely clarification behind the scenes.

2.4 Data Quality

Wang and Strong (1996) argued that data quality is multidimensional and should be judged by its fitness for use by the people who rely on the data. They grouped the dimensions into four categories: intrinsic (for example, accuracy), contextual (for example, completeness), representational (for example, consistency of format) and accessibility. Pipino, Lee and Wang (2002) described how data quality can be assessed in practice by combining objective measures on dimensions such as completeness and consistency with the subjective judgement of data users. These ideas apply directly to consolidated forex card records, which are useful only when they are accurate, complete and consistently structured.

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2.5 Internal Control and Verification

The Committee of Sponsoring Organizations of the Treadway Commission (COSO, 2013) describes internal control as a process that provides reasonable assurance about the achievement of objectives relating to operations, reporting and compliance. Control activities such as verification, review and authorisation are among its core components. In this paper, document verification and manual review of formula results are interpreted as simple control activities that improve the reliability of operational records.

2.6 Spreadsheet-Based Data Handling

Microsoft's documentation explains that VLOOKUP searches for a value in the first column of a table and returns a corresponding value from another column, and that the newer XLOOKUP function removes the dependence on a fixed column number (Microsoft, n.d.). Research on spreadsheet errors has long noted that spreadsheets are prone to human error and benefit from systematic review (Panko, 1998). Powell, Baker and Lawson (2008) reviewed the empirical literature on spreadsheet errors and reinforced the importance of detecting and correcting them. This supports the practical principle that a formula result should be checked against its source and not accepted automatically.

2.7 Summary and Research Gap

Table 2: Summary of literature and relevance to the study

Source	Core idea	Relevance to the study
Naidu (2015)	Survey of 100 respondents on perceptions of Thomas Cook services in Tirupati	Customer-side view of a forex provider; contrasts with the back-office view here
Yadav (2018)	Study of 20 forex customers of a bank branch; satisfaction on document accuracy, query handling and delivery time	Shows that operational aspects of service matter to customers
Parasuraman, Zeithaml and Berry (1988); Cronin and Taylor (1992)	Service quality has dimensions such as reliability and responsiveness; performance-only measurement is an alternative	Conceptual lens linking back-office practice with service quality
Wang and Strong (1996); Pipino, Lee and Wang (2002)	Data quality is multidimensional, judged by fitness for use, and can be assessed in practice	Basis for accuracy, completeness and consistency checks
COSO (2013)	Verification and review are control activities supporting reliable operations	Treats document verification and manual review as controls
Panko (1998); Powell, Baker and Lawson (2008)	Spreadsheets are error-prone and need review	Supports checking VLOOKUP results against source data

Source: Compiled by the author from the references listed at the end of this paper.

The customer studies reviewed here examine satisfaction and perception, while the frameworks on data quality, internal control and service quality are written at an organisational or general level. Little of this literature shows how these ideas operate in everyday spreadsheet and documentation tasks within foreign exchange operational support. The present study offers a small-scale, practitioner-level account of this area, within the limits of an internship-based design.

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III. RESEARCH METHODOLOGY

3.1 Research Design

The study adopts a descriptive and qualitative research design based on participant observation. The author took part in operational activities during the internship period of 13 July 2026 to 11 September 2026 and observed how the work was organised. The analysis is process-oriented: the activities are described, mapped to the frameworks discussed in Section 2, and used to derive findings and recommendations. The method is reflective and conceptual and not statistical.

3.2 Scope of the Study

The study is limited to the activities actually performed or observed during the internship at Thomas Cook (India) Limited, Mumbai – Fort. It covers foreign exchange operations at a general level, forex card load, reload and spent information, Excel-based consolidation, VLOOKUP, data checking, customer document verification and operational customer service support.

3.3 Sources of Data

Table 3: Primary and secondary sources of data

Type	Source	Use in the study
Primary	Participant observation and work exposure during the internship; practical guidance received from the work team	Process-level observations of the internship activities
Secondary	RBI Master Directions; FEMA, PMLA and DPDP Act; the company's public website; Microsoft Excel documentation; academic literature listed in the references	Context, definitions and conceptual frameworks
Not collected	Surveys, interviews, questionnaires, customer-level or transaction-level data, error rates and processing times	No statistical tests were applied

Source: Prepared by the author.

3.4 Method of Analysis and Trustworthiness

Each internship activity was examined in terms of the action taken, the control or check applied and the learning obtained, and the results were then linked to the objectives and to the literature. Because the study is qualitative, its quality is judged by the criteria proposed by Lincoln and Guba (1985): credibility, transferability, dependability and confirmability. Credibility is addressed by limiting findings to activities actually performed or observed and by stating the boundaries of the role. Transferability is addressed by presenting the findings as indicative. Dependability is addressed by describing the method and sources in this section. Confirmability is addressed by linking claims to practical activities and published frameworks and by avoiding unsupported figures.

3.5 Ethical Considerations

Customer information is confidential. This paper does not reproduce customer names, identifiers, personal data, transaction values or screenshots of internal systems. The examples and tables used for explanation are hypothetical or generic and do not represent audited or confidential Thomas Cook data. Final authority for approvals and compliance decisions is understood to rest with the organisation's authorised employees.

3.6 Limitations

- The study rests on a short internship and on observation, so its findings cannot be generalised to the whole organisation or to other providers.
- Confidential customer information, transaction values and internal procedures cannot be disclosed.
- No quantitative measures such as error rates or processing times are reported, because such data was not

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collected for academic use.

- The role was confined to data support, with no exposure to pricing or transaction authorisation.

IV. OBJECTIVES OF THE STUDY

The primary objective of the study is to understand and analyse foreign exchange operations and customer service support processes. The secondary objectives are:

- O1: to understand forex card load, reload and spent information and how such records are organised;
- O2: to examine Excel-based data consolidation and the use of VLOOKUP for matching records;
- O3: to understand customer document verification and data-quality checking;
- O4: to examine the link between operational data, documentation and customer service support; and
- O5: to identify the professional workplace skills developed, such as accuracy, confidentiality and communication.

V. ANALYSIS AND DISCUSSION

The internship did not involve a statistical data set, so the analysis is qualitative and process-oriented. The activities are examined in turn, and the discussion draws on the frameworks reviewed in Section 2.

5.1 Overview of Internship Activities

Table 4: Activity-wise analysis of action, control and learning

Activity	Action	Control or check applied	Learning
Excel file consolidation	Reviewed files and brought relevant records into one organised structure	Check of fields and identifiers	Data organisation and record management
Forex card data handling	Worked with load, reload and spent information	Correct categorisation of records	Understanding of record categories
VLOOKUP matching	Retrieved corresponding information across files using an identifier	Review of each result against the source record	Applied data-matching skill
Data checking	Reviewed consolidated files for consistency	Identification of missing, unusual or unmatched values	Attention to detail
Customer document verification	Supported the checking of customer documents	Completeness, consistency and confidentiality	Responsible handling of information
Customer service support	Gave operational and documentation support	Escalation of items outside the assigned role	Professional discipline

Source: Prepared by the author from internship observation.

The table shows that each activity created a control point. The work can be viewed as a sequence of preparation, matching, verification and support, so the learning extended beyond a single Excel function to the discipline needed to use information responsibly.

5.2 Forex Card Records and the Practical Control Cycle

Separating load, reload and spent records is important because they represent different stages of card activity, and clear categorisation reduces ambiguity when many records are consolidated. A reliable identifier connects the records across files. If identifiers are inconsistent, a matching function may return incorrect or missing results, so formula-based matching should be combined with visual or manual verification. The common risks of consolidation are missing

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fields, inconsistent spellings, duplicate-looking identifiers, incorrect column selection, outdated source files and formula errors.

The activities can be summarised as a practical control cycle of input, consolidation, matching, review, verification and support (Figure 1 and Table 5). The cycle is a conceptual summary of the learning derived from the activities and does not describe any confidential company procedure.

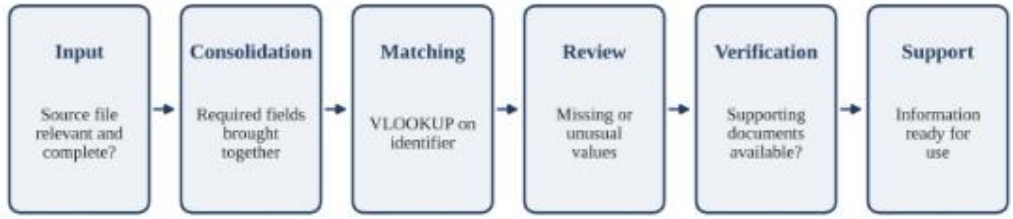


Figure 1: Practical control cycle for operational data

Table 5: Typical check applied at each stage of the control cycle

Stage	Typical check
Input	File name, date, fields and required records are relevant and complete
Consolidation	Column structure and completeness of the combined sheet
Matching	VLOOKUP result compared with the source row
Review	Missing or inconsistent values and unusual outputs
Verification	Supporting documents checked against a checklist
Support	Final review before the information is used operationally

Source: Prepared by the author.

The cycle shows why formula-based work and human review are complementary. A spreadsheet can speed up matching, but the user remains responsible for deciding whether the result is appropriate.

5.3 Excel-Based Consolidation and VLOOKUP

Consolidation is not simply copying data. It involves deciding which information is relevant and ensuring that fields stay consistent. VLOOKUP was then used to match and retrieve information across files. The logic is to identify the lookup value, select the source table, choose the return column, apply exact-match logic where appropriate and review the result. The author's hands-on work centred on VLOOKUP, sorting and filtering. Other functions that are commonly used for checking, such as TRIM, COUNTIF and IFERROR, are mentioned in this paper as good practice and are not claimed as functions the author used during the internship.

Table 6 uses entirely hypothetical records to show the checking logic. The formula applied in such a working sheet takes the form =VLOOKUP(A2, Master!A:C, 3, FALSE), where A2 is the lookup value, Master!A:C is the table, 3 is the column holding the document status and FALSE forces an exact match.

Table 6: Hypothetical illustration of VLOOKUP result checking (not company data)

Record ID	Category	VLOOKUP result	Manual check
R-1001	Load	Complete	Confirmed
R-1002	Reload	Pending	Review: document pending
R-1004	Spent	#N/A	Escalate: ID not found in master table

Source: Hypothetical example prepared by the author for explanation only.

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Record R-1004 returns #N/A because its identifier does not exist in the master table. Rather than deleting the error, a reviewer should check for typing differences, extra spaces or number-versus-text formats and escalate the record if it is genuinely missing. The example also shows why a technically valid formula can mislead. A lookup can return a wrong value if the table holds duplicate identifiers, because VLOOKUP returns only the first match; if an approximate match is used; or if a column is inserted and the fixed column number no longer points to the intended column. The IFERROR function can label unmatched records, but it can also hide genuine problems. The practical lesson is to question the data first, test the formula second and escalate third.

5.4 Customer Document Verification and Data Quality

Customer document verification involved checking customer-related information and supporting documents for the assigned operational process. The actual document requirements are set by the organisation's authorised procedures and by regulation, and they are not reproduced here. In the sense of COSO (2013), verification acts as a control activity, because it compares the available information with the requirements of the process before the information is used further. Drawing on Wang and Strong (1996), four dimensions were most relevant: accuracy, completeness, consistency and matching accuracy. A successful lookup does not guarantee matching accuracy, since the lookup value may be duplicated, wrongly formatted or linked to an outdated row.

Table 7: General types of documentation discrepancies and appropriate responses

Discrepancy type	Generic example	Appropriate response
Missing document	A required supporting document is not available	Mark as pending and request it through the proper channel
Incomplete information	A required field is blank	Flag the record and seek clarification
Inconsistent information	The same detail differs across two records	Compare with the source and escalate if unresolved
Format error	An identifier is typed in a different format	Correct the format in line with the standard and re-match
Unreadable document	A document cannot be read reliably	Do not assume; request a clearer copy

Source: Prepared by the author; examples are generic.

Manual review remains important where identifiers are inconsistent, information is missing or an output looks unusual. In a hypothetical case where a record shows a pending document status, the reviewer would confirm the identifier and lookup range, mark the record for follow-up, update the remarks and escalate it, because the decision whether the record can be processed rests with an authorised employee. Confidentiality was treated throughout as a professional practice: customer information is accessed only for legitimate work purposes and is not copied into personal notes or reports.

5.5 Link between Operational Data and Customer Service Support

The customer service exposure of the author was operational and documentation-oriented. Even so, the quality of internal data handling influences the efficiency of customer-facing work. Accurate data helps employees retrieve information quickly and reduces repeated clarification, and complete documentation helps a process continue with fewer avoidable interruptions. Table 8 maps the SERVQUAL dimensions (Parasuraman, Zeithaml and Berry, 1988) to back-office practices. The mapping is the author's interpretation for academic purposes and is not a measurement of service quality.

Table 8: SERVQUAL dimensions mapped to back-office practices

Dimension	Meaning	Related back-office practice
Reliability	Performing the promised service dependably and accurately	Accurate records and verified data

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Dimension	Meaning	Related back-office practice
Responsiveness	Willingness to help and provide prompt service	Timely clarification of incomplete records
Assurance	Knowledge and courtesy that inspire confidence	Correct documentation and confidential handling
Empathy	Individual attention to customers	Careful handling of each customer's records
Tangibles	Appearance of facilities, equipment and materials	Organised and clearly presented files

Source: Dimensions from Parasuraman, Zeithaml and Berry (1988); mapping by the author.

A fictional example makes the link concrete. Suppose a customer asks about adding an amount to an existing forex card. For the team member to respond correctly, the card record must be easy to find, the earlier load and reload information must be consistent, and the customer's documents must be complete. If the records are scattered or inconsistent, the team member must search, recheck and ask for clarification, and the customer waits longer. The example also shows why an item outside the assigned role should be escalated instead of promising an outcome that only an authorised employee can approve.

5.6 Role of Technology and Excel in Maintaining Records

Spreadsheets are flexible but manual, and most of the checking described above depends on the user's care, which is consistent with the concern about spreadsheet errors noted by Panko (1998). As data volumes grow, organisations often move towards database systems, workflow tools and automated reporting, which can enforce standard formats, prevent invalid entries and keep an audit trail. Automation, however, does not remove the need for the principles discussed in this paper. An automated process that receives poor data produces poor output more quickly. Consistent identifiers, defined categories, exception handling and human review remain relevant whatever the technology. The author's experience with Excel can therefore be seen as a small-scale introduction to data governance principles such as standardisation, accountability, access control, traceability and version control.

5.7 Operational Challenges and Opportunities for Improvement

Table 9: Operational challenges in spreadsheet-based record handling and opportunities for improvement

Challenge	Generic illustration	Opportunity for improvement
Fragmented records	Related data is held in several files or sheets	Standard template with mandatory fields
Inconsistent identifiers	The same ID is typed with different spacing, format or data type	Agreed identifier format; changes documented
Over-reliance on formulas	A lookup range omits rows, or a column number becomes outdated	Controlled templates; sample review of results against the source
Outdated source files	An old file is used for consolidation	Version control and clear file naming
Incomplete documents	A required document is missing when the record is reviewed	Standard document checklist based on approved requirements
Confidentiality risk	Customer data is copied into an unauthorised file	Access control and staff awareness

Source: Prepared by the author; illustrations are generic and do not describe the organisation.

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5.8 Discussion of Findings against the Objectives

Table 10: Objective-to-evidence mapping

Objective	Practical exposure	Assessment
O1: Forex card load, reload and spent information	Worked with load, reload and spent data	Addressed through direct exposure
O2: Excel consolidation and VLOOKUP	Reviewed, consolidated and matched data in Excel files	Addressed through direct practice
O3: Document verification and data-quality checking	Supported customer document verification and data checks	Addressed through direct exposure
O4: Link between data, documentation and service	Observed how records and documents support service processes	Addressed through observation and support work
O5: Professional workplace skills	Accuracy, confidentiality, communication and discipline	Addressed through workplace experience

Source: Prepared by the author. The assessment reflects the level of exposure of an intern and does not claim independent ownership of any process.

Taken together, the analysis shows that the objectives were addressed through direct exposure and structured reflection. The study does not claim measurable performance results, because it was not designed to produce them.

VI. FINDINGS OF THE STUDY

Finding 1: Data accuracy matters. Accurate information is essential for foreign exchange operational support. Inconsistent or incomplete records create additional work and require further checking.

Finding 2: Excel has practical operational value. Excel supports not only calculation but also consolidation, matching, sorting, filtering and checking of records.

Finding 3: VLOOKUP depends on good source data. VLOOKUP reduces manual searching, but the quality of its output depends on the structure and quality of the source data and on the lookup key. A valid formula can still give a misleading result.

Finding 4: Human verification remains important. Formulas and automation support employees but do not remove the need for judgement. Results must be reviewed and unexpected outputs investigated.

Finding 5: Documentation supports service. Operational processes depend on complete and consistent documents as well as on data. Careful document verification supports smoother handling and, indirectly, more reliable customer service.

Finding 6: Role boundaries and escalation are part of reliable operations. Distinguishing between what can be corrected within an assigned task and what must be escalated to an authorised employee prevents decisions being taken outside the assigned role.

In terms of learning outcomes, the internship strengthened technical skills in spreadsheet organisation, lookup logic, consolidation and data checking, analytical skills in comparing records across files, and professional skills such as communication, confidentiality, time management and workplace discipline.

VII. RECOMMENDATIONS

The recommendations below are general academic suggestions based on internship learning. They are not management instructions and are not evidence of deficiencies in the organisation. Any implementation would have to follow the organisation's approved systems, access controls and procedures.

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Table 11: Summary of recommendations

Recommendation	Expected benefit	Implementation consideration
Standard Excel template	Consistent structure and easier consolidation	Define mandatory fields, formats and status indicators; align with the authorised internal format
Identifier standardisation	Better matching	Document accepted formats and any change in format
Regular data-quality checks	Earlier detection of errors	Check for missing fields, duplicates and unexpected values before and after consolidation; define the responsible reviewer
Document checklist	Consistent verification	Use only approved requirements
Excel training	Improved user capability	Task-based practice in sorting, filtering, lookup functions, data validation and error checking using controlled sample records
Confidentiality discipline	Lower information risk	Handle customer data only within authorised systems; exclude personal and transaction details from academic reports

Source: Prepared by the author from internship learning.

The recommendations can be sequenced indicatively: a standard template and a simple pre-use checklist in the short term; data-validation rules, protected formula areas, an exception log and training in the medium term; and an evaluation of automation such as Power Query and a controlled dashboard in the long term, subject to technology and data-access approvals. This paper does not claim that such a dashboard is currently used at Thomas Cook, and the sequence should be read as a starting point for discussion.

VIII. CONCLUSION

This paper examined foreign exchange operations and customer service support through an internship at Thomas Cook (India) Limited, Mumbai – Fort. The activities were Excel-based file consolidation, work with forex card load, reload and spent information, VLOOKUP-based matching, data checking and customer document verification. They showed that foreign exchange operations depend not only on transactions but also on the quality of supporting data, documentation, checking and communication, and that formulas and technology are enablers of accuracy and not substitutes for human judgement.

The study connects MBA Banking & Finance learning with a professional financial-service setting and offers a practitioner-level reading of data quality, internal control and service quality. Its limits are clear: it is based on one intern's observation over a short period, and it reports no measured outcomes. With appropriate permission and access to authorised, anonymised data, the work could be extended, for example by testing whether a standard template improves first-pass matching, by analysing which document-verification exceptions cause the most rework, or by conducting a SERVQUAL-based customer survey with consent. The main lesson of the study is that operational accuracy, documentation and responsible data handling are foundational to reliable foreign exchange service support.

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