

### **Internship Experience Details**

During my internship at the Ghana Revenue Authority (GRA) Client Service unit, I was assigned a variety of tasks and responsibilities that allowed me to gain valuable hands-on experience. Some of the key activities I took part in included:

- Assisting in the preparation and issuance of VAT invoices
- Issuing invoice value books to clients
- Filing and recording VAT invoice receipts
- Helping clients with tax payments
- Learning how to generate tax bills

These activities gave me practical exposure to the daily operations of client service and helped me understand how tax-related services are delivered to the public.

Like any learning experience, the internship came with its challenges. At first, understanding tax compliance procedures was difficult, but with guidance from my colleagues and mentor, I was able to overcome these challenges. Over time, I developed a deeper understanding of the processes and became more confident in assisting clients.

Overall, the internship has been a valuable experience that has strengthened both my knowledge and skills. It gave me the chance to apply what I've learned in class to real-world tasks and prepared me for a successful career. I'm grateful for the opportunity and for the support I received throughout my time at the GRA Client Service unit.