

How the Human Resource Management works and how they are doing corporate marketing in FARR Ceramics Ltd.



FARR Ceramics Ltd.



Inspiring Excellence

How the Human Resource Management works and how they are doing corporate marketing in FARR Ceramics Ltd

BUS400: Internship Report

Submitted to:
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Letter of Transmittal

April 16, 2018

Kamal Hossain

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Mohakhali, Dhaka, Bangladesh.

Subject: Submission of Internship Report

Dear Sir,

I am submitting herewith my internship report on FARR Ceramics Ltd. I was assigned to work at the head office of FARR Ceramics Ltd at New Eskaton Road. Despite many limitations, I have tried my best to make this report accurate and reliable.

I got the opportunity to work at FARR Ceramics Ltd as an intern and the report is an overview of the internship program and the report is a brief reflection of all my learnings and experiences I have gathered from my service briefly in this report. I sincerely hope that this report will merit your approval. If you have any further inquiry concerning any additional information, I would be very pleased to clarify that. Thank you.

Sincerely yours,

Zarin Tasnim

ID: 12104064

Acknowledgment

First of all, I have my deepest gratitude to Almighty Allah, whose invisible guidance helped me to complete this report.

I want to convey my heartfelt respect and cordial thanks to my advisor Kamal Hossain for his advice, valuable supervision, encouragement, and guidance. It was impossible to complete this report without his instruction and I am very lucky to get him as my Internship advisor.

I would like to say my thanks to my colleagues of FARR Ceramic Limited for their unconditional support. They helped me by sharing their knowledge, ideas, and experience. Also, a special thanks to Mr. Imtiaz Uddin, the Head of HR and Md. Saidur Rahman (Riduan), Sr. Executive (HR & Admin) of FARR Ceramics Ltd. They helped me a lot with valuable information to make this report. Finally, without my family support, it was impossible to complete this report successfully.

Executive Summary

FARR Ceramics Limited is one of the best ceramic companies in Bangladesh. It achieves their goodwill by providing a good service to the customer. As an Intern of FARR Ceramics Limited from the last three months I have achieved some practical knowledge, which I have tried to share in this report.

This report has been prepared through the entire discussion of Human Resource Management and Corporate marketing division. This report will present the actual work and performance of both of these company divisions. It will also show how the employees handle customer, quality of customer service and those responsibilities which employees perform at this division. There are also some limitations and recommendations to improve this department activity. This report is basically based on how the Human Resource Management works and how they are doing corporate marketing activities in FARR Ceramics Ltd.

At this company my work experience helps me to gather the practical experience, official environment, situation of financial institution. It also helps me to find out the differences between practical and theoretical knowledge. It also gives me the opportunity to implement my theoretical in the practical and realistic work environment. To make this internship report this experience helped me a lot and also at this time I was able to analyze the activities deeply, which will help me in my future career.

At last I just want to say that, I tried to make this report valuable, authentic and understandable which can easily give an idea about the ceramic industry to the other and avoiding mistakes and errors.

Introduction

The internship is an opportunity provided by using a business enterprise to ability personnel, referred to as interns, to work at a firm for a constrained time frame. An internship offers students a period of practical experience in the industry relating to their field of study. This experience is valuable to students as a means of allowing them to experience how their studies are applied in the real world, and as work experience that can be highly appealing to potential employers on a candidate's CV.

An internship offers a first-rate opportunity for prospective personnel to benefit experience in a specific discipline or enterprise, determine in the event that they have an interest in a selected profession, create a community of contacts, or gain university module credits. It is also a way to find out if theoretical education is the same as the real work life experience. Interns may also have the possibility of becoming a full-time permanent employee in that same organization that they do their internship in, depending on the organization's policies and also the intern's performance during the internship period.

As a result, it blessings the students to narrate their obtained expertise with a professional career. The top objective of the internship program is to work beneath organizational environment in order that we will turn up ourselves as experts with actual-life experiences and may get an opportunity to reconcile the theoretical understanding with a real-lifestyles scenario.

This report is prepared for the fulfillment of my internship program at one of the leading ceramic products manufacturers of the country "FARR Ceramics Ltd" for the requirement for graduation.

Background of FARR Ceramics Limited

FARR ceramics Ltd. is a shining star in the ceramic industry in Bangladesh established in 2005. The company is engaged in making in various types of tableware. Within a short period, this company expanded its market by its unique quality, competitive price, exclusive designs, and a wide variety of sizes and models. Its effective and creative marketing campaign enabled the company to develop its tableware market in Bangladesh.

FARR ceramics Ltd. is capable of fulfilling the increasing demand of the consumers countrywide and also internationally. This company is capable to export rather than local sales. They are using imported raw materials, modern and latest machines imported from Germany, Italy, and Japan. It is also equipped with testing & quality control laboratory facilities, decal plant, carton packaging plant, modeling unit, gas-based power generation capability in production are ever vigilant to meet the changing taste and choice to the consumers by providing the touch of tableware. Due to increasing demand in the domestic and foreign market, FARR Ceramics Ltd. brings different types of product based on design and shape. It produces ceramic tableware based on the curve and fine shape.

Deploying advanced mechanism and technologies FARR Ceramics Ltd. producing same quality, as European tableware and offering an affordable price to all valuable Bangladeshi consumers for unique, healthy and aristocrat dining. It also exports its product to European countries. Because of its excellent quality, FARR ceramics Ltd. has achieved the ISO 9001 certification in 2008 thus FARR ceramics Ltd. makes a revolution in respect of tableware market and among the users in Bangladesh. Many renowned companies use the product of FARR Ceramics Ltd. Gradually it is going to occupy a position in the world of ceramics tableware permanently.

FARR Ceramics Limited (FCL) was established on fourth January 2005 as a Private Limited Company with a view to producing a world-class Porcelain tableware. FCL is an Export Oriented Company equipped with the latest and modern Machinery from Germany, Italy, and Japan. The factory has been established on Nine Acre land at Noulapara, Bhabanipur, Gazipur. It also sells its products in the local market.

Vision, Mission, Objective & Corporate Focus

Vision

FARR Ceramic is the company which has a good quality and satisfaction all over the country. From the beginning of the journey, they can ensure the quality of the products. So that still people buy FARR Ceramic tableware to get quality products at a reasonable price. Gradually its fame can be known to all people.

Mission

Quality Everywhere Ensure the Availability Satisfaction talk for you.

Objectives

Strategic objectives:

- increase the shareholders' value
 - to attain economic value addition
 - to be a market leader in product innovation
 - to be one of the top three efficient financial institutions in Bangladesh
 - to be one of the top 5 ceramic institutions in Bangladesh
- in terms of marketplace proportion in all substantial market segments we serve

Financial objectives:

- To achieve 20% return on shareholder's equity or more, on average.

Recruitment Process

FARR Ceramics Ltd. (FCL) Recruitment Policy is to hire the right people through some effective assessment processes from the pool of candidate. Effective recruitment shall ensure the competency and high-quality performance of the entire organization.

FCL Recruitment Policy does not allow any favor or preferential treatment to anyone. FCL is committed to recruiting suitably qualified and experienced people confirming the hiring procedures to the local law and the company's requirements.

on no account, a regular or agreement, an employee from other business enterprise is allowed to adopt ordinary or long-time period agreement employment in FCL.

In the spirit of internationalism, FCL may recruit senior staff from other countries when recruitment of a suitable national staff is not possible. This has to be approved by the Managing Director.

The employment status can be changed from regular to contract or vice versa depending on the situation arisen from company need or a situation that has arisen on the ground of performance.

HR and the concern line manager will maintain absolute confidentiality of the implementation of any part of the recruitment process. No query will be responded or no information will be provided regarding the status of any recruitment until the entire process is complete.

Human Resources Planning

FCL HR Planning to introduce the system of matching the supply of people internally and externally with the openings of the company expects to have over a given period of time frame. The quality of the candidate and his/her expertise are deciding factor how FCL succeed in achieving its vision, objectives, and tasks.

Human Resources Planning in FCL must be a part of the Company's overall business plan. While drawing up the resource plans, it is important it take the following things into consideration:

- Potential/ expected workload and expertise requirements and to ensure the optimum and effective utilization of the human resources for the entire Company, both for current and future requirements
- Possibilities for greater efficiency through recognition and the use of tools/ facilities and making adjustments during expansion and contraction
- Employee turnover/ employee mobility
- Potential transfer, promotion, periods of leave etc. and design and implement plans to help to achieve manpower objective.

Human Resources planning will start at the beginning of the business financial year so the HR can coordinate the HR planning process at the right time. Also, necessary budget provisions are an important factor to look into.

Each department will submit their month wise recruitment planning to HR for the whole year so that HR department can understand the upcoming recruitment plan for each department.

Job Description

Job Description is the basis of FCL recruitment, selection and placement, training & development, performance appraisal, salary administration, promotion and other personnel actions for its employees. The appointing authority and the line Manager will ensure that each employee has an appropriate and update Job Description stating clearly the duties & responsibilities of the employees and person specification.

Recruitment Sources

FCL has been in the continuous search for effective recruitment sources and has found the followings:

i. Internal Sources:

It is FCL policy to give preference to appoint internal candidates provided that the employee is suitably qualified for the vacant or new position and also meet the existing and future requirements. As a usual procedure, job vacancies in FCL will be advertised through internal notices to the concerned offices.

ii. External Sources:

Whenever job vacancies are required to be circulated outside, the main objective will be to attract a pool of candidates to apply for which qualified candidates for job vacancies can be chosen. Here are a number of external sources that will be used by the company.

iii. Newspaper Advertisement:

The vacancy announcement will be circulated by publishing an advertisement in national newspapers. The newspapers that are widely circulated will be chosen for publishing the advertisement.

iv. Website:

Modern information technology such as website may also be utilized for advertising job vacancy of certain positions.

v. Other:

Depending on circumstances, other professional/employment agencies/headhunter, technical/ business institutes like BUET, DU, IBA etc. and journals may be chosen to give a wider coverage of job openings. Internal employee's reference will also be considered as a source of recruitment.

Assignment and Contribution to the Organization

As an intern of FARR Ceramics limited, I have worked in both HR and corporate marketing division which helped me to expertise on how the FARR Ceramic limited performs their operation, additionally about the facilities and weak spot of this project and the way they serve their clients by overcoming all of the constraints evaluating with other competitors.

My post and roles:

I was appointed as an intern with a functional designation of "Support executive" in HR department. But during last few weeks, I was shifted to Corporate Marketing Division. As a support executive I had to perform the following roles:

- Updating the master attendance sheet regularly.
- Preparing Office Orders, Circulars, Notices etc.
- Preparing Salary Sheets through Microsoft Excel and company's own software 'Oracle'.
- Analyzing daily performance sheet and production sheet of our manufacturing factory.
- Accompanying our Assistant Manager of Marketing (Corporate) Mr. Hassan Shahriar Limon in different corporate meetings with our regular corporate clients.
- Forwarding the sample requisition letter to the Sample Section of the Production Department in the manufacturing factory. To follow up the procedures to make the samples for our corporate clients.
- Preparing and updating Price Quotations for our regular corporate clients.

Supervisor details and the department Details:

I did my internship under the Human Resource department. It is a very small but centralized department. The reason labeled it as a small department is due to the number of employees in this department. The department consists of two receptionists, five office staffs, four drivers and one senior manager. My supervisor is the senior manager of the department. There were three different clusters. One cluster had two receptionists and they usually welcome our guests.

Visiting our Head Office. Another cluster has five office staffs and they usually accomplish the tasks given by the Senior Manager. The third and last group has four drivers. They usually perform their duties according to their prior appointment given by the senior manager through the office staffs. My supervisor is the senior manager of the department. He is a former student of Dhaka University and working here in FARR Ceramic Limited for the last 4 years. The people in my department were very friendly and co-operative and their support welcomes me with a comfortable lively working environment from the very first day although the department is really small.

Learning part

Technical learning

During my internship period working in both department, I have learned several important things because the departments perform different objectives.

As a part of my job in FARR Ceramics Limited, I perform some various sorts of job and activities. Here are the works that I have done to contribute to the company:

Operating and maintaining the master attendance sheet was daily operations of the mine. In our office, there are two steps to maintain the attendance. Firstly, we get the data from the ID punching machine. After that this data is forwarded to a master attendance sheet. My duty was to update the master attendance sheet every day. I also had to prepare different office orders, Circulars, Notices etc. on a regular basis. Preparing the salary sheets of the employees was another vital task of mine. I have prepared the sheets both in Microsoft Excel and our software 'Oracle'. And my supervisor helped me to complete my task although it was a one-time experiment on me I learned to analyze daily performance sheet and production sheet of our manufacturing factory. And I had to prepare a report and presentation slide on the overall performance and productivity of our factory. I had to prepare Price Quotation for our regular corporate client Aarong and Robi. In preparing the price quotation my supervisor helped me a lot. Generally, in a price quotation, the main topics are the product details, production lead time and the price of the products. After preparing the quotation I had to submit the samples along with the quotation.

What I have learned, both academically and practically:

I had welcomed the greatest opportunity to learn from my internship in FARR Ceramics Limited which began from the first day. I am thankful to my supervisor and the colleagues for being very cooperative which helped me to adapt lot of things which was required for my internship.

The learnings throughout my internship program are:

Most of the works in FARR Ceramic Limited are done in Microsoft Excel and I got to learn few things from my coworkers under the guidance of my supervisor. I had to use Pivot tables to maintain the database, and I also had to use VLOOKUP on a daily basis. Additionally, I also had to use other formulas to sort and acquire data which change my thoughts at performing Excel operation and the guidance improves my skills even better.

The total salary sheet preparation completed in two steps. Firstly, I had to enter the basic salary, House Rent, Medical Allowance and Entertainment Allowance data. After that I had to do all the adjustments like Extra Mobile Bill, Overtime payments of Driver and staffs, Advance Withdrawal of salaries, Bonus and Incentives, Paid and Unpaid leave etc. Then the final sheet was sent to the Head of HR for approval. After getting his approval I had to send a master salary sheet which is exported from Oracle to Microsoft Excel to The Southeast Bank, Maghbazar Branch through Email. This whole process gave me the opportunity to learn and gain confidence in myself.

I had to join some corporate meetings. Without that the most challenging job was to follow up the procedures to make the samples for our corporate clients. I had to prepare Price Quotation. After that, I had to follow up the sample correction and update the price quotation. This was another completely different type of learning experience.

Lastly and most importantly, I learned a few ways to detect forgery. It is usually not easy to detect forgery, but I still got a lot of pointers and some basic knowledge regarding the issues from my supervisor who is an expert at detecting forgery. I also got to witness a few clients with fake documents in my time here at FARR Ceramic Limited.

Recommendations for improving my working skills:

The internship is indeed a great learning experience for me through which I get acquainted with the real scenario about financial institutions. I got to learn new things and most significantly, I develop myself as a team effective team member and the experience is invaluable. Besides that, I also admire the feedback of my performance and get some specific criteria of improvement. For instance, sometimes, I figure out difficulties to concentrate in handling multiple tasks and I did mistakes. But I adapt myself in corporate culture as an employee who may have to deal with several tasks at a time and which is normal. Another criterion of improvement is my emotions for an appreciation against my hard work and eventually it affects my other works as well. So, I need work on even harder to adjust myself to perform better in corporate life because I heard from my senior colleagues that in job life it is not so easy to satisfy everyone.

Communication skill:

- can communicate more confidently
- accurate and fluent speaking
- successful performances in meetings
- improved my formal writings
- expansion of my professional vocabulary
- I can socialize and network with greater confidence
- I can work successfully in a cross-cultural environment

Interaction with supervisor and co-workers:

Apart from my social skills or relationship-building skills, I managed to maintain a very good relationship with my other colleagues in FARR Ceramic Limited had. Mr. Saidur Rahman (Riduan) who is now the Sr. Executive (HR & Admin) of FARR Ceramics Ltd and was my direct supervisor from the HR department. He directly assigned me tasks, checked my progress more often and giving feedback instantly and I shared straightforward professional relationship with him where as I had maintain a formal relationship with Mr. Hassan Shahriar Limon as because he was very senior (in term of both age and position). Apart from that, I had very jolly time to work with people like Ahsan Bhai, Lucky APU, Kausar Bhai, Tamanna mam, Rumana APU, Shaiful Bhai and Marzana ma'am. I had a formal interaction with my supervisor twice or thrice a week when we would gather up in the meeting room and discuss the undertaken assignments and their progress, and the necessary feedback and modification to be done. The days turned into weeks, and weeks turn into months as time flew by during my internship program.

Challenges during my internship period:

I have to face several challenges to overcome during my internship period and a cooperative, courteous, helpful, and informative working environment which aided me to outmatch all my encountered problems because I always found colleagues with the solution as, if there were any potential problem that appeared to me, they did never let me feel so and I put special thanks to my supervisor Mr. Saidur Rahman (Riduan), who always encourage me in every step of my internship period. Hence, after spending around twenty minutes trying to spot out any difficulties that I may have had, I actually honestly could not find one.

How I overcame the challenges:

With not a great deal difficulty there isn't lots that I've to speak about as to how I overcame those problems. The simplest problem might have been transportation. It took almost 2-3 hours to attain my office form my domestic, though it become tough however the work gave me so pride that the problems were now not that a whole lot intricate for me to complete my internship.

The internship experience- expectation vs. reality:

There has been a big gap among my expectations and what I have experienced from my internship. As a student of marketing, it became my dream to pursue my internship in that particular region where I will display some of my analytical competencies of hassle solving and gather some concept about project control strategies. But when I have started my internship in FARR Ceramics, I have experienced something new.

□ Academic Theories vs. Real Life Implementation:

Academic learning is very much different from experiential learning. For the duration of my class time, we've most effectively found out the theories and the terms associated with the fields. But in sensible, it's far necessary to be creative and being updated with the information about the industry you are working in. Marketing courses had been preferably of extraordinary help to me. Those guides helped me loads as I acquired the fundamentals of Microsoft Excel for the duration of the advertising projects. But I felt that MIS courses have been no longer effective enough. As a result, our courses need to be designed in a more realistic manner so that scholars do not face problems for the duration of his/her expert profession.

□ Don't Work Hard, Work Smart:

In the beginning, I thought working harder, faster, and quick is the key in an employer. But from my experience, I discovered that it was no longer the case. Running smartly is the important thing to do higher. Working faster and quicker than every person else isn't always the right deal here. As a substitute from my experience, I assume running with full coordination of resource and team work facilitates to do the work well even as maintaining absolutely everyone else glad. When one of a kind people are worried, the work is finished effortlessly with much less attempt. It is similar to organization works in my University lifestyles. Further, if you work faster it'll surely work in your gain however it is able to also create a disadvantage. The drawback became that if you work faster than it will boost one's expectation. therefore, a person should no longer try to outperform others ruthlessly by giving their complete 100%; as a substitute he/she must work higher than different by running together. It'll also reduce the conflict among team member.

□ **Formal vs. Informal Work Life:**

I'm one of the lucky humans to mention that I dreamt of having such an enjoy with the intention to assist me in future and that I got something like that. At the start of my internship, I thought that I had to sit in a table all day long and had to work with none amusing times. My expectation dealt a huge blow at the very first day of my office. It changed into an open workplace idea with desk designed in this kind of way whereby the privateers were well maintained as well as the closeness among the employees is sorted. I had a few loose times as nicely, after lunch we normally went out to have tea and thus my reality was totally different from my expectation.

□ **Importance of Job Experience:**

What I have learnt from my internship application was experience in activity is tons more valuable than academic knowledge. There were so many selections that can be taken on the idea of experience. From this internship experience, I have found out that actual existence enjoy and educational understanding aren't always comparable. Actual life conditions are more realistic and sensitive in various factors, and these situations are regularly changeable. However instructional expertise may be very useful in dealing with real existence issues and may offer us a proper guideline.

So, it can be said that real life experience and academic knowledge are not similar things. Real life situations are more practical and sensitive than academic knowledge. But if we shape our academic knowledge according to the needs of real life application, this academic knowledge can be very helpful in dealing with problems in real life and can provide us a guideline.

Subsequently, I in no way thought of missing the office after the internship except for the loose time we had but now I must say i'm able to leave out this office. I recognize that the corporation culture and the colleagues are the people I might be missing the most.

My career plans- and the effect that this internship had on them:

Before joining FARR Ceramics Ltd for internship, I did not have any plan to do a job in the near future. I always wanted to go abroad for my higher studies. However, after working in this organization now I want to work for some time and gain some work experience before going for higher studies. While working there, I also learnt the extracurricular activities needs for a student to achieve a good position in corporate world. My supervisor and the people gave me details idea about outside corporate world and have grown a desire in me to start my career as soon as possible. This internship has made me more responsible than before and now I have the confidence that I will be able to handle my work responsibilities properly.

Factors of Motivation

I have seen how cautious and punctual employees are when it comes to serve their prospects. Getting the job done successfully always gets utmost priority. Everyone always try to focus on meeting their deadline of submitting and completing a job. At the same time, there is a friendly environment and everyone is helping each other. This working environment always encourages a person to feel like they are not outsiders which happened with me also. This internship procedure has made me realize that I may consider myself as a permanent employee and I may build my career in this sector. Although we can't say about future but I would like to see myself working here at this place.

I loved the generosity to my colleagues whom have guided me during my journey. They constantly inspired me and taught me different things approximately working in this region. I additionally favored that there is usually a chain of command within the organization and each decision follows the equal tenet and is treated utmost care. Each time I faced any form of problem, my supervisor and different colleagues constantly attempted to help me and that I knew they constantly tried to provide me right steerage. This internship has simply provided me a fact test. This activity might not be that easy, sometimes it is able to be a bit difficult but the enjoy a person gets by way of operating in such an industry is without a doubt really worth the toughness of the process a person has to undergo. even though coworkers are helpful and friendly, that ache and durability of the job will quick fade away as I've skilled with myself.

Conclusion

It was a nice journey with a dynamic group of enthusiastic people. Ceramic sector has lots of scope to offer the country and its people. If I want to tell about those days spent at FARR Ceramic Limited, I must say that I have gathered knowledge which is going to help me in building my career in future. Within one of the main branches of FARR Ceramics Limited, has enriched my knowledge about different terms and instruments that are essential for all types of customers. I don't think I will ever forget those days of my internship as they helped me a lot.

As last words, I would like to say it was a great experience for me to work at FARR Ceramics Limited. I learned a lot from this company. I think I can take this learning ahead with me and do a lot with it in future. I can only thank my advisor Kamal Hossain for his enormous support during my internship period. And I am thankful to BRAC University which has given me a great platform to launch my career. I get a lot of respect since I have studied in BRAC University. Also, I am thankful to my colleagues in FARR Ceramics Limited for making my internship experience wonderful.

Appendix

Weekly Journals

Bus 400
Spring Internship 2018
Weekly Journal- 1

Submitted to:

Kamal Hossain

Senior Lecturer of eCommerce &

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Submitted by:

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BBS, BRAC University

Week- 1

Duties and Responsibilities

I am assigned to HR department as an intern for 'FARR Ceramics Ltd.' which was effective from 01st February 2018, under the supervision of Md. Saidur Rahman (Riduan) who is now the Sr. Executive (HR & Admin) of FARR Ceramics Ltd.

Since this was my first week so I did not have much to do. I was given a tour of the office and then was introduced to other employees there. Then, I was asked to sit at my desk and prepare my desk computer according to my convenience. Later, my supervisor gave a little orientation about the company, about my work and also about the client they deal with now.

Then, he showed me some of my responsibilities that I am going to manage for several days and also told me that anything may add up anytime. He also taught me everything in details so that I can work smoothly. Overall, it was a learning week where I learned how all the work needs to be done.

Special Task

I was assigned with a special task which is one of my core tasks and that is updating me on the HR policies of the company. My supervisor gave me the HR Policy book of FARR Ceramics Ltd. All the policies are described in the book.

Achievement

My achievement for this week was to understand a real office environment and how everything works professionally. For the first time, I got an HR Policy Book for a company. So now I have a clear idea of what includes in an HR Policy Book.

Learning

I got to know that the department I work for is the department that is directly linked to the administration. After all the other departments complete their task, it is the duty of HR to measure the performance of the employees. Overall, I got to know that HR works to get the maximum efficient and effective output from the employees.

Drawback

There was no much lacking in the very first week as I was going through a learning period.

Bus 400
Spring Internship 2018
Weekly Journal- 2

Submitted to:

Kamal Hossain

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Week- 2

Duties and Responsibilities

This was my second week as an intern for 'FARR Ceramics Ltd.'

After reaching the office I got to know that there will be an informal meeting among the employees of HR department. It was kind of a tactical step taken by the Head of the department and Director Mr. Imtiaz Uddin. In the meeting, all the employees gave their opinion on the overall picture of the HR department. After that, the head of the department assigned some special task to the employees. During the meeting even, I was asked to give my views about the department. It was totally a different kind of experience. All the employees appreciated my speech.

I was given to update the master attendance sheet. In our office, there are two steps to maintain the attendance. Firstly, we get the data from the ID punching machine. After that this data is forwarded to a master attendance sheet.

In this week I was given to type the draft of many office orders, Circulars, Notices. After that, the draft was checked by my supervisor.

Special Task

In this week, typing the drafts of different office orders, Circulars, Notices was pretty much new and special task for me. My supervisor helped me a lot in correcting my mistakes.

Achievement

This week my biggest achievement was to join an informal but very important meeting. For the first time, I got the chance to share my opinion in such meeting.

Learning

I got to know how the attendance is recorded and monitored in an organization. With that, I got to know how to type the draft of different office orders, Circulars, Notices.

Drawback

There was no much lacking in the second week as I was going through a learning period.

Bus 400
Spring Internship 2018
Weekly Journal- 3

Submitted to:

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Week- 3

Duties and Responsibilities

This was my third week as an intern for 'FARR Ceramics Ltd.'

Since last week I faced an unannounced meeting so I was a bit prepared for the meeting. After reaching the office I got to know that the meeting will be conducted. As I was bit prepared, so I was enough confidence to attend the meeting. But when the head of the department announced the topic I was surprised. The meeting was about some training program for the HR employees. In the meeting, it was announced that my supervisor Md. Saidur Rahman along with his colleague Mrs. Marzana will be going for a 3 days in-house training program.

In this week, my supervisor introduced me to a new section of my learning. He showed me how to prepare a 'Salary Sheet' through 'Microsoft Excel'. Not only that, I was learned how to prepare a salary sheet through company's own software named 'Oracle'.

Special Task

In this week, I learned to prepare salary sheet through 'Microsoft Excel' and company's own software 'Oracle'.

Since my supervisor will be absent for 03 days in next week so he assigned me to visit the manufacturing factory which is located in Noulapara, Bhabanipur, Gazipur.

Achievement

Preparing a Salary Sheet through Microsoft Excel and company's own software 'Oracle' was a great achievement to me in this week.

Learning

In this week I learned about different training programs and their importance in job performance. I learned to prepare a salary sheet.

Drawback

There was not much lacking during this week.

Bus 400
Spring Internship 2018
Weekly Journal- 4

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Week- 4

Duties and Responsibilities

This was my fourth week as an intern for 'FARR Ceramics Ltd.'

In this week I was supposed to visit our manufacturing factory. But I got a notice from my supervisor that my schedule to visit the manufacturing factory has been canceled and rescheduled for next week. He also told me that during this week I have to work under the supervision of HR head. So, I went to the office.

In this week the meeting didn't take place as two of the employees of HR was absent in the office due to their training. But HR head called me into his office and assigned me to help him according to his order.

I prepared so many office orders for him. Since it was the last week of the month and my supervisor was absent so I had to prepare all the salary sheets of the employees. I was instructed to make the salary sheets through our software 'Oracle'. It was a great experience of preparing the salary sheets successfully. The head of the department praised me a lot for my work.

Special Task

In this week, I had to manage the works of my supervisor on behalf of him. I had to coordinate with other administrative departments.

Achievement

This week my biggest achievement was that other department managers could actually depend and trust on me and gave me so many responsibilities to manage on behalf of my supervisor as he was not there and as I am the only intern of my department. This only happened for my previous work records.

Learning

I learned how to manage pressure and complete all the work to meet sudden deadlines without or with little help from anyone.

Drawback

There was no much lacking but I faced little mismanagement issues during this week.

Bus 400
Spring Internship 2018
Weekly Journal- 5

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Week- 5

Duties and Responsibilities

This was my fifth week as an intern for 'FARR Ceramics Ltd.'

In this week I went to visit our manufacturing factory. Since the manufacturing factory is located in Gazipur, which is my hometown so, I directly went to the factory from my home. After reaching there our factory Admin and HR manager Mr. Saiful Islam welcomed me. He showed me the whole factory area. On the same day, there was a meeting in the factory with all the officers employed in the factory. I was introduced to everyone at that meeting. From that meeting, I came to know that in our factory we have 60 officers and almost 1200 workers. The production in our factory is a continuous process for 24 hours a day operated in three shifts each consist of eight hours.

And also, I came to know that we are making world-class porcelain items in our factory for which we got "National Export Trophy" several times.

So, in this week I was appointed under the supervision of our factory Admin and HR manager Mr. Saiful Islam. He asked me to analyze the overall performance and productivity of our factory. He gave me daily performance sheet along with total production sheet and taught me how to analyze those sheets. At the end of the week, I was instructed to prepare a report and presentation slide and have to present in the head office about the overall performance and productivity of our factory.

Special Task

In this week, I learned to analyze daily performance sheet and production sheet of our manufacturing factory. And I have to prepare a report and presentation slide on the overall performance and productivity of our factory.

Achievement

In this week, I worked in a huge production unit of a leading ceramic product manufacturing company. I have analyzed their performance and productivity. It was a great achievement for me.

Learning

In this week I learned to analyze the overall performance and productivity of a manufacturing factory. Working in a factory environment was a huge learning for me.

Drawback

There was not much lacking during this week.

Bus 400
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Weekly Journal- 6

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Week- 6

Duties and Responsibilities

This was my sixth week as an intern for ‘FARR Ceramics Ltd.’

In this week I went to the office a bit earlier as it was scheduled to give a presentation on the very first day of the week about the overall performance and productivity of our factory. An official meeting was pre-scheduled. All the employees of HR along with the department head Mr. Imtiaz Uddin were present at the meeting. I have a 15 minutes presentation at that meeting. Everybody liked my words and praised me a lot.

In this week I did not have much work other than my regular core tasks to update the master attendance sheet and to type different office orders, Circulars, Notices etc.

Special Task

In this week, I was not assigned to any special task other than giving a presentation. Moreover, I was a little bit sick during this week. So, I was not assigned with any special task but I only had to do my regular core tasks.

Achievement

In this week, I gave a presentation on the performance and productivity of our manufacturing factory. It was my first presentation at an official meeting. My supervisor was very happy with my performance. So, it was a great achievement for me.

Learning

Presenting at an official meeting was a huge learning for me in this week.

Drawback

There was not much drawback this week but I felt it would have been better if there was more work apart from the core work.

Bus 400
Spring Internship 2018
Weekly Journal- 7

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Week- 7

Duties and Responsibilities

This was my seventh week as an intern for 'FARR Ceramics Ltd.'

At the first day of the week, I had to attend the regular meeting of our HR department. In the following day, I had to go to our manufacturing factory with my supervisor. It was a formal visit of my supervisor.

In the rest days, I did not have any additional work other than my regular core tasks to update the master attendance sheet and to type different office orders, Circulars, Notices etc.

But my supervisor gave me the responsibility of preparing the salary sheets of all the employees of our head office during the next week.

Special Task

In this week, I was not assigned with any special task. But I was given the responsibility of preparing salary sheets of all the employees during the next week. So, I only had to do my regular core tasks in this week.

Achievement

In this week, I accompanied my supervisor in visiting our manufacturing factory. Not only that, my supervisor gave me the responsibility to prepare the salary sheets. So, it was a great achievement for me that my supervisor relies on my works and satisfied with my performance.

Learning

In this week I only had to do my regular core tasks. So, I don't think there is anything new to learn from my office.

Drawback

There was no much drawback this week.

Bus 400
Spring Internship 2018
Weekly Journal- 8

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Week- 8

Duties and Responsibilities

This was my eighth week as an intern for ‘FARR Ceramics Ltd.’

As usual, this week started with the regular meeting of our HR department.

In this week I have prepared all the salary sheets of the employees without any help of my supervisor. I have prepared the sheets both in Microsoft Excel and our software ‘Oracle’. The total preparation completed in two steps. Firstly, I had to enter the basic salary, House Rent, Medical Allowance and Entertainment Allowance data. After that I had to do all the adjustments like Extra Mobile Bill, Overtime payments of Driver and staffs, Advance Withdrawal of salaries, Bonus and Incentives, Paid and Unpaid leave etc. Then the final sheet was sent to the Head of HR for approval. After getting his approval I had to send a master salary sheet which is exported from Oracle to Microsoft Excel to The Southeast Bank, Maghbazar Branch through Email. The MD, Head of HR and Head of Accounts were in CC of the email which was sent to the bank.

Apart from preparing salary sheets I had to do my regular core tasks too.

Special Task

In this week, I had to prepare the salary sheets of all the employees and forward it to the bank. I have done everything alone without any help from others.

Achievement

In this week, completing my task of preparing salary sheets without any help was a great achievement for me. I have done the job with zero errors. That’s why my supervisor and Head of HR praised me a lot.

Learning

During preparing salary sheets I had to coordinate with our accounts department. Doing some work by coordinating with another department of same organization was a learning element for me.

Drawback

There was no much drawback this week.

Bus 400
Spring Internship 2018
Weekly Journal- 9

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Week- 9

Duties and Responsibilities

This was my ninth week as an intern for 'FARR Ceramics Ltd.'

As usual, this week started with the regular meeting of our HR department. But it was not usual for me. In this meeting, my supervisor transferred me to Marketing (Corporate) department for the rest of my internship period. I was appointed to work under the supervision of Mr. Hassan Shahriar Limon, Assistant Manager of Marketing (Corporate). Generally, He deals with the corporate clients like GP, Robi, Aarong etc.

In this week I had to join Mr. Hassan Shahriar Limon to a corporate meeting with our regular client Aarong. The meeting took place in Aarong Centre (Head office of Aarong) located in Tejgaon Link Road, Dhaka. In that meeting, they gave an official requisition letter for the samples of the ceramic products they want to sell in their outlets. They gave a detailed description of their demanded products through the presentation.

After getting the requisition letter it was forwarded to the Sample Section of the Production Department in the manufacturing factory. Then my job was to follow up the procedures to complete the production of samples. I had to go to the factory several times in this week.

At the last day of the week, I received the final samples.

Special Task

In this week, I had to work in Marketing (Corporate) department. I had to follow up the sample production for one of our corporate client "Aarong".

Achievement

In this week, I had to join a corporate meeting. Without that the most challenging job was to follow up the procedures to make the samples for our corporate client “Aarong”. I have done the job with my full efforts. So, it was a great achievement for me.

Learning

In this week, the work pressure was pretty much higher than before. So, I learned to work under excessive pressure in the workplace. With that, it was a huge learning for me to complete my tasks within the deadline.

Drawback

There was no much lacking but I faced little mismanagement issues during this week.