Internship Report
On
The Selection & Recruitment process of

Prepared By:
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ID: 11204089

Company Name:

Grow n Excel

(HR Management and Consultancy Firm)

Supervisor:
Muhammad Ariful Ghani
Lecturer
BRAC Business School
BRAC University

Report Submission Date: 31st May, 2016

LETTER OF TRANSMITTAL

Muhammad Ariful Ghani

Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship report

Dear Sir,

With great pleasure, I am submitting my internship report on „**The Selection & Recruitment process of Grow n Excel** as per the requirements of BRAC University BBA program. I have completed my internship from this company under the supervision ofM. Rezaur Rahman, HR Associate of „Grow n Excel".

I tried my best to reflect the knowledge and practical experiences that I have gained, by working in the recruitment department of Grow n Excel,through this report. I would like to express my sincere gratitude towards you, for guiding and suggesting me in preparing this report, and would request you to accept my internship report for further assessment.

Thank you so much for your patience and undivided motivation for the completion of my report.

Yours sincerely,

Tahmid Ashraf Fahim

ID: 11204089

BRAC Business School

BRAC University

Acknowledgement

I would like to express my gratitude and appreciation to the officials of Grow n Excel team for their utmost assistance for letting me learn and gather experience in their firm. The space and flexibility they have allowed me is exceptional and their environment was very supportive for the new comers.

I might likewise want to thank my hierarchical chief M. Rezaur Rahman, HR Associate, „Grow n Excel‟ Bangladesh Ltd., who checked and helped me in finishing my temporary job period viably. His understanding and unending backing all through the entry level position period has comprehended and perform my obligations better. To get acclimated with the way of a not all that normal industry was a significant test for me; without his direction, it would not have been feasible for me to proceed and wind up with a fruitful temporary position.

I likewise want to demonstrate my most extreme appreciation to every one of the authorities of Grow n Excel; particularly the groups that I have worked in and all the others groups in the Executive Search. I might want to specify the names of Tasnia Kabir Proma (HR Associate) and Sabrina Arifin khan (HR Associate) for encouraging me with all the inward data that helped me to set up the organization diagram and industry examination; the data that I as an assistant had no entrance to. Finally and most importantly, I would like to appreciate the guidance and patienceof Mr. Muhammad Ariful Ghani, Lecturer, BRAC Business School, BRAC University, for helping me out throughout the process.

Executive Summary

The journey of „Grow n Excel" started back in 2008 with just a handful of employees, 3 to be precise, back in 2008 and is situated in Gulshan-1. The CEO of this organization is Mr. Zulfiquar Hussain who mainly started the operations of this business form his residence. Within a time period of 6 years, his organization has expanded to an army of 20 people with numerous MNC and Domestic clients.

The report will take its reader(s) to a trip through the operations those are being executed in Grow n Excel including the organization's qualities, shortcomings, opportunities and dangers. This report will mirror my learning in Grow n Excel amid my entry level position period particularly in the **EXECUTIVE SEARCH** division. It will connote a portion of the variables like headhunting, the association's quality and friendly that exceptionally impacts the reliability of the client. The primary target of this report is to see the importance of Strategic Human Resource Management's routine of the HR consultancy firms of Bangladesh and the confirmation of the best possible development of the association furthermore the fulfillment level of its representatives. Furthermore, this report will likewise give a thought regarding ability chasing and arrangement furthermore its interest and supply of the gifts. The report will decipher the need, noteworthiness, gratefulness and the fate of HR firms in Bangladesh. A thoughtful conclusion will then be raised to condense the discoveries of the report all in all. In light of the finding a rundown of proposals has been expressed, dominant part of which are drawn from the recommendations of the customers themselves, including my very own couple considerations.

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Chapter -One

Introduction

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1.1 INTRODUCTION

"Grow n Excel" is the leading Human Resources and Management consultancy firm situated in Gulshan-1, Road 33, Plot CWS (B)- 6.Grow n Excel began its operation in 2008 with just 3 employees. The CEO Mr. Zulfiquar Hussain began this business in his home. From that point inside the range of 8 years now it has its own office with around 20 representatives (Excluding Interns) and numerous MNC and nearby customers.

A company is known by the people it keeps

Human resource management is a component in associations organized and situated to augment the adequacy and in addition effectiveness of their representatives to pick up the vital objectives. Human asset is at first worried with how the workers are locked in with the association. HR office in any association is normally in charge of such exercises happened, including enlistment and determination from the candidates, preparing and improvement, evaluation and different remunerating program for Motivation, finance and motivators administration framework. HR is likewise immensely connected up with mechanical relations, which is the procedure of adjusting of the acts of the association with the controls from aggregate bartering and work laws, set by the Government.

Four basic activities of HR:

1. Staffing,
2. Training and Development,
3. Motivation, and
4. Maintenance.

Nowadays, it's critical to ensure the stream of candidates toward the association is of well quality and amount also. What's more, enlistment is the procedure of pulling in, screening and selecting the equipped and talented workers for the opportunities.

That's why I've chosen the "EXECUTIVE SEARCH" department as the core concentration of this report because I've expressed my interest in that department and they allowed me to work there for 90 days long as an Intern.

One of the elements behind this has been a movement towards utilizing advisors to give particular abilities that customers don't have in house. Notwithstanding of having own HR division, the greater part of the nearby and also multi-national organizations now outsource some portion of their capacities to these consultancy firms. HR consultancy firms have top to bottom information about HR guidelines and strategies. The majority of the representatives have concentrated incomprehensibly in this field.

1.2 History/Background

M. Zulfiquar Hussain is the Chief Executive Officer and Leading Consultant of Grow n Excel. He is immensely experienced in HR exercises for around 12 years and worked in Big names, for example, Citycell and Nestle. He started numerous exercises and was the good example in HR in Citycell. Before joining Citycell, he was the supervisor of HR and Director of Corporate Affairs of Nestle Bangladesh Ltd. (a completely claimed auxiliary of Nestle S.A. Switzerland) where he functioned as the pioneer of Human Resources for over 10 years. He is likewise instructing at one of the best business colleges (North South University and BRAC University) of Bangladesh. Mr. Hussain appreciates leading preparing programs all the time.

A hopeful and forceful methodology by Mr. Hussain in 2008 brought forth Grow n Excel and it reliably developed such a great amount in these 8 long years. They have additionally various profoundly energetic and dynamic youthful experts in the territory of HR Services, Resourcing, and Learning and Development to convey chief administrations to our customers.

1.3 Services Offered by Grow n Excel

HR planning and Strategy: It helps the company to foresee the future for the sake of the benefits of the company. By doing so, it also helps to understand the mind-set of the organization which also becomes very much beneficial for the company.

Action and Change: The actions mainly deal with the necessary actions that are required to take during the execution of any type of activities in the main wings of Grow n Excel. The changes are such that are needed to be made during the course of any actions for the organization.

Organizational development: This mainly deals with the developments of the company. This includes both the internal and external activities related to the company. It is a field of research, theory and practice dedicated in expanding the knowledge and effectiveness of people to attain more successful organizational changes and performances.

Rewards and Retention: It is the process by which the clients are offered a type of rewards to retain them from going to the other competitor for getting their jobs done.

Compliance and Relationship: This is to some extent like retention with a slight change is, maintaining a very good relationship with the clients is one of the most important norms here.

HR Administration: Human resource management in public administration concerns human resource management as it applies specifically to the field of public administration. It is considered to be an in-house structure that insures unbiased treatment, ethical standards, and promotes a value-based system.

HR Planning & Strategy	• Vision – Values Framework • Organizational Diagnostics • Employment Value Proposition • Comprehensive HR Processes • HR Audit
Action & Change	• Executive Search • Recruitment & Selection Services • Organizational Restructuring • Change Management
Organizational Development	• Performance Management • Talent management & Succession Planning • Leadershipship Competency Model • 360 Degree Feedback
Rewards & Retention	• Compensation Survey • Compensation & Benifit Management • Job Evaluation • Employee Engagement Survey
Compliance & Relationship	• Compliance Assistance & Advisory Services • HR Manual & Employee Code of Conduct • Employee Communication • Stakeholders Management & PR
HR Administration	• HR Operations Support & Outsourcing • HRIS

Exhibit: 1.3- Services Offered by Grow n Excel (source: Grow n Excel office)

Executive Search: This is considered to the most important wing of Grow n Excel. The job here is to find the appropriate candidate for the appropriate job (given by the clients) according to the requirements and job description that is being provided by the clients beforehand. After meeting the required criteria, only then a pool of the selected candidates (from our side) is being sent to the client for the further procedures.

Training: This wing deals with the training and grooming up sessions of the candidates of different companies according to the respective company policies. It helps them to get accustomed to the environment of the companies. These training sessions are mainly being conducted by the CEO of Grow n Excel himself along with Ms. Sabrina and Ms. Tasnia.

HR Outsourcing: This is the wing where the HR of other companies come up to us to help them in finding the appropriate candidate for any opening that is available in any given companies.

Consulting: Consultation is mainly done by Ms. Tasnia and Ms. Sabrina for the ones who are going through a tough time in their respective organizations to overcome it.

Executive Search	Training
grow n excel	
HR Outsourcing	Consulting

Exhibit- 1.3.1: Products of Grow n Excel(Source: Grow n Excel office)

1.4 Organizational Organogram

The alpha team of Grow n Excel consists of very highly trained, experienced and dynamic professionals who are very much always ready to address to a humungous range of outsourced services. The number of young and very much enthusiastic bloods are also high here who are currently serving in the HR oriented services to their clients here. The interns here do get a very much high priority for they are most of the time retained by Grow n Excel after the completion of their internship here.
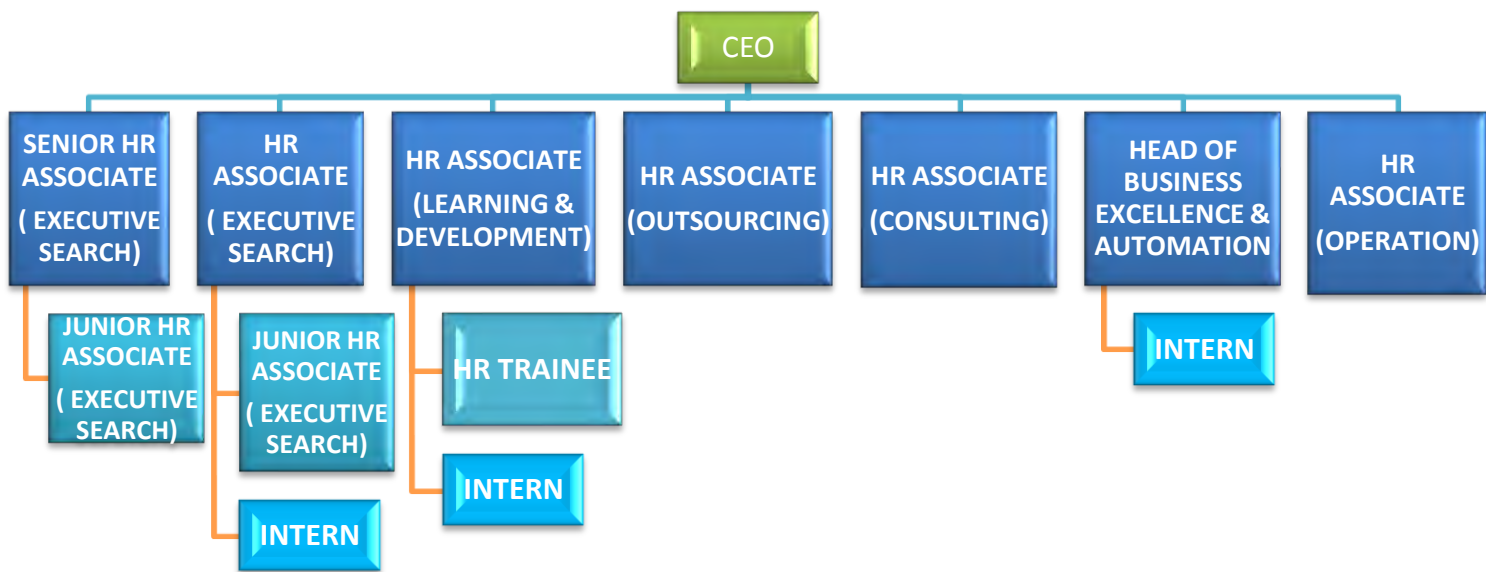

Exhibit- 1.4: Organizational Organogram(Source: Grow n Excel office)

1.5 Mission and Vision

Grow n Excelis enrolled in providing wide range of HR &Management consulting services with employees who have comprehensive knowledge and understanding of best in class HR practices. This helps**Grow n Excel** to successfully deliver customized services to the clients. **Grow n Excel** aspires to be the leading Human Resources & Management consultants in the country and is strongly driven by its core values - Professionalism, Passion and Client focus. *(Source: Grow n Excel office)*

In view of the enormous potential of our country and its transformation, together we all have a role to play in emancipating individuals' potential and developing human capital. With this goal, we assist our clients in enhancing organizational capabilities to meet tomorrow's challenges.*(Source: Grow n Excel office)*

Chapter -Two

Nature of the Job/s

Specific responsibilities of the Job/s

Different aspects of Job Performance

Critical Observations (SWOT)

Recommendations

2.1 Nature of the Job/s

With the vision to establish a well-developed set of practices regarding HR, Grow n Excel is working tirelesslyto offer all round HR solution considering the different types of need.

Executive Search-

No firm wants to hire incompetent and unproductive people. As the recruitment process is quite costly, the organization needs to hire the best employee with minimum efforts. Form the date of establishment, Grow n Excel has successfully placed many Mid-Level and Top-Level employees for firms with big names including top ranked MNCs in different sectors.

> ➢ FMCG
> ➢ Telco
> ➢ RMG & Textile
> ➢ IT
> ➢ Bank & Financial Institutions
> ➢ Other Sectors

Client of Grow n Excel:

Client list of Grow n Excel			
Bata Shoe	Grameenphone Ltd.	IDLC	BRAC
Nokia Siemens Networks	Axiata Bangladesh Ltd. (Robi)	Standard Chartered Bank	Citibank, N.A.
Pendekar Energy			Lankabangla
Rahimafrooz	Marico	United Commercial	Finance Ltd.
Cairn Energy	Asian Paints Bangladesh	Bank Ltd.	BEOL
Arla Foods	Mutual Trust Bank Limited	HSBC	ProthomAlo
New Zealand Dairy	Reckitt Benckiser	Walmart Bangladesh	Youngone
Oriental Real Estate	Suvastu Development	Unilever	Novo Nordisk
Gsk	Coats	BAT	Lafarge
DHL	Rohto-Mentholatum		Tesco
Novartis			

Exhibit- 2.1: Clients of Grow n Excel(Source: Grow n Excel office)

HR Administration

HRIS (Human Resource Information System)

The HRIS branch of Grow n Excel incorporates an individual server where all the gathered resumes are put away in a sorted out way. The database is stayed up with the latest by supplanting the current resumes with the redesigned ones at regular intervals from our trusted sources (BDjobs.com and LinkedIn in like manner). The database is sorted and classified considering different terms of inquiries which help finding the resumes of fitting competitors inside the briefest conceivable time.

➢ Industry wise segmentation
➢ Company wise segmentation
➢ Department/Position wise segmentation

2.2 Specific responsibilities of the Job/s

Executive Search

Breaking down the prerequisites of contender for the employment opportunities. (As per client"s demand)

Understanding the change of various Organograms.

Coordinating the essential prerequisites as needs be (Such as: Experience level, Departmental skill, Operational Expertise, Educational Expertise, Age, Salary Range, Current Location of the hopeful Etc.)

Understanding the sort of administrations the customers are searching for.

Accommodate the expected set of responsibilities with good hopefuls.

Shortlist the resumes as per the quantity of opportunities out (there can be 2 opening and the customer may need no less than 5 applicants vie for each)

Contact the shortlisted applicants and advise them about the opening for work in legitimate/appealing way. Attempt to draw out the enthusiasm of them on the open door without utilizing unclear data. Infrequently sharing the JD helps the possibility to have a clearer view about the employment.

Gather the overhauled resumes from intrigued hopefuls who truly need to join there.

Gather actually made continues just (according to Company Policy), we are not permitted to share resumes from BDjobs specifically.

Twofold checking the resumes for any easygoing blunders and after that marking it with Grow n Excel watermark at the base and conclude the conveyance by changing over those resumes into PDF position.

Subsequent to sending the resumes the customer outlines it and furnishes us with a particular timetable for meeting session/s on the off chance that they discover the competitors commendable.

We educate the hopefuls about the meeting points of interest and guide them the length of the land in that meeting session.

2.3 SWOT Analysis

As the popularity of the concept of Human Resource consultancy increases rapidly, there are new firms entering the market by providing similar services. Each of them holds their core competencies and uniqueness to survive.

Strengths of the organization
- Strong & effective Networking
- Efficient Recruitment Team
- Demand forecasting
- Ability to work on all levels of hierarchy

- Accuracy of the database
- Ability to satisfy clients
- Ability to satisfy candidates
- Proper correspondence with clients
- Noticeable Brand Value

Weaknesses of the organization

- New Brand
- Inadequate knowledge about the service
- Lack of reliability and faith
- Harmful effects of the recession

Opportunities of the organization

- Firms being more inclined towards third party recruitment
- The trend of outsourcing the firm‟s HR needs
- More thenumber of companies, the more opportunities
- Students majoring in HR are willing to join such firms.

Threats of the organization

- Tough Competitors
- Shortage of financial backup
- Unstable Political Condition

2.4 Critical observations and recommendations:

After observing the activities and techniques they use, I have some recommendations which I think, can make them better:

- The firm ought to contract more individuals for the Executive pursuit group uncommonly. As they have bunches of customers, the measure of work is really high and also the earnestness to it. Enlistment of a proper worker as a rule requires some investment to fill an opening yet a lot of criticalness can demolish the nature of Applicant Pool. Thusly, I would prescribe them to contract more deserving and productive individuals (Experienced People) in the Executive Search group as it fills in as the primary wing for Grow n Excel.

- Though it is a small firm with not more than 24-27 employees, the change in anything takes lot of time to be implemented. That really needs to change fast as a lot of things are also related with the implementation of the desired action such as; the motivation for an employee to work.

- They should properly assign tasks for the interns as they sometimes confuse them with various tasks at the same time. They should make the intern learn one particular technique at a time. One of the main things that is required here is the one on one training for an intern with an employee so that the intern doesn't face any difficulties during his/her internship period to accomplish the assigned task given to the respective intern.

- Resources need to be more enriched. The computers that are being used over there are using very old OS (operating system) which tends to lag every now and then. This might result in a very big arbitrary during an emergency case such as; meeting a very short deadline given by the client for an executive search.

- The database should be overhauled in a successive way and the legitimacy ought to be guaranteed powerfully. (I've by and by recommended the HRIS to give a segment on their site for Applicants who need to post their CVs and in particular classes. In this manner, we would have their CVs with most recent overhauls). This is one of the real issues as the databases are redesigned in big time period. This tends to bring about the missing of data for a hefty portion of the candidates. As indicated by me, the database ought to be upgraded in any event once per week.

- Their working environment in terms of infrastructure, furniture, space allocation, interior etc. is not up to the mark for being a better workplace environment. The environment of any given working place plays a very vital role in the mind-set of an employee. If the surrounding of the working place for the employees is not up to the mark then it drives the motivation of the employees downwards.

Chapter Three:Project (Executive Search for Clients)

1. *Objectives*
2. *Methodology*
3. *Limitations*

3.1 Objectives of the Project:

Therefore, the objective of this report is to try and acknowledge the field of HR management and relate those to the real life work environments of HR consultancy firms in Bangladesh.The purpose of this study is to find out the extent to which HR consultancy firms are actually designing and implementing SHRM in their day to day activities.

This internship report focuses on:

• An investigation on how all round Strategic Human Resource Management is drilled into the administration of firms given by firms likeGrow n Excel.

• How SHRM is considered while outlining HR strategies for the organizations themselves and their clients and the results of those approaches (how are they producing representative fulfillment and authoritative development?)

• How it joins individuals with the clients with the vital needs of business?

• To what degree SHRM is influencing representative advancement level.

• How these organizations are executing SHRM to increase authoritative development?

• A representation of the degree to which HR strategies and procedures (for instance, preparing, Performance examination, pay administration and strengthening) are affected by SHRM in HR consultancy to enhance worker execution.

3.2 Methodology:

Data collection: The internship report has been written on the basis of information collected from primary as well as secondary sources.

- **Primary Data:**The essential information is gathered through the poll overview directed with the workers of Grow n Excel'. Fundamental organization data are collected directly from my supervisor and other employees.
- **Secondary Data:**Other company information is collected from company website, different published articles, journal, and brochures.
- **Data Collection Methods:** Personal interviews (for Grow n Excel).

Data analysis and Reporting:
- While analyzing any data in the organization part, the information was being provided in a descriptive manner. On the other hand, the outcomes in the project part had to be measured using a measuring scale, „**LIKERT**" scale (*5- Strongly Agree, 4 – Agree, 3- Neutral, 2- Disagree and 1- Strongly Disagrees)*.
- The first phase of the data collection consisted of the independent data, which is the primary data and the second phase consisted of the dependent data, which is the secondary data. In other words it can be said that these data were being used to give a concrete idea about all the factors that are related in the process.
- Then finally it is the last stage which is mainly dependent on both the quality and the quantity of the data being collected. Based on the information collected, I then had to prepare a questionnaire for a survey to be conducted among the employees.

3.3 Limitations of the Study:

➢ It is a HRM venture and individuals by and large dither to give genuine data in uncovering these classified issues about their HR approaches and rehearse.

➢ Getting strategic answers while tossing an inquiry towards them.

➢ For this classification I didn't get any monetary information of the firm .So all the money related examination is roughly done.

➢ As the HR consultancy firms are focused to each other, they are not intrigued to share data as they think it will be utilized against them later.

➢ As the HR consultancy firms are focused to each other, they are not intrigued to share data as they think it will be utilized against them later.

Main Project-Executive Search in Practice

Grow n Excel is one of the leading HR firms in the business of outsider consultancy. They have numerous administrations, as said prior, which are arranged towards satisfying the necessities in regards to HR for the organizations who like to pass their HR obligations to outsiders. Because of an individual enthusiasm for Head Hunting action, I've worked in the Executive Search group under my supervisor for 3 months and helped him to complete the assignments in the line in regards to enrollment.

As a headhunter, one needs to expand the quantity of their Linkedin associations for a couple of days. It is one of the essential assignments for this occupation with a specific end goal to extend one's system. At that point the appointed director demonstrates to utilize BDjobs as a business and how to hunt down hopefuls utilizing appropriate catchphrases or inquiries. Subsequent to getting accustomed to it, the quest span for required candidates gets to be simpler and shorter step by step.

There are certain steps when recruiting for a Client:

• **Personal Referrals and Networks**
• **Explore Internal Database**
• **Searching External Sources**
• **Analyzing and matching JD with candidate's skills (Shortlisting)**
• **Communicating with Candidate's**
• **Interview and Tracking till Selection**
• **Monitoring, Guiding and Retention**

Exhibit- 3.3: Steps followed while recruiting for a client

The Process of Recruitment in Grow n Excel:

The process of recruitment begins with our clients contacting us over phone or mail to inform us about their vacancy which they need to fill. For further query, please look up in the appendix, **Exhibit: 1**.

Every one of the particulars is given part of the expected set of responsibilities. Normally, the organizations would prefer not to impart these details to the conceivable applicants. The representatives of Grow n Excel investigate and attempt to peruse the employment sort, errands included, aptitudes required, detail on fields and so forth and after that begin looking for the hopefuls. The organizations lean toward individual referrals more than whatever other source on the grounds that the credibility of this technique. "Grow n Excel" has had numerous systems administration occasions and some phenomenal sessions with the corporate mammoths of the nation. This activity develops "n Excel" to manufacture a solid corporate system and get persuasive referrals.

Besides, the workers here investigate an inner database which is transferred to their own servers. They attempt to discover competitors by coordinating divisions, assignments, abilities, experience levels and so on. In the event that the CV from the server has been upgraded inside 3 months then it is adequate for sending. Nonetheless, more often than not, they need to go for an online hunt on BDjobs.com, regardless of the possibility that they discover a hopeful with coordinating determinations, in light of the data of the CV being out of date. They should find that hopeful on BDjobs or Linkedin to know their present data. It is

huge to know where the applicant is working, his position, his pay and different offices since his/her plausibility of enthusiasm for the present place of employment offers rely on upon that.

Resource Process Outsourcing for GlaxoSmithKline

It was one of the most significant tasks I've conducted in my internship period. This project was assigned to Md. Ishtiak Ahmed Sami (Senior HR Executive) and he picked me for his assistance from the appointed interns. GSK is our client and they assigned their project named "Future Leadership Program" to us. It was intended to attract the fresh graduates with excellent leadership qualities. The post was for Team Leaders and Executives in their Marketing department. The job post was published by GSK and they gathered all the resumes (around 120 after shortlisting) and passed them to us. The process began which is explained below in steps:

i.   The very first task was to enlist some specified information from the resumes in an excel sheet (Name, Contact Number, E-mail, University) and then print them.

ii. Made a call to each one of them to inform that they have been selected for the program. We also notified them about all the detailed information for the written examination which was in front. Then 110 of them agreed to appear for the exam and we marked them.

iii. There were four sets of questionnaires made by our consulting team (Tasnia Kabir and Sabrina Arifin Khan).

iv. Visited BRAC Center Inn and booked the hall for the time period and done all the arrangements for the examination.

v.   Also worked as an invigilator in the exam hall followed by a small introductory seminar on GSK and the program by the current GM along with his successor.

vi. Evaluated the papers and submitted the results to the HR Manager of GSK.

A lot of familiar faces from BRAC University were also there for the examination alongside the graduates from other well reputed sides (IBA, NSU, AIUB, EWU, UIU etc.).

Objective of "Future Leadership Program": The core purpose of the program is to get young and energetic candidate with high leadership potentials to utilize and nourish their skills and center them to the goodwill of the company. They would send them for 2 years paid training period in which they will be exposed to real life situations and taught how to handle them using marketing and interpersonal skills. After getting trained well, they will be appointed as Team Leaders or Executives and their starting salary will be more than seventy thousand excluding other benefits.

Recruitment for Unilever

The recruitment I've done for Unilever is one of the successful attempts by me when working for "Grow n Excel". The vacancy was in their call center department and they urgently needed a few agents to handle the task over there. The major job responsibilities included:

1. Making a call to each of their distributors and gather their feedback carefully.
2. Getting the most comprehensive information from the workers in the bottom of the pyramid.
3. Carefully getting notes of them and interpret them as required by the organization.
4. Informing or teaching a new scheme to the distributors.

As the process didn't require expertise in English (Spoken or Written), so they asked for candidates from B grade universities. It was quite easy to search and stack up 10 candidates who were very much interested to join. Then we passed the pool to Ms. Israt Jahan who works as the HR executive for Unilever. She found those candidates worthy and asked us to let them informed about the interview schedule. They wanted at least 5 candidates to compete for each position and they were quite satisfied with the candidate we sent them. The interview process went smoothly and they hired 2 candidates from them. Nasrin Akter and Md. Rajib Sheikh got appointed in the end. For further query, please look up in the appendix, **Exhibit-5**.

Findings

It is a small firm with not more than 24-27 workers; the change in anything takes parcel of time to be executed. That truly needs to change quick as a great deal of things is likewise related with the usage of the wanted activity, for example, the inspiration for a worker to work. They ought to legitimately allot undertakings for the assistants as they now and then mistake them for different errands in the meantime. They ought to make the understudy learn one specific procedure at once. One of the principle things that is required here is the one on one preparing for an assistant with a worker so that the understudy doesn't confront any challenges amid his/her temporary job period to perform the allotted assignment given to the particular understudy. Assets should be more advanced. The PCs that are being utilized over yonder are utilizing extremely old OS (working framework) which tends to slack from time to time. This may bring about a major discretionary amid a crisis case, for example, meeting a short due date given by the customer for an official inquiry. The database should be overhauled in a continuous way and the credibility ought to be guaranteed powerfully. (I've by and by proposed the HRIS to give a segment on their site for Applicants who need to post their CVs and in particular classes. In this manner, we would have their CVs with most recent redesigns). This is one of the significant issues as the databases are redesigned in big time period. This tends to bring about the missing of data for a considerable lot of the candidates. As indicated by me, the database ought to be redesigned at any rate once every week. Their workplace as far as foundation, furniture, space portion, inside and so on is not up to the imprint for being a superior working environment. Nature of any given working spot assumes an extremely imperative part in the outlook of a worker. On the off chance that the encompassing of the working spot for the representatives is not up to the imprint then it drives the inspiration of the representatives downwards. The way my boss prepared me was exceptionally coherent as I would see it as he used to give me a brief on the necessities (Skills, Depth of Experience, Educational Background, Grades, Job posting, are covering ETC) and afterward I should begin looking on BDjobs and LinkedIn also. There is no particular number of CVs that ought to be gathered and some of the time it relied on upon the quantity of opening also. As a case, Unilever had 2 opportunities in their call focus office and they required no less than 5 competitors for each of them which implied we needed to pass them a candidate pool comprising least 10 applicants.

In the wake of discovering the profiles of fitting competitors we expected to get in touch with them to tell them there's an opening for work as we have to see if they are available or not. In the event that a hopeful shows expectations to join our Client's firm then we needed to approach them for their own made overhauled resumes. We likewise needed to forward the JD to give them a chance to have an unmistakable perspective of the occupation and gather their resumes by means of mail. That is the means by which Grow n Excel keeps their principles high as keeping the validness. The arrangement of Grow n Excel doesn't permit scouts to forward the CVs gathered from BDjobs. That is the reason they used to gather the individual made CVs of the applicants and it permits Grow n Excel to keep its legitimacy.

In the wake of gathering every one of the CVs, the following stride is to check them appropriately and institutionalize it as far as arrangements, dispersing, group and so forth. At that point they are up for marking those resumes by putting a watermark of Grow n Excel with the accommodation date in the footer of each CV. After every one of those, they change over them to PDF and send the pool to the customer by means of mail.

The internal Database is assigned and sorted by different companies, designations, levels of jobs, experience level, last update etc. They call these data entry process as „Mapping‟ which has to be done using Spreadsheet. For further details please look up into the appendix, **Exhibit-2**.

Recommendations

After working on these specific projects, I've found some loopholes in their system and that should change quickly to make it more efficient. These are some recommendations from my perspective regarding the activities in Executive Search team.

1. The process they follow is traditional and quite backdated which they need to work on.

2. Not enough technical sources cause lots of pressure and havoc in the workplace. They must ensure enough support to get the job done nicely.

3. The sources to get resumes are quite confusing and sometimes outdated as well. If only they had made a contract with BDjobs which would sync the updated resumes for them on their server, they didn't had to worry that much.

4. The desk phones and other communication mediums are quite poor in performance that creates useless stress for the employees.

5. They are not open to new ideas which have held them back.

6. Communication between the top level and bottom level is almost absent and that doesn't allow Mr. Zulfiquar Hussain to make necessary changes which may be causing problems for the bottom level employees.

Conclusion

Among numerous HR consultancy firm, "Grow n excel" is one of the surely understood and renounced association of all. So far this firm has assembled numerous accomplishments in Bangladesh corporate world. Their very much prepared selecting board can enroll top level representatives for various multinational and neighborhood organizations in Bangladesh. They worked with numerous commercial ventures such as; FMCG, TELCO, RMG and Textile, IT, Bank and finance related organization and other firm. They are making space for MNC's and LLC"s to take their administration and experience the better approach for selecting gifted individuals for their association. It is also the most renowned HR management and consultancy firm in Bangladesh at the moment. Though there are a lot more consultancy firms in the market nowadays but this is undoubtedly at the top due to their experience and also the expertise in the similar field for many years. They also have a very good image in the market due to their activities in the past and now as well. Even though this is a very small organization but recently it is expanding tremendously with numerous wings and a proposal of starting up a training school has also been thought of. The main idea is to start up these training schools in various parts of the country which will then help to train the ones who are outside Dhaka every now and then.

Appendix

Transcom Electronics Limited
BASIC JOB DESCRIPTION

Job Title: Zonal Sales Manager

Supervisor: ASM / RSM / NSM

Salary Range: 40k to 50k [negotiable, if candidate is potential]

i.   Major Responsibilities

	Responsibility Description
1	Monitoring proper implementation of SOP in the Branches under the zone.
2	Assisting BM to map the area to ensure smooth implementation of promotional activities.
3	Evaluating business performance of the branches under the zone.
4	Assist BMs in executing management guideline to promote business
5	Assisting the NSM to prepare post promotion business feed back.
6	Giving inputs to NSM in yearly budget preparation (In assigned zone).
7	Monitoring sales performance of the Zonal branches.
8	Finding out new business locations and business prospects in the zone, coordinate with the land lords and make successful negotiation to get the location as per management guidelines.
9	Ensure proper merchandising.
10	Monitoring category wise product movement and achieve yearly sales target of that particular zone.
11	Counseling and motivating the branch personnel under the zone.

Exhibit-1: Job description sent by the client

Appendix-2

SI.	Organization/Company	Name	Education	Designation	Department	Job offered by GNE	Contact No. Mobile	Email	Total Experience	Job Experience 1
	Heinz India	GOLAM MORSHED	MBA, AIUB	Head of Sales&Marketing	Operation Head for Bangladesh Market	RETAIL MANAGER	01199-809173	gmorshed1973@hotmail.com	25yrs	Lalmai Group Group COO May 01, 2009 - January 31, 2011
	TRANSCOM Group	Masrur Chowdhury	MBA, NSU	Head of Sales & Distribution	Sales & Distribution	RETAIL MANAGER	01713 062531	masrur_c@yahoo.com	17yrs	September 2012 to December 2013 Airtel Bangladesh Ltd as Head of Distribution
	Godrej Household Products (Bangladesh)	MD. MONIR HOSSAIN	MBA, University of Chittagong	Head of Sales & Marketing	Sales & Marketing	RETAIL MANAGER	1930555888	m_hossain1974@yahoo.com	17yrs	Senior Brand Manager Asian Consumer Care Pvt. Ltd. July 01, 2010 - July 31, 2011
	Cocola Food Products Ltd.	Md. Obaidul Haque	MBA, Newport University	General Manager	Sales & Marketing	RETAIL MANAGER	01768-148803	khokan2k3@gmail.com	14yrs	Matador Group Head of Sales & Marketing 25th July, 2012 to 9th February, 2013
	The Acme Agrovet & Beverages Ltd	MD. ALAUDDIN BHUYIAN	Masters in Accounting, Jagannath University	Sales Manager	Sales & Marketing	RETAIL MANAGER	01621-203423	alauddinbhuyian@gmail.com	18yrs	Regional Manager (Sales & Marketing) Tetley Aci bd ltd May 01, 2010 - January 31, 2011
	Rahimafrooz Batteries Limited	MD. MUSHFIQUR RAHMAN	MBA, University of Dhaka	Head/ Sr. Manager, Spark Battery	Sales & Marketing	RETAIL MANAGER	01713-062851	mrahman_bd_dhaka@yahoo.com	19yrs	Business Decelopment Manager July 01, 2010 - June 30, 2013 Rahimafrooz Distribution Limited

Exhibit-2: Mapping

Appendix-3

Ishtiaq Ahmed < >
to me, karim

FYI

From: Raihanul Alam [mailto:]
Sent: Sunday, November 1, 2015 3:47 PM
To: Ishtiaq Ahmed
Subject: FW: advise candidate to reach the venue at 2:45 pm

Dear Sami,

Please call these four candidates for tomorrow's test.

Regards,
Raihan

Mustafa Raihanul Alam
HR Manager - Business Partner (Consumer Healthcare), Recruitment & Reward Lead

GSK Bangladesh Limited
House – 2A, Road – 138, Gulshan -1, Dhaka – 1212, Bangladesh.
Email
Tel
Mobile
gsk.com | Twitter | YouTube | Facebook | Flickr | LinkedIn

Exhibit-3: A sample screenshot when our client contacts us via mail

<p style="text-align:center"><u>Appendix-4</u></p>

Unilever_Call Centre Agent_Pool 1 Inbox ×

M.Rezaur Rahman <   >
to Israt, Abu, me

Dear Israt Apu,

Please find the attached resumes for Call Centre Agent position.

01 Nasrin Akter

02 Imam Mushfiq

03 Romana Islam

04 Md. Kamrul Hasan Arif

05 Hafiza Akter Shama

06 Imoon Nahar Tumpa

07 Adnan Muhaimin Shurid

08 Abinta Ayaz

09 Heya Dewan

10 Md. Rajib Sheikh

If you have any further feedback; please let me know. Thanks.

Best Regards,
M. Rezaur Rahman
HR Associate
grow n excel
Human Resources & Management Consultants
House # CWS (B) – 6, Road # 33
Gulshan -1, Dhaka – 1212
Mobile: +8
Tel: + 880(2) 58813388
Fax: + 880 (2) 58814343
www.grownexcel.com
cid:image001.jpg@01D126D9.482B21C0

<p style="text-align:center"><u>Exhibit-4: Us sending the selected applicants' pool to the client</u></p>

Appendix-5

Jahan, Israt < |>
to M.Rezaur, Abu, me |▾|

Dear Reza,

Please schedule them for December 1 from 10:40 am giving each 20 mins.
Send me the schedule after finishing.

Regards

Unilever

Israt Jahan | Recruitment & Learning

M: ⌐   T:

Unilever Bangladesh Ltd.
ZN Tower, Plot #2, R# 8, Gulshan#1, Dhaka#1212
www.unilever.com | www.facebook.com/unilever

Exhibit-5: Scheduling of the selected applicants' interview timings

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