

## Report On

# “Human Resource Management and the Recruitment and Process Execution of Internship Program at Nestlé Bangladesh Limited”

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelor of Business and Administration.

BRAC Business School

BRAC University

June, 2020

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## **Declaration**

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name and Signature

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Supervisor's Full name and Signature

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Ms. Afsana Akhtar

Assistant Professor

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## **Letter of Transmittal**

Ms. Afsana Akhtar  
Assistant Professor,  
BRAC Business School  
BRAC University, 66 Mohakhali, Dhaka-1212

**Subject: Report on "Human Resource Management and the Recruitment and Process Execution of Internship Program at Nestlé Bangladesh Limited"**

Dear Sir / Madam,

It is a great honor to present my internship report on “Different Departments of Human resources of Nestlé Bangladesh and Internship project”. I had been appointed as an intern in the Human Resources function at Nestlé Bangladesh. So, I have prepared a report on this function.

I have greatly attempted to complete the internship report from the data I received while working at Nestlé Bangladesh. Also gathered the relevant secondary information from different resources possible. I have tried my best to cover all the aspects of the topic required in my internship report.

I trust that the report will meet the desires.

Sincerely yours,

---

Ismath Jahan Aurthe  
16104136  
BRAC Business School  
BRAC University  
Date:

## **Non-Disclosure Agreement**

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between Nestlé Bangladesh and the undersigned student of BRAC University, Ismath Jahan Aurthe.

.....  
**Nestlé Bangladesh Limited**

.....  
**Ismath Jahan Aurthe**  
**ID: 16104136**

## **Acknowledgement**

First, I express my sincerest gratitude to Ms. Sharina Tofazzal for giving me the opportunity to do my Internship at Nestlé Bangladesh and finish my project.

Secondly, I thank Ms. Tahseen Labeeba Preema for her guidance throughout the whole work process and to cope with the culture and regulations that Nestlé Bangladesh follows. I also wish to express my gratitude towards the whole Nestlé Bangladesh team for guiding me during the initial stage of my program whenever as necessary. I also thank my fellow Intern colleagues to help me during my Internship.

I also thank my Internship Supervisor and Assistant Professor of BRAC Business School Ms. Afsana Akhtar for providing me the opportunity to work on the project and guide me through the whole project.

## **Executive Summary**

This is an internship report on “Human Resource Management and the Recruitment and Process Execution of Internship Program at Nestlé Bangladesh Limited” gives an idea on different departments of Human Resources function. For a Multinational FMCG company on food and health, it is very important to ensure the health of the employees within for maximum satisfaction. This report shows how human resources effectively cooperate with other functions starting from hiring, maintaining and retaining the valuable employees with rewards, administrative work and training and development provided to the employees when needed. The report also focuses on the Recruitment and Process Execution of the intern. Some backgrounds of 154 years old company is provided here as well.

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## **List of Acronyms**

FMCG – Fast Moving Consumer Good

NBL - Nestlé Bangladesh Limited

HR - Human Resource

HRM – Human Resource Management

DF - Dynamic Forecasting

S.A. - Société Anonyme

MAC - Middle and Affluent Class

HRBP - Human Resource Business Partner

## **Chapter 1. Overview**

### **1.1. Industry Overview Fast Moving Consumer Goods (FMCG)**

Bangladesh is considered as the 8<sup>th</sup> largest populous country in the world after China and India. Total population of the country is about 164 million and where the consumers spend around USD 164 billion annually. Over the last decade, Bangladesh has expanded opportunities in several sectors in the South Asian Region. In the dramatic growth tale of the consumer industry, the growing Middle and Affluent Class (MAC) consumers have been playing a very important part. MAC consumers are the urban populace with increased nuclear families, increased literacy rate, rising middle class people and white-collar culture, and have a strong demand for fast food and beverages. These urban MAC consumers are also sensible regarding nourishment and finished products, which is considered as the major driver of the growth of Fast-Moving Consumer Goods (FMCG) industry. Reports by the Boston Counseling Gather, 2 million Bangladeshis are joining the positions of the MAC each year. By the year 2025, the number of individuals having a place at MAC is anticipated to approximately triple to 34 million from 12 million in 2017. As the method spreads out, the FMCG industry ought to be able to capitalize on the circumstance. In final 15, a long time, utilization consumption for country zones has expanded essentially and come to at 103% from 81%. Previously FMCG only depended on the urban MAC consumption. But now the industry targets the rural consumers to expand the industry, as in Bangladesh, the majority is the rural population. With sampling and sachets of daily consumed products, the industry is trying to capture the rural consumer. FMCG in Bangladesh has been mainly divided into three categories. Such are Nourishments and Beverage, Personal Care and Household Care. Nourishment and Beverage Industry has all food products such as ice cream and frozen food, milk & dairy products,

biscuits, coffee & tea, baby foods, tobacco, soft-drinks and others. Personal Care industry includes all the items which are for individual care such as cosmetics, perfume, toiletries products and other similar products. Household products are the items valuable to preserve the house like cleaning and beautifying. Sprays or room scents, detergent, soap, liquid detergents are such products. Some noteworthy companies that are leading the FMCG industry are Unilever, Nestlé, PRAN, ACI, Marico and many more. A visual of the companies leading FMCG industry are shown below -



Figure: An image of different FMCG company logos in Bangladesh

## **1.2. Company Overview: Nestlé**

Nestlé is said to be the largest nourishment and beverage (FMCG) company in the world, with more than 2000 brands ranging from global icons to local favorites and has reached 189 different countries around the world. All of the representatives of Nestlé work with the sole purpose of upgrading the quality of life by delivering healthy food to a healthier future.

### **1.2.1. Brief History**

- 1866- Henri Nestlé (10 August 1814 – 7 July 1890) who was a German confectioner, founded Nestlé in 1866 in Vevey, Switzerland. Since then, Nestlé has been the most trusted food and beverage industry as the company goes along with one target that is Good Food Good Life. Henri experimented with many mixers of cow milk with an aim to reduce the problem of infant mortality rate as a result of malnutrition. Henri's formula saved many infants' lives within a short period of time and people started recognizing the new product as a valuable substitute of breast milk for the infants
- 1867-1905 - Two brothers from Charles and George Page from Lee County, Illinois, USA established Anglo-Swiss Condensed Milk Company in Cham in 1867. In 1875 Henri Nestlé retired but under new ownership, the company was called Farine Lactée Henri Nestlé. During the year 1877, the company introduced milk-based baby food as their new product. The following year Nestlé introduced condensed milk, after that both companies became direct and fierce competitors.
- 1905-1918- Rival companies merged in the year 1905 and became one called Nestlé and AngloSwiss Milk Company. By the end of World War I, the company had 40 factories and the

production was doubled than before the war. During this time Nestlé added Chocolate and other varieties. In 1907, Nestlé started manufacturing in Australia.

- 1918-1944 – When Nestlé first recorded its loss in 1921 because of the worldwide postwar economic slowdown, the management hired an expert Louis Dapples to tackle the circumstances. Company first expanded their traditional horizon and introduced Chocolate in 1920. Meanwhile, Brazilian Coffee Institute first approached Nestlé in 1930 to reduce Brazil's large coffee surplus, after eight years of research Nestlé came with Nescafé became an instant success. During World War II, business once again deteriorated and the profits downgraded to \$6 million in 1939 from \$20 million in 1938. To overcome the situation in Europe and Asia, Nestlé started establishing in developing countries like Latin America.
- 1944-1990 – Nestlé merged with Alimentana S.A in 1947. Purchased Findus frozen food, Libby's fruit juice and Stouffer's frozen food in 1960, 1971 and 1973 respectively. Then in 1984 Nestlé became a major shareholder in L'oreal. Finally in 1984 Nestlé became the largest company in the history of the food industry by acquiring American food giant Camation. During this time the company made profits that overcame the losses in previous years.
- 1990-2000 – In 1994, Nestlé Bangladesh Limited (NBL) started commercial operations with its first factory in Sreepur and by 1998 NBL became a 100% owned subsidiary of Nestlé S.A.
- 2000-2010 – in July 2000, Nestlé launched GLOBE (Global Business Excellence) ethic was a Group-wide initiative aimed to simplify business processes. In 2007 Novartis Medical Nutrition Gerber and Hainz joined the Company. By the end of 2009 Nestlé entered into a strategic alliance with Belgian Chocolatier Pierre Marceline.

- 2010 onwards - In mid-2010 Nestlé finalized the sale of Alcon to Novartis. On 1 March 2010, Nestlé concluded the purchase of Foods' North American frozen pizza business for \$3.7 billion. In July 2011, Nestlé SA agreed to buy 60 percent of Hsu Fu Chi International Ltd. for about \$1.7billion. On 23 April 2012, Nestlé agreed to acquire Pfizer Inc.'s infant-nutrition unit for \$11.9billion. Before the acquisition, there was a 'bidding war' between the three shareholders Nestlé, Mead Johnson Nutrition and DANONE. Each of the companies held a share, with Nestlé holding the biggest share (17%) (Johnson held 15%, DANONE 13%).  
  
Around May 2013, Nestlé had stated that it will expand R&D in its research center in Singapore, with a main focus on health and nutrition. Nestlé had invested \$4.3 million in its 10 Singapore center, creating 20 jobs for experts in related R&D fields. In 2013 Nestlé Nigeria successfully pioneered and implemented the use of compressed natural gas as a fuel source to power their Flowergate factory.

### **1.2.2. Nestlé Bangladesh**

Nestlé had entered the markets of sub- continent during the British period and continued to trade its products. Starting from that time, Nestlé products were bought and sold in the Bangladesh market through agents and indentures. Trade continued like that even after the independence of the Nestlé1998 NBL became the wholly owned subsidiary of Nestlé S.A. NBL has been operating and growing since then and now Nestlé is recognized as a reliable leading Food, Refreshment, Nourishment, Wellbeing and Wellness Company in Bangladesh that has guaranteed long term economical and productive growth. The list of Nestlé products that are well known in the market are given below –

|                     |   |
|---------------------|---|
| Confectionery       | <ul style="list-style-type: none"> <li>● Nestlé Kitkat</li> <li>● Nestlé Classic</li> <li>● Nestlé Truffle</li> <li>● Nestlé Munch</li> <li>● Nestlé Munch Rolls</li> </ul> |
| Culinary            | <ul style="list-style-type: none"> <li>● Maggi Noodles</li> <li>● Maggi Soup</li> <li>● Maggi Shad E Magic</li> </ul>   |
| Diary               | <ul style="list-style-type: none"> <li>● Nido Fortified</li> <li>● Nido</li> <li>● Everyday</li> </ul>  |
| Breakfast & Cereals | <ul style="list-style-type: none"> <li>● Nestlé Koko Crunch</li> <li>● Nestlé Corn Flakes</li> <li>● Nestlé Milo</li> </ul>   |
| Beverages           | <ul style="list-style-type: none"> <li>● Nescafe</li> <li>● Nescafe Coffeemate</li> <li>● NesTea</li> <li>● NesFrappe</li> </ul>  |
| Baby Cereals        | <ul style="list-style-type: none"> <li>● Lactogen</li> <li>● NAN</li> </ul>   |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• Cerelac</li></ul> |
|--|---|

### **1.3. Nestlé Mission and Vision**

#### **1.3.1. Mission**

Nestlé mission is to be the world’s leading Nutrition, Health and Wellness Company, meanwhile Nestlé Bangladesh Limited has its target to provide consumers with the best tasting, most nutritious choices in a wide range of food and beverage categories and eating occasions from morning till night, that aligns with Nestlé’s “Good Food, Good Life”.

#### **1.3.2. Vision**

To be a leading, competitive, Nutrition, Health and Wellness Company in Bangladesh delivering improved shareholder value by being a preferred corporate citizen preferred employer preferred supplier selling preferred products.

### **1.4. Purpose & Values of Nestlé**

Nestlé has its own unique purpose and values that brings all their employees around the globe to be united as a whole regardless of the markets and graphics. Depending on their well-organized employees, Nestlé brings out the purpose and values in a realistic and wonderful way. Nestlé purpose and Values are stated below –



## OUR PURPOSE AND VALUES FRAMEWORK



Fig: Outline of Nestlé Purpose and Values  
(Collected from Nestlé Bangladesh Office Website)

### 1.5. Nestlé Workplace Culture

Nestlé has been one of the largest FMCG in the world that operates in 189 countries having 447 factories with a total of 339,000 people globally. Nestlé culture has a perfect work/life balance, supportive environment with attractive pay, benefits, job security and growth within the organization. All the employees work under forward thinking, talented and unbiased leaders. All the factions and its people work in teams with collaborative efforts to achieve company goals. The company and its employees are interdependent on each other in terms of faith, values and

principles and to promote healthy life not only for the company and its employees but also for the consumers. In order to motivate the employees, there are arrangements for wellness and lifestyle programs. Other than that, the company arranges different programs on different cultural and religious occasions to exchange happiness and joy among the members of Nestlé Family.

## **Chapter 2. Report Overview**

### **2.1. Internship Program Overview**

Internship is a program in which the university students of the graduate programs get the opportunities to utilize their talent and academic knowledge gained during the academic years, and develops their business skill by getting real work experience and enhancing their resume. For business students, the Internship Program offers academic results and financial compensations. This program is recognized in both large and small companies. Some companies offer financial compensation and some do not, but nevertheless the students get the opportunity to venture work life in practical and understand the concept of career development. Internship program is not only beneficial for the graduate students, but also it has significant benefits for the companies as well. Small companies get benefited through this internship program as they can get a full time intern that can do a job of an employee and does have to pay much. Interns so some small to mid-level paper works. Different organizations have different time periods set for the internship program. During this time the interns work under supervision of supervisors and proper feedback is maintained to keep track of the progress of a particular intern. After the internship program, if the feedback of the intern is excellent or impressive, the intern is offered a permanent job in the

organization. This method is beneficial for the organization as the intern hired as the permanent employee already knows everything that needs to know as a permanent employee. For the intern, he/she does not need to go for a job hunt. Nonetheless it can be said that the internship programs work like a bridge between academic and organizational phases in a student's life.

## **2.2. Origin of the Report**

Report was prepared during my internship period in Nestlé Bangladesh Limited (NBL) to achieve my internship credit as a part of the BBA courses in BRAC Business School (BBS). The report was made with the experience and knowledge gathered while working with the help of my line manager Ms. Sharina Tofazzal and my Supervisor Ms. Tahseen Labeeba Preema. The report was made under the supervision of Ms. Afsana Akhtar, my internship advisor.

## **2.3. Significance of the report**

This report will provide the readers the idea how different departments in the Human Resources function of NBL operate to keep pace with the Nestlé purpose and values. Nestlé globally has the purpose and values that Nestlé around the world has to maintain. HR in NBL works accordingly to ensure the healthy work life balance of the employees. This report will also give a brief idea of Human Resource Management of Nestlé, the recruitment process of employees administered by Talent Acquisition and Engagement department, and the Recruitment and Process Execution of Internship Program at Nestlé.

## **2.4. Objective of the study**

The primary objective of the study is to depict the clear understanding of the activities of the intern of HR function of NBL. Also, have a concept of the primary recruitment process of conducted by the Talent Acquisition and Engagement department of HR Function in NBL

## **2.5. Methodology of the study**

The report was created during the internship program in NBL. The information was collected through primary and secondary methods.

- i. Primary Method: As the HR intern in NBL, it created he opportunity to have interview sessions with the employees in HR function and other interns of different functions
- ii. Secondary Method: Secondary data and some illustrations were collected from the internet searches, Nestlé office websites, intranets, other websites and journals.

## **2.6. Limitation of the study**

As an external body within the organization, interns do not have the access to all the resources due to confidential issues. Other than that, a three months internship program is not enough time to understand the entire process of functionality from the organization.

## **Chapter 3. Job responsibility**

### **3.1. Description of Job Responsibility**

As the Human Resource intern of Talent Acquisition and Engagement team, the project that was handed over to me to maintain was “Process Execution of Nestlé Interns” which involved set of activities such as keeping up with the Dynamic Forecasting (DF) of interns, intern requisition from different departments, recruiting interns required by different departments, knowing all the activities of different interns, contract and tenure period of interns. Also it was important to learn about the methods and activities that are required for a successful recruitment of interns and employees. Some of the responsibilities as the Talent Acquisition and Engagement department intern are described below-

- **Maintaining and Updating Intern Master:** Interns are the main project that was handed over during the first week that came along with the Intern Master, where the information of the interns is maintained.
- **Sorting CVs:** Basic part of recruitment is to find the proper candidate by going through the resumes or CVs of the candidates. Sorting CVs and cross checking the CGPAs, previous experiences with the job specification of the available position and selecting the candidates accordingly was the first step of the recruitment process for both permanent employees and interns.
- **Assisting in Arrangements of Assessments:** For some roles like Territory Officer and Area Nutrition Officer, initial assessments tests are taken that consists of group discussion. The

assessment is a day long process. All the preparations are done as per the supervisor's instruction.

- Calling for Interviews and Making Arrangements: The selected candidates for a specific position are called for the interview and proper arrangements are made for the panels by attaching CVs with note taking sheets and feedback sheets for candidates' feedback from the interviewers.
- Contributed in inaugurating New Intern Policy: With Line Manager's instruction and with some reference from the previous intern policy, help making "Intern Policy 2020" that would be initiated soon.
- Assisting in Nestlé Programs and Occasions: HR of NBL arranges all the functions during different occasions within the organization to celebrate with Nestlé family members. The Talent Acquisition and Engagement department plays an important role arranging all the programs. As the intern of that team assistance was provided as per the Line manager and Supervisors instruction.
- Assist in Campus Meet: A new project that is to connect with the Youth of different university clubs for the Youth Development Program. Initial approach to different clubs of different universities were made and the meetings with them was set.

## **Chapter 4. Departments of Nestlé Human Resource Function**

### **4.1. Nestlé Bangladesh Limited Functions**

In 1994 Nestlé SA. Officially entered Bangladeshi market and operated as a joint venture with Transcom. Within 2000 Nestlé S.A. bought all the shares and became an independent entity and started as Nestlé Bangladesh Limited. Since then the company has been successfully operating in Bangladesh and introduces many new products suited for the Bangladesh market, which are now exporting into many foreign markets. Now the company has a factory for the manufacturing process and a Head Office in the capital and other regional offices in various districts.

Nestlé has been successfully working and been growing for 26 years with 10 different functions in the head office and the factory. These functions are

1. Corporate Affairs
2. Finance
3. General Management
4. Human Resources
5. Marketing
6. Sales
7. Supply Chain
8. Manufacturing
9. Legal
10. Nestlé Professionals

These functions are broken down to smaller departments to work effectively and efficiently to bring out the best result for NBL.

#### **4.2. Nestlé Bangladesh Limited: Human Resource Management**

Every business should have an efficient and effective Human Resources (HR) for the company success. Human Resources of a company assures employee satisfaction, improves performance and productivity of the company. Human Resources are responsible for hiring and setting the right person for the right job, maintaining the maximum retention of the valuable employees through rewards and benefits, and improving the employee performance with necessary training. Human Resources of Nestlé Bangladesh is one of the major functions assisting other functions and work side by side to provide sufficient support to the employees with the highest level of commitment.

Nestlé worldwide provides the best workplace with a healthy and safe work environment. Provides the flexibility in the workplace that allows proper work balance and satisfaction to the employees. Various functions have distinctive jobs that require a few representatives for field work for now and then. Office premises or in the field work, Nestlé guarantees wellbeing of the representatives consistently.

For a definitive accomplishment of an organization, employees are the ones to be credited. Nestlé always tries to provide and ensure the environment for healthy work balance that involves mutual trust, understanding and respect among the employees as well as with the Managers, Line Managers and Supervisors. They are consistently there to help and motivate the workers to draw out the best result that adds value to the company. Nestlé tries to be flat in structure to own the



minimal control for so as to be innovative and effective. This enables workers to share thoughts and concepts to assist the whole. The liberty to share concepts typically facilitate building good relationships among the workers also with the managers, because good relationships not solely depend upon personal attitude but also on professional perspective. This creates a strong relationship with the company as well. For a global company, it is necessary.

The Human Resources function is responsible for ensuring all the employee necessities. Human Resource representatives work in different departments and assists the other functions as Business Partners (BP) to monitor the other employees. Business partner is an intriguing concept that Nestlé has that helps other functions in many ways including structuring ideas to hiring any employees or interns necessary. The departments of human resource function at NBL and their responsibility are to be mentioned below.

#### **4.2.1. Talent Acquisition and Engagement**

Talent Acquisition and Engagement team has the responsibility to find the best talents for the company to strengthen the workforce. The team continuously seeks the opportunities to balance the human resource by motivating the employees as well. The key responsibility of the team is to recruit best suited talents for the company. Director of NBL has set some requirements for all the employees. No matter what position it is, those specific sets of requirements have to be followed. The team follows some instructions and steps while recruiting new talent. That is

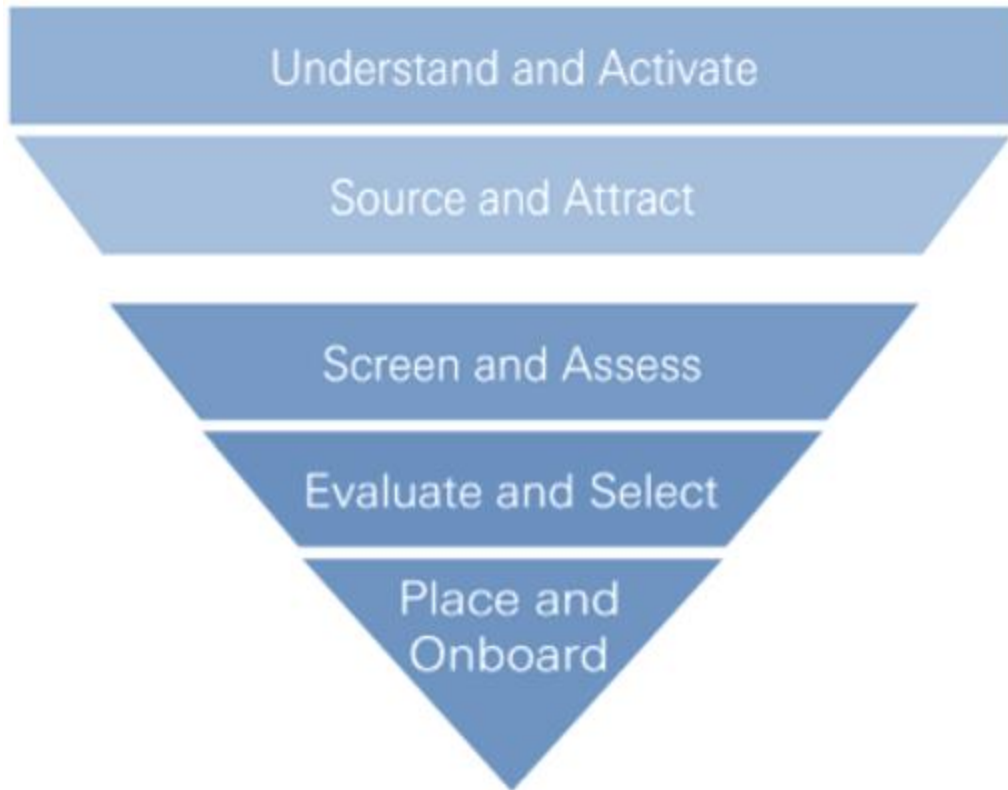


Figure: Recruiting guidelines for hiring new employees.(Collected from Nestlé office website)

- Understand and Activate: When there is a vacancy, talent acquisition has to understand the job specifics and needs to understand the type of employee that is needed. These are the first tasks of the team. This helps in understanding the key qualities needed to hire a new employee.
- Source and Attract: the main source for posting about the job is the career page of Nestlé website. There the description of the job and other requirements are provided. The social network and various search engines play a vital role in attracting potential candidates for specific jobs. Candidates can easily find the jobs and apply.
- Screen and Asses: This is the most important stage in recruitment process for any company. At Nestlé, talent acquisition meticulously screen and assess the candidates' resumes and shortlists them to minimize the recruiting risks. Team collects and assess the relevant

information and matches with the job descriptions. The criteria that is followed to assess the candidates are

- Background
- Experience
- Technical Skills
- Behavioral Attributes
- Motivational Fit
- Potential
- Mental Ability
- Learning Agility

Talent acquisition team matches all the criteria with the job then proceeds to the next step.

- Evaluate and Select: evaluation for some jobs are done with the assessment during the day long assessment session. Usually the evaluation is done in multiple stages of interviews with different personnel in the organization arranged by talent acquisition team then the final candidates are selected and hired.
- Place and Onboard: After the perfect candidate is selected and hired for the specific job, the Onboarding process starts that requires to attend the orientation program.

#### **4.2.2. The Rewards Department**

The employees starting from the directors to the guards are the valued assets to a company. Nestlé always tries to value the employees at the most also lining with the Nestlé policy of remuneration and other benefits. The rewards department always makes sure that employees

are valued for the retention. These are to influence the employee performance. The benefits include Fixed pay, Variable pay and Employee benefits. Employee benefits include Insurance benefit, Medical benefits, Executive health checkup, Complementary product gift, Staff sale policy, Leave fare assistance, and many more. Rewards team also arranges the orientation of the hired employees and interns.

#### **4.2.3. Training and Learning**

Nestlé always encourages its employees to develop their skill set and knowledge over their role and responsibility to understand the work dynamic with the change of technology. This is where the training and learning department comes in. they make sure all the employees are well aware of the culture and work dynamics. The trainings are basically for Organizational knowledge and culture, and for Leadership skills.

- Organizational Knowledge and Culture training includes sets of trainings to understand the Nestlé culture as a whole, to be a part of the unique culture. This training is not for the employees only but also for the interns. This training session is included in the orientation program. The session includes: An overview of Nestlé Leadership Framework, Nutrition Quotient Introductory Training and Product Knowledge.
- Leadership Skill Development programs are focused on the employee development and growth only that is required in the long run. This includes Coaching for Leaders to Deeply Understand Nestlé Culture, 360 Degree Feedback on Leadership, Workshops for Creating Values, Networking Skill Development, Interpersonal Skill Development, Presentation Skill, Communication Skill and many more.

#### **4.2.4. Administration Department**

Administration at Nestlé are the department responsible for the management level staff support. They are the record keepers and handle the unique complicated information. To maintain the confidentiality of the company and company policy is one major role that the admins have. Employee Labor Relations are maintained by the department which includes taking care of employee needs. The daily security reports and the staff reports are submitted to the admiration department so that they can keep tracks of the daily activities within the office employees.

## **Chapter 5. Recruitment and Process Execution of Internship Program**

As it has already been mentioned that Internship program is an academic program combined with organization, which creates a practical learning platform where graduate students can utilize academic knowledge in the workplace. This program helps the graduates to cope with the work environment. So, it is very important for the graduates. Also, for the organization it is very important to select the proper candidates required for the required intern.

### **5.1. Internship Program in NBL**

Talent Acquisition and Engagement team in NBL is also in charge of recruiting interns as per required by different functions. The recruitment process for both interns and employees are the same and has to follow some requirements set by the HR Director. For the interns the educational

backgrounds and CGPAs are the top priorities. Interns' recruitment is a more simple and easy process.

## **5.2. Intern Recruitment**

Interns Dynamic Forecasting (DF) shows the total number of interns that are currently working in different departments of different functions. With this DF, the number of interns required for a specific function can also be identified. As per the DF the line managers usually request for an intern through intern requisition. Finally, Talent Acquisition and Engagement team recruits the best suited candidate as per the requisition. The following steps are followed for the recruitment process of interns

- Advertisement for the recruitment - Intern recruitment requirement advertisement is sent to different universities and their career councils through formal applications. The universities then inform the final year or final semester students. Other than that, recruitment advertisements are also sent through different Social Medias like Facebook, Instagram and many more. Then CVs and resumes are collected.
- Screen CVs & call shortlisted candidates – After receiving the CV of interested candidates, the CVs are screened based on the job requirements, then the selected candidates are called for the interview.
- Call for the interview – Candidates are called according to the date and time convenient for the interviewers. After confirming the interview date and time, venue for the interview is booked and meeting requests are sent to the interviewers.

- Arrangements for interview- For the interview proper arrangements are made. For example, seating arrangements, attaching CVs note taking and feedback form for each interviewer. The candidates are always requested to be present 15-20 minutes prior to their time slot.

After the interview, the selected candidate is called and his/her joining date is informed. Before the joining date, transcripts and forwarding letters from the candidate's university is collected for proper evaluation of the selected candidate.

### **5.3. Onboarding**

For the onboarding process of the intern after the recruitment, the intern has to attend the orientation program held at the Head Office. There the intern gets to know more about the company and some of its rules more deeply. The intern also gets to meet his/her line manager, supervisor and the important people in the function. By the end of the orientation the intern signs the necessary documents for the internship program and submits formal documents.

### **5.4. Intern Master**

It is an excel file where all the detailed information of all the interns are updated on a regular manner. Information of existing and exited interns are updated and maintained meticulously. Intern master helps to keep track with Intern DF, with the help of which, when a department needs a new intern can be identified. Maintaining intern master with DF increases the efficiency of the intern executory process.

### **5.5. Leave forms**

Leave forms are considered as one of the essentials for the interns. Interns must submit a leave form/forms whenever he/she is not present in the office on workdays. It is necessary as the remuneration of the interns. As per the interns' role, often he/she is sent to field work, market visit, factory visit or activation work for the entire day or few days. Then the intern must submit a leave form with the respective supervisor's signature. For the sick leave, if the intern is absent for more than 2 days the intern must also submit a medical certificate along with the leave form.

### **5.6. Exiting formalities**

After a specific time the interns' tenure ends, or sometimes after the intern leaves at his/her will. The interns then have to go through the Exiting formalities, which includes filling up existing documents, emailing the admins regarding the exit and collecting experience letters.

Talent Acquisition and Engagement team, and Rewards team together successfully maintain the entire Internship Program with the assistance of the HR Intern, who directly communicates with the interns from the other functions whenever required.



## **Chapter 6. Conclusion and Recommendation**

### **6.1. Conclusion**

The report reflects the Human Resource Management at Nestlé Bangladesh Limited. It also depicts the internship project that HR intern solely maintains. The report also briefly showcases the history of Nestlé and how it became a global FMCG. The main objectives of the report was how the HR function works and the internship project. The report contains some of the shareable details of how Talent Acquisition and Engagement, Rewards, Training and Learning, and the administrative departments work as per the Director's instruction of HR function and cooperate with other departments in the Head Office to maintain the proper workplace for all the employees. Nestlé maintains all the values starting from recruiting employees, providing benefits, maintaining work balance of employees to employee development for the efficiency of the employees at the workplace.

Interns are also provided with proper guidance of their supervisors and environment for the work balance and efficiency. The internship project is completely handed over to the HR intern for the maintenance of intern records such as informing about intern recruitment, assisting in onboarding, payment details and exiting formalities.

### **6.2. Recommendation**

It is said the HR of a company develops the company strategy and monitors employee focused activities. The Human Resource Management of Nestlé creates, implements and oversees the policies between the management of the company and the employees to achieve the company goal

“Good Food, Good Life”. The company mission is to deliver safe and healthy product to its customers. The company makes the work life easier with the diversified culture and the transparency of the management is the key to the success of the company.

It can be said that the prestigious company consists of talented, energetic and experienced people from the directors to the officers. An opportunity to have been able to work alongside with the employees in the company is immense. Exposure to such a workplace with great minds at an early stage such as a fresh graduate helps in learning skills like collaboration, multitasking, prioritizing task, time management, control of the dire situation and many more that is required in corporate life.

## Chapter 7. References

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