



Internship Report on Recruitment and Selection Process of Square Toiletries Limited



Inspiring Excellence

Internship Report

On

Recruitment and Selection Process of Square Toiletries Limited

Submitted To

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Report Submission Date: 09th December, 2017

LETTER OF TRANSMITTAL

09 December, 2017

Dr. Suman Paul Chowdhury

BRAC Business School

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66, Mohakhali, Dhaka-1212

Subject: Submission of Internship report.

Dear Sir,

It is my pleasure to complete this report on “Square Toiletries Ltd.” Which is a part of my internship program (BUS-400).

This report is based on “Recruitment and Selection process of “Square Toiletries Limited”. I found this report a worthy one as I have gained so many practical knowledge related to Human Resource department. Moreover, It qualifies me to link my bookish knowledge that I have gained from my HR courses with my practical experience.

I have tried my level best to achieve the objectives of the report from those primary information which a gather from my internship period with the help of my supervisors and colleagues.

I shall be grateful if you are kind enough to inspire me by providing your valuable judgment regarding this report and find this report useful and informative. Thank you for your concentration and patience.

Sincerely Yours,

Mobashira Amin Rumpa

ID: 13304101

BRAC Business School

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ACKNOWLEDGEMENT

First of all, I wish to express my gratitude to the almighty Allah for helping me to end up with an extensive effort and giving me the strength to perform my responsibilities as an intern. I am deeply thankful to my advisor Dr. Suman Paul Chowdhury, Assistant Professor of BRAC Business School for his whole-hearted supervision during my organizational attachment period. Moreover, I am also grateful to Ms Monami Haque, AGM, STL, as my organizational supervisor. My gratitude goes to entire BRAC Business School for arranging this Internship Program as a mandatory part of academic purpose, which facilitates integration of theoretical knowledge with practical life situation. Last but not the least, I am also thankful to Mr. Shahnur Rajib Muhammad, Senior executive, HR and to my other supervisors of STL who had helped me through providing information about the organization and its recruitment and selection process and helping me to finish my report.

EXECUTIVE SUMMARY

This report entitled with “Recruitment and Selection Process of Square Toiletries limited” is on the basis of my three-month practical experience at Square Toiletries Limited as an intern. It is a dynamic and leading countrywide toiletries product producer and manufacturer. It is a concern company of Square group and stated its journey as a private limited company in 1994 as a division and ISO: 9001 certified company. In this report I tried to present my observation and experience gather from the company and my tasks as an intern. Moreover, a brief explanation about the company is also added in my report. The organization has many division and departments, but my concern was only on the HRD in the Rupayan center 11th floor employee as I joined there as an intern. The purpose of my report is to explain my experience as an intern at STL and understand their recruitment and selection process. While explaining the recruitment and selection process lots of recommendation came up. So that, this report also consists of recommendations and conclusion for the company’s recruitment and selection process to improve the environment of the organization.

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Chapter 1

1.1 Introduction

Today's Business world is constantly changing. Most of the companies in various industries are going through lots of changes because of implementing different strategies. At the same time they are transforming program & diversifying their strategies to get competitive advantage over their competitors and to cope up with this dynamic world. Therefore, to become profitable and sustainable, each & every company is now undertaking multiple plans and obtaining diversification in strategies. Among the main factors that brings potential changes in the overall workplace through proper management is Human Resources. Here, one of the important parts of Human Resource Management have been discussed in this report which is Recruitment & Selection Process. And the focused organization is Square Toiletries Ltd.

Companies are now obtaining different HRIS in their operation to become more effective and efficient. The report is based on the current HR practices of Square Toiletries Ltd concentrating on their recruitment and selection process of employees. It has also focused on the productivity of the employees and how SQUARE Toiletries Limited (STL) manage or takes initiatives to make their employees more dynamic to compete with their competitors and get one step ahead in the relevant area. A study on working conditions, management and employees job satisfaction have also portrayed in this report.

1.2 Origin of the Report:

Internship Program of BRAC University is a Graduation requirement for the BRAC Business School (B.B.S) students. I had done my internship at the Human Resources Department under Recruitment & Selection process of 'Square Toiletries Ltd' for about 3 months as a part of fulfillment of the requirements of my graduation. This report has been prepared based on my 3 months long internship program conducted in SQUARE Toiletries Ltd.

The Main Purposes of the Internship Program are:

- To get the students exposed to the corporate world.
- Implement the theoretical concepts into real job life.
- Practical knowledge about the job responsibility.
- To compare the real situation learned in the Academic period.
- To fulfill the requirement of graduation.

1.3 OBJECTIVE OF THE REPORT:

The main focus is to explain about my observations throughout my internship period about 'Square Toiletries Limited', its Human Resources Department and its Recruitment and Selection process. I have prepared this report based on two objectives:

a) Primary Objective:

The primary objective of this report is to provide adequate information on the measures and procedures of Recruitment and selection techniques followed by the SQUARE TOILETRIES LIMITED's HR Department.

b) Secondary Objective:

There are various secondary objectives of preparing this report. Firstly, to have a reasonable and rational view regarding the area of HRM of Square Toiletries Ltd. Assembling the information, gaining insight about the Recruitment & Selection, experiencing different Recruitment & Selection system relate to the theoretical knowledge and learning with the real life experience of the Recruitment & Selection process are some of the secondary objectives.

1.4 Scope of the Study:

I had the opportunity to learn about organizational cultures, different HR practices and mainly the Recruitment and selection process of Square Toiletries Ltd. This report is the illustration of the real scenario portraying the practical experience of research process & accomplishment which also includes HR practices like Recruitment, Selection. Hence, this report does not go deep into the other HRM activities. It is beyond the scope to make further suggestions or recommendation to reach any conclusion. Therefore, there is a limitation of the scope of this report.

1.5 Significance of the Study:

This report will be significantly beneficial for the Human Resource Department of Square Toiletries Limited and will let all the concerns e.g. the employees and the Community as a whole to get a clear idea on where they are and how they are actually accomplishing their tasks in the department. It will also highlight the actual policies and practices of SQUARE Toiletries Limited.

1.6 METHODOLOGY:

There is a systematic and organized procedure for the proper completion of this report right from the selection of this topic. As I was working with the organization for the last 3 months, therefore I was able to collect the data from the primary sources. Both primary and secondary data were used to prepare this report. A further explanation of the overall process of the methodology has been discussed in this report.

Primary data was collected by the observation method & mainly by communicating with my assigned organizational supervisor, interviewing the Asst. General Manager and discussing with some of the officials and concerned executives of the Human Resources Department of ‘Square Toiletries Ltd.’

On the contrary, Secondary data was collected through company’s website, Annual report, published news and other journal sites. Some charts & tables have also illustrated in this report.

1.7 Limitations:

As previously discussed, this report does not go deep into the HRM activities other than Recruitment & Selection. I only worked at a specific division of HR and it was quite difficult to understand about other divisions. It was beyond the scope to make further suggestions or recommendation to reach any conclusion based on my specific knowledge about particular division. Therefore, there is a limitation of the scope of this report. Another limitation was Time constraint. The duration of my internship was only 3 months and this period of time is not sufficient for a thorough research on this specific topic. Some assumptions were made while preparing this report and thus it might contain some personal mistakes. In case of research, it was not possible for me to study a large sample size for which I had to deal with a small sample size due to time

constraints. It was challenging for me because some people were unwilling and found hesitant to provide the information as they do not share confidential information to the interns.

Chapter 2

Company Overview

2.1 About Square Toiletries limited:

Square Toiletries limited is country's one of the largest first- moving consumer goods (FMCG) companies. It manufactures international quality cosmetics and toiletries products with twenty brands and more than fifty five products. Square also exporting its finished products to 13 countries worldwide. One of the main reason behind its rapid success and sustainable growth is its efficient human resource. Square Toiletries limited tries to practice fair and transparent HR practices, so that it is considered as one of the attractive local organization to the young talents.

2.2 Company Background:

SQUARE is a Bangladeshi industrial corporation. The industries under this group include Textiles, Pharmaceuticals, Toiletries, Consumer products. Services provided by SQUARE include Healthcare (Hospitals), Information and Communication Technology. 'Square Group' was established in the year 1958 with its first company named 'Square Pharmaceuticals Ltd.' Today 'Square Group' has established itself as one of the top group of companies in Bangladesh. Square toiletries limited (STL) started in 1988 as a diversion and ISO: 9001 certified company. 'Square Toiletries Ltd.' became a private limited company in the year 1994. At present, 'Square Toiletries Ltd.' is one of the leading manufacturers of international quality cosmetics and toiletries products of this country. It's products are available in more than twenty-two countries worldwide including UK, Australia, Singapore, Malaysia, Saudi Arabia, UAE, USA etc. It has two production facilities which are situated at Pabna and Rupshi. Besides core business functions 'Square Toiletries Ltd.' has been taking active part in different CSR or charitable activities like employment generation program for vulnerable community, financial aid to disadvantaged 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 and many more.

2.3 Vision:

Square Toiletries Limited attempts to understand the unique needs of the consumer and translate that needs into products which satisfies them in the form of quality products, high level of service and affordable price range in a unique way.

2.4 Mission:

- To treasure consumer understanding as one of our most valued assets and thereby exerting every effort to understand consumers' dynamic requirements to enable us in offering maximum satisfaction.
- To offer consumer products at affordable price by strictly maintaining uncompromising stance with quality. With continuous R&D and innovation we strive to make our products complying with international quality standards.
- To maintain a congenial working environment to build and develop the core asset of STL – its people. As well as to pursue for high level of employee motivation and satisfaction.
- To sincerely uphold the responsibility towards the government and society with utmost ethical standards as well as make every effort for a social order devoid of malpractices, anti-environmental behaviors, unethical and corruptive dealings.

2.5 Values & Principles

Wellbeing of consumer, employee and society are the three foundation pillars of the values and principles of Square Toiletries Ltd. Square Toiletries Ltd. believes that it is their obligation to work for the welfare of society. In spite of being a commercial organization STL doesn't always opt for profit, rather it tries to be even more focused towards the fulfillment of its commitments to society and hence has an intense sense of responsibility to its customer, its people and its society as a whole. From the day to day business operation to quality policy, in every single activity of STL these core values and principals are reflected.

2.6 Quality Policy

- Dedicated to make every effort to understand consumer needs to provide maximum satisfaction and to achieve market leadership.
- Strive to continuously upgrade manufacturing technology and to maintain optimum level of quality measures in conformity with the international standard – ISO 9001: 2008.
- Committed to achieve quality objective through continuous employee training and maintaining congenial working environment.

2.7 Major brands:

Major brands of Square Toiletries Limited is given below:

1. Jui	11. Kool
2. Meril	12. Xpel
3. Meril Baby	13. Spring

4. Supermom	14. Sepnil
5. Revive	15. Zerocal
6. Chaka	16. Select Plus
7. Chamak	17. Shakti
8. Senora	18. Total Clean
9. White Plus	19. Maxclean
10. Magic	20. Madina



Figure 1: Major Brands of STL

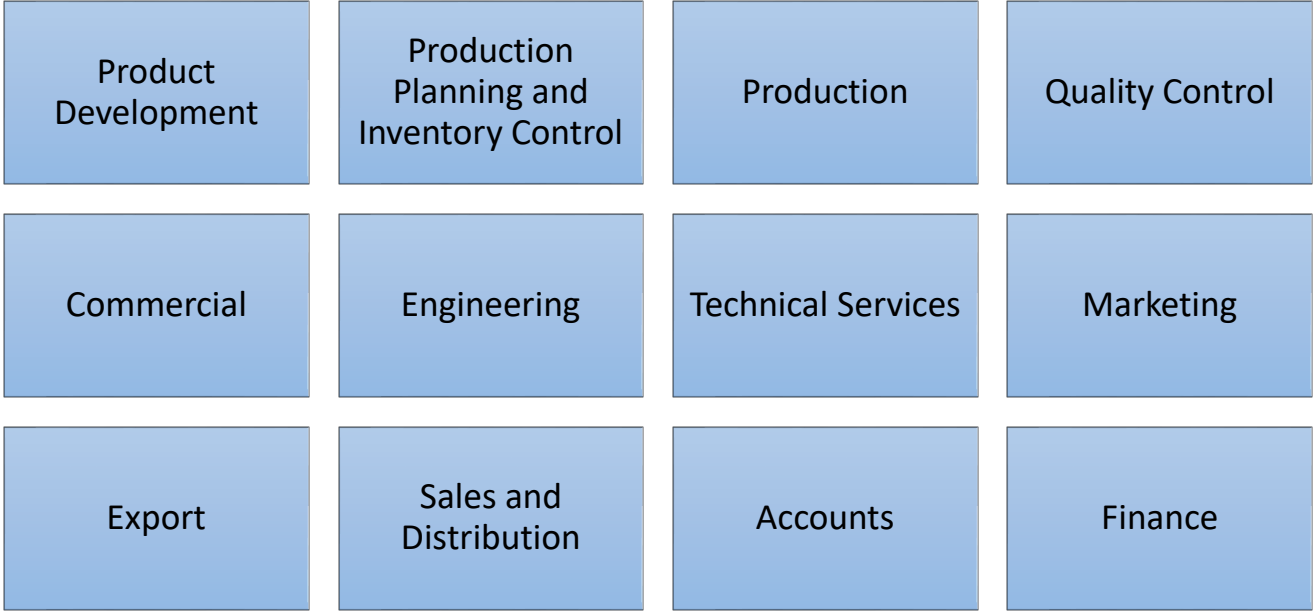
Moreover, Square Toiletries limited is one of the successful brands in terms of exporting its products worlds. Countries mainly export its products are:

United Kingdom	United Arab Emirate
Germany	South Africa
Australia	Bahrain
Malaysia	Qatar
Myanmar	India

Kuwait	Bhutan
Singapore	

Figure 2: List of Countries STL export

2.8 Departments of Square Toiletries Limited:



2.9 Organogram of Square Toiletries Limited:

Square Toiletries Limited maintain a well-defined management hierarchy in terms of maintain the chain of commands. Which is:



Figure 3: Management Hierarchy

It also strictly follows different hierarchy for its Sales department in order to maintain proper communication and chain of command on the field of its business. There are two types of hierarchy they usually follow one is managerial and another one is non- managerial, both hierarchies are given bellow:



Figure 4: Field Hierarchy (management)

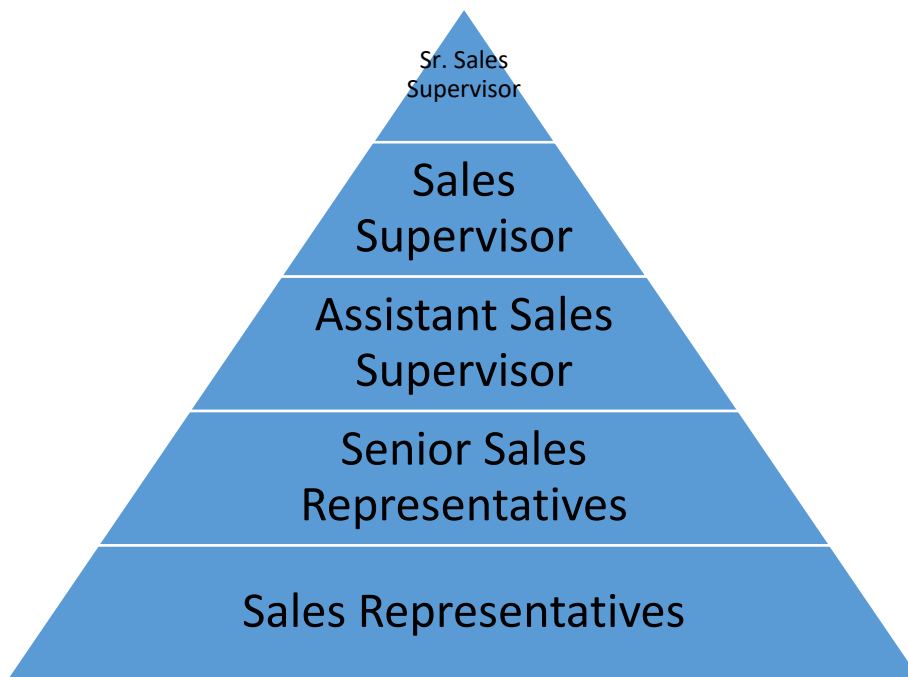


Figure 5: Field Hierarchy (non-management)

2.10 SWOT Analysis:

As an intern I got chance to observe some internal strength, weakness, opportunities and threats of Square Toiletries Limited. Based on those observation SWOT analysis of STL is given below:

Strength:

- Customers have a positive perception about the quality of the products.
- Financial support from other sister concerns of the group
- Fair Human Resource practices
- Proper chain of commands.

Weakness:

- As 'Square' is a national company so that, compared to other multinational company it has financial limitation.
- Less attention in terms of taking initiatives for research and development.
- Insufficient Training programs for executive level employee.
- Lack of cooperation and competitive mentality among some of it's departments.

Opportunity:

- Market growth for its local customer is quite satisfying.
- As Square Toiletries Limited is improving its product quality day by day so it has a huge opportunity to export its product in different countries.
- Cheaper labor force.

Threats:

- The growing number of competitors high.
- Dynamic customer mentality in terms of product preference and needs.
- Customer involvements while purchasing any cosmetics.
- Availability of better quality foreign products.

Chapter 3

My Job Responsibilities as an Intern in Square Toiletries Limited

I was given the opportunity to work in Square Toiletries Limited as an Intern in their HR department for three months internship program from August 22, 2017 to November 23, 2017. It was a great opportunity for me where I had learnt several Human Resource practices as they are one of the largest domestic company in Bangladesh and practices HR cordially to support their business.

3.1 Description of the jobs:

In this three months long internship program I have come across with different tasks that are conducted by HR department of STL. I was introduced to the jobs of an HR personnel and I was assigned with different types of jobs where some were regular and some were periodical.

Jobs which I did mostly in my Internship program is given below:

- Collecting Bio data of job applicants
- Screening their Bio data
- Setting Interview and Training date
- Calling for Interview of job applicants and Training for already recruited employee
- Summary and proposals of the candidates
- Assisting Training program
- Making appointment letter and resignation letter.

A brief explanation of my Job responsibilities is given below:

3.1.1 Collecting Bio data: Square Toiletries Ltd. mostly uses different sources to collect CVs for the recruitments of different executives, sales representatives and others. CVs are collected from markets mostly. Square toiletries sometimes puts advertisements on daily news portals or in different types of job related websites such as bdjobs.com in order to collect CVs. Moreover applicants can drop their CVs in CV box in the Rupayan Center, STL.

As most of my jobs were recruitment of Sales Representative, So that, it was my duty to call the markets to ask them to send CVs to Human Resource Department and ask the office assistant to collect the CVs from the CV box.

3.1.2 Screening Bio Data: As Square Toiletries Limited is a one of the largest national FMCG Company so that they need a huge number of Sales Representative for the existing market so that we received CVs in large quantity. To find out the best CVs among those we need to screen them. In order to screen those CVs my supervisor gave me some outline of some key points

which I need to focus mostly to find out the best CVs. Age, Education, experience and location were mainly focused.

For example to be a sales representative a candidate has to be 18 years old or above and minimum Higher Secondary passed. For experience more than one year experience in the same field is counted. For executive level the requirements are candidates must have completed Masters from any reputed university with a minimum CGPA 3.0 or above.

3.1.3 Setting Interview and Training Date: After Screening the CVs we were to fix the interview of the candidates with the help of my supervisor. Those interview were divided into two parts, one was written test and another one was viva.

A primary written test used to hold check candidate's academic skill and after passing on that a viva used to hold to check candidate's confidence level according to his/her job. So that, I have to plan and divide the candidates time of written test and viva according to the office's instruction.

3.1.4 Calling for interview and Training: After screening the CVs and setting the interview time my job was to call those candidates to let them know about the interview time and venue. Most of the interviews usually held in Rupayan Center 11th floor at the head office of STL.

After the written test I had to call the selected candidates for viva exam which is also held in the head office. Following to the result of the viva exam and written exam candidates are selected as an employee. However before starting their career in STL candidates are given a training. Though the training is only for the sales representatives and there is no training for executive level employee. I had to call those employee to let them know about the training details and time of the training.

3.1.5 Summery and proposals of the candidates: I also had to make the candidates brief summery from their detail CVs picking up the most important information in order to make it easier for the Interviewers to choose the perfect candidate for the organization. Candidates information such as; name, phone number, age, educational qualification and institutions and their experience were mainly included on those job summery. Based on those summery job proposal were made later on for the selected employee.

Assisting training program: As Square Toiletries limited mainly arrange training program only for Sales Representatives. At first they had given a field training on their selected markets after that an In house training used to hold for them on the training room of the Rupayan Center at 12th floor.

Employees are at first given some oral instructions with the help of PowerPoint slides after that they have taken some written test based on their knowledge gathered from the training. Over there my duty was to take exam of the employee and checking their exam scripts also giving feedback to the employee.

3.1.6 Making appointment letter and resignation letter: Another duty of mine was making appointment letter for newly recruited employee and resignation letter for resigned employee with the help of my instructor.

STL usually used reference numbers for every kind of letter they made to keep a document for future use. Those reference numbers are used on the top of the appointment letter and resignation letter.

Chapter 4

Recruitment and Selection process of Square Toiletries Limited

While doing my internship at Square Toiletries Limited I had to involve myself with the recruitment and selection process of STL at its human resource department. In my report I would like to share my observations regarding this. The recruitment and selection process of Square Toiletries Limited mainly has thirteen steps.

A brief explanations about these steps are given below:

1. **Need Assessment:** In the first step of recruitment process HR department of STL determines and addresses the needs of employment. Sometimes departments is which job posts are vacant, let the HR department know that they need a new employ for that certain position. Such as; if the marketing department needs a new brand executive they will send an official mail to the HR head, which they called, 'employee hiring requisition.'
2. **Approval of requisition from MD:** As Square maintain a proper chain of commands so that after getting the requisition mail from the department they submit the hiring requisition to the Managing director. His approval is obvious for continuing the process. After analyzing the needs if MD approve the requisition then the HR department can move to next steps of recruitment process.

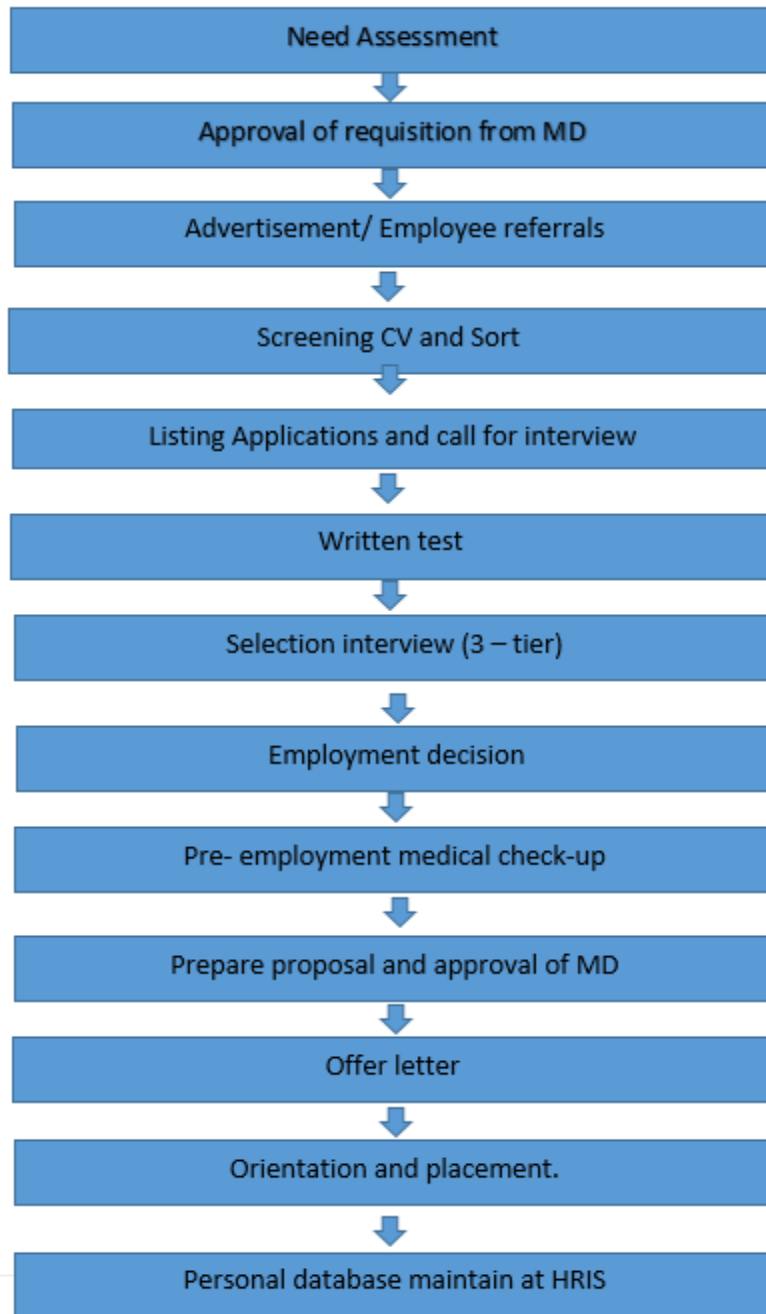


Figure 6: Steps of Recruitment and Selection process

- Advertising/ Employee referrals:** The HR department then gives advertisement in national dailies (both Bangla and English) to attract the talents from the market. One of the main source of collecting CVs is bdjobs.com, a websites for varieties candidates. STL usually puts two types of advertisements in the newspapers. Sometimes they keep the identity concealed in the ads and only mention a GPO BOX number only, in order to avoid the unwanted pressure from the stakeholders for the employment of their desired

candidates. But to get some potential employee STL needs to keep the identity open in their job advertisement. Because of their company fame some candidates feel interest to apply for the job over here, the quality of the candidate was a very important factor to consider. By these company attempts to attract the best potentials among all the others. Sometimes, Square take recommendations of current employees in term job applicants. The reason behind it is 'it takes one to know one' to get some potential employee.

4. **Screening CV and sort:** Once HR department has collected all the candidates CVs within the deadline of submitting CVs, they started to sort them out, and shortlists potential applicants. There are some mandatory criteria for different job post. One applicant must fill those criteria in terms of get short listed.

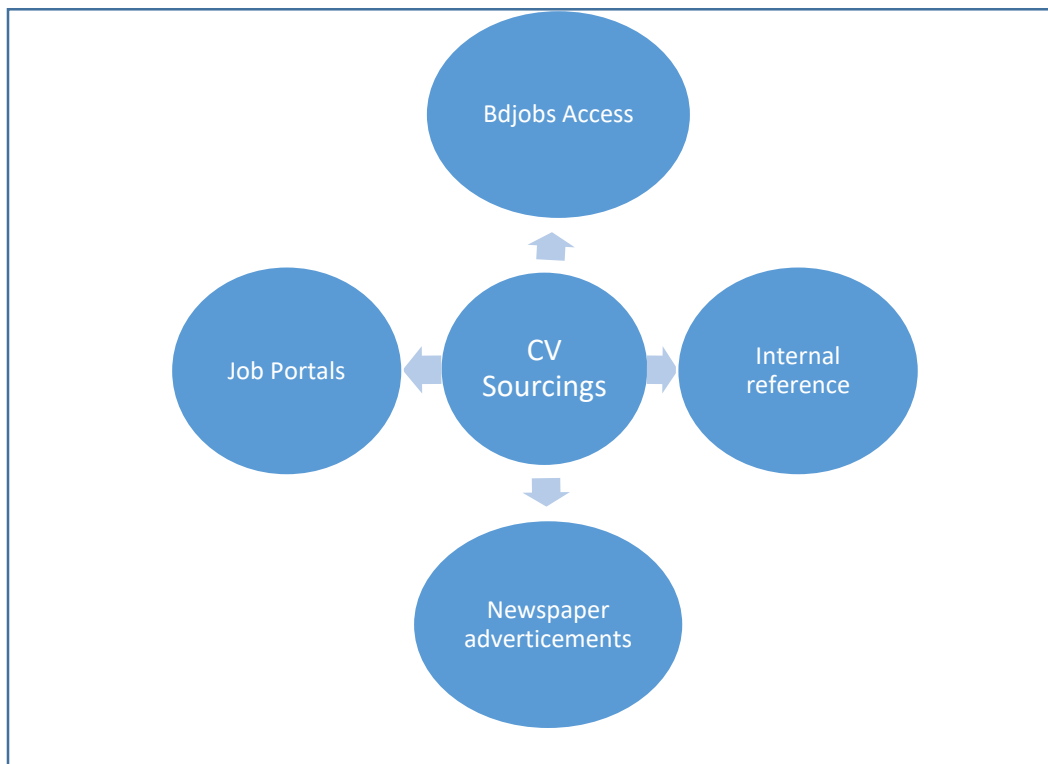


Figure 7: CV Sourcing

5. **Listing Applications and call for interview:** After screening and shorting CVs, listing applications and calling applicants for interview is the next step of recruitment process. Over here, the task is to fix interview date and then call the applicants to let them know that they has been shortlisted for the interview and their interview date. Where they need to seat for a written test.
6. **Written test:** Square Toiletries Limited always gives importance of academic knowledge while selecting any employee for any post. These is why they set a standard question paper for the

candidates and candidates need to attend the written exam. A minimum pass marks is set for every exam. And answer scripts were checked carefully to get potential candidate.

- 7. Selection Interview:** Once the written test of the candidates is done the selected candidates need to face the selection interview. For executive level it's divided into three tier or three stages. At first they need to solve a case study then they have to present it in front of the interview board where the GM and AGM of the department is present. Finally they need to face individual viva.

And for the non-executive level its only oral interview, which is usually taken by the executives of STL.

- 8. Employment decision:** After going through these selection process when a candidate is selected to be employed the senior executive of HR department try to find out proper information about that that candidates, that as an employee how much potentiality he has. They usually call those persons whom the candidates had been mention in their CVs. Sometimes they try to take information from their previous work place.

After judging all those information the department takes the decision if the candidate is eligible for employment or not.

- 9. Pre-employment medical check-up:** Square has common culture before they recruit any employee they ask them for their recent medical test report for some selective criteria. They usually practice this culture to get to know if the employee is fit for his job or not. If they found them problem they also try to handle it with sincerely. Such as, if high bilirubin rate is found in any employee's report then they suggest that employee to take rest until he is fit for his job.

- 10. Prepare proposal and approval:** At this stage the department prepares a proposal-latter for the position of the employee including the what type of employee he/she is (permanent or contractual), duration of the probation period, the salary and other facilities, to whom he need to report, job location, joining date etc. After that the proposal has been send to the AGM-HR and MD to get approved himself/herself as an employee.

- 11. Offer later:** After finishing all these stages the candidate has been send an offer later to join to the company and a joining date is also been set in that latter.

- 12. Orientation and placement:** After joining of a new employee the Human Resource department arranges orientation session with the help of respective department but these types of orientation is arrange only for the managerial level employee. Finishing all these formalities of orientation the employee has been assigned for his job and his designation duties.

13. Personal database maintain at HRIS: At the end of the selection and recruitment process the final duty of HR department is to create a personal file of the employee including all his information regarding his job both manually and in software too. And the employee is also given an employee ID to find out his file easily for further use.

Recommendations

Based on my observation and comparison I would like to give some recommendation. They are:

- ✦ “Square Toiletries Limited” needs to do more research to get to know customers’ perception, interest and preferences about their quality of products and for developing their quality.
- ✦ Square should take some initiatives to increase cooperation among the employee of different departments. This will be helpful to minimize internal conflicts.
- ✦ More focus on taking necessary steps to ensure product availability at most of the local stores to grab the most of the market share.
- ✦ To attract customer more innovative marketing strategy is expected.
- ✦ Producing some raw materials by itself to save some extra cost.
- ✦ More punctuality is needed while taking the interview of the candidates.
- ✦ A mandatory training program for the executive level employee, in every year needs to be organized.
- ✦ Sometimes STL evaluates the candidates by two different judge but it is a bad practice for an organization in order to get the same standard employee. So that, it needs to evaluate employee on the same standard.
- ✦ It should focus on its interns to let them know more official tasks by involving them more with their corporate duty. By these they can create a new pool to recruit more employee from a reliable source.
- ✦ More focus on employee compensation policy in order to stop employee dissatisfaction and employee turnover rate.
- ✦ To stop the turnover rate among sales officer of STL Square need to do a proper research on their current and old sales officer. Because the turnover rate is alarming at Square Toiletries Limited.
- ✦ It should monitor and evaluate its employees’ performance carefully as some of them are not performing their responsibilities properly.



Conclusion

I tried my level best to reflect my entire internship program in this report. Though it was not possible for me to get the best outcome due to some limitations. Nevertheless, this internship program had helped me to get introduced with the HR practices in organization practically. Moreover, I had also learn about different issues. In this report I tried to focus their recruitment and selection process. Its recruitment policies are mainly transparent and they try their level best to evaluate its candidate fairly. But still it has some scope to improve its Human resource department quality. In addition, The Company needs to concentrate on quality product and quality services to get success on its sector, as Square Toiletries Limited has huge opportunity to perform better in toiletries sector.

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Appendix



**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.

 /STL.SquareGroup
 www.squaretoiletries.com




Figure: Square Toiletries Limited's job circular (01)

আবশ্যিক

ISO 9001:2008 সনদপ্রাপ্ত এবং দেশের অন্যতম শীর্ষস্থানীয় টয়লেট্রিজ ও কসমেটিক পণ্য উৎপাদনকারী প্রতিষ্ঠান স্কয়ার টয়লেট্রিজ লিমিটেড-এ নিম্নোক্ত পদে জরুরি ভিত্তিতে কিছু সংখ্যক পরিশ্রমী ও উদ্যমী প্রার্থী প্রয়োজন।

পদের নাম: সেল্‌স অফিসার

কর্মস্থল: বাংলাদেশের যেকোনো স্থান

দায়িত্ব ও কর্তব্য:

- স্টেশনারি, ঔষধ, মুদি ও টং দোকান থেকে অর্ডার নেয়া
- পার্টি-ভিত্তিক পণ্য সরবরাহ নিশ্চিত করা
- বিক্রয় লক্ষ্য অর্জন করা
- পরিবেশকের সাথে সুসম্পর্ক বজায় রাখা

প্রয়োজনীয় যোগ্যতা ও দক্ষতা:

- স্নাতক অথবা সংশ্লিষ্ট ক্ষেত্রে ২-৩ বছরের বাস্তব অভিজ্ঞতাসহ উচ্চ মাধ্যমিক পাশ হতে হবে
- দেশের যেকোনো স্থানে চাকরি করা এবং ব্যাপক ভ্রমণের মানসিকতা থাকতে হবে
- বয়স অনূর্ধ্ব ৩০ বৎসর

উপরোক্ত পদে আগ্রহী প্রার্থীদের সম্প্রতি তোলা দুই কপি পাসপোর্ট সাইজের রঙিন ছবি, শিক্ষাগত যোগ্যতার যাবতীয় সনদপত্রের সত্যায়িত ফটোকপি, জাতীয় পরিচয়পত্রের ফটোকপি, জীবনবৃত্তান্ত এবং স্বহস্তে লিখিত আবেদনপত্র আগামী ২৫ নভেম্বর ২০১৭ তারিখের মধ্যে মহাব্যবস্থাপক, মানবসম্পদ বিভাগ, স্কয়ার টয়লেট্রিজ লিমিটেড, রূপায়ন সেন্টার (১১ তলা), ৭২ মহাখালী বাণিজ্যিক এলাকা, ঢাকা ১২১২ ঠিকানা বরাবর পাঠাতে হবে।

মনোনীত প্রার্থীদের নিম্নোক্ত ঠিকানায় লিখিত ও মৌখিক পরীক্ষা অনুষ্ঠিত হবে-

ঢাকা: স্কয়ার টয়লেট্রিজ লিমিটেড, রূপায়ন সেন্টার, ৭২ মহাখালী বা/এ, ঢাকা ১২১২

বগুড়া: হোটেল ক্যাসেল সোয়াদ, মাটিডালি বিমান মোড়, দ্বিতীয় বাইপাস, বগুড়া

সিলেট: স্কয়ার টয়লেট্রিজ লিমিটেড, ৪৪ পায়ড়া, দর্শন দেউরী, আম্বরখানা, সিলেট

খুলনা: স্কয়ার টয়লেট্রিজ লিমিটেড, খান এ সবুর রোড, ৯২৩ ছোট বয়রা, নুর নগর, খুলনা ৯১০০

চট্টগ্রাম: স্কয়ার টয়লেট্রিজ লিমিটেড, ৩৫/সি, বায়োজিড বোস্তামি রোড, পূর্ব নাসিরাবাদ, টেক্সটাইল মোড়, চট্টগ্রাম

প্রার্থী উপরের যে কেন্দ্রে পরীক্ষায় অংশ নিতে ইচ্ছুক, তা অবশ্যই খামের উপর উল্লেখ করতে হবে।

 **SQUARE TOILETRIES LIMITED**

Figure: Square Toiletries Limited's job circular (02)

Quality Policy

কোয়ালিটি পলিসি

1. Dedicated to make every effort to understand consumer needs to provide maximum satisfaction and to achieve market leadership.
2. Strive to continuously upgrade manufacturing technology and to maintain optimum level of quality measures in conformity with the international standard - ISO 9001 : 2008.
3. Committed to achieve quality objective through continuous employee training and maintaining congenial working atmosphere.

১. ভোক্তার চাহিদা নিরূপণ করে সর্বোচ্চ সন্তুষ্টি নিশ্চিত করার মাধ্যমে শীর্ষ অবস্থানে যেতে বদ্ধপরিকর।
২. উৎপাদনে আধুনিক প্রযুক্তির প্রয়োগ এবং আন্তর্জাতিক মানদণ্ড - আই.এস.ও ৯০০১ : ২০০৮ অনুযায়ী সর্বোচ্চ গুণগত মান নিশ্চিত করতে সর্বোচ্চ চেষ্টা।
৩. রুমাগত কর্মীদের প্রশিক্ষণ প্রদান এবং কর্ম সহায়ক পরিবেশের নিশ্চয়তা বিধানের মাধ্যমে গুণগত মান অর্জনে প্রতিশ্রুতিবদ্ধ।

Mission Statement:

To satisfy the needs of domestic & international consumers through **innovative** quality products & services using **latest technology** and by highly motivated skilled employees.

সংক্ষিপ্ত:

সর্বাধুনিক প্রযুক্তি ও নিবেদিতমান দক্ষ কর্মীদের সাহায্যে গ্রহণযোগ্য গুণগত মানসম্পন্ন পণ্য উৎপাদন করে দেশীয় এবং আন্তর্জাতিক ভোক্তাদের চাহিদার সন্তুষ্টি বিধান করা।


Samuel S Chowdhury
Chairman


Anjan Chowdhury
Managing Director

Revision 04 - Date 31.10.2013



Expect the same **SQUARE** Quality

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সম্পাদক


অঞ্জন চৌধুরী
ব্যবস্থাপনা পরিচালক

সংস্করণ ০৪ - তারিখ ৩১.১০.২০১৩

Figure: Square Quality Policy