

INTERNSHIP REPORT

ON

A case study on Human Resource Practices of Fair Food & Lifestyle Ltd.

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**Fair Food & Lifestyle**

A Concern of Fair Distribution Limited

# INTERNSHIP REPORT

ON

A case study on Human Resource Practices of Fair Food & Lifestyle Ltd.

Supervised By

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LETTER OF TRANSMITTAL

4<sup>th</sup> April, 2018

To,

Md. Mamoon Al Bashir

Senior Lecturer, BRAC Business School

BRAC University

Subject: **Submission of Internship Report.**

Dear Sir,

I am happy to be able to submit the intern report entitled “**A case study on Human Resource Practices of Fair food & Lifestyle Ltd**”. This report was written after gaining the practical knowledge from my three months intern activities and it is the final outcome of the internship.

Working in Fair Food and lifestyle was a great opportunity for me. I have learnt a great deal from here. I hope to make their use in my near future. I have been surrounded by group of talented, enthusiastic people who always kept me moving with the flow and every new day I learnt something new.

So I have tried my best to write my experiences in the report. Would you please kindly accept my paper and oblige me thereby. Your support in this regard will be highly appreciated.

Sincerely Yours,

I n s p i r i n g   E x c e l l e n c e

.....  
Victoria Jany Rozario

ID No: 15264050

## ACKNOWLEDGEMENT

Thanks to almighty God, my parents and my respected instructor that I was able to complete my report successfully. During the preparation of this Report titled “A case study on Human Resource Practices of Fair Food & Lifestyle Ltd.”, I was lucky enough to be guided by a lot of people for the completion of this report. My appreciation goes to those respected people.

I would like to thank my instructor Md. Mamoon Al Bashir, Senior Lecturer, for his encouragement, guidance, advice and valuable supervision. He was always available when I needed his help, suggestions and guidance. I am grateful also to my supervisor named Reaz Mahmud, HR manager of Fair Food and Lifestyle Ltd. thanks to him for his whole-hearted supervision during the preparation of this report and I appreciate his brilliant guidance, advice, support, and profound understanding.

And lastly and again I would like to thank my parents, teacher, supervisor, friends without them I wouldn't be able to complete this report.

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## DISCLAIMER

I certify that I have written this report and I was undersigned for acceptance by BRAC University, an internship report entitled “A case study on Human Resource Practices of Fair food & Lifestyle”; in partial fulfilment of the requirements for my MBA program.

The logo of BRAC University is a large, light blue watermark centered on the page. It consists of a circular border containing the text "BRAC UNIVERSITY" in a serif font. Below the text is a stylized graphic of an open book with two pages, one in blue and one in grey.

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Victoria Jany Rozario

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## EXECUTIVE SUMMARY

Fair Food and Lifestyle Ltd was established back in 2008 as a trading company in the food industry. This is another of SBU of Fair Group which consisted of a few other SBUs. FFL Ltd is considered of the leading distribution business entity which offers premium food to its customer. The company entitles many internationally renowned brands which brought in quality and lifestyle food to the doorsteps of their customers.

Lifestyle food indicates healthy food items that health conscious people intake to maintain their healthy food habit. This also indicates quality food intake at maximum to ensure a balanced lifestyle.

FFL ensures their products reach out to its end customers through proper distribution channels throughout the country. This includes B2B channels, retail stores and direct distributors all over Bangladesh.

This report contains basic summary of how human resource department of FFL works. Three months internship activities and its importance in practical corporate life are summed up in the report.

Usually we learn and gain theoretical knowledge in our four walls classroom but there are many things unknown besides these bookish knowledge which I found not all theories fit all organization rather it varies organization to organization. They tend to modify them, update them and or just drop them when necessary.

In my report I sincerely tried to show all HR practices and activities conducted and followed by FFL, find some flaws which drawing them and make some recommendation through which can improve the situation.

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## INTRODUCTION

Fair Group is the national distributor of many world famous brands in Bangladesh.

### **Sister concerns of Fair Group:**

**Fair Food and Lifestyle** – Distributor of all kinds of premium food and Lifestyle brand in Bangladesh. Olitalia, molfix, Hayat, PastaZara, Tong Garden, National etc.

They have proper quality control, well-documented food safety and cleanliness procedures and comprehensive training programs. Their customers are not only individuals but also many famous entities. Their operational procedures have been praised and also have been copied and implemented worldwide.

The strategic Goals and Objectives of the Company are to strive hard to optimize profit through conduction and transparent business operations and to create more competitive in the internal and external market.

The Company is going through continuous growth. The total production increased year on year basis at the rates of 5.43% and 11.467% during 2016 and 2017 respectively. The Company's operations are out on an aggregate basis and are managed as a single opportunity segment.

**Fair Distribution Limited (FDL)** – National Distributor of Samsung Mobile in Bangladesh.

Fair Distribution Ltd. (FDL) is the authorized national distributor of SAMSUNG Mobile in Bangladesh. We introduce SAMSUNG Mobile devices to the people who like to use fashionable, smart and elite class device. Galaxy S8, including a Large version (the S8 Plus), both are waterproof device, Infinity Screen, Iris sensor included and with an improved dual lens camera.

**Fair Electronics Limited.** – Manufacturing partner of Samsung Consumer electrons in Bangladesh. This includes Samsung's Galaxy 'S' series as well as its huge Galaxy Note

handsets, which come with large screens and the option to use a stylus instead of your fingers. Many handsets are spin offs of the hugely popular Samsung.

**Fair Connection Limited.** – Samsung Mobile Brand shop operator in Bangladesh. There's a huge range of Samsung smartphones to choose between though most run on Google's Android operating system.

## HISTORY

Originated in 2008 as a trading company of premium food items. Since then it has established itself as one of leading distribution companies in Bangladesh, particularly in the food and Lifestyle industry. Having mission is to achieve business excellence through quality by understanding, accepting, meeting and exceeding customer expectations. Fair Food & Lifestyle (FFL) follows International Standards on Quality Management System to ensure consistent quality of products and services to achieve customer satisfaction. FFL also meets all national regulatory requirements relating to its current businesses and ensures that Consumer Goods & Health Practices (CGHP) as recommended by World Health Organization is followed properly.

Fair Food and Lifestyle ( FFL) was established as the SBU of Fair Group. FFL 's global partners are such as, **Olitalia, Molfix (HAYAT), Pasta Zara, Tong Garden, National** are all internationally recognized brands, known for their consistency in producing quality niche products for the wider international markets. It is due to the diligence, teamwork and co-ordination between our partners, staff and employees that we have been able to succeed.

Fair Distribution Limited ensures and guarantees the quality of every product, just as their tagline.

**Tagline of FFL:** Inspiring Excellence  
“Premium Always”

FFI have over 300 sales teams that include:

- 25 distributors nationwide
- 200 key outlets, 80 institutions, 80 supershops which are covered by our own sales team

- Products are distributed throughout all 6 districts
- 10,000 retail outlets under 6 regional offices

## Mission, Vision & Values of FFL:

### Mission:

Enrich the quality of life of people through responsible application of knowledge, skills and technology. FFL is committed to the pursuit of excellence through world-class products, innovative processes and empowered employees to provide the highest level of satisfaction to its customers.

### Vision:

1. Endeavour to attain a position of leadership in each category of its businesses.
2. Attain a high level of productivity in all its operations through effective and efficient use of resources, adoption of appropriate technology and alignment with our core competencies.
3. Develop its employees by encouraging empowerment and rewarding innovation.
4. Promote an environment for learning and personal growth of its employees.
5. Provide products and services of high and consistent quality, ensuring value for money to its customers.
6. Encourage and assist in the qualitative improvement of the services of its suppliers and distributors.
7. Establish harmonious relationship with the community and promote greater environmental responsibility within its sphere of influence.

### Values:

- Quality
- Customer Focus
- Fairness
- Transparency
- Continuous Improvement

- Innovation

## RATIONALE OF THE REPORT

This report, “HR Practices in Fair Food & Style ltd.” has been prepared to fulfill the partial requirement of MBA program as a mean of internship program. While preparing this report, I had a great opportunity to have depth knowledge about the employee and employer relations in FFL.

The main reason of this report is to become a familiar with the realistic business world and to attain practical knowledge about the employee compensation & benefits package, recruitment selection, welfare, labor law in a word HR practices of FFL. It is known that there is no alternative of practical knowledge which is more beneficial than theoretical aspects. Internship is not only essential for practical experience but also require for understanding of corporate culture and to cope with the daylong working atmosphere.

As a student of MBA this report will be more significant in my practical life. That’s why my selected topic is HR Practices on FFL. I have worked for three months at FFL to complete the internship program as an academic requirement.

## ORIGIN OF THE REPORT

For my post-graduation degree, I require to submit our internship program and submit this intern report as a requirement. My respectable supervisor has instructed in this regard and I gave my best effort to make this report a good one. I have served in Fair Food & Lifestyle (FFL) for 3 months and gathered practical knowledge and experience on that certain field of stated organization.

## SCOPE OF THE REPORT

HR Practices in the Fair Foods & Lifestyles brief idea is stated here in this report, I have talked about its SBU, its services relationship with clients, its recruitment & selection, allowances welfare, training, organizational background, organizational and management structure, and whatever is related to the organization.

## BACKGROUND OF THE REPORT

Internship program is an integral part of MBA program. Theoretical sessions alone cannot make a business student efficient and perfect in handling the real life business situation. Only a lot of theoretical knowledge will be of little importance unless it is applicable in practical life. So I need proper application of my knowledge to get some benefits from my theoretical knowledge to make it more meaningful.

## METHODOLOGY

This introduces the design and process of this research study which include the rational behind chosen methods and techniques employed. We have used both primary and secondary sources to make the report presentable, informative and expressive.

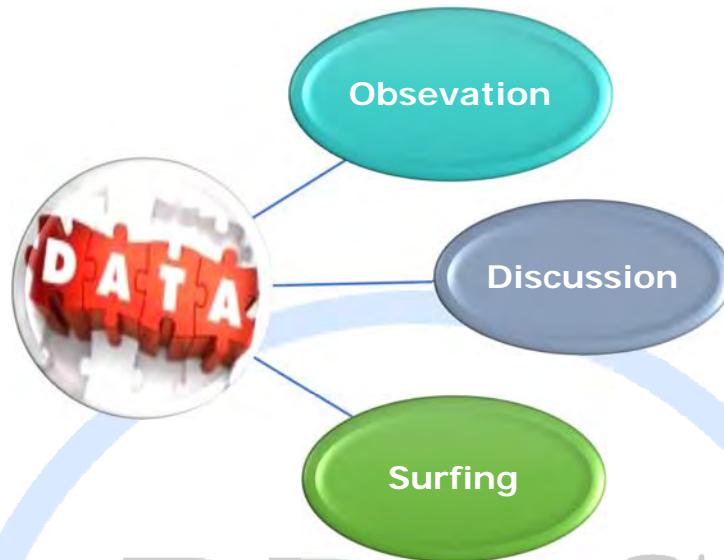
### Data Collection method:

#### Primary data:

Information collected from the reports and annual data from different magazines and sources were used widely. Executives and managers of the organization and based on my experience on those.

#### Secondary Data:

These were collected from different books, journals, newspapers, magazines, annual report of the company. And apart from that I visited different websites and annual reports, and explored different sources to get qualitatedata to make my report meaningful.



i) Observation:

During my internship, I closely monitored and observed by colleagues, co workers, superior, supervisors and all the people working out there. and that was the best and valid source of mine to collect information.

ii) Discussion:

I discussed with my fellow colleagues and the known one there about the organization. I made sure about their convenient time, so I appointed with them in their free time, either before or after work so that they can fully talk to me and give me correct information without being in hassle.

iii) Surfing through the internet:

Many information's I got from internet, many ready reports were there which helped me in gaining detailed knowledge about how the system works in the organization.

## LIMITATIONS

There wasn't enough information available, and as an intern I did not have access to many files, datas, and information which other permanent and probationary officer of the organization had. And above that there were also so many confidential issues which they don't prefer sharing with interns. There were many folders and financial reports which could help me a lot, but I wasn't

allowed to reach there. And other than that there was also a time constraint. Lack of enough time and the topic also was a limitation, this information's are not basically available.

## OBJECTIVES OF THE REPORT

### Broad Objective:

Broad objective of the report is to apply my learning in the area of Human Resources so that I gain significant practical and understand the nature and importance of recruitment and selection process and identify the various strategy which they are use for their employees while recruiting and selecting them.

### Specific Objectives:

- To study the recruitment and selection process and methods.
- To coordinate the theories of recruitment and selection process in a real life Situation.
- To learn various functions and strategies of HRM departments such as operational activities, recruitment and selection procedure, compensation and performance appraisal,
- To identify strength and weakness of FFL Ltd.
- To recommend required steps for improvement into entire HR the system.

## OVERVIEW OF FFL

### **Foods and beverage:**

Fair Foods and beverage was initiated in 2008. It has various prestigious products which are enjoying the leadership position in the market. The division started to take new businesses through off shore trading as well as local importer.

This Foods Division boasts in having an unequivocal presence in consumers' heart with the market leading brands. With close to 80% market share in own categories. It has made its place by providing effective and affordable solution to the conscious people of Bangladesh.

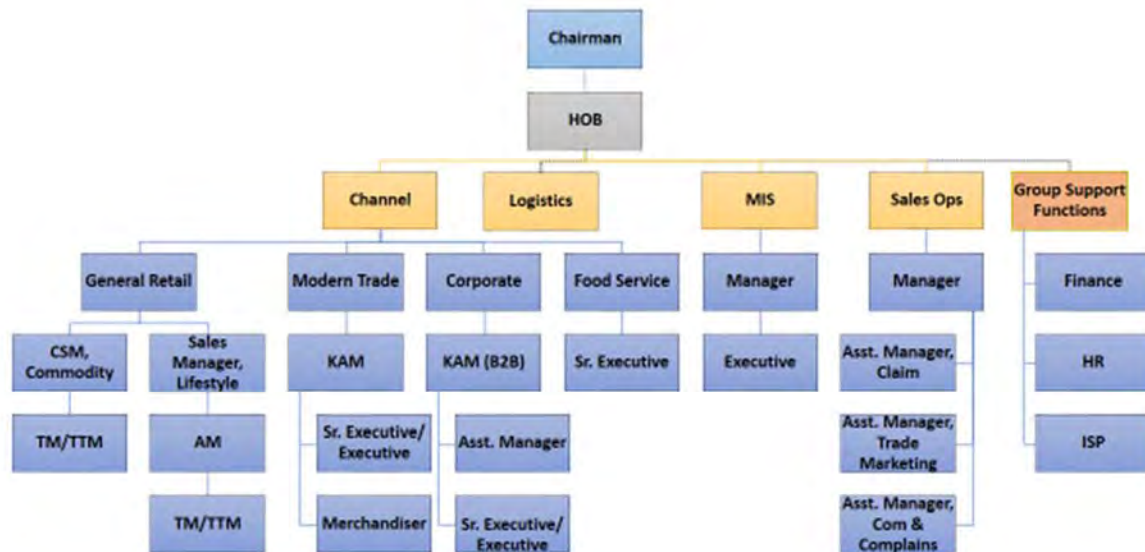
A sound mind goes with a sound body-FFL believes in this age old proverb and our young generation needs to grow up with healthy physique and sound mind who will lead the nation in future. With this belief, FFL has entered in to the commodity food business. The aim is to provide purest of the food products to Bangladeshi consumers at affordable price. The products are delighting the consumers by providing 100% import, original, dirt free, pure and natural food ingredients. FFL Consumer Brands is successfully serving the consumer demand for foreign products in household and personal care category with the world renowned product range of Olitalia, Pastazara, Hayat,etc.. With the proper distribution and marketing by FFL.

As a successful business, the FFL Consumer Brands is focused on achieving the consistent growth required to continue the success and to make FFL an even stronger company. The Consumer Brands believe this is the best way to benefit the consumers, people and the shareholders of FFL.

Fair foods & lifestyle (FFL) is a Strategic Business Unit of Fair Group is headed by the Head of Business (HOB). His track record has many successful brands which reached leadership position in different categories in FMCG market. He is supported by competent group of professionals working in the Marketing and Sales operations.



## ORGANOGRAM



## LITERATURE REVIEW

An organization success depends on its human resources. No matter how much an organization invests on other assets, if its human resource does not have the competence then the organization will be unsuccessful. Even when deciding on which fixed assets to invest, any organization goes through many industries. Therefore, when it comes to human resource it has to be even more careful. FFL group also consider their employees as their best asset. They have their own human resource department with a strong management system. They give values to their employees' creativity and innovation to get best output in return.

## JOB DESCRIPTION

As a part of my educational program I had the opportunity to work in The FFL Industries Ltd for three month. The duration of my internship program was from 31<sup>st</sup> Oct to 31<sup>st</sup> January. I worked in Human Resource department as an intern where I had learnt many practices of human resource division of The FFL Industries Ltd

At the very first day, I was introduced with my supervisor. Then he introduced me with other HR personnel's. He also gave me some brief about Job descriptions. I was assigned to the following jobs regularly. Those were:

- Developing Training program
- Assisting the Head of HR by evolving training strategies, forecasting, budgets and ensuring effectiveness of training
- Assisting in recruitment process
- Developing Employee welcome file ( for new employees)
- Developing call list for written test, viva and practical test
- Developing attendance for written, Viva and practical test
- Organizing candidate profile summary for written, Viva and Practical test
- Arranging top sheet and exam paper
- Leave and attendance maintenance
- Helping new employees with joining formalities

**Developing Training modules**—For training and development purposes I was assigned to develop various training modules. Some of them are training on Effective communication, Sales training for Sales representative, training on 7 habits of highly effective people and modules for new employee orientation. So we select the venue for the training program, then we make necessary arrangement like invited the trainers and participant's , arrange the sitting arrangement, refreshment, role-playing games and prizes for the best performer.

**Assisting the HR manager by evolving training plans, forecasts, budgets and ensure**—effectiveness of training I also support the Head of HR my supervisor in evolving training strategies, forecasting, budgets and ensure effectiveness of training programs.

**Developing Employee welcome file (for new employees)**—For the organizational development in was assigned to design a file for welcoming new employees. So I designed a file which contains greetings from the Chairman of BGI to the new employees and notebook, pen, joining formalities and other necessary information regarding their job and organization overview

**Assisting in recruitment process**— I also assist my seniors in the recruitment process by calling up the candidates, assembling call list for written test, viva and practical test, developing

candidate profile summary for written, viva and practical test, developing top sheet and exam paper, organizing attendance sheet for candidates and photocopying important papers.

**Developing call list for written test, viva and practical test**→After the selection of final applicants I wrote down all candidates' name, father's name and mobile number in Microsoft Excel sheet. After that I printed that excel sheet twice and sent those papers to my senior.

**Developing attendance for written, Viva and practical test**→ Attendance sheet was quite alike as call list sheet. All I had to do is just add a signature box in attendance sheet. After organizing this sheet I handed over to reception at exam date.

**Organizing applicants profile summary for written, Viva and Practical test**→ I developed candidate profile summary before the written viva or practical test. Here I wrote candidates' name, father's name, mobile no, last education, university, birthdays, experience .

Finally I printed it and passed it to viva board. Arranging top sheet and exam paper→Before the recruitment exam I used to arrange the top sheet and exam paper. I took 5 or 6 pages and one top sheet and stapled it. Names, father's name, mobile number, email, CV Serial date, Signature are included in top sheet.

**Leave and attendance maintenance**→ I maintained and had recorded leave applications from employees. At the end of the month I used to prepare attendance sheet (excel file) for payroll purpose and submit it to HR manager.

**Assisting new employees with joining formalities**→ I also assist the new employees with their joining formalities by helping them filling up necessary forms.

I really enjoyed my intern work experience. I gained new working skills and I practiced those again and again. Employees were really helpful and friendly to me.

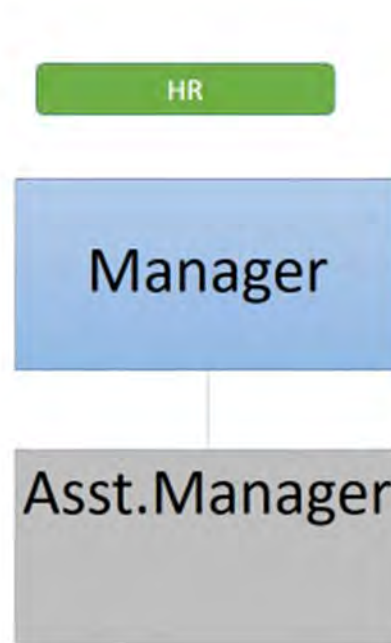
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HUMAN RESOURCE MANAGEMENT

- A clearly defined Recruitment Performance Management and Reward Systems are developed which underlies the Business strategy of FFL.
- Team of professionals is built which delivers expertise by participating in business decisions.

- Collaborative and mutually supportive work environment is created that encourages people to grow. Staff of FFL consists of world class Professionals and ensures that the right systems are in place to encourage people to develop to their full potential
- On the entry level the HR Department is mostly taking MBA graduates. According to FFL their belief is that "Their people are their greatest asset". The HR team takes great pride in acknowledging the contribution of each employee. FFL focuses a lot on HR Development and for that the HR team ensures:
  - In our huge and varied culture can bring their range of skills and goals to best use: for us and for them.
  - FFL has the impact it does because of its people. HR is considered a core rather than a support function, playing an important role in shaping business strategy. Within HR you will help to create an environment where all of the people
  - Human Resource Management & The need for Training–Selection policy is defined & Compensation Development of employees is assessed &The job description of each and every employee is predefined.
  - Performance appraisal is done on annual basis. Average age of FFL employee is 32 years. This shows that they prefer young and energetic people for their middle and lower level management.
  - High profile well experienced persons are considered for top-level management. Average Salary is 12000 for an employee.
  - Benefit plan is developed which ensures that employees are motivated .FFL is basically equal employment opportunity organization. Almost 70%of its employees are male and 30% are female.

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## HR REPORTING BODY:



HR department of FFL Ltd. is consisted of by one HR manager and one asst. manager. They recruit interns on urgent basis where their work load becomes extreme.

### Objectives of Human Resource Department

- Recruitment policy and procedure
- Conformation policy and procedure
- Placement of employees
- Human Resource Development
- Organizational structure review and modification
- Career planning
- Hiring and firing
- Job description preparation
- Conducting appraisal at the end of each year

- Induction, Attendance and leave
- Maintaining and developing employees personal files
- General services
- Safety-security
- Welfare activities for employees

## Recruitment and Selection Process

FFL is looking for top-caliber people who want the flexibility and resources to grow in their career. If someone is that kind of person who has always stood out, they offer a place where one can continue to excel. FFL has thousands of diverse people from different cultures and backgrounds working in a variety of different jobs in different fields. Merit is the sole criteria for selection. Attitude is given as much weight as functional competencies. Panel interviews comprising of Functional Head & HR Head. Sources for recruitment are through campus, consultants, employee referrals, internal job postings and the internet. All positions involve written tests. Antecedent verification is an integral part of our recruitment process. Medical fitness is pre-requisite for all positions. They are an equal opportunity employer and do not discriminate on the basis of race, community, religion or sex.

## Recruitment process

A responsibility for recruitment usually belongs to the HR department. This department works to find and attract capable applicants. Job description and specification provide the needed information upon which the recruitment process starts. The functions of the recruitment section of FFL are given below:

1. Need Assessment
2. Defining the position description
3. Checking the recruiting options
4. Advertisement

5. Screening and Short – listing Applications

6. Written test

7. Selection interview (3 – tier)

8. Employment decision (Application Bank)

9. Offer letter

10. Orientation / Induction

### Source of Recruitment

This is done in four ways depending on the job category of the vacant position. Therefore, the recruitment process of this organization is classified into four types, which are done based on the job grade/ group. These are as follows:

- Entry-level management
- MT (Manager Trainee)
- Mid or / and senior level management
- Graded staff / Non- management staff

### Final selection

- Reception of application
- Evaluating reference and biographical data
- Employment test:
  - Analytical ability
  - Computation ability
  - Verbal skill
  - Written skill.
  - General knowledge.

It takes place after the candidate has been interviewed by the Manager of the department who requires the new employee and then the Manager.

On the joining day, the employee has to submit the following documents to the HR Department:

- 1) Joining Report
- 2) Copies of educational and professional degrees/certificates
- 3) Reference Letter
- 4) Three copies of recent passport size photographs.

### Training & Development

Training & Development involves improving the knowledge, skills and abilities of the individuals. A continuous training is conducted inside the organization to improve the performance of the employee. There are two types of trainings conducted at FFL:

- 1) In-house Training
- 2) External Training



I n s t i t u t e o f M a n a g e m e n t S c i e n c e s



## Orientation

- A newly hired employee is oriented so that he can get an idea about the organizational setup so that he may feel at home. At FFL orientation plan covers the following points: □  
Visits to different department of the company
- Company's Policies, Rules and Regulations FFL orientation program will help him quickly get to know the business & the way we work, as well as his role & colleagues.
- Getting Started Shortly after joining he will participate in New Hire Orientation. This program is designed to share valuable information about FFL, help him navigate through the first critical weeks and provide an overview of commonly used resources.
- Building his network Getting to know people and establishing close working relationships is important to help him settle in. During the first few months, he'll meet colleagues from your immediate area and from different functions across the business.
- Personal development once he is familiar with the company and his role, the next step is to discuss and agree to a personal development plan. This will identify his learning requirements as well as the support he will need to achieve his aims.
- Roles & goals as part of his development plan, he will be given personal targets and team goals and time-frame within which to achieve them. Over regular meetings with his manager, he will evaluate his progress and address any issues.

## Job Analysis

The procedure for determining the duties and skill requirements of a job and the kind of person who should be hired for it.

**Job description:** (a list of what the job entails) A list of a job's duties, responsibilities, reporting relationships, working conditions, and supervisory responsibilities—one product of a job analysis.

**Job specification:** (what kind of people to hire for the job) A list of a job's "human requirements," that is, the requisite education, skills, personality, and so on— another product of a job analysis.

## Performance appraisal

A performance appraisal compares each employee's actual performance with his or her performance standards. Managers use job analysis to determine the job's specific activities and performance standards.



### Rating scale

Traits are rated on scales include employee attribute such as cooperation, communicative ability or initiative etc. that has several points ranging from “poor to excellent” Each behavior can rate at one of 7 scales as follows:

Extremely poor (1 points)

Poor (2 points)

Below average (3 points)

Average (4 points)

Above average (5 points)

Good (6 points)

Extremely good (7 points)

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## **Essay method**

Permits the appraiser to examine the attribute of performance. In this style of performance appraisal, managers/ supervisors are required to figure out the strong and weak points of staff's behaviors. Essay evaluation method is a non- quantitative technique. It is often mixed with the method the graphic rating scale.

### **Input of information sources**

- Job knowledge and potential of the employee;
- Employee's understanding of the company's programs, policies, objectives, etc.;
- The employee's relations with co-workers and superiors; s
- The employee's general planning, organizing and controlling ability;
- The attitudes and perceptions of the employee, in general.

### **Disadvantages of essay evaluation**

- Manager / supervisor may write a biased essay.
- A busy rater may write the essay hurriedly without properly assessing the actual performance of the worker.
- Apart from that, rater takes a long time, this becomes uneconomical from the view point of the firm, because the time of rater is costly.
- Some evaluators may be poor in writing essays on employee performance. Others may be superficial in explanation and use flowery language which may not reflect the actual performance of the employee.

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## CRITICAL OBSERVATION & RECOMMENDATION

Through my internship period in FFL Industries I have observed some issues which are:

### **Limited work force**

All the functions of HR division are performed within a limited workforce. Sometimes, it became very stressful working environment for existence employees.

### **Training and Organization development**

FFL of Industries is very focused on training and organization development. They try to make their employees more effective and efficient. HR division of FFL of industries has done the training and organization development tasks and this is a continuous process.

### **Recruitment and selection**

Recruitment and selection is a continuous process in the FFL Industries. All employees of FFL of Industries are directly or indirectly recruited by their Human resource division.

### **Lots of paper work**

HR division of The FFL Industries has used lots of paper work. From requisition form to publishing final result, paper is used in every aspect. They use paper files to keep all the necessary records rather than using digital data server. They only use the HRIS for payroll purposes. As a result, they waste many papers and do not recycle this paper most of the times.

### **Proper use internal sources of recruitment**

Human Resource department maintains good eyes on its internal sources. Whenever the found any possible vacancy or feel the need of ne recruitments, they post recruitment advertisement on every notice of every branch and also publish this advertisement on their internet. So the existing employees this organization can see the advertisement. They also maintain their contact with other departments' employees so that they can recommend others to apply here. But they don't post any advertisement in their official website.

### **Totally new environment for interns**

The FFL Industries has no training for intern's .They put interns directly on process without supervisions. As a result, there are many mistakes at starting moment.

### **Training and Organization development**

I think, The FFL's training and development process is ideal process. It matched what I have learned in my courses. More or less, they are same. They also use TNA methods before the training and use Kirkpatrick's theory to evaluate the training program. So; I did not find any mismatch between them.

### **LESSON LEARNED FROM INTERNSHIP PROGRAM**

#### **Time management:**

In order to finish my tasks I always had to arrange, organize, schedule and budget my time to finish the tasks. This will be very helpful for developing my time management skill with effectively and efficiently.

#### **Communication:**

I always had to communicate with different types of people like applicants, managers, interneers, new joiners for complete my tasks which help me to develop communication skills.

#### **Stress management:**

When there is any training and development issue, I had to do this with stress because there is limited work force for this job. That's why I learned how to deal with stress.

#### **Teamwork:**

I was very lucky to have a helpful team in FFL of Industries. By working here I understand that teamwork is an essential part to complete task for organization aspect.

## CONCLUSION

FFL is a leading distribution company in the FMCG industry that distribute the products that are typically bought by consumers. Their distribution is effective so essentially they move from retailers' shelves to consumers very quickly.

It was an absolute worthwhile experience working at FFL Ltd. which enables me understand real life HR activities rather than just bookish knowledge. The staff and employees are very cooperating and friendly to new joiner or interns. This experience helped me bring out my strength and areas I needed to improve. This added confidence to my professional approach, built a stronger positive attitude and gained how to work as a team player.

As an intern though I had limited space to work, still I managed to learn and develop skills regarding how, recruitment, selection process works, how a training is conducted, performance appraisal is done that speed up employee work capacity and many more.

To sum up I can say that this learning was significant in my academic and professional spectrum. I thoroughly enjoyed challenges that come along every day during this tenure at FFL. I believe this will help me understand more HR practices conducted other organizations and in my future endeavors.

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## REFERENCES

Contact persons:

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