



Internship Report On: “HRM Practices of Square Toiletries Limited”



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Submission On: 20.12.2016



Inspiring Excellence

Internship Report on:

“HRM Practices of Square Toiletries Limited”





LETTER OF TRANSMITTAL

December 20, 2016

Feihan Ahsan

Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka- 1212

Subject: Application for acceptance of the Internship Report on Square Toiletries Limited

Dear Sir,

It is my pleasure to submit you my internship report on “HRM practices of Square Toiletries Limited” which I was assigned as a partial requirement of my graduation program. I enjoy preparing this report, which enriched my partial knowledge of the theoretical concept. I tried to reflect the operational activities of the renowned company, which is complementary to the theoretical lessons.

I am very much glad that you have given me the opportunity to prepare this report for you and hope that this report will meet the standard your judgment.

Sincerely Yours,

Katha Das Gupta

ID- 12104178

BRAC Business School

BRAC University



ACKNOWLEDGEMENT

At the beginning of this report I would like to express my deepest gratitude to the Almighty. For endowing me with the ability to complete such a huge task of preparing this report as outlined. After successful completion of BBA Program, a student is required to submit an Internship report based on a chosen topic. I have been working in Square Toiletries Limited since September 5, 2016 as an Intern. In connection to this my topic for the Internship report has been carefully and relevantly chosen as “HRM practices of Square Toiletries Limited”

Before proceeding further, I would like to thank those persons without whose help and guidance it was almost impossible for me to complete this report. It would be my honor to convey my special thanks to my Honorable Supervisor Mr. **Feihan Ahsan**, Lecturer, BRAC Business School, BRAC University, for his constant supervision, moral support, valuable instruction & helpful advice throughout the preparation of this report.

My warmest thanks go to Square Toiletries Limited where I have completed my internship program. I would also like to thank specially Ms. Monami Haque, AGM, Human Resources and Mr. Muhammad Shahnur Rajib, Executive, Human Resources as well. Without their help and encouragement I would have never complete this report.

I am also grateful to all senior colleagues in the office for being so cooperative to me and for not being bothered by my enthusiasm. At last I cannot help but mention the wonderful working environment and commitment of the officials that has enabled me to make best use of my time and thus enriched myself with an experience that worth more in the upcoming future.



EXECUTIVE SUMMARY

This report has been prepared on the basis of experience gathered during the period of internship at Square Toiletries Limited. Basically; it is a reflection paper which includes my learning from day to day activities on HR functions to scheduling and organized works of the company. The report mainly portrays my duties, activities, learning, achievements and other issues related to my workings during the internship period.

The first section of the report includes basic introduction on human resources, origin of the report, methodology, objectives, scopes and limitations of the report.

Followed by in second part of the report it contains the overview of the organization and industry, history of Square Toiletries Limited, structure and products of STL.

Moreover, in third part of this report consists of the duties and responsibilities which I have done so far during my internship period.

Furthermore, in forth part it gives an overview on analysis and interpretation based on some parameters which ultimately show the position of Square Toiletries Limited that what they have and how they can improve their position for enjoying more profit as well.

After that, in fifth part of that report I tried to show some findings based on my observation about the company while working with it and suggest some recommendations through which Square Toiletries Limited can improve further.

Finally at last part which is sixth part, I conclude the whole report of my internship period in Square Toiletries Limited.

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CHAPTER- 01



1. INTRODUCTION

1.1: About Human Resources:

Today's world is business world. Every company runs their business by following some strategies and by maintaining some rules and regulations to achieve organizational goals. Organizations have different departments for smooth operation having coordination between departments. Human Resource is that division of an organization which focused on activities relating employees. Activities involved



recruitment, firing, training and development, compensation and benefit, performance appraisal, promotion and keeping up to date with any laws that might affect the company and its employees. This particular department is an essential and as well as critical as because it deals with manpower of any organization. It chooses right person for the right job shoots in it. Moreover, it's focused basically on maximizing employees' productivity and also protecting company from any issue that may arise from workforce as well.

1.2: Origin of the report:

Internship is a part of BBA program under BRAC University. The report is originated from the curriculum requirement of BBA program. The topic of my report is "HRM Practices of Square Toiletries Limited". For this purpose, I have observed their functions and operational activities closely. I accommodate my Internship Program with Square Toiletries Limited and as per consultation with my academic supervisor Mr. **Feihan Ahsan**; I chose the topic "Square Toiletries Limited" for my study and analysis.

1.3: Objective of the study:

The objective of the study is divided into two steps. These are given as bellow-

1.3.1: Primary Objective

The primary objective of preparing this report is to fulfill the requirement of BBA program. This contains four credits for internship and to apply the theoretical knowledge gained from the coursework of the BBA program into a specific field of real life.

1.3.2: Secondary Objective

- To acquaint with Human resource of Square Toiletries Limited
- To relate the theoretical learning with the real life situation
- To assemble various policy, procedure and practices regarding Human Resources
- To gain a vast knowledge on how operations of departments are really takes place
- To formulate recommendations for possible improvement

1.4: Methodology:

1.4.1: Type of report:

This report is exploratory in nature focusing on qualitative analysis and description.

1.4.2: Population and Sample:



The population covers 157 regular staffs of Square Toiletries.

1.5: Sampling Method:

Data have been collected through working, random and convenience sampling, interview, conversation, and previous documentary evidences.

1.6: Sources of Data Collection:

Data collected from primary and secondary sources.

1.6.1: Primary Sources:

- Data has been collected through working in the HR department of Square Toiletries.
- Officials from HR department of Square Toiletries have provided information.
- Additional information was collected through interviewing method key informant- interview, informal conversational interview and semi-structured interview.

1.6.2: Secondary Sources:

Secondary data was collected from different sources like: reference books on HR, different website on current HR practices, annual report, and internal information system of Square Toiletries Limited.

1.7: Scope of the study:

The scope of this report is to cover how the theoretical concept is implemented for improving the material and parts management. For this Purpose data was collected from primary and secondary sources.

1.8: Limitations of the study:

While preparing the report, I faced some problems which have limited purpose of the report. The limitations are as followed---



- It was difficult to collect information regarding some aspects of bonus and compensation, as the authority regarded this information highly confidential.
- The internship has been made for three months long duration but it is very much difficult to set true practical experience with current world circumstances in this short span of time.
- Legal issues can be a parameter of evaluation of bonus and compensation. However, it was not considered as a parameter in this report due to lack of comprehensive knowledge in legal issues.

In spite of all these limitation I have tried to put the best effort as per as possible.

CHAPTER- 02

ORGANIZATION

OVERVIEW

2. ORGANIZATION OVERVIEW

2.1: Organization Overview:



Now a day's Human Resource department has become an integral part of all organizations. Its importance cannot be ignored in current era. To follow and implement HR policies in any organization is not an easy task at all. This department needs to be conscious always about all other departments as it recruits employees for all departments to meet organizational goals. In this report, I will be working on HR department since I have working for this department as an intern in Square Toiletries Limited. Square Toiletries tries to follow each HR policies as per regulation to maintain a smooth operation and helps departments to run its functions properly. Considering the fact that, Square Toiletries has one of the best HR departments I have tried to gather information on how they implement strategies to boost up their functions and maintain a proper operation.

2.2: Fast Moving Consumer Goods (FMCG) Industry:

FMCG sector is one of the rapid growing sectors in Bangladesh as it touches every aspects of human life. Though Bangladesh has a harsh economic condition, but still FMCG industry continues to grow at a significant rate of over 9%. Bangladesh is a populated country which makes the FMCG industry more potential through its large number of people. Top FMCG companies are categorized by their ability to produce highest demanding product items demanded by consumers and, at the same time, develop loyalty and faithfulness towards their brands. Products that are sold quickly with comparatively low price basically falls under FMCG sector. It includes non-durable products so consumers buys these products in a continuous cycle which leads companies to produce more products for consumers as per required. As the buying behavior of people changed and spending on personal-care items increased by 40%, on home-cleaning products by 68%, and on floor- and toilet-cleaning products by 104%, so by catching this, FMCG companies are more likely to invest in these behaviors and thus this industry are moving fast with their regular daily life products.

2.3: History of Square Toiletries Limited (STL):

Square, today symbolizes a name- a state of mind. Fifty years of hard work, passion and commitment have brought this company where they are today from the very incept in 1958, when Square Pharmaceutical Ltd, the flagship company of Square Group, was founded by Mr. Samson H Chowdhury. Today Square Group has burgeoned into one of the top- line esteemed conglomerates in Bangladesh.

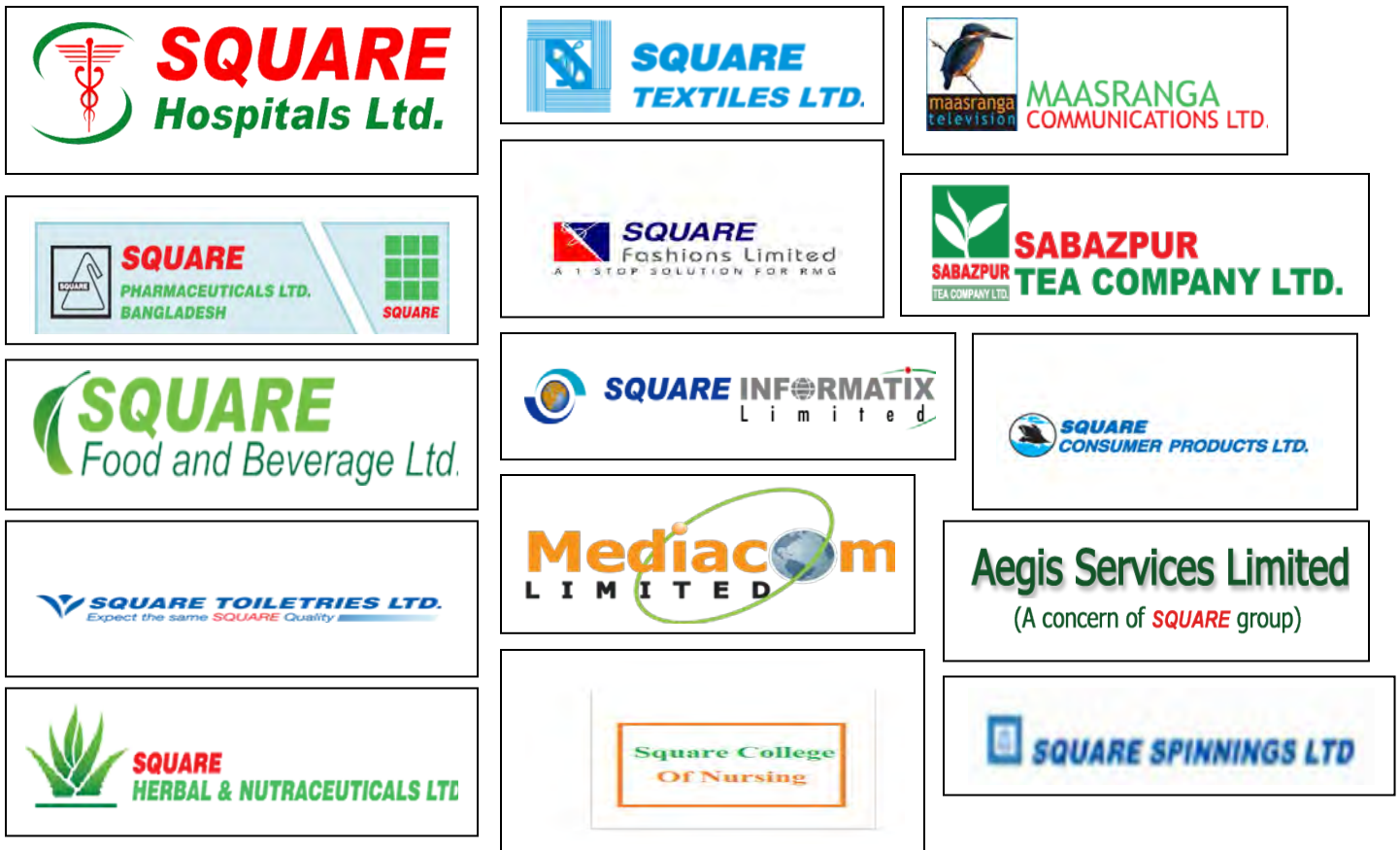
Square Toiletries Ltd. started its journey back in 1988 with a single product as a separate division of Square Pharmaceuticals. In 1994, Square Toiletries Ltd. becomes a private Ltd. company. Square Toiletries Ltd. always symbolizes innovation. Moreover, STL is the pioneer for bringing in new products and packaging concepts in Bangladesh. Currently, STL is carrying out production in its two fully automated plants one at Rupshi Plant and another at Pabna Plant.

At present, STL is the country's leading manufacturer of international quality cosmetics and toiletries with 20 brands and more than 55 products covering a wide range of categories like-



Fabric Care	Household Care	Male Grooming	Hygiene
-------------	----------------	---------------	---------

Besides core business functions STL has long been taking active part in different CSR activities like financial aid to disadvantage and natural disaster affected people, helping acid victims, tree plantation, creating mass awareness on health and hygiene issues, supporting in education and various local community programs, introduced a telephonic service where doctors give advice to mothers from pregnancy to childhood development both to rural and urban mothers, associated with sports and many more . Currently STL is employing over 2,000 employees ensuring their consistent welfare and security. Furthermore, STL is enjoying one of the lowest employee turnover rates. This company emphasizes on equal employment opportunity resulting in 38% women employees. Like Square Toiletries there are many sister concern of Square group like-



STL defines the term ‘SQUARE’ as ---

- ✓ S for Sharing is Caring
- ✓ Q for Quality for the Loved ones
- ✓ U for Unique and Unconditional
- ✓ A for Aura of Tranquility



- ✓ R for Relations we care for
- ✓ E for Essence of Purity

It needs to mention that Square has a very enriched and experienced management team under which it runs its business smoothly. Management team supervises each activities of the company very well. Under their supervision departments operate their activities accordingly and thus lead them to achieve success or organizational goal year by year. Position holds of this successful management team are ----

<u>Board of Directors</u>	
Mr. Samuel S Chowdhury	Chairman
Mrs. Ratna Patra	Vice Chairman
Mr. Tapan Chowdhury	Managing Director
Dr. Kazi Harunar Rashid	Director
Mr. Anjan Chowdhury	Director
Mr. Kazi Iqbal Harun	Director
Mr. M. Sekander Ali	Independent Director
Mrs. Nihad Kabir	Independent Director
<u>Audit Committee</u>	
Mr. M. Sekander Ali	Chairman
Mr. Anjan Chowdhury	Member
Mr. Kazi Iqbal Harun	Member
<u>Management Committee</u>	
Mr. Tapan Chowdhury	Chairman
Mr. M. Ashiqul Hoque Chawdhury	Member
Mr. Muhammadul Haque	Member
Mr. Md. Mizanur Rahman	Member
Mr. Md. Kabir Reza	Member
<u>Company Secretary</u>	
Mr. Khandaker Habibuzzaman	

<u>Operational Management Team</u>	
Mr. M Ashiqul Hoque Chawdhury	Head of Admin & Supply Chain
Mr. Muhammadul Haque	Head of Marketing
Mr. Md. Mizanur Rahman	Head of Operations
Mr. Md. Kabir Reza	Head of Accounts & Finance
Mr. Mahbubur Rahman	Head of Engineering
Mr. M Nawabur Rahman	Head of Production (Dhaka Unit)
Mr. Anjan Kumar Paul	Head of Human Resources
Dr. Md. Zahurul Hossain	Head of Quality Operations
Mr. Md. Mizanur Rahman	Head of Production (Pabna Unit)
Mrs. Nasrin Akter	Head of Internal Audit

2.4:

Product Development



Among all of these above mentioned departments, I got the opportunity to closely work with Human Resources Department as being a HR major. It is needed to mention that, HR, Sales, Marketing, Production, Export, Commercial, Accounts and Finance, MIS departments are operate their activities in Head Office, Dhaka. However, the rest departments run their operations in factories at Rupshi and Pabna.

2.5: Structure of Square Toiletries Limited (STL):

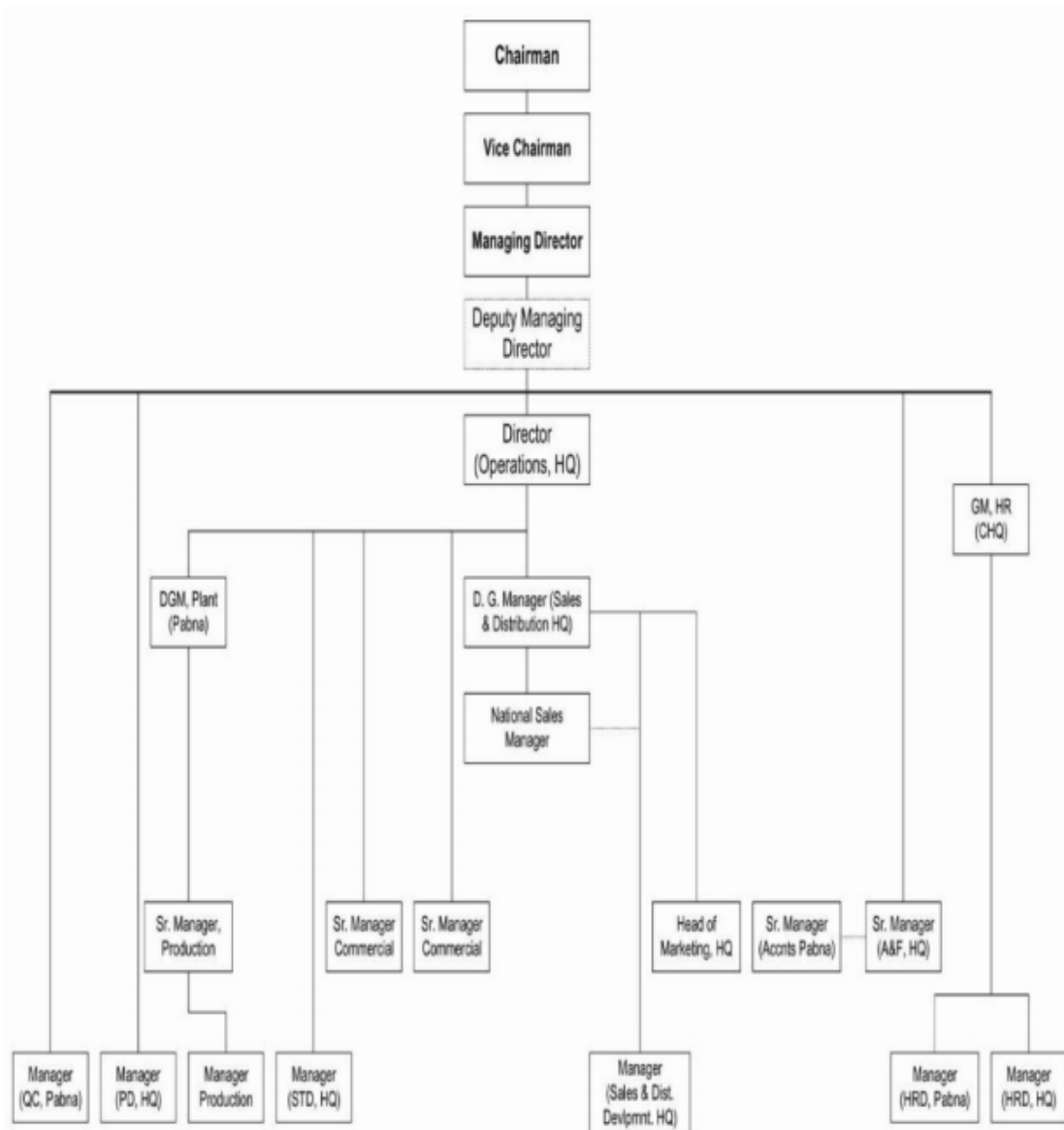


Figure: Organizational Organogram of STL

It is the general overall hierarchy of STL which is maintained by employees of all departments and it is updated once every year after consultation with the department heads.

Moreover, there is also a management hierarchy and field hierarchy exists for ensuring proper information flow and proper direction by superiors.

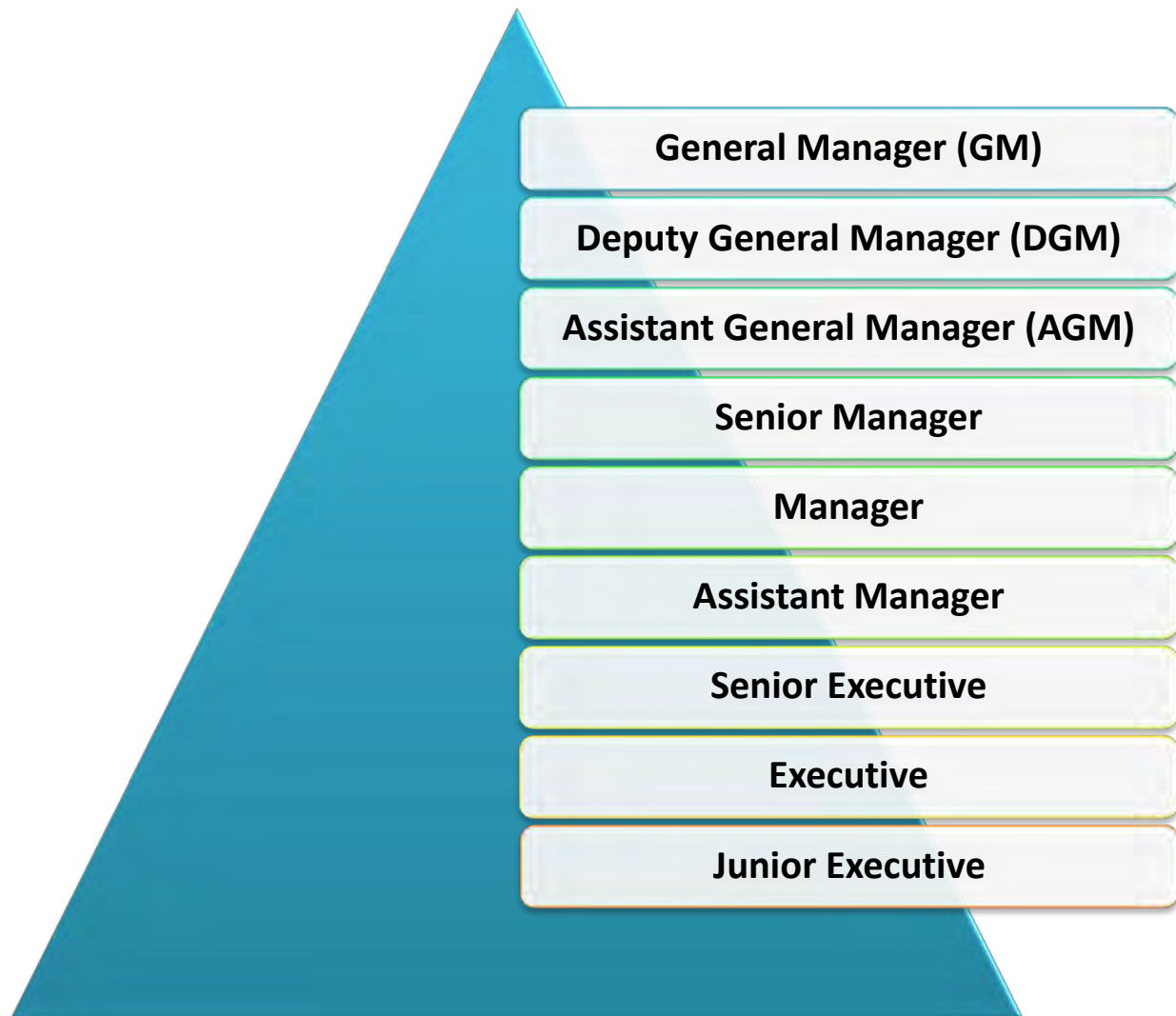


Figure: Management Hierarchy of STL

Furthermore, STL also has a proper reporting floe for its field force as well. It includes both management and non-management hierarchy as bellow----



Figure: Management Hierarchy of Field Force



Figure: Non-Management Hierarchy of Field Force



2.6: Products of Square Toiletries Limited (STL):

Square Toiletries has a huge variety of products under each brand. From hair care to men grooming they have more than two or three products in each category. The brands STL has are as follows---



Figure: Brands of STL

Square Toiletries started its journey with only one product which is Jui Coconut Hair Oil and now it has 20 different brands. Products such as- Jui, Senora, Supermom, Kool, Sepnil, Zerocal etc. are some of the leading products in FMCG industry and giving a good fight against their competitors like- Unilever, ACI, Meghna group, Abul Khair, Abdul Monem, PRAN, Kohinoor Chemicals, Reckitt Benkiser, GlaxoSmithKline etc.

Some of the products of STL are----



All of these products are being manufactured in Rupshi and Pabna factory under good supervision with clean environment. Nevertheless, departments' like-product development, production is trying to come up with new innovative products which will be helpful for customers in their daily life which will meet customers' need.

STL builds partnership with different companies of different countries like- Cognis and Clarient from Germany, Uniqema from Malaysia, IFF from UK and lastly Firmenich from Singapore so that consumers can get quality products of STL with consistently delivery.

Moreover, based on these products STL tries to reaches many parts of the world where it successfully exports its products. Asia, Middle East Asia, Europe, North America, Africa and Australia have the products of STL in many of their countries.



Figure: Exporting Countries of STL products

CHAPTER- 03

DUTIES & RESPONSIBILITIES

3. DUTIES & RESPONSIBILITIES

3.1: Duties and Responsibilities:

As a HR intern I have to perform many HR functions during my whole internship period. From recruitment to employee promotion, I worked in those sectors. Currently, Mr. Muhammad Shahnur Rajib, Executive, Human Resources handle all the recruitment of STL under the supervision of Ms. Monami Haque, AGM, Human Resources. In case of recruiting new employees, STL follows some policy under which all the steps are done smoothly. Recruitment processes of STL are---

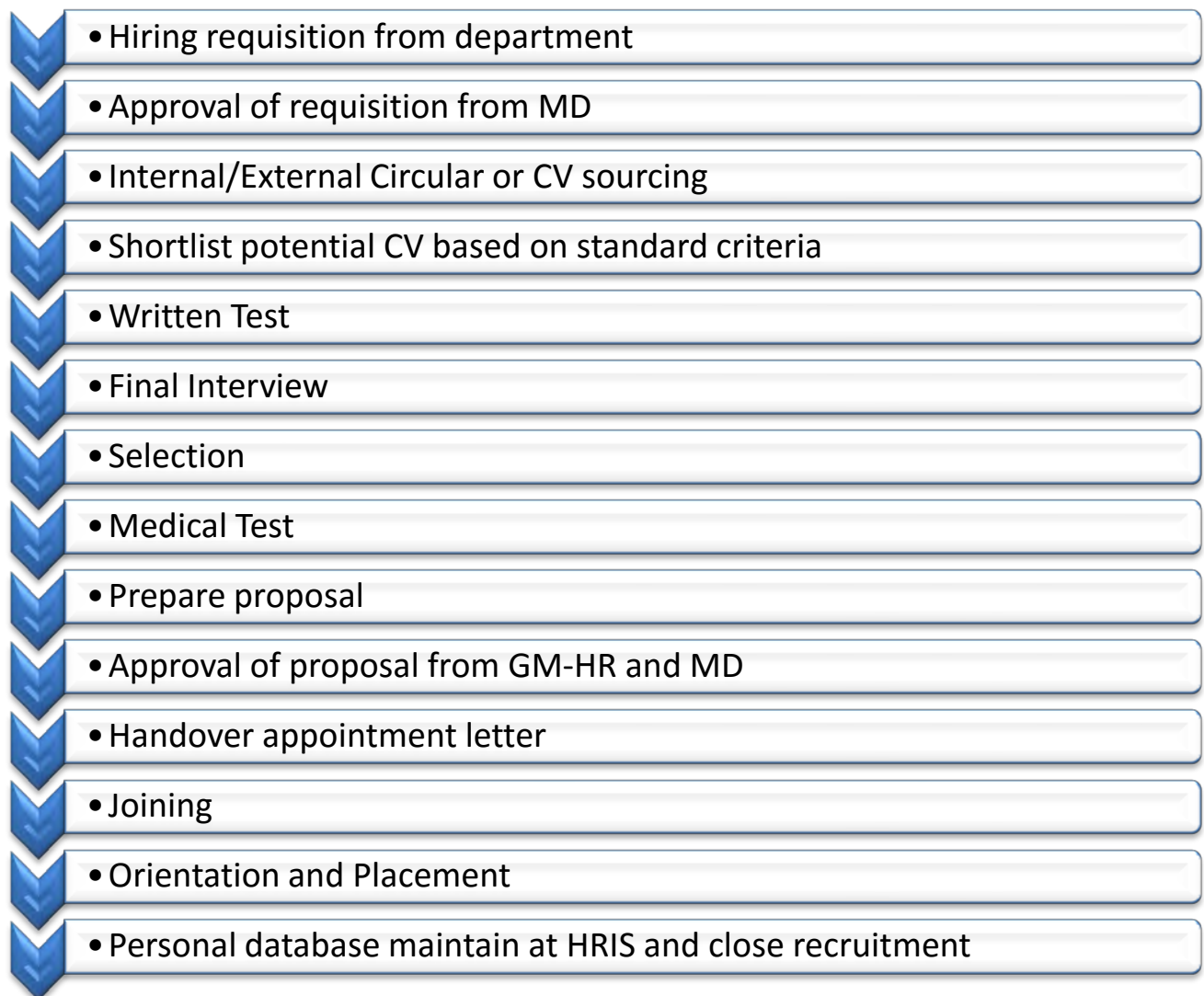
- 
- The recruitment process of STL is depicted as a vertical flowchart with 15 steps, each in a white box with a blue arrow pointing down on the left side.
- Hiring requisition from department
 - Approval of requisition from MD
 - Internal/External Circular or CV sourcing
 - Shortlist potential CV based on standard criteria
 - Written Test
 - Final Interview
 - Selection
 - Medical Test
 - Prepare proposal
 - Approval of proposal from GM-HR and MD
 - Handover appointment letter
 - Joining
 - Orientation and Placement
 - Personal database maintain at HRIS and close recruitment

Figure: Recruitment Policy of STL

1. Hiring requisition from department:

First of all, department feels the need to join new employees to fulfill their operation. When they ran out of required manpower then department head give requisition of hiring new employees for that particular department to fill the demand.

2. Approval of requisition from MD:

After giving the hiring requisition from department head, that paper is submitted to MD for approval. If MD gives the sign then the proposal comes to HR department and thus recruitment process starts.

3. Internal/External Circular or CV sourcing:

HR of STL sources CV's from various ways. They try to get the most appropriate CV for the position.

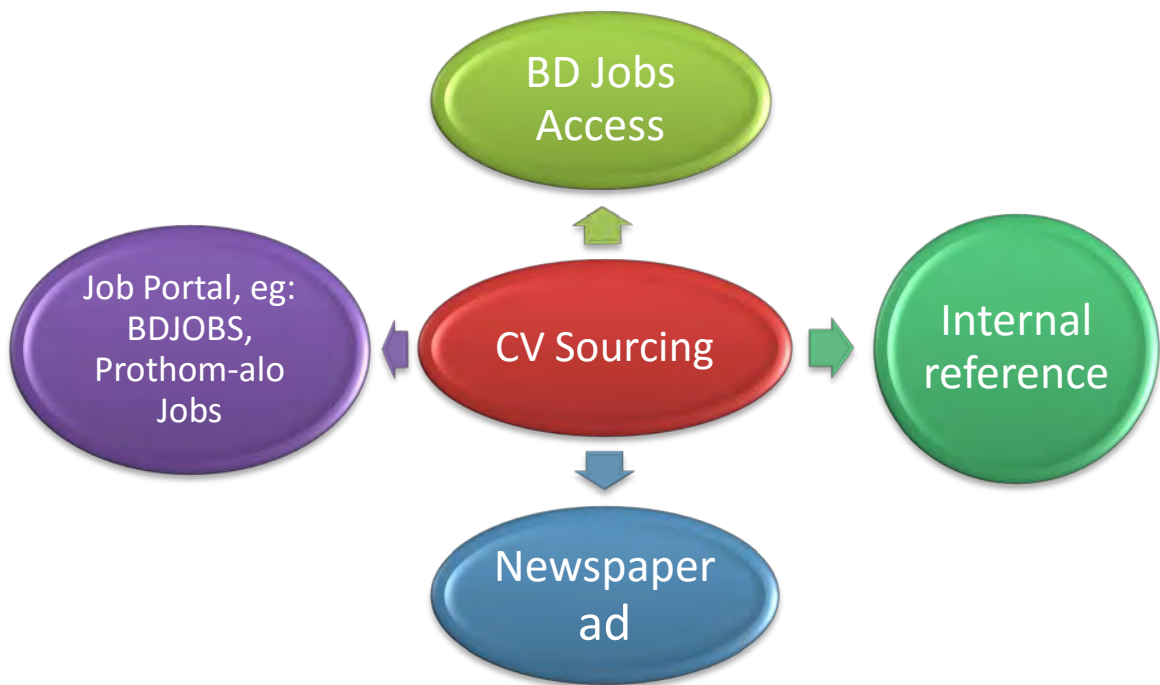


Figure: CV Sourcing of STL

In this sector I sourced CV's for different department's recruitment. STL has a unique e-mail address which is used for collecting CV's from candidates. Applicants are supposed to mail their CV in that address which is mentioned in ads of STL. The e-mail is "hrd-stl@squaregroup.com".

From that, I have to collect appropriate CV's based on some criteria which matches the requirement. Moreover, I also sourced CV's from BDJobs as well. STL has an authentic account in BDJobs.com where candidates can also drop their CV. Furthermore, there is also an opportunity for applicants to submit the hard copy of their resume directly at the Head Office of STL. By doing so, one candidate can visit the



office and look into its environment at a glance. Nevertheless, there is an also internal reference existing while sourcing CV's and those CV's gives preference based on criteria.

Do you have the SQUARE qualities?

SQUARE TOILETRIES LTD., a sister concern of **SQUARE Group** is currently looking for dynamic, hardworking, intelligent & self-driven candidates for the following position:

Position: Territory Sales Officer
Department: Sales
Work Station: Anywhere in Bangladesh

Responsibilities:

- Monitor and coordinate the activities of Sales Officers & Distributors
- Monitor & ensure unit-wise sales
- Collect market information and track competitor activities

Requirements:

- Graduate in any discipline from reputed university
- Minimum 3 years of working experience in relevant position, preferably in reputed FMCG company
- Age within 35

If you think you are the right person we are looking for, please submit your resume with cover letter and 2 (two) recent passport size color photographs (not more than 6 months old) by **December 11, 2016** addressing to **General Manager, Human Resource Department, Square Toiletries Limited, Rupayan Centre (11th floor), 72 Mohakhali CA, Dhaka 1212** or e-mail through hrd-stl@squaregroup.com

- The position applied for must be mentioned in the subject line of your mail.
- Square Toiletries Ltd. is an Equal Employment Opportunity provider.

[f/STL.SquareGroup](https://www.facebook.com/STL.SquareGroup)
www.squaretoiletries.com

SQUARE TOILETRIES LIMITED

Figure: Recruitment Advertisement of STL

This advertisement goes in newspaper as a print ad, bdjobs, prothom-alo jobs and etc. By seeing this advertisement interested candidates send their CV as per their convenient way.



4. Shortlist potential CV based on standard criteria:

After receiving CVs' I have to short them based on some criteria. All the CVs' are not appropriate for the required position. So I have to select the most accurate CVs' for written test.

All of my shorted CVs' checked by Mr. Muhammad Shahnur Rajib, Executive, Human Resources and after that it again cross checked by Ms. Monami Haque, AGM, Human Resources. Without the approval of AGM mam and the particular department head for which CVs' are collected, candidates are not get call for the written test.

5. Written Test:

After getting confirmation from AGM, HR and particular department head shorted candidates get call for written test. I called candidates to let them know the venue, time, date, required documents of written test. For the test, an attendance sheet needs to prepare to record that how many applicants present for the test. As because this attendance sheet is a necessary one while doing the joining proposal or doing the overall recruitment summery for audit as a proper documentation.

SQUARE TOILETRIES LIMITED			
Attendance sheet for the position of HR Executive (Written)			
18th November, 2016			
SL	Name	Phone	Signature
1	Chowdhury Al Mamun Joy	01755168721	
2	Mr. Sheikh Mainul Enam	01711083713	
3	Mr. Arif Hossain	01945938007	
4	Mr. Md. Sofiqul Islam (Protik)	01777409927	
5	Mr. Mohammed Adnan	01917619104	
6	Mr. Azaz Ahmed	01711083590	
7	Mr. Mohammad Minhaz Uddin	01814217110	
8	Mr. Shekh Mohammad Nazmul Islam	01787651433	
9	Mr. Md. Atiqul Basher	01711480356	
10	Mr. Al Mahmud	01726692155	
11	Mr. Swarup Krishna Saha	01612028382	
12	Mr. Augustin Mondol	01714163682	
13	Mr. Mahtab Uddin	01711083616	

Figure: Attendance sheet for Written Test



6. Final Interview:

After finishing the written test, scripts are checked by the department head and transferred it to back again HR department. I have to calculate all the numbers of the scripts and create a result sheet by showing how much percentage an applicant gets.

SQUARE TOILETRIES LIMITED Attendance sheet for the position of Brand Executive- Written Test 7th October 2016										
Sl.	Name	Phone	Obj	Obj%	SQ	SQ%	BQ	BQ%	Total	Total%
1	Mr. Fazlul Karim	01911993837	4.25	42.50	14.00	58.33	11.00	68.75	29.25	58.50
2	Mr. Md. Mizanur Rahman	01713741183	5.75	57.50	13.00	54.17	9.00	56.25	27.75	55.50
3	Mr. Mia Md. Arifuzzaman	01724325343	5.00	50.00	13.50	56.25	7.00	43.75	25.50	51.00
4	Mr. Shakhar Kumar Sen	01711060367	6.00	60.00	9.50	39.58	7.00	43.75	22.50	45.00
5	Mr. Rashedul Islam	01725857000	5.75	57.50	5.50	22.92	7.00	43.75	18.25	36.50
6	Mr. Moshir Rahman	01714933651	2.00	20.00	9.00	37.50	4.00	25.00	15.00	30.00
7	Mr. Md. Mahamudul Hassan	01914615022	4.00	40.00	7.50	31.25	3.00	18.75	14.50	29.00
8	Mr. Kazi Mydul Islam	01924500800	4.00	40.00	6.00	25.00	3.00	18.75	13.00	26.00

Figure: Written Test Result by showing percentages

Based on the highest percentage get by applicants, the hard copy of this result sheet need to be printed out for the approval of AHM, HR and department head on up to how much percentage get candidates are going to call up for interview. For that, I have to printed out the hard copy, get signed from AGM, HR and department head and give call to the respected candidates for facing the final interview.



In the viva board, it is not possible for the interviewer to go through the whole CV of a candidate. For that, a summary of candidates need to create based on their CVs' for the interviewer and along with that an evaluation sheet also need to put in front of each of the interviewer.

Copy of Summary TSO 16th November.xlsx - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

Calibri 9 A A+ Wrap Text Merge & Center \$ % + - .00 .00 Conditional Formatting Format as Table Cell Styles Insert Delete Format Fill Clear Sort & Filter

Font: Change the font face.

SQUARE TOILETRIES LTD.

Interview for the position of "Junior Officer"
Date : 27th October 2016

Sl	Name & Cell No.	Age	Education	Education Institution	P. Year	Result	Working Experience	Years of Exp.	Total obtained marks	Remarks
1	Mr. Shihab Al Murad Cell: 01677687646	25	BBA (MGT) HSC SSC	National University of Bangladesh, Gazipur, Dhaka Mahmudul Hasan College, Tangail Bindubashiny Govt. Boys High	2015 2009 2007	CGPA 2.85 GPA 3.60 GPA 4.25	Fresh	0	34.25	
2	Mr. Md. Osman Khan Cell: 01813012940	28	MBS (MGT) BBS HSC SSC	Govt. Titumir College Siddheswari Degree College Tejgaon College Nakhalpara Hossain Ali High School	2011 2010 2006 2003	2nd Class 2nd Class GPA 2.10 GPA 3.10	Org: Shore to Shore Bangladesh Ltd. Position: Junior Executive Duration: October 2010 to Present Org: Speed Net 69 Position: Data Entry Operator Duration: 1 year	7	19	

Brand TSO(16th Nov) Sheet1 Sheet1 (2) Jr. Officer Officer Comm.

Figure: Summary of selected candidates for final interview

This summary sheet needs to present always in front of interviewer at time of interview instead the whole CV as it saves time and easily look into core requirements.

As early mentioned, along with the summary sheet an evaluation paper also need to be there in front of interviewer. Before starting the interview session I have to arrange the board accordingly and put all the required documents for interviewers.



While interviewing the interviewees, interviewers put marks on that given evaluation form. After done with the interview session over, I need to re-arrange all the documents accordingly by each candidates evaluation. Followed by a sheet of showing the rate of viva needs to develop as it needs later on for doing proper documentation.

<p style="text-align: center;">SQUARE TOILETRIES LIMITED Result of Interview : Executive, PD Department: Sales</p> <p style="text-align: center;">Interview Date: 19.10.2016 Tabulation Date: 25.10.2016</p>										
SL. Code	Candidate Name	Job Location	Interview base mark is 45 Individual interviewer marking					Total Marks %	Remarks	
			AGM, HR	Sales Manager	Sr. Manager, Marketing	Asst. Manager, Marketing	Average Marks			
1	3	Mr. Md. Khairul Bashar	Gobindaganj	30	30	32.5		31	68.52	Recommended for Executive, PD
2	7	Mr. Ahsanul Huq	Bhandaria	28.5	34	—	30	31	68.52	Waiting
3	4	Mr. Md. Maruf Hossen	Netrokona	28.5	33.5	—	29.75	31	67.96	Recommended for the position of Executive, PD
4	5	Mr. Md. Aliqul Islam Khan Topon	Jibannagar	30	32.5	29		31	67.78	Not Recommended for the position of Executive, PD
5	6	Mr. Md. Shahin Azad Khan	Dinajpur-B	29.5	32.5	—	29.25	30	67.59	Not Recommended for the position of Executive, PD
6	1	Mr. Md. Golam Zakaria	Kushtia	30	30.5	29.5		30	66.67	Recommended for the position of Executive, PD
7	8	Mr. Rasel Chowdary	Savar (Senora & Diaper)	29	28	—	29	29	63.70	Not Recommended for the position of Executive, PD
8	2	Mr. Md. Masudur Rahman Ruman	Khulna-B	29	23.5	—	29.75	27	60.93	
9	9	Mr. Md. Tanjil Hossain Sohak		26.0	28	—	27	27	59.63	
10	10	Mr. Abu Baker Siddque		26	27	—	26	26	58.52	

Figure: Result Sheet of Interview

7. Selection:

After all the interview procedure done, AGM, HR need to go through all the evaluation sheets of recommended candidates and select the final candidate to join STL. Thus selection of final employee is done.



8. Medical Test:

Selected candidate then call for a medical test. At that test, the fitness of the candidate is checked. Moreover, any previous medical history or ongoing medical treatment is also being checked as well.

9. Prepare Proposal:

As all the procedures done, then comes the proposal for joining that particular candidate. In the mean while, salary range is also discussed briefly with the candidate whether by the Executive or AGM, HR. After all the agreements, joining proposal is being made for the candidate to be a employee.


 RECRUITMENT PROPOSAL FOR "BRAND EXECUTIVE"						
SL	NAME & ADDRESS	PERSONAL DETAILS	EXPERIENCE	SALARY & BENEFITES	JOINING EFFECTIVE FROM	DESIGNATION, DEPARTMENT, REPORTING
1	Mr. Khan Mohammad Navid Anzum	DOB : 15.04.1994 Single	Total Year of Experience: 0	During Probation:		
2	S/o: Mr. Fakhru Islam	Educational Information BBA in Marketing & Human Resources Management from North South University, CGPA: 3.61, 2016	Fresh	Tk. 35,000/- (Consolidated) (Thirty five thousand taka only) Per month. Probation Period : 06 Month Other Benefits will be provided		
3	Vill: Barokut, Thana: Golapgonj, Dist: Sylhet	HSC, Notre Dame College, Dhaka Board, GPA: 5.00, 2011 SSC, Ideal School & College, Dhaka Board, GPA: 5.00, 2009		After Confirmation Grade Will be fixed after confirmation Salary Will be fixed based on performance		
4	Proposed by	Recommended by	Recommended by	Approved by		
5	Muhammad Shahnur Rajib Executive, HRD	Monami Haque AGM, HRD	A.K. Paul General Manager, HRD	Managing Director		

Figure: Recruitment Proposal



10. Approval of proposal from GM-HR and MD:

In the above figured proposal, approve by proposed Executive, HR; AGM, HR; GM, HR and MD is mandatory to effect the proposal. After signing the proposal form by Executive and AGM, HR this file send to GM, HR for sign and finally it send to MD for final approval.

11. Handover appointment letter:

After done with all the formalities, the appointment letter is handed over to the selected final candidate. He or she came at Head Office and collect the appointment letter by hand to hand.

12. Joining:

By receiving the appointment letter, one is ready to join STL with proper documentation and with full sewing. I need to write a joining letter with the sign from MD, GM-HR, department head, AGM-HR, Accounts & Finance Department. This letter needs to have two copies. One is for the employs and another is for office which is ultimately go in the individual employee file for documentation with the sign of that particular employee.

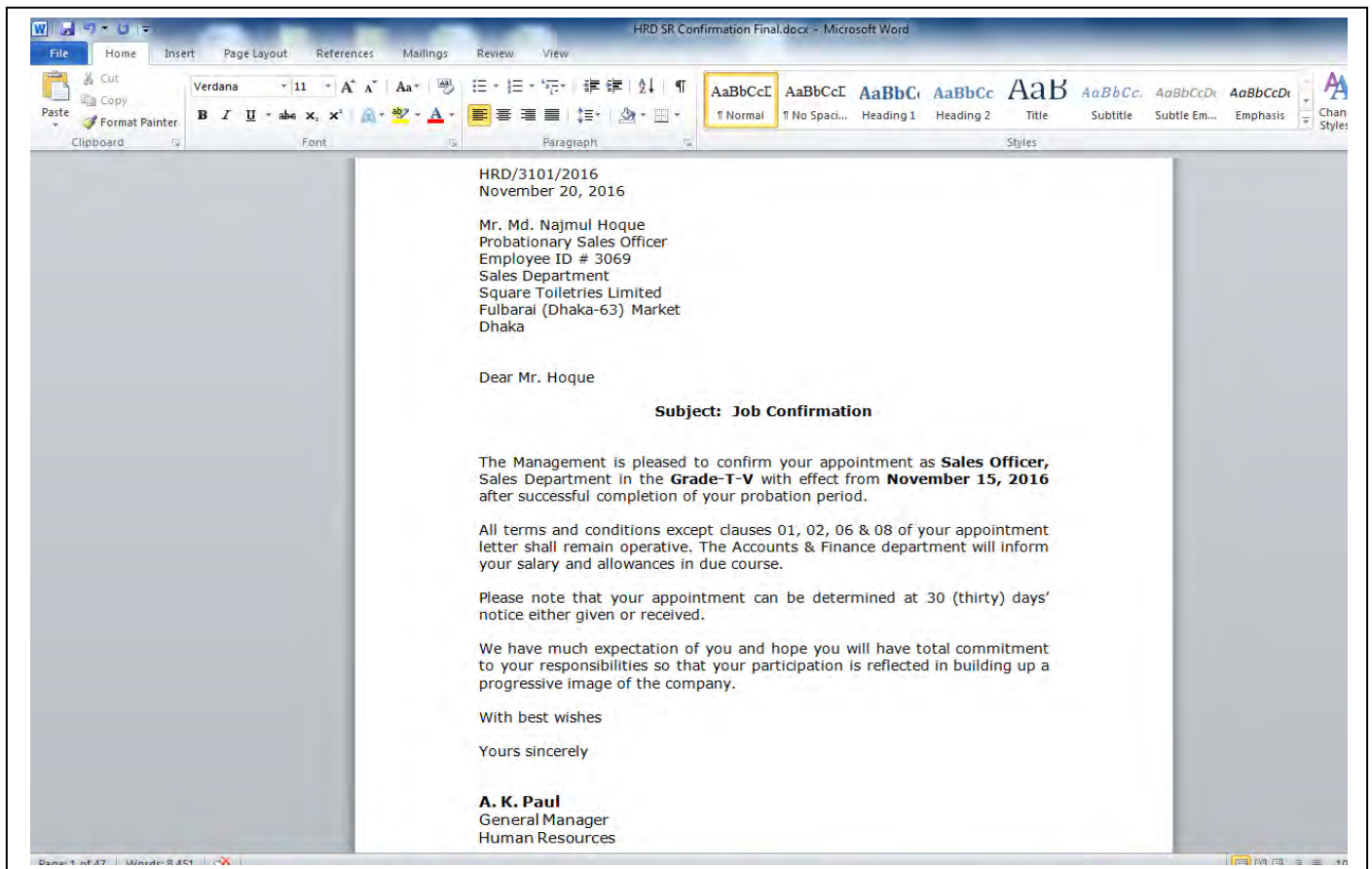


Figure: Job Confirmation or Joining Letter of STL

It is needed to mention that, I also did mail merge in excel sheets to create several copies of this letter with different employee names, different market, different ID etc. This mail merge saves time and helps to create a lot individual employee job confirmation letters with a minimal error. Mail merge is basically joining the files of Microsoft Word and Microsoft Excel.

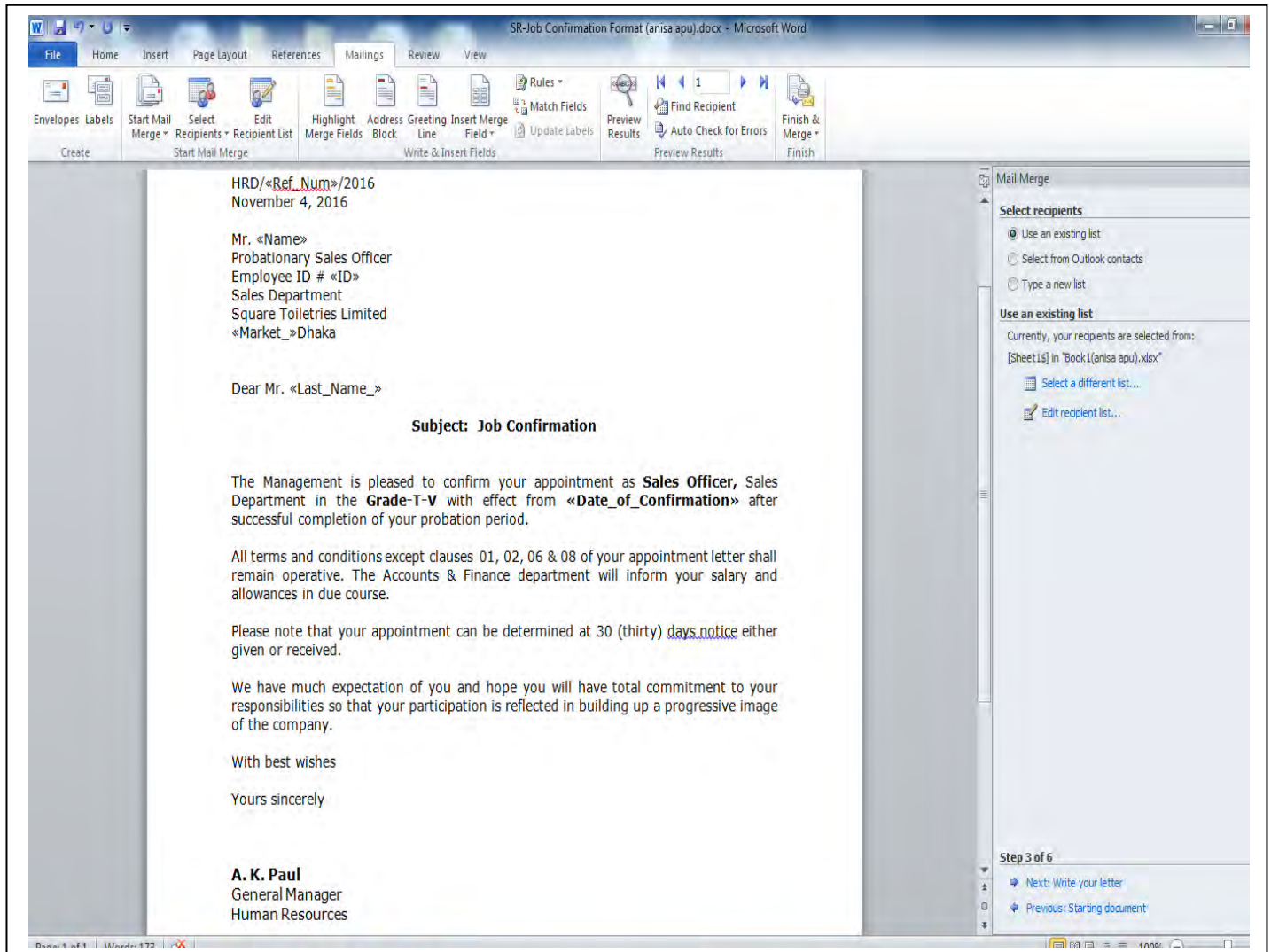


Figure: Mail Merge for writing Job Confirmation letters

13. Orientation and placement:

Once a candidate joins STL from then he or she marks herself or himself as an employee of STL. Orientation by introducing that employee to everyone in the department, by giving the required documents, by posting his or her in work station done after joining.



14. Personal database maintain at HRIS and close recruitments:

Nevertheless, after done with all the formalities I have to create individual employs file with the print ad, candidate attendance list, summary, proposal, joining letter, medical certificate, academic certificate and etc. All that information is then record in the HRIS database so that it can easily be seen whenever needed and thus finally the recruitment process is being closed for that particular position of that department.

Apart from all of these above mentioned activities, I also worked for promotion of current employees’, performance appraisal and training as well. In case of promotion, I did the promotion proposal for current executives employees’ as they give presentation or promotion test in front of higher management and non-executive based on some criteria like- education, service length, age etc. After preparing that proposal I gave it to AGM, HR for approval and sign.

Square Toiletries Limited
Promotion proposal from Officer to Junior Executive, Commercial
Will effect from January 2017

Sl	ID	Name	Desig.	Department	Location	DOJ	Education	Pre sent Grade	Service Length	Last Promoti on	Service length in present Position	Written Test					VIVA					Proposed Position	Grade	Remarks	
												Sub	Sub%	Eng	ing%	Total	Total %	AGM, HR, STL	Manag er, Com., SFBL	Manag er, SPL	Avg				Avg%
1	1426	Mr. Jamal Hossain	Officer	Commercial	CHQ	1.12.2009	MBA (FIN & MKT)	B-I	6.11	1.1.2015	1.10	22	57.9	2.75	23	24.75	49.50	19	19	18	18.7	53.3	Jr. Executive	A - V	Not Recommended Need to give more time as lackings in formal education, nurvous. Need to improve confidence

Figure: Promotion Proposal for Executive level



For non-executive promotion I did excel sheet to check whether the criteria matches with the requirement or not by using “IF” formula.

Copy of Rate to Daily 2016 (2).xlsx - Microsoft Excel

SQUARE TOILETRIES LIMITED
Menl Road, Shalgania, Pabna
Fabric Care Division (FCD)

Proposed Promotion List of Rate Basis of Employee to Daily Basis Employee-2016

SL. No.	Id. No	Name	Rate Group	Date of Joining	Job Duration	Date of Birth	Age	Education	Attendance for last 2 yrs			Reference	Service Length Rate	Recommendation		
									2015	2016	Average					
1	R-2137	Amirul Islam	F.G. 10	10/30/2016	9-Aug-12	4	17-Sep-93	23	SSC	0	2	1	TRUE	Md.Tofazzol Hossain, Lab Analyst,S.C.P.L. QC.	4 Y 5 M	Recommended
2	R-3256	Md. Alamin Hossain	F.G. 16	10/30/2016	17-Jul-14	2	1-Jan-93	24	H S C	9	0	4.5	TRUE	Josim Uddin,Security Guard	2 Y 5 M	Recommended
3	R-1269	Sabiha Afrin	F.G. 03	10/30/2016	18-May-11	5	8-Sep-92	24	SSC	5	10	7.5	TRUE	Md.Mosarof Hossain, Worker,Production	5 Y 7 M	Recommended
4	R-2465	Shimla Khandokar	F.G.07	10/30/2016	29-Aug-12	4	21-Apr-93	24	SSC	6	4	5	TRUE	Golam Faruk Khondokar Prince, MP,Pabna-5	4 Y 4 M	Recommended
5	R-2561	Rubina Khatun	F.G. 07	10/30/2016	12-Sep-12	4	2-Jun-94	22	SSC	2	19	10.5	TRUE	Md.Ali Reza Khan (Kakon),Chairman, Malonchi Union Pansadh,Pabna	4 Y 3 M	Recommended
6	R-2231	Beauty Khatun	F.G. 04	10/30/2016	13-Aug-12	4	1-Mar-91	26	Dhakil	12	37	24.5	TRUE	Md.Rajbul Hassan (Robin), Counsitor, 7no Word, Pabna Pouroshova	4 Y 4 M	Recommended
7	R-2670	Sharmin Akhter	F.-16	10/30/2016	25-Sen-12	4	15-Dec-92	24	SSC	11	4	7.5	TRUE	Md.Fonidul Islam, Panel Mevour-1, Pabna	4 Y 3 M	Recommended

Figure: Proposed Promotion List of Non-Executive Level

Moreover, after doing the proposal I have to write the promotion letter for the particular employee whose information matches with requirements.

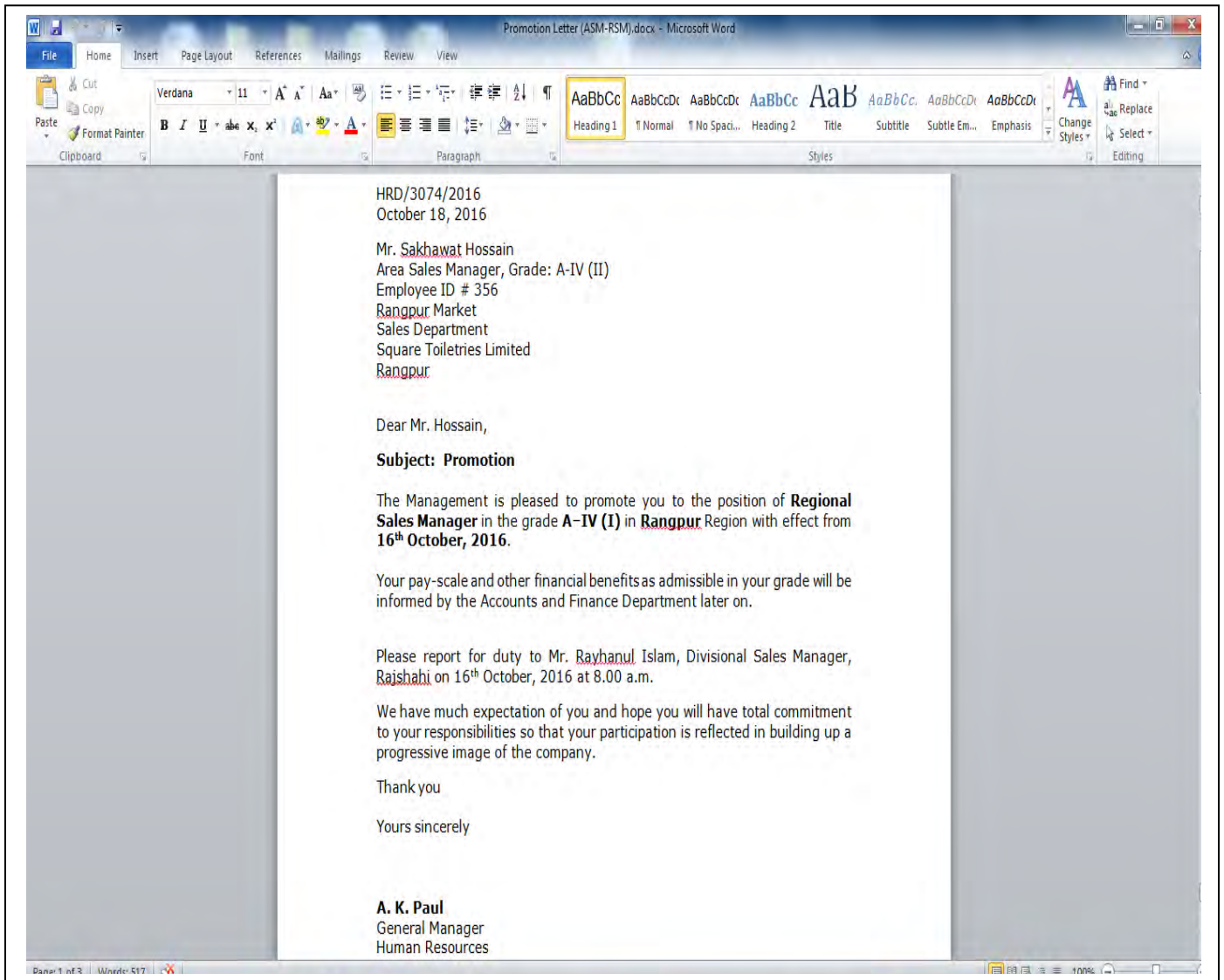


Figure: Promotion Letter

Furthermore, for doing the performance appraisal HR looks some category in which employees gave their best performance. Solving a critical situation in favor of company, achieving profit for company, less absenteeism, finishing projects on time, achieving targets etc. considered while doing the appraisal.



SQUARE TOILETRIES LIMITED
Proposal For Job Regularization (Performance Appraisal), Pabna
Effective from January 01, 2017

Sl. No.	ID No.	Name of the Employee	Pre. Des.	Department	Date of Joining as Rate/Daily	Service length as daily	Date of Joining as Daily/Contract	Service length as Daily/Contract	Total Service Length	Date of Birth	Age	E. Q	Leave Status	Job Responsibilities	Fun. %	H&S %	Gen. %	Total %	Viva %	Prop. Des.	Grade	Recommendation					
												Arr 3 Yrs															
1	D-885	Mr. Abdul Karim Biswas	Worker	Production (Main Floor)	9/8/2008	2	1/1/2011	6	8	6/1/1985	31	BSS	14	• Filling & Finishing operation of Chamak • Calculate batch wise M.C hour, PM used & output statement • Arrange bulk & PM • Keep working area clean	15	60	15	96.67	5	50	34.5	69	17	68	Jr. Job Person	B-VI	Rec
2	D-860	Mr. Jahangir Alam	Worker	Production (Main Floor)	9/8/2008	2	1/1/2011	6	8	11/10/1989	27	BSS	11	• Data entry operation of batches, test request, RM & PM receive entry in SCMS • Hour wise, shift wise activities sheet, shift wise total man hour, output, wastage time • Shift wise efficiency file •	14	56	9	60	2.5	25	25.5	51	15	60	Jr. Data Entry Operator	B - VI	Rec. consider on func and H & S
3	D-883	Mr. Razib Kumar Talpatra	Worker	Production (Main Floor)	9/8/2008	2	1/1/2011	6	8	25/5/1987	29.5	HSC	12	• Charging operations of main floor products • Arrange RMs • Performance verification of balance • Clean & changeover the charging	21	84	11	73.33	5	50	37	74	19	76	Production Assistant	B - VII	Rec
4	D-861	Mr. Monirul Islam	Worker	Production (Main Floor)	18/08/2009	1.5	1/1/2011	6	7	3/9/1990	27	Dak hill	11	• Charging operation in Fry makonuma machine • Arrange RM • Arrange bulk product • Clean machine • Keep working area clean	19	76	10	66.67	5.5	55	34.5	69	17	68	Production Assistant	B-VII	Rec
5	D-870	Mr. Ronju Mia	Worker	Production (Main Floor)	18/08/2009	1.5	1/1/2011	6	7	1/2/1991	26	HSC	7	• Charging operations of products • Arrange RMs • Performance verification of balance • Clean machine • Keep working area clean	20.5	82	14	90	8	80	42	84	17	68	Production Assistant	B-VII	Rec

Figure: Performance Appraisal

For doing the appraisal, job responsibilities, interview percentage which is taken by management, service length, education etc. is being considered.

Nevertheless, in time of giving training to sales officers I have to conduct the overall session by arranging time schedule, taking exams, checking those scripts etc.

SQUARE TOILETRIES LTD.				
Sales Officer Training Schedule				
Training Room, Rupayan Centre, 12th floor,				
Date & Time	Training Topics	Trainer Name	Designation	Department
20.11.2016 (Sunday)				
08.30am-10.00am	Reporting	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
10.00am-11.30am	Company History & Background	Ms. Monami Haque	AGM	HRD
11.30am-12.00am	Tea break			
12.00pm-2.00pm	Toiletries & its Future in Bangladesh	Mr. Malik Md. Sayeed	Head of Marketing	Marketing
2.00pm-03.00pm	Lunch break			
03.00pm-5.00pm	Product orientation	Mr. Masud Reza Joardder	Senior Brand Manager	Marketing
05.00pm-5.15pm	Tea break			
21-11-2016 (Monday)				
08.45am-9.15am	Examination	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
09.30am-11.00am	Accounts related activities	Mr. A.K.M Mohitul Alam	Executive	A & F
11.00am-11.15am	Tea break			
11.15am-12.45pm	Product Orientation	Ms. Tehsina Khanom	Brand Manager	Marketing
12.45pm-02.15pm	Incentive policy, Business policy & Replacement policy	Mr. Md. Hafiz Dilshad	Category Executive	Sales
02.15pm-03.15pm	Lunch break			
03.15pm-04.45pm	How to set Target	Mr. Anjan Kumar Das	Asst. Manager	MIS
04.45pm-05.00pm	Tea break			
22.11.2016 (Tuesday)				
08.45am-9.15am	Examination	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
09.30am-11.00am	Merchandising	Mr. Fazal Mahmud Roni	Asst. Manager	Marketing
11.00am-11.15am	Tea break			
11.15am-12.45pm	Product Orientation	Mr. Imran Nurul Abedin	Brand Manager	Marketing
12.45pm-02.15pm	Service Benefit/ Motivation	Ms. Anisha Hossain	Senior Executive	HRD
02.15pm-03.15pm	Lunch break			
03.15pm-04.45pm	Competitor's Activities	Mr. Mir Monirul Hossain	Senior Executive	Marketing
04.45pm-05.00pm	Tea break			
23.11.2016 (Wednesday)				
08.45am-9.15am	Examination	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
09.30am-11.00am	TA/DA policy	Mr. Chowdhury Tareck Imran	Executive, Sales Administration	Sales
11.00am-11.15am	Tea break			
11.15am-12.45pm	Bonus policy	Mr. Abdur Rakib	Category Executive	Sales
12.45pm-02.15pm	How to achieve unit target, Benefit of achieving the unit target	Mr. Rakibul Islam	Category Executive	Sales
02.15pm-03.15pm	Lunch break			
03.15pm-04.45pm	Customer Satisfaction and how to deal with them & relationship of parties	Mr. Kh. Luthful Mannan	Senior Executive	Sales
04.45pm-05.00pm	Tea break			
24.11.2016 (Thursday)				
08.45am-9.15am	Examination	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
09.30am-11.00am	Product Orientation	Ms. Nafisa/ Mr. Imran	Brand Executive	Marketing
11.00am-11.15am	Tea break			
11.15m-12.45pm	Spot Monitoring, Daily feedback, Kick off Meeting	Mr. Kh. Luthful Mannan	Sr. Executive	Sales
12.45pm-02.15pm	Objection Handling, 80/20 Rule, Return & Replacement Control	Mr. Md. Ahsan Habib	Category Executive	Sales
02.15pm-03.15pm	Lunch break			

SQUARE TOILETRIES LTD.				
Sales Officer Training Schedule				
Training Room, Rupayan Centre, 12th floor,				
Date & Time	Training Topics	Trainer Name	Designation	Department
03.15pm-04.45pm	Time Pass, Achievement Calculation, In-market, Lifting, Territorial coverage, Route plan, Route wise sales plan & Summary	Mr. Shafiqul Islam	RSM	Sales
04.45pm-05.15pm	Tea break			
26.11.2016 (Saturday)				
Factory Visit (Rupshi)		Mr. Khandker Nabil Abrar	Jr. Executive	HRD
27.11.2016 (Sunday)				
08.45am-9.15am	Examination	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
09.30am-11:00am	Product orientation	Mr. Istiak Anik	Brand Executive	Marketing
11.00am-11.15am	Tea break			
11:15am-12:45pm	Product orientation	Ms. Nafisa Tasnim Mithila	Brand Executive	Marketing
12:45pm-02:15pm	Office and Field Work (Administrative job)/Correspondence & Record keeping	Mr. Chowdhury Tareck Imran	Executive, Sales Administration	Sales
02.15pm-03:15pm	Lunch break			
03.15pm-04.45pm	Salesmanship, Steps of Sales Call, Movement Register, Call Productivity & Product profit Calculation	Mr. Md. Abdur Rakib	Executive, Planning and Development	Sales
04.45pm-05.00pm	Tea break			
28.11.2016 (Monday)				
08.45am-9.15am	Examination	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
09.30am-11:00am	Leadership & Team Work	Mr. Md. Enamul Karim	Category Executive	Sales
11.00am-11.15am	Tea break			
11.15am-12.45pm	Overall Sales Idea	Mr. Abu Tayeb Siddiquee & Sayed Abul Kashem	DGM /Manager, Sales & Distribution	Sales
12.45pm-02.15pm	Briefing about Agreement & Joining Documents	Mr. Khandker Nabil Abrar	Jr. Executive	HRD
02.15pm-03:15pm	Lunch break			
03.15pm-04.45pm	Mock Call	Mr. Shafiqul Islam	RSM	Sales
04.45pm-05.15pm	Tea break			
29.11.2016 (Tuesday)				
09.00am -05.00pm	Final Examination & Viva			HRD, Sales

Figure: Training Schedule

STL gives training on company background, toiletries and its future in Bangladesh, incentive policy, target set policy, product orientation, TA/DA policy, leadership and team work, overall sales idea, mock call etc. After completing the training period sales officers have to gone through an interview session where executives measure overall learning's of individual employees.



Not only field force of STL but also executive level employees along with top level employees are also send in different places for training, like- manager and above send to XLRI institution and IIM, Kolkata for training. Moreover, outside trainers are often come for assessment center. Also training can be get for those employees who have the nomination of department head which offered by bdjobs, employers' federation and etc. institutions.

3.2: Long-Term View:

After completing my internship at STL, I can say that I have learnt a lot about practical activities of HR. the functions of HR are not an easy task at all. I have learnt how recruitment, training, promotion, performance appraisal takes part in real field work. I have learnt how to solve problems when arise due to technical issues or misunderstanding. Moreover, I have learnt a huge task of excel files or sheets and how to work on it. HR department of STL also helps me to learn how to do all functions in a proper organized way. As HR needs to recruit employee for each individual department, so I have learnt how to create bridge or connections between departments. A HR specialist have to have knowledge about each field or unless the proper recruitment would never be possible.

All this learning's will help me in my future career a lot. When I will be in a permanent position of any organization I need to follow the process, proper documentation, proper recruitment and selection and etc. By keeping all in mind I have to work further accordingly and need to be productive for that organization which STL helps me to learn.

CHAPTER- 04

ANALYSIS & INTERPRETATION

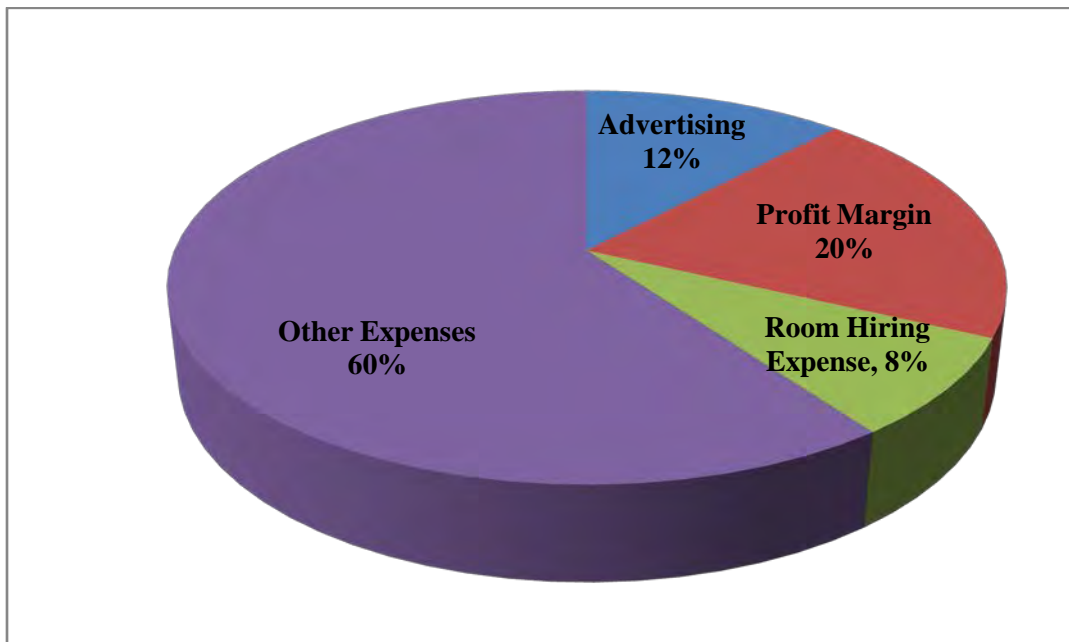
4. ANALYSIS & INTERPRETATION

4.1: Analysis & Interpretation:

There are some factors under which analysis of STL can be done.

1. Cost:

Each and every company tries to minimize its costs. STL is not different. HR department minimizes its costs by applying many methods. They give their recruitment ad in newspaper and in online rather giving it to television. Now a day's almost everyone check news in online. So by giving ad in online STL is able to reach many people with a minimal cost. STL expenses only approximately 17 million on advertising and promotion which is about 10% and comparatively low in a year. Moreover, they take exams, interview, and training in their own office which helps them to save cost rather organizing outside with a high fair. Furthermore, they appoint intern with a minimal payment rather appointing a full time employee and give workload to them accordingly.

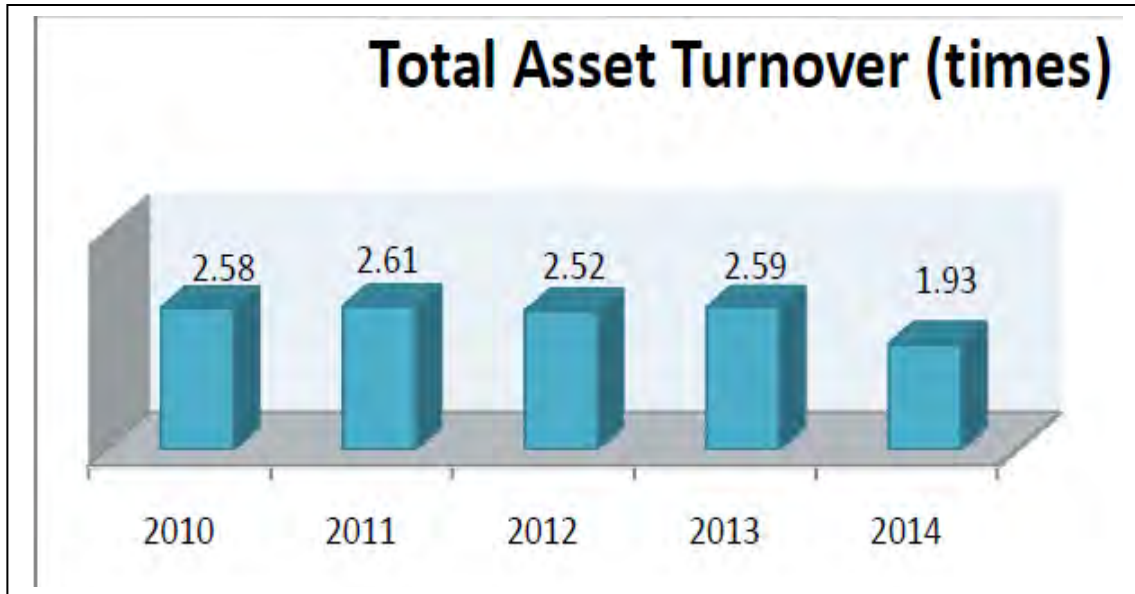


Although after all the expenses, STL enjoys approximately 20% of profit margin and which ratio is growing. So by seeing the above chart it can say that STL always tries to minimize its cost.

2. Resources Required:

STL does not have enough resources as required. They have a small place for their office and it leads them to have fewer employees to work. They need to re-arrange their sitting order again and again. It creates a bad impression for new employees. Moreover, they have also less technical products like-laptops, projectors etc. STL needs to broaden the area of their office or meeting room so that clashes

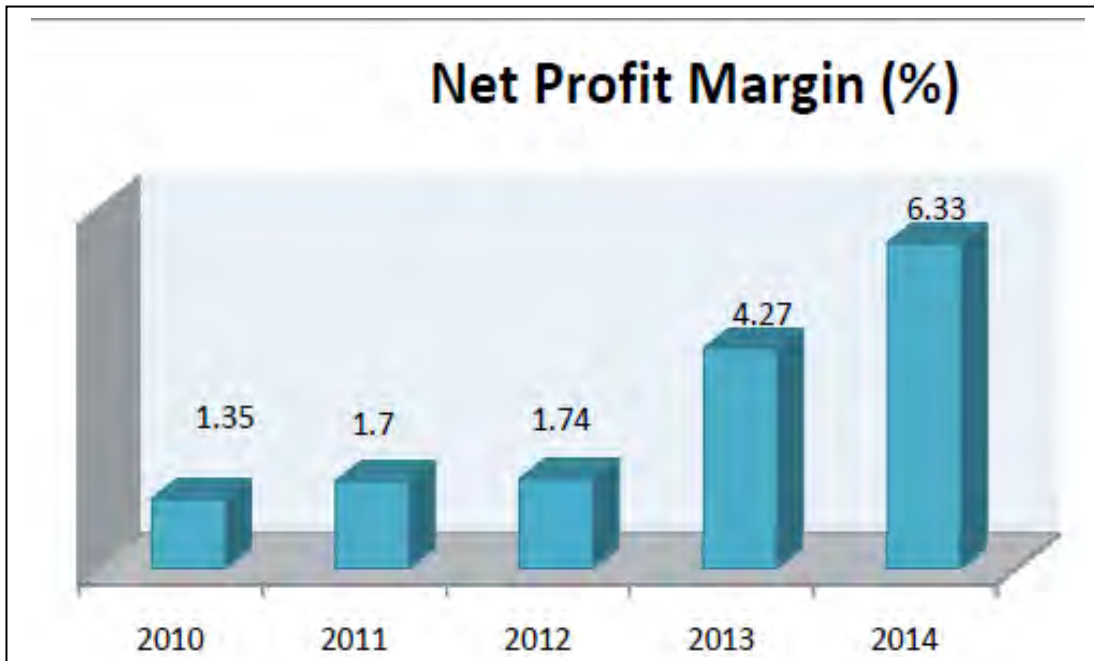
between departments can dissolve. Sometimes departments are having conflicts regarding meeting room that they cannot get it on time due to having fewer meeting or conference room.



As we can see from the above figure that both the asset turnover and inventory turnover ratio is decreasing from 2010 to 2014. By seeing that, STL needs to bring more resources and create more employment so that their sales can increase and also they can enjoy a better official environment in a broader space.

3. Feasibility:

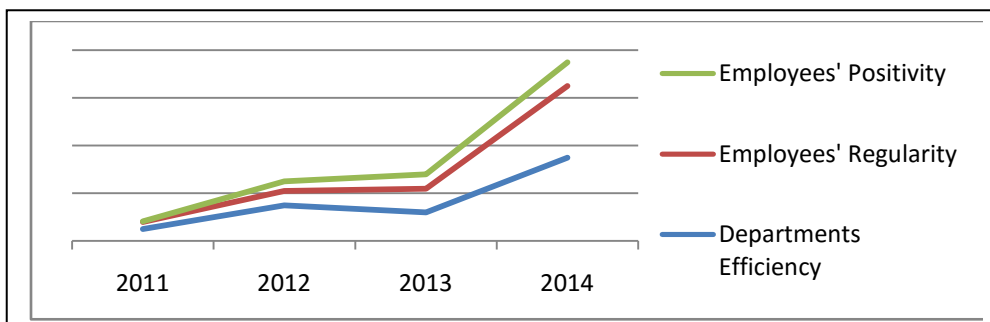
STL have high feasibility to improve their staffs as per needed. They can broaden up their area for having enough employees with huge workload. Also STL can invest in their infrastructure to improve it for creating a successful business or office environment with a handsome amount of employees and thus can help to create employment.



It is figured that STL enjoys an increasing nature in terms of the net profit margin. Net profit margin increases from 1.35% to 6.33% from year 2010 to 2014 which is a significant positive change for STL. By seeing that it can say STL has the possibility to enjoy more profit in upcoming years. However, for that STL needs to invest in their infrastructure to develop it more which will ultimately lead them to enjoy more profit.

4. Effectiveness:

In case of employees, STL has very effective departments with an efficient manpower. Each and every department is active and does their jobs with a very effective manner. As early mentioned, STL enjoys less turnover so it can say that they have a very effective work force.

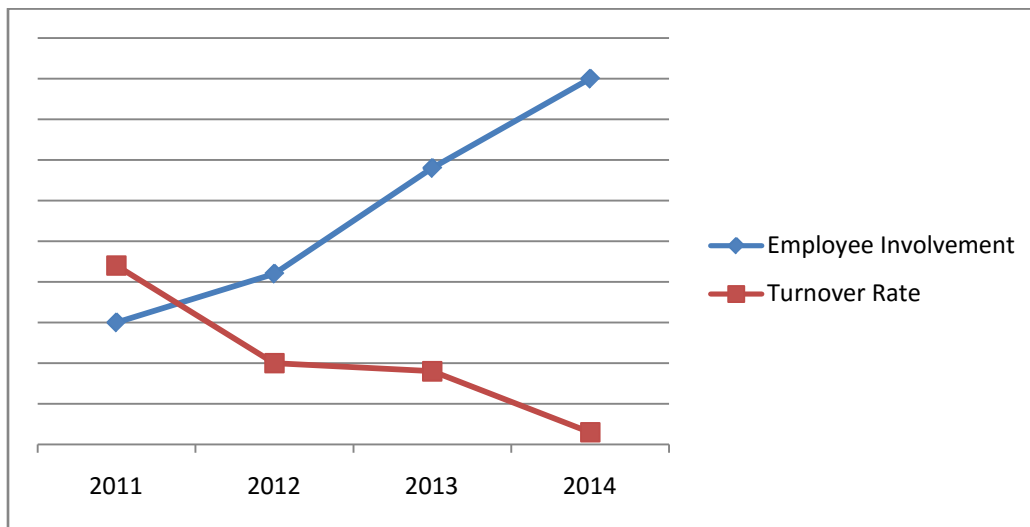




It is clear from the above line chart that, the efficiency of departments, employee involvement towards works increased from previous years which showed that Square Toiletries Limited carry effectiveness in terms of operations.

5. Staff Involvement:

Employees are dedicated to their work of STL. STL offers a nice salary structure with numbers of bonuses. For that reason, employees are active with their work and motivated towards their activities. It has a friendly environment so employees can get involved in their deeds.



As shown in the chart employee involvement increased than previous year and as the working environment is suitable for employees, so the turnover rate is also comparatively less according to HR, STL. So it can say employees of STL are quite comfortable enough to work with the official environment.

CHAPTER- 05

FINDINGS & RECOMMENDATION



5. FINDINGS & RECOMMENDATION

5.1: Findings & Recommendation:

- While doing the internship at STL, I observe some facts that can be considered to improve by them. Some findings and recommendations on that are as bellow ----
- During giving joining to new employees, HR of STL does not check the background of that employee. It leads them to may face problem in future from that employee. So they need to investigate or know the proper background of an employee before giving joining to STL.
- STL do only On the Job (OTJ) training to their new recruited employees. For new employees it is not enough to know the overall culture or process of the organization especially for fresh graduates. To overcome the hesitations of new employees, STL may introduce some other training or program to let them know about necessary staffs.
- While working with the employee file I found that they have a lot of hard copy paper files of individual employees. Currently they have more than 2000 employee file which is really hard to manage. Rather keeping hard copy of files STL may introduce new software where all individual employee file records will be kept. Many organizations now a day's has software for keeping necessary records of each individual employee data.
- Evaluation form of candidates which given in time of interview, sometimes are not properly filled by the interviewer. It may leads HR to face confusion which candidate is good to call and which is not. Laziness of interviewer's can take a misleading decision. To overcome that, each interviewer must fill the evaluation of each individual employee just at the time of interview. For cross checking, these forms can be checked by executives and let the interviewer know just after the interview done to fill that form.
- The financial benefits offered by STL is comparatively low than the other competitor companies according to candidate's point of view. Non-financial benefits may not be motivated for maximum employees. So STL can increase its financial benefits to get preference from candidates or employees.
- The venue for written test of STL is not enough to accommodate 40-50 candidates. It creates hassle if the numbers of candidate rise. To overcome that problem, STL can take steps accordingly by broaden up the space.
- From my observation, HR now prefers less female candidates for proposed positions. It may lead them to decrease the ratio of female worker. For that, STL needs to encourage female candidates for applying and give preference while sorting CVs.
- STL has a very narrow space for its canteen which can accommodate highly 20 persons at once. Many employees have to wait a long for having lunch. So they might think to broaden up the area for their canteen space.

CHAPTER- 06

CONCLUSION



6. CONCLUSION

6.1: Conclusion:

Square Toiletries Limited is doing a great job with their all-around product line despite of having large number of other multinational toiletries and cosmetics companies in Bangladesh. Toiletries industry helps to boost up the economy of this country by their huge annual turnover, local production, exports and last but not the least by creating employment opportunity for people. As their product line is something that will have a demand among people almost forever, this industry is not expected to decline at a significant level in the near future. Inclusion of new competitors will make the current companies more competitive, strategic and stronger to face the upcoming challenges.

With its decade long business Square Toiletries Limited employing plenty of people at its various sectors every year. They have a wonderful HR team which is taking care of this massive manpower. Starting from recruitment, following the labor law, maintaining all necessary HR operations, every essential activities are here properly run by the HR department. Similarly they are running their recruitment in a smooth manner. This report showed an in-depth analysis of their recruitment process along with training, promotion, performance appraisal with some problem identifications as well as some possible solutions as recommendations.

Finally, the contribution to the country's economy will continue to grow with the input from the toiletries and cosmetics industries. From its own position Square Toiletries Limited will run and keep growing with the help of their fruitful manpower. With the wonderful contribution of manpower it will continue to assist in the country's economic development as well as promote itself as a potential recruiter of this country.



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