



Nestlé

Good Food, Good Life

**THE QUALITY OF WORK LIFE AT NESTLE
BANGLADESH LIMITED**

Internship Report on
Nestlé Bangladesh Limited

***THE QUALITY OF WORK LIFE AT NESTLE
BANGLADESH LIMITED***



Inspiring Excellence

Submitted to

Mohammad Rezaur Razzak
Associate Professor & Head of Operations
BRAC Business School
BRAC University

Submitted by

Maisha Mofiz Esha
11304002
BRAC Business School
BRAC University

Date of Submission

23rd June 2016

Letter of Transmittal

23rd June 2016

To

Mohammad Rezaur Razzak

Associate Professor & Head of Operations

BRAC Business School

BRAC University

Subject: Submission of internship report for the completion of BUS401

Dear Sir,

Every student of BRAC Business School needs to do their internship in an organization and submit a report about their 3 months experience in the company in order to complete their graduation. As per the BBA program's requirement, this internship report has been completed. In this report, I have tried to follow all the guidelines and instructions that you have communicated to me through our email conversations. All your instructions and suggestions have helped me complete this report throughout.

Nestlé Bangladesh LTD's internship program is a yearlong program of which I have completed six months till date. Throughout my ongoing internship period I have not only acquired different skills and knowledge, but also a good network. Working in this organization has exposed me to the inner workings of a multinational organization. While preparing the report, I ensured that I abide by the rules and regulations of BRAC University and use authentic materials to support my report. I hope my report serves as a good read.

Sincerely

Maisha Mofiz Esha

11304002

ACKNOWLEDGEMENT

Firstly, I would like to thank Almighty Allah for his blessings upon me to make it this far and for giving me an opportunity to work in one of the finest multinationals in the world.

Secondly, I would like the opportunity to thank my advisor Mohammad Rezaur Razzak, whose patience and support has helped me to successfully complete this report. When I decided to pursue my topic and he was kind enough to accept it and further guide me throughout the process. His mentorship and teachings are an asset which were not only valuable to me throughout this process, but will also help me in my future endeavors.

Lastly, I would want to thank my supervisors Mr. Azfar Hossain and Mr. Faiyaz Khan Chowdhury and my line manager Mr. Bulbul Islam. These individuals have played important roles in helping me complete this report. I am grateful for their advice and knowledge, which have helped groom me into a professional and their assistance in making my journey at Nestlé as smooth as possible. My supervisors helped me complete this report by allowing me to use certain data and reports and teaching me how to include various non confidential information to support my report. They help me improve by giving me challenging tasks which allowed for independent thinking and motivated me by showing appreciation for all tasks successfully completed. I am extremely grateful to my team.

EXECUTIVE SUMMARY

Nestlé S.A. is the largest food company in the world, ranking 72 on the Fortune Global 500 in 2014. It is a Swiss transnational food and beverage company headquartered in Vevey, Vaud, Switzerland. Nestlé S.A. is the largest food company in the world, ranking 72 on the Fortune Global 500 in 2014. It is a Swiss transnational food and beverage company headquartered in Vevey, Vaud, Switzerland.

I was appointed as an intern in the HR department where I worked specifically for the reward team. My daily work was to update the Daily Operations Review of my team, Update leave roster for field workers and update the intern master and manage the intern documents when they join and exit. This report mentions in detail the wholesome learning journey I had in Nestlé Bangladesh Limited.

The first chapter provides an explanation on the topic-origin of the report, objective of the report, methodology, scope and limitations of the report. The second chapter provides an overview of Nestlé Bangladesh Limited in details. The third chapter covers the overview of work life at Nestlé Bangladesh Limited. There are detailed methods and images of work provided as a full-proof explanation of my work. The fourth chapter covers my overall observation and learning in the 5 months period. The fifth chapter concludes the report, stating that Nestlé Bangladesh Limited always opens up scope for change and continuous development. Lastly, the bibliography shows the sources I have used to prepare this entire report

TABLE OF CONTENTS

SL. NO.	DETAILS	PAGE NO.
1.	CHAPTER ONE: INTRODUCTION	1
1.1	<i>Introduction</i>	1
1.2	<i>Origin of the Report</i>	1
1.3	<i>Scope of the Report</i>	1
1.4	<i>Objectives of the Report</i>	2
1.5	<i>Methodology of the Report</i>	2
1.6	<i>Limitations of the Report</i>	2
2.	CHAPTER TWO: A GLANCE AT NESTLE BANGLADESH	3
2.1	<i>Logo Evolution</i>	4
2.2	<i>Organizational Structure</i>	5
2.3	<i>Departments</i>	5
2.4	<i>Products of Nestle</i>	6
2.5	<i>Creating Shared Values</i>	7
3.	CHAPTER THREE: OVERVIEW OF QUALITY OF WORK AT NBL	10
3.1	<i>Recruitment and Selection</i>	10
3.2	<i>Stress Management</i>	12
3.3	<i>Team Management Skills</i>	13
3.4	<i>Performance Appraisal</i>	14
3.5	<i>Job Satisfaction</i>	16
4.	CHAPTER FOUR: OBSERVATION AND LEARNING	18
5.	CHAPTER FIVE: CONCLUSION	20
6.	BIBLIOGRAPHY	21

CHAPTER 1: INTRODUCTION

INTRODUCTION

I started my internship on 17th January 2016 at Nestlé Bangladesh Limited (NBL). The recruitment process involved an interview and an aptitude examination. Although my majors are Marketing and Finance, in NBL I was offered an internship position in Human Resources (HR).

In this report, I have tried to elaborately mention, while remaining within company about the journey as an intern, the tasks I performed and the learnings I have acquired. Furthermore, I have also conducted a survey to analyze how happy the employees are at NBL.

ORIGIN OF THE REPORT

As a part of the BBA curriculum, this report was prepared to help me successfully earn the required internship credits for completing the BBA program from BRAC University. In order to start working on the report, I completed approximately six months of work at NBL and the content of my report is based on these six months. The report and its topic was assigned to me by Mohammad Rezaur Razzak, my internship advisor. I have also been supported by Mr. Bulbul Islam, Mr. Azfar Hossain and Mr. Faiyaz Khan Chowdhury in accomplishing this report under whom I have served the term of my internship in NBL.

SCOPE OF THE REPORT

This report will provide an overview of the NBL's structure, brands, its various functions, Creating Shared Value aspect of the company, and the company as a whole. This report has been prepared following a thorough discussion with my line manager and will mainly focus on the work life of the employees of this company. Moreover, the scope of this report also includes a small survey which was conducted to understand the perception of the employees of this organization.

OBJECTIVE OF THE REPORT

The first objective of the report was to highlight the responsibility that I have been given as an intern in the HR function of NBL. The second objective was to understand and analyze the quality of work life at Nestlé Bangladesh Limited. I focused on specific criteria such as Team Management Skills, Performance Appraisal, Stress Management, Job Satisfaction, Recruitment and Selection and Employee Engagement.

METHODOLOGY OF THE REPORT

For the report the main source of data used was primary and secondary data. As an intern, I had access to very little information provided by the company. To combat this limitation and complete the report, I utilized information from the company website and other existing reports on NBL.

- Primary Sources: Interview and Questionnaire
Observation at work
- Secondary Source: Company Website
Company Documents
Online reports

LIMITATION OF THE REPORT

One of the major problem that I faced while preparing this report was regarding confidentially breach. Although there were quite a few internal information sources available to me, I was often not able to utilize such sources extensively due to policy concerns. I was strictly instructed to get every small detail I used in this report cross checked with my supervisors.

CHAPTER 2: A GLANCE AT NESTLE BANGLADESH LIMITED

Nestlé S.A. is the largest food company in the world, ranking 72 on the Fortune Global 500 in 2014. It is a Swiss transnational food and beverage company headquartered in Vevey, Vaud, Switzerland. Nestlé S.A. is the largest food company in the world, ranking 72 on the Fortune Global 500 in 2014. It is a Swiss transnational food and beverage company headquartered in Vevey, Vaud, Switzerland. The global journey of Nestlé S.A is detailed in Figure 1.

In 1988, Nestlé Bangladesh became a fully owned subsidiary of Nestlé S.A and started its first commercial production in Bangladesh in 1994. The company’s vision is to be recognized as the leading Nutrition Health & Wellness (NHW) Company in Bangladesh, generating sustainable, profitable growth and continuously improving results to become a billion CHF Company. The company’s factory is situated at Sreepur, 55 km north of Dhaka and produces instant noodles, seasoning, infant cereals and chocolates. It also repacks milk, soups, and powdered beverages. List of Nestle Products from Nestle Bangladesh are as follows: Maggi noodles and soups; Breakfast Cereal such as Milo, Koko Krunch and Cornflakes; Nescafé; Coffee Mate; Infant Food such as NAN, Cerelac and Lactogen; Milk and Dairy Products such as NIDO. Today Nestlé Bangladesh Ltd. is a strongly positioned organization that continues to grow through our policy of constant innovation and renovation. Concentrating on their Leadership Framework and their commitment to quality, the company aims to provide the best quality products to the people of Bangladesh.

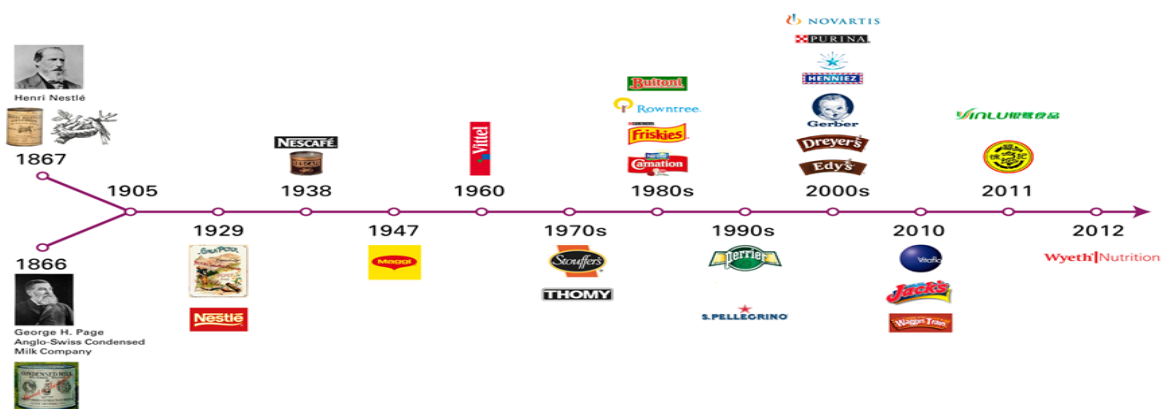


Fig1: The Global Journey of Nestlé S.A.

LOGO EVOLUTION OF NESTLE S.A.



Original Nestlé
Family Coat of Arms



1868



1938



1966



1988



1995



2015



2016

ORGANIZATIONAL STRUCTURE

Nestlé's Chairman Peter Brabeck-Letmathe and CEO Paul Bulcke leads the business at the global plane. Company leadership structure in Bangladesh comprises the Country Managing Director, Stéphane Nordé, followed by ten functional Directors. The senior, mid-level and assistant managers serve under them. Please refer to Figure 2 for the structure and chain of command at NBL.

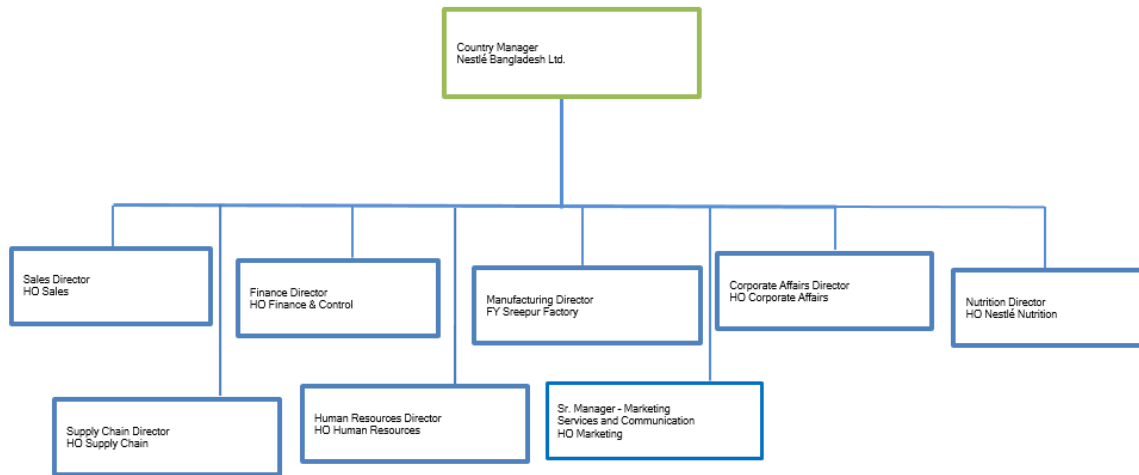


Fig 2: Company Structure in Nestlé Bangladesh Limited

DEPARTMENTS

NBL currently has ten functions. Each function has a Director. Every function contributes from their end to meet the corporate goals. The functions and their responsibilities are as follows:

1. **General Management** – This function takes care of the overall operation of the company and makes strategic decisions for the company.
2. **Human Resources** – HR focuses the management of employees and organizational culture.
3. **Manufacturing** – This function takes care of the operations that take place in the factory.
4. **Corporate Affairs** – Corporate Affairs look after internal and external communications.

5. **Nutrition** – Being the world’s largest Nutrition Company, Nestlé has an entire different function called Nutrition which looks after products such as LACTOGEN, CERELAC and NAN.
6. **Supply Chain** – This function ensures that supply of the products meets the demand of the customers.
7. **Marketing** – Marketing function takes care of the existing brands, market share and product development.
8. **Nestlé Professionals** - NP is responsible for earning revenue for the company in the ‘out of home consumption’ segment and the team looks after the institutional sales.
9. **Sales** – Sales is responsible for earning revenue for the company and communicates with the retail distributor.
10. **Finance & Control** – F&C deals with the financial transactions and they apply the control mechanism to ensure that the company is financially compliant.

PRODUCTS OF NESTLE BANGLADESH LIMITED

There are 12 products currently available in Bangladesh (Refer to Figure 3). Nestlé believes that each of their products play an important role in a balanced and healthy diet and lifestyle. In Bangladesh, Maggi, Maggi Shad-E-Magic, CERELAC and Nescafe 3 in 1 are manufactured in the Sreepur Factory. Nescafe, NIDO and Maggi Healthy Soup are produced elsewhere, but repacked here and LACTOGEN, Coffee-mate and KOKO KRUNCH are imported directly. Although the product line is shorter in compared to other countries, the company ensures that the quality of the product in NBL is at par with its worldwide counterparts.



Fig 3: Products of Nestlé Bangladesh Limited

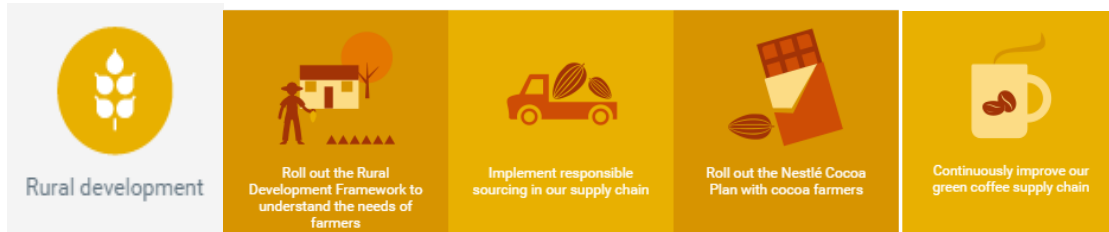
CREATING SHARED VALUE

Nestlé made 39 commitments that they aim to accomplish by 2020 to support their long-term goal of Creating Shared Value.



Through this Nestlé plans to build knowledge leadership in children’s nutrition; lead the industry in nutrition and health research through collaboration; provide nutritionally sound

products designed for children; help reduce the risk of undernutrition; reduce sodium, sugar and saturated fats in our products.



Nestlé will roll out the rural development framework to understand the needs of farmers; implement responsible sourcing in our supply chain; roll out the Nestlé cocoa plan with cocoa farmers and continuously improve our green coffee supply chain.



Nestlé work to achieve water efficiency and sustainability across our operations; advocate for effective water policies and stewardship; treat the water we discharge effectively; engage with suppliers especially those in agriculture; and raise awareness on water conservation and improve access to water and sanitation.



By environmental sustainability Nestlé aims to improve resource efficiency in its operations; provide climate change leadership; promote transparency and proactive, long term engagement in climate policy; improve the environmental performance of its packaging;

access and optimize the environmental impact of its products; provide meaningful and accurate environmental information and dialogue; preserve natural capital including forest



Nestle plan to eliminate child labor; ensures that all employees and stakeholders can easily report possible compliance violations; work against corruption and bribery; enhance gender balance in its workforce; roll out the Global Youth Initiative across all its operations.

CHAPTER 3: OVERVIEW OF QUALITY OF WORK LIFE AT NBL

Nestle Bangladesh Limited has its unique way of working. Each company has its policy and code of conduct that they are bound to follow. Nestle has its own and they proudly follow them. To explain the quality of work life at Nestle Bangladesh Limited, I will be explaining certain topics in details to explain how Nestle Human Resources works and manages its employees.

RECRUITMENT AND SELECTION:

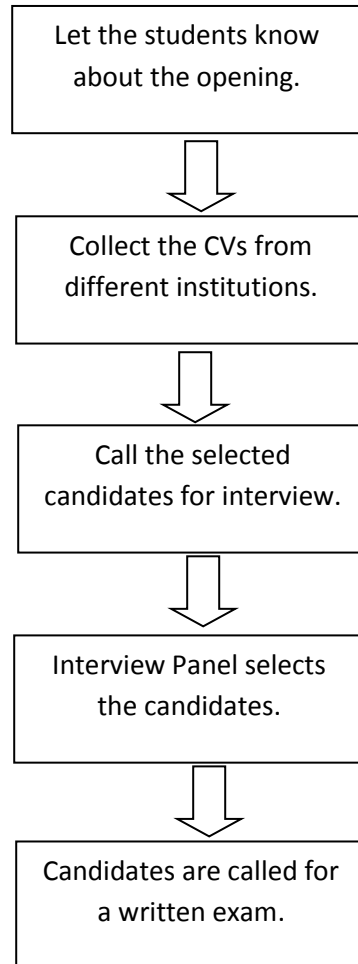
Like all other companies we have our Talent Acquisition team which is led by Mr. Sakeef Anam. He looks after the internship program as well as all the other sections involving recruitment and selection process of the company.

We know that, in a timely manner and in a cost effective manner, the process that we follow in order to find and hire the best qualified candidate (from within or outside organization) for a job opening is called recruitment. Selection on the other hand is the next stage. It is the process where the employer interviews and evaluates the candidate for a job based on certain criterias. Depending on the organizations the recruitment and selection process varies.

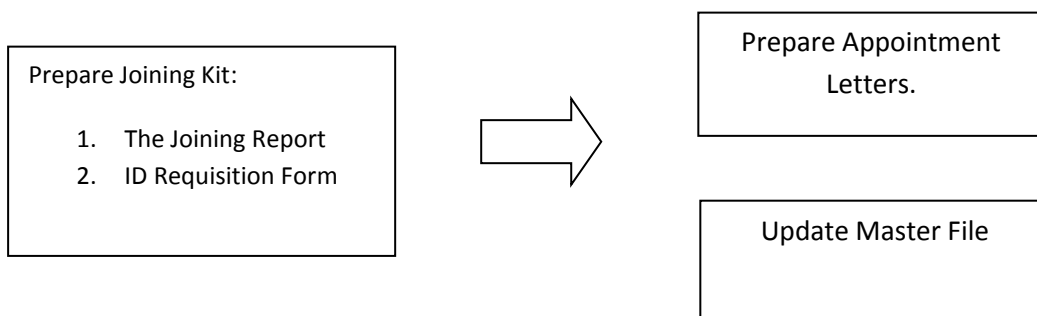
The recruitment and selection process of the internship program of Nestle Bangladesh Limited is quite different than the other companies. Firstly, the internship program is a yearlong program. And it is a rotational based internship program, meaning if someone completes his/her 3months in a function s/he can always switch to another function if there is a vacancy. Now, to have a look at the recruitment and selection process as a whole: When there is an opening, in various institutions we let the authority know and provide the circular. The interested candidates send their CVs and we select from those CVs for interview. While we go through the CVs we look for candidates who have good CGPA and strong interpersonal skills. They are then called for an interview. Once they pass the interview they sit for an aptitude test. From our end when we know someone is selected and will join us we prepare the joinink kit. A joinig kit includes ‘A Joining Report and an ID Requisition Form’. They also need to submit the photocopy of an National ID card and two passport size pictures. Once, the forms are filled we prepare the appointment letter. And the last step is to

update the Master file that we have for our interns, which contains every little details of interns. Similarly, when Nestle hires an employee they go through the similar processbut it is more detailed and lengthy manner.

Candidate's Part:



Nestlé's Part:



STRESS MANAGEMENT

For coping up with psychological and emotional turmoil when a predetermined strategy is made that is called stress management. Many companies offer stress management therapy to Improve job performance.

Nestlé is not any different from them. Nestlé arranges Yoga session for its employees. It helps them to relax for an hour from the hectic work load and also helps them to spend the rest of the day stress free. Our Yoga instructor's name is Lisa, she comes twice in every week. A year back, interns did not have the opportunity to attend the yoga class; it was available for employees only. But, now interns are also encouraged to attend the sessions. Nestlé believes that all of their employees are equal. The single externals are not treated differently in this company.

In Nestlé Bangladesh Limited we have to work for eight and a half hours which is very hectic. What Nestlé does to overcome this stress other than yoga is by doing stretch breaks. Our doctor Ms. Afroza goes around each floor and conducts the stretch break. We have two stretch breaks throughout the eight and a half hours. Through my research many employees said that this simple head neck and limbs exercises really help them release some stress. And they can work stress free for the rest of the day. They said they are highly satisfied with the stretch break idea. However, few of the employees thought it's a waste of time as they feel that they do not need it. Also, few people said that they are not satisfied due to the timing as many of them have meetings.

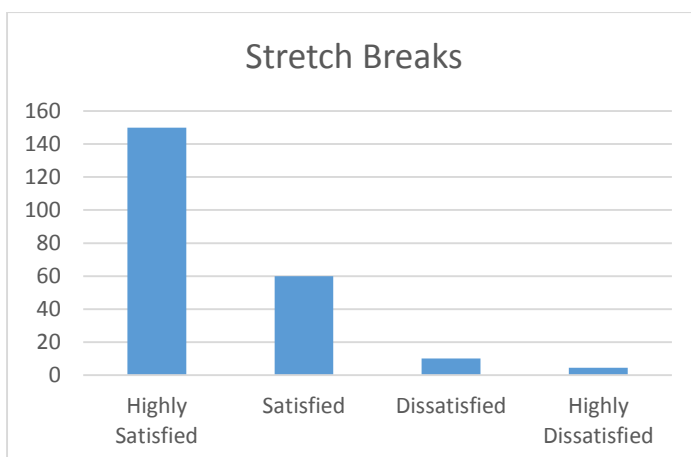


Fig 5: Satisfaction due to stretch break

TEAM MANAGEMENT SKILLS

Team management is the ability of an individual or an organization to administer and coordinate a group of individuals to perform a task. Team management involves teamwork, communication, objective setting and performance appraisals. Moreover, team management is the capability to identify problems and resolve conflicts within a team. There are various methods and leadership styles a team manager can take to increase personnel productivity and build an effective team.

Nestlé Bangladesh Limited makes sure that each individual bears the qualities in order to manage a team. The team leaders firstly decide how to delegate the work, so that simultaneously all can work. The leaders do listen to all the members but at the end of the day they have the responsibility to ensure that the vision is implemented efficiently and successfully. The next part that the leader needs to keep in mind is motivating its members. It is because not all the members will be proactive and enthusiastic. Hence, the team leader needs to motivate the other member in order to reach the target. The leader also needs to make sure that the team is in sync so that all they can meet the goals at the right time and without making major mistakes.

However, another important factor to manage a team is to first develop a proper team, to have the right people in the right team. Teams make sure all the members have proper communication skills as they will have to manage their team as well as communicate people outside the team. While communicating within the team brainstorming is highly encouraged, understanding each other's common ground and helping each other.

Team leaders also have to be careful while managing a team. It is essential that leaders take the time to develop good management and people skills as well. They have to be careful from failing to consult regularly with their boss, in a misguided attempt to show that they can cope on their own. For effective team management, it is important that the team leader is more of a mentor to his team members rather than just being a strict boss. S/he needs to ensure that each and every team member willingly participates in team discussions. Every team member should get the same information and should have an easy access to the superiors in case of any query. The team members must not pass on any information to anyone outside the team. The team members must be motivated on a regular basis. Loose talks, blame games, dirty politics should find no place in the team.

PERFORMANCE APPRAISAL

PERFORMANCE APPRAISAL

The systematic assessment of employees' performance and comprehending the capabilities of a person for further growth and development is what is known as Performance Appraisal. Performance appraisal is mostly done in systematic methods which are as follows:

- The salary of employees are measured by the supervisor and then compared with targets and plans of the company.
 - The supervisor evaluates the factors which contribute to work performances of employees.
 - The employers are in position to guide the employees and motivate them for performing better.

Most common objectives of Performance Appraisal are:

- Maintain records in order to determine compensation packages, wage structure, increments, rise in salary etc.
- Recognize the strengths and weaknesses of the employees and put the right people on the right job according to their qualifications and abilities.
- Maintain and assess the potential of an employee for further progress and development.
- Provide feedback to employees about their performance and related status.
- Helps in influencing working habits of the employees.
- Review and retain the promotional and other training programmes.

However, Nestlé has an entire form to itself named Performance Evaluation Form. It is a five page form. And it is an evaluation that is revised twice a year but the final report is published once a year. Both the line managers and the employees select and adjust the objectives. The objectives are being set on a mutual basis to make sure the employee does not feel that they are under pressure or out of space. The evaluation rates are 80% 100% and 130%. 100% is good performance, 80% is average and 130% is exceeding expectation.

Advantages of Performance Appraisal: It is said that performance appraisal is an investment for the company which can be justified by following advantages:

- **Promotion:** Performance Appraisal helps the supervisors to make promotion programmes for efficient employees. At the same time, inefficient employees could be fired or demoted.
- **Compensation:** Performance Appraisal aids in writing out compensation packages for employees. Performance appraisal helps in Merit rating as well. Performance Appraisal tries to give value to performance. Compensation packages include bonus, high salary rates, extra benefits, increments, allowances and pre-requisites. All these are determined with the help of performance appraisal. The criteria should be merit rather than seniority.
- **Employees Development:** The systematic procedure of performance appraisal helps the supervisors to structure training policies and programmes. Strengths and weaknesses of employees are analyzed with its help so that new jobs can be designed for efficient employees. It also helps in framing future development programmes.
- **Selection Validation:** The supervisors understand the importance of selection process better with the help of Performance Appraisal. The supervisors come to know the validity and thus the strengths and weaknesses of selection procedure. Future changes in selection procedures can be made in this regard.
- **Communication:** For an organization, effective communication between employees and employers is essential for it to run smoothly. Through performance appraisal, communication can be sought for in the following ways: Performance appraisal encourages the employers to comprehend and accept skills of subordinates. The subordinates can also understand and create a trust and confidence in superiors. Labour management relationship is also better maintained with its help. It develops the spirit of work and boosts the morale of employees.
- **Motivation:** Another advantage of Performance Appraisal is that it works as a motivation instrument. Through Employees' Performance Evaluation, a person's efficiency could be determined if the targets are achieved. This works as a motivation for a person to do a better job and encourages him to perform better in the future.

JOB SATISFACTION

Job satisfaction is the level of contentment an employee feels regarding his/her job. In simpler words, it means how much satisfied a person is with his/her job. This feeling is primarily based on an individual's perception of satisfaction. Several factors influence Job satisfaction like a person's ability to complete necessary tasks, the communication level in an organization, and how the employees are treated by the management. Many organizations face problems and have a hard time in accurately measuring job satisfaction, as the meaning of satisfaction can be different among different people within an organization. However, maximum organizations realize that workers' level of job satisfaction can have great effect on their job performance, and thus determining metrics is essential to making strong efficiency. Despite common belief to the contrary, studies show that employees who are high performers do not always feel content with their work simply as a result of high-level titles or increased pay. This lack of correlation is a noteworthy concern for organizations, since studies also disclose that the implementation of positive HR practices results in financial gain for the organizations.

Typically, five factors can be used to measure and influence job satisfaction:

1. Pay or total compensation
2. The work itself (job specifics such as projects, responsibilities)
3. Promotion opportunities (expanded responsibilities, more prestigious title)
4. Relationship with supervisor
5. Interaction and work relationship with co workers

In addition to these five factors, one of the most important aspects of an individual's work in a modern organization concerns communication demands that the employee encounters on the job.

Nestlé Bangladesh Limited has an amazing culture. Interns have an entire group of themselves and employees have great relation with each other. Every function is helpful and the company does not work as one. They all work together. The relation between interns and line managers here are very unique. They are very friendly, they are always ready to help their interns. And most importantly they teach their interns with care.

Not only are the line managers even the department heads helpful. If you go to them with any sort of problem they will always help and not send you back. The culture here is different, all the directors keep their doors open so that whoever needs their help can seek.

The relationship between the line managers and their bosses are also very friendly. Each team works as one. No matter how big is the trouble or challenge they never fail to achieve success. They always got each other's back no matter what. The culture is such in Nestlé Bangladesh Limited.

I did a quick research on job satisfaction of employees from every department including interns. The interns are highly satisfied because of their line manager's behavior. Also, the work that they are asked to do they find it very interesting and loves to do it even if it is repetitive. When asked why they find it interesting the common answer that I got was "due to its culture". They do not feel bad coming to the office because they enjoy the company and work.

The full time employees said they are also highly satisfied. Even though they said work load is a lot but the support they get from team members and their bosses they feel satisfied. Also, the externals said the same thing. They said even they work here as an external they do not feel any different because they all are treated in the same way. Even the security guards and cleaners said that the culture of this company is the only thing that makes it stand out in the world.

The relationship between the Management Committee is also very nice. They tend to make every decision together. They are all helpful and got each other's back. Even the MD of this company is a unique person. He is absolutely warm and welcoming to his employees. He is always there to solve any problem that arises and he knows how to keep his employees happy. His behavior towards the interns is also warm. He always asks us to contact him whenever we face any problem.

Hence, to sum it up, everyone came down to one point in agreement that the NEXPERIENCE of theirs is amazing. They simply love the culture.

CHAPTER 4: OBSERVATION AND LEARNING

Personal Development: Being a Finance and Marketing major I thought working in HR will become tough for me. However, I was completely wrong as I have learned so much about HR and now I am confident enough to work in HR. Such an experience was needed by me to prepare myself for the future and I am grateful to Nestlé Bangladesh Limited for providing me the opportunity to discover my strengths and weaknesses further.

Motivating work environment: During my internship period, work environment is one of the best things I have had at Nestlé Bangladesh Limited, both in terms of physical space and bonding among the employees. Nestlé believes in equality for all among its employees and hence the desk is an open space; a table surrounded by employees holding various designations. Therefore, employees of a particular department within a division all sit together. There are several floors for certain functions I sit in the HR block and not with the interns as I work in the rewards function. Interns have an entire space to themselves. Firstly, I thought it will be little awkward but then as time passed I hardly get out of the block. I love it in HR block.

Engagement and Enthusiasm: Interpersonal relations and communications among the employees have helped to boost my morale. The bonding among the people I worked with, both personally and professionally helped me build an ideal view.

Happiness is also celebrated well at Nestlé Bangladesh Limited. For instance, employees shared their happiness of welcoming their newborn babies by treating everyone at the floor with sweet delicacies. Such occasion arose twice during my internship period. Moreover, greetings/birthday cards are sent to interns and employees. Also, during various occasions such as Pohela Boishakh, we celebrate in the traditional manner. Even the staff who serve food and perform minor tasks are included in such celebrations and treated with high respect.

Learning the ways of a corporate environment: Though I was an intern, I was addressed in the same corporate manner like all other employees are addressed. The terms "bhaiya" and "apu" are used in the corporate setting regardless the designation and age of the employees and likewise, I was addressed that way. The staff members who serve food and perform other

minor tasks also showed me equal respect which they show to the senior employees. My line manager and supervisors, who assigned me tasks occasionally, treated me with huge respect. Whenever I performed a task well I was appreciated highly and likewise, whenever I made mistakes, I was corrected in a professional manner. All these helped me develop a positive outlook towards working in a corporate environment.

CHAPTER 5: CONCLUSION

To summarize, my five month period in Nestlé Bangladesh Limited has been an amazing journey of personal growth, learning and overcoming challenges. I entered this company as a graduate student and now I work as a well-groomed professional. I learned how to communicate with fellow colleagues as a professional, how to tackle problems from a business perspective and I learned how to deal with stress and meet deadlines. There were often times I had to juggle three to four different tasks at a time and they always needed to be completed on time. This provided me with the scope to get creative and find solutions on how to deal the tasks in the most effective manner. I worked extensively on MS Excel regarding data entry and data management while dealing with the information of 1000 applicants and their respective score sheets. This allowed me to grasp the importance of MS Excel in an organizational setting and has led me to believe that universities should offer more extensive courses about teaching excel skills to its graduates to increase their competency. Working on PowerPoint to prepare presentations for my HR Director also gave me the chance to improve my presentation skills and equipped me with the very important skill of developing standard quality slides within a very short time. I learned that successful organizations are extremely goal oriented and self-driven and those are traits that I want to incorporate in my personal life as well to build myself into a successful human being and a successful corporate. Working in Nestlé Bangladesh Limited and getting the chance to interact with different companies, agencies and individuals has also helped me create a better vision for my career path. I learned that there is a lot to look for in a job besides salary and that you need to enjoy your work. My seniors gave me valuable advice regarding which departments would allow me to apply my strengths and knowledge and what steps I should take in my career after my internship. These five months have been an amazing experience.

BIBLIOGRAPHY

- "Marketing Strategy of Nestlé Bangladesh Limited". Retrieved from:
<http://www.nestle.com/>
- Nestle.com. (2016). [online] Available at: <http://www.nestle.com/csv> [Accessed 15 Jun. 2016].
- Nestle.com. (2016). [online] Available at:
<http://www.nestle.com/aboutus/history/logo-evolution> [Accessed 15 Jun. 2016].
- Khan, Protiti., (2016). *Internship Report on Nestlé Bangladesh Limited*. BRAC University.
- Mozammel, Anika., (2016). *Internship Report on Nestlé Bangladesh Limited*. BRAC University.
- Mohajan, H. (2015). Present and Future of Nestlé Bangladesh Limited. *American Journal of Food and Nutrition*, [online] 3(2), pp.34-43. Available at:
<http://pubs.sciepub.com/ajfn/3/2/1/> [Accessed 12 Jun. 2016].
- Assignment Point. (2013). Assignment on Nestle Food Products in Bangladesh - Assignment Point. [online] Available at:
<http://www.assignmentpoint.com/business/marketing-business/assignment-on-nestle-food-products-in-bangladesh.html> [Accessed 19 Jun. 2016].
- Managementstudyguide.com. (2016). Performance Appraisal - Meaning, Objectives and Advantages.
- Noe, R., Hollenbeck, J., Gerhart, B. and Wright, P. (2007). *Human Resource Management*. Delhi: Tata McGraw-Hill.