



## **Internship Report**

On

**Human Resource Management Practices of Seven Star Holidays.**

### **Supervised By**

Dr. Mohammad Shibli Shahriar  
Professor & Director MBA Program  
Faculty of Business & Entrepreneurship  
Department of Business Administration  
Daffodil International University

### **Prepared By**

Shakibuzzaman  
ID: 193-11-1205  
Batch: 54  
Major in Human Resources Management  
Program: Bachelor of Business Administration  
Faculty of Business Entrepreneurship  
Daffodil International University

***Submission Date: 10 June 2024***

## Letter of Transmittal

Date: 10 June 2024

To,

**Dr. Mohammad Shibli Shahriar**

Professor & Director MBA Program

Faculty of Business & Entrepreneurship

Daffodil International University

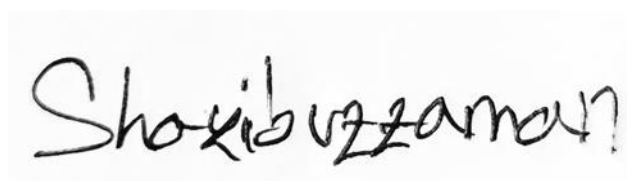
**Subject:** Submission of Internship Report.

Dear Sir,

I would like to inform you that, in accordance with your instructions and with proper respect and appreciation, I have submitted my internship report on the "Human Resource Management Practices of Seven Star Holidays ". It is my goal that this report will be both thorough and educational. Through the internship programme, I've had the chance to learn about several facets of this reputable company. I have a general understanding of the organization's culture and operations before entering the corporate sector.

I also want to thank you for your patience and support, and I am grateful that you gave me the chance to work on this well-considered project.

You're sincerely,



.....

Shakibuzzaman

ID : 193-11-1205

Major in Human Resources Management

Program: Bachelor of Business Administration

Faculty of Business Entrepreneurship

Daffodil International University

### **Student's Declaration**

I hereby declare that the work submitted for this internship report has not been previously submitted for credit towards any academic degree to any other university, college, or organisation. The material I have submitted is free of copyright violations, and no portion of my report has been lifted from previously completed degree- or other-related work.

A handwritten signature in black ink, reading "Shokibuzzaman". The signature is written in a cursive, slightly slanted style.

ID : 193-11-1205

Major in Human Resources Management

Program: Bachelor of Business Administration

Faculty of Business Entrepreneurship

Daffodil International University

## Certificate of Approval



This certifies that, under my supervision, Shakibuzzaman, ID number 193-11-1205, a regular student in the Daffodil International University's Department of Business Administration, Faculty of Business & Entrepreneurship, has completed his internship report on the "Human Resource Management Practices of Seven Star Holidays." This internship report appears to have accurate data and findings. As a result, he is allowed to turn in his internship report for the internship defence.

I hope he has the best possible life.

A handwritten signature in dark red ink, appearing to read 'Shibli', is written over a light blue rectangular background.

.....

**(Professor Dr. Mohammad Shibli Shahriar)**

Faculty of Business & Entrepreneurship  
Department of Business Administration  
Daffodil International University

## Acknowledgement

Preparing the internship report on Seven Star Holidays's human resource management practices was a real delight. Honourable Supervisor **Professor Dr. Mohammad Shibli Shahriar** of Daffodil International University, I would like to thank and extend my gratitude for allowing me to prepare this report. I would also like to express my heartfelt appreciation for his unwavering support and direction. I really appreciate all of the Seven Star Holidays's staff' unwavering cooperation. In conclusion, I would like to express my gratitude to my esteemed instructor ,**Dr. Mohammad Shibli Shahriar**, an Professor in the Department of Business Administration at the Faculty of Business and Entrepreneurship at DIU, for his invaluable guidance and ideas throughout the completion of my internship report.

## Executive Summery

The internship report on HRM Practices of Seven Star Holidays has been undertaken in order to fulfil the requirements of the course outline and to understand the application of the theoretical knowledge in the practical sectors. The primary goal of the study is to evaluate Seven Star Holiday's HRM practices.

I have made every effort as a fresh intern at a reputable Travel Agency like Seven Star Holidays to complete HRM Practices in three months. The report on the HRM Practices study is descriptive in nature. I used primary and secondary data to produce the report. Three months is not a long time to prepare a quality report. The study has a number of limitations. Finding out every detail about the Seven Star Holiday's HRM practices is really challenging. I've demonstrated the company's goal, target, vision, and mission.

I have completed 7 chapters. **First chapter** is the report's introduction, which covers its history, goals, scope, methodology, and limits.

**In the Second chapter** I explained the overview of Seven Star Holidays Travel Agency, Corporate information, mission, vision, objective and values.

The study of the company's planning, recruiting, selecting, training, development, performance review, and pay management is covered **in the third chapter**.

**Fourth Chapter** included the Company's SWOT analysis. **Fifth chapter** covered with the internship experience. **In the sixth chapter** discussed about the study finding and included some recommendation and **lastly in the Seventh Chapter** which included the conclusion part of this paper.

## Table of Contents

| <b><u>Topics</u></b>                                              | <b><u>Page No</u></b> |
|-------------------------------------------------------------------|-----------------------|
| Letter of Transmittal                                             | ii                    |
| Student's Declaration                                             | iii                   |
| Certificate of Approval                                           | iv                    |
| Acknowledgement                                                   | v                     |
| Executive Summery                                                 | vi                    |
| <b>Chapter-1: Introduction</b>                                    | 1                     |
| 1.1 Background of the Study                                       | 1                     |
| 1.2 Origin of the Study                                           | 2                     |
| 1.3 Objectives of the Study                                       | 2                     |
| 1.4 Scope of the Study                                            | 2                     |
| 1.5 Methodology of the Study                                      | 3                     |
| 1.6 Limitations of the Study                                      |                       |
| <b>Chapter-2: An Overview of the Seven Star Holidays</b>          |                       |
| 2.1 Overview of the Seven Star Holidays                           | 4                     |
| 2.2 Corporate information: Location and Contact Details           | 4                     |
| 2.3 Vision and mission                                            | 5                     |
| 2.4 Activities of Seven Star Holidays                             | 5-6                   |
| <b>Chapter-3: Human Resource Practices in Seven Star Holidays</b> |                       |
| 3.1 Human Resource Management Practices                           | 7                     |
| 3.1.1 Process of Recruitment and Selection                        | 7                     |
| 3.1.2 Job Analysis                                                | 7-8                   |
| 3.1.3 Performance appraisal and awards                            | 8                     |
| 3.1.4 Employee Security and Safety                                | 9                     |
| 3.1.5 Training and Development Programme                          | 9-10                  |
| 3.1.6 Job Benefits                                                | 10-11                 |
| 3.2 Seven Star Holidays Human Resources Problem and Solution      | 11                    |
| 3.2.1 Traning and Development for Employees                       | 11                    |
| 3.2.2 Changes in Management                                       | 11-12                 |
| 3.2.3 Recruiting and Maintaining Talent                           | 12                    |
| 3.2.4 Workplace Diversity                                         | 12-13                 |
| 3.2.5 Inaccuracies in payroll and compensation                    | 13                    |
| 3.2.6 Development of Leadership                                   | 13-14                 |
| 3.2.7 Benefits Package for Employees                              | 14                    |
| 3.2.8 Honour the law and the regulations                          | 14                    |

|                                             |       |
|---------------------------------------------|-------|
| <b>Chapter-4: SWOT Analysis</b>             |       |
| 4.1 SWOT Analysis of Seven Star Holidays    | 15-16 |
| <b>Chapter-5: Internship Experience</b>     |       |
| 5.1 Internship Experience                   | 17    |
| 5.1.1 My Duties and Responsibilities        | 17    |
| 5.2 Instruction During my internship        | 17    |
| 5.3 Assessment                              | 17    |
| 5.4 Application of Skill                    | 17    |
| 5.5 New Proficiencies                       | 18    |
| 5.6 Academic Understanding                  | 18    |
| <b>Chapter-6: Findings, Recommendations</b> |       |
| 6.1 Findings of the Study                   | 19    |
| 6.2 Recommendations                         | 19-20 |
| <b>Chapter-7 Conclusion</b>                 |       |
| Conclusion                                  | 21    |
| References                                  | 22    |

# Chapter -1

## Introduction

---

### **1.1 Background of the Study**

Travel agencies provide their clients with this type of travel-related service on behalf of many firms, including airlines, railroads, car rental agencies, hotels, and travel insurance providers. Tourism is a remarkable example of human progress in the modern world. It emerged quickly in people's lives and has influenced further development. As a result, tourism advances as a result of its openness to the dynamic shifts in modern human progress and contributes to the overall process of improvement.

The primary duties of a travel agency are to act as an intermediary between a supplier and a consumer and to offer goods related to travel and tours, such as airline tickets, bus tickets, visas, etc. Travel and tour companies don't hold onto the goods once travellers have reserved hotel rooms and/or cruise ship accommodations in advance for a group excursion, wedding, or honeymoon. A package holiday or ticket is essentially bought when the customers select their packages; frequently, the travel agency does not purchase the ticket unless the customers specifically request it. In essence, the agency receives the tickets and vacation packages at a discounted rate. The price of the tickets and vacation packages that the company sells to customers, along with the discounted prices they receive from suppliers, are essentially what make up the business's profit. We call this the commission.

Basically, a travel agency assists its clients in making hotel and ticket reservations in addition to providing information about travel. For the sale of their goods to consumers, several businesses provide a share to travel agencies. The reason big travel agencies do this is that if they sell 1,000 trips at a lower price, they will make more money than if they sell 1,000 trips at a higher price.

Currently, the tourism and hospitality sector is one of the most important industries in the world. Bangladesh fully embraces the incredibly ideal and more than satisfactory circumstances that are there for the development of several forms of tourism. Today, the tourism business is the one that is expanding the fastest globally. In order to attract more tourists, this industry is setting more and more goals. More businesses and associations are involved in the transportation, lodging, and settlement sectors. They also provide food and facilities to customers, and they measure their success by the happiness of their patrons.

### **1.2 Origin of the Study**

As part of Daffodil International University's BBA student programme, this report has been modified. The attachments of the organisation ran from February 2024 to May 2024. My ability to match our theoretical knowledge with practical comprehension was aided by these three-month internships. "The Human Resource Management Practices of Seven Star Holidays" is the topic of my report. My main goal has been to demonstrate the experience I gathered during my internship term

### **1.3 Objectives of the Study**

**The broad objective of the study is to evaluate Human Resources Management Practices of Seven Star Holidays.**

The specific objectives are as follows-

- To evaluate training and development practices of Seven Star Holidays
- To evaluate recruitment and selection process of Seven Star Holidays
- To evaluate compensation practices of Seven Star Holidays
- To find out the problems of human resource management practices of Seven Star Holidays
- To provide some recommendations to overcome the identified problems

### **1.4 Scope of the Study:**

The paper made an effort to document the Bangladeshi tour and travel agency's HR procedures, issues, and remedies. I have limited my study to Bangladesh's Tours & Travel sector as it stands today. I now have experience managing a travel agency from Bangladesh's perspective thanks to this study. This research also makes me curious about Seven Star Holidays's visa preparation services, ticketing policies, packaging, and availability. This analysis specifically focuses at the administrator's foundation destinations, exercises, culture, hierarchical structure, and other factors. After completing this study, I have gained an understanding of the Bangladeshi travel agency industry and can now identify the likelihood of Seven Star Holidays 's success there.

### **1.5 Methodology of the Study**

For my research, I have employed quantitative methodology. I have set up a structured survey to collect data from the participants in this regard. The respondents in this study are people who have already travelled with Seven Star Holidays or who are keen to do so. For the investigation cause, I have used both primary and secondary sources of information. My primary sources are in-person meetings and surveys, while my secondary sources are books, records, and diaries. Excel and Microsoft Word will be used to manage the collected data. There are fifteen responders in total.

#### **Primary Sources:**

- My impressions,
- An appointment with the administrators,
- My practical job experience as an employee, and
- Direct conversations with both workers and tourists are the following primary sources.

## **Secondary sources**

The data that have already been obtained and subjected to the factual method are classified as secondary. The following are the secondary sources:

- Various books and journals;
- An internet site;
- A previous review report.

### **1.6 Limitations of the Study**

For a researcher, it is really difficult to find out every piece of information about the organisation. Thus, I ran into a few issues when I researched the company. It can be difficult to gather all the information needed for a thesis paper in the allotted three months. Therefore, one of the major obstacles to the research is time constraints.

Other particular constraints include:

- There are limitations when conducting any form of operation straight to the top management level.
- Lack of systematic data availability.
- The company might not be willing to give the intern access to the material.
- Some clients were rather impolite when I asked them questions, and others weren't very cooperative when filling out the questionnaire.
- Due to time constraints and the organization's limited human resource pool, my survey sample was limited to employees.
- One of the main limitations in conducting this study is my lack of experience, as this is my first time organising a study of this kind.

## Chapter -2

### An overview of “Seven Star Holidays Travel Agency”

#### 2.1 Overview of the Seven Star Holidays Travel Agency

Seven Star Holidays is a travel agency that offers its clients several services related to tourism. It is the top priority a corporate organisation with its main office located in Dhaka, Bangladesh. The founder of it is Md. Sohel Rana. In a literal sense, Seven Star Holidays is the fleet of firms. As one of the top five travel agencies across all over the previous five years, it has built a solid reputation as a top agency in Bangladesh and has won numerous honours and awards.



#### 2.2 Corporate Information: Location and Contact Details

Suite-2C-24D, Level 2, South Court, Block C, Jamuna Future Park, Dhaka, Bangladesh

Phone: +88 01977-305794

Email: 7star.visa1@gmail.com

Website: <http://www.7star-holidays.com/>

#### 2.3 Mission and Vision

**Mission:** We pledge to provide services that are assured. We are a special group that goes above and beyond expectations to develop a travel-friendly, environmentally conscious, and socially conscious tourism sector everywhere we go.

**Vission:** In order to brighten the gloom and solidify our place as the top travel agency in the area offering top-notch, imaginative, competitive, and socially conscious services, we must only investigate quality.

## **2.4 Activities of Seven Star Holidays**

**1. Assistance with Tourist Visas:** Every kind of tourist visa, including those from the US, Canada, the UK, Turkey, Japan, Singapore, Malaysia, India, Thailand, Malaysia, Nepal, Indonesia, Bhutan, Maldives, Sri Lanka, Egypt, the UAE, and the Kingdom of Saudi Arabia, is processed by Seven Star Holidays Travel Agency.

**2. Tickets for international travel:** Seven Star Holidays also able to sell tickets for practically any airline from anywhere in the world. Examples include: Malaysian Airlines, Singapore Airlines, Etihad Airlines, Tiger Airways (Low Cost Carrier), Air India, Jet Airways, Air Asia (Low Cost Carrier), Biman Bangladesh, United States Airlines, British Airways, American Airlines, West Jet Airways, Emirates Airlines, Etihad Airlines, Air Arabia (Low Cost Carrier), Fly Dubai (Low Cost Carrier), Saudi Arabian Airlines, Gulf Airlines, Kuwait Airlines, Qatar Airways, Singapore Airlines, Malaysian Airlines, etc.

**3. Tickets for domestic airlines:** Seven Star Holidays offer all types of domestic airline tickets in Bangladesh, India, and other nations. They offer airline tickets for Spice Jet, Air Asia, Tiger, Novo Air, and other airlines.

**4. Worldwide Hotel Reservation:** Seven Star Holidays offer quick hotel bookings of any kind everywhere in the world. Typically, they offer lodging from the following countries: Egypt, Singapore, Malaysia, India, Thailand, Indonesia, United Arab Emirates, Spain, Switzerland, Germany, United Kingdom, and the United States of America.

**5. Packages for Incoming Travel:** Travellers from all over the world who want to visit and see the stunning country of Bangladesh can choose from a variety of tourism packages, including those that include assistance with visas, air ticket assistance, land transportation, local airline tickets, sightseeing, guides, food, and lodging. There are plenty of tourist attractions in Bangladesh to discover. "Saint Martin," one of the most alluring and profitable coral islands; "Nilgiri," the beauty of Heaven in the Bandarban District; "Nilachol," one of the Peak Point beauties of the Bandarban District; and "Coxs Bazar Sea Beach," the longest and most profitable sea beach in the world. Similar to these tourist destinations, Bangladesh still has many beautiful places.

**6. Packages for Travel Outbound:** Seven Star Holidays think that Star Holidays is one of Bangladesh's most well-known and respected travel agencies. Since its founding till this year, it has provided its clients with profitable and affordable offers. The arranger for a corporate customer is identified as Seven Star Holidays. Numerous Association International Conferences have been organised by us in different nations. These are a few instances of Associations for which those conferences were planned. The Fareast Group, Mohanagar Group, HAAB (Hajj Agencies Association of Bangladesh), ATAB (Association of Travel Agencies Bangladesh), and so on.

**7. The Holy Hajj Bundle:** Between 2016 and 2018, , successfully facilitated about 10,000–12,000 pilgrims to do the Holy Hajj. Our various packages are based on the services provided in Makka, Madinah. We think of ourselves as the reputable and trustworthy agency in our field.

**8.Package for Holy Umrah:** Seven Star Holidays, is operating as a joint venture with two other Umrah Agencies, which has created a great business environment. They have already organised thousands of visas and packages for the revered Umrah pilgrimage with excellent service throughout the 2017–2018 Umrah season.

**9. Education Guidance:** Star Admission Overseas is licenced to provide advice to students looking to study abroad. The company that is authorised to handle their visa processing, payment processes, trip plans, etc. is Star Admission Overseas. Listed below are a few universities that have granted Star Admission Overseas permission to operate: City Unity College Nicosia, Erican College of Malaysia, Mahsa University of Malaysia, Lincoln University College of Malaysia, Australian Academy of Management & Science of Australia, International Language School of College, USA (United Students Association) of USA Home Country, and IEAS (Irish Education Advisory Services) of Dublin, Ireland are among the institutions that make up KES College of Nicosia, Cyprus. South Africa's Regenesys Business School in Johannesburg, etc.

Although they lack significant experience in this field, we have been working on it since last year and want to be the first agency in this field someday.

**10. Processing Manpower:** They offer businesses and organisations dependable and effective Manpower Clearance services. Their team of seasoned experts is committed to making sure that our clients obtain the clearance paperwork needed to hire international labour.

They provide a wide selection of services to make the process as easy and hassle-free as possible because they recognise that getting Manpower Clearance may be a difficult and time-consuming procedure. Their services include helping clients fill out clearance application forms, offering advise on necessary supporting documentation, providing information on clearance costs and processing timelines, and submitting the application on their behalf. Additionally, Their team of experts is here to help clients with any inquiries they may have and to offer advice at any point during the clearing procedure. They take great satisfaction in their track record of providing outstanding customer service and helping their clients obtain clearance applications.

They are dedicated to assisting companies and organisations in navigating the challenging Manpower Clearance process in order to guarantee compliance with all applicable laws. They want their clients' experience to be as simple and stress-free as possible so they may concentrate on their main business operations.

## Chapter- 3

### Human Resource Practices in Seven Star Holidays

---

#### **3.1 Human Resource Management Practices**

- Process of Recruitment and Selection,
- Job analysis,
- Performance appraisal and awards,
- Employee security and safety,
- Training and development programmes
- Benefits

##### **3.1.1 Process of Recruitment and Selection**

The process of hiring a candidate for possible employment with the company is known as recruitment. Basically, the recruitment and selection process is how upper management of a company finds candidates who meet the requirements, such as job-related knowledge and skills, as well as other qualities that could aid the organisation in reaching its goals. Organisations often use a variety of strategies for hiring and choosing candidates. The choice and recruitment of personnel by an organisation may be directly impacted by the strategy it employs.

##### *○ Source of the Recruitment and selection*

Basically, Seven Star Holidays uses two different types of sources for hiring and choosing. Additionally, Seven Star Holidays uses two different sources to find and choose possible hires for the company.

- I. Internal Source: Seven Star Holidays believes that the main source of new hires for the company is its present workforce. Regarding promotions, current employees are already well-versed in the organization's formal policies and procedures, as well as its extensive information. Employee promotions are mostly determined by the company's operating management, with assistance from the HR division.
- II. External Source: When a position needs to be filled outside, Seven Star Holidays's HR staff must search outside the company for candidates. The majority of external sources are advertisements placed by the company in newspapers or in groups pertaining to job openings for prospective candidates for the chosen role. Applicants have been chosen for interviews if they are qualified for the posted position. The HR division of Seven Star Holidays then gives the final call to those who performed well in the interview.

##### **3.1.2 Job analysis**

Job analysis is the process of identifying the abilities and knowledge needed for a particular job and using that information to determine who should be employed for that position by the company. Seven Star Holidays HR department need certain details in order to select an applicant for a particular position.

- a) **Work Activities:** Seven Star Holidays gathers data regarding the departments that require employees, as well as the number of workers needed for each position and the timing of those hires.
- b) **Qualifications and education:** These factors fundamentally define the kind of individuals who can perform the duties of that position.
- c) **Experience:** Experience plays a crucial role in determining the kind of person who is suitable for a job, in addition to education and qualifications.

### **3.1.3 Performance appraisal and awards**

Employees who have performed well in the past are eligible for rewards or promotions through the Performance Appraisal process. An employer typically looks at an employee's prior performance when determining whether or not to promote them. When employees at Seven Star Holidays perform flawlessly and meet the company's goals, the company arranges for them and their families to go on a foreign tour. Employees who have performed well in the past are eligible for rewards or promotions through the Performance Appraisal process. The department head, supervisors, customers, and the supervisor carry out the performance appraisal procedure at Seven Star Holidays, much like in other Bangladeshi organisations. Two methods are used by Seven Star Holidays to evaluate staff performance:

- ***Procedure for Performance Appraisal***

1. **Feedback:** This technique is most frequently used to evaluate an employee's performance. Through a questionnaire, the company gets input regarding an employee's performance from their coworkers, supervisor, and customers.
2. **Based on experience:** Using this approach, Seven Star Holidays evaluates workers' work based on their prior experiences. For instance, if one person has two years of experience and another has one, the employer will choose the employee with more experience for appraisal or award.

### **The objectives of Seven Star Holidays's performance evaluation**

- 1) Seven Star Holidays is able to save the organization's pay scale, benefit plans, and information on pay and incentives through performance reviews.
- 2) Seven Star Holidays is able to determine each employee's strengths and limitations. Based on this information, the company can provide training to the employees who possess the most strengths so they can land the ideal position.
- 3) The company determines an employee's potential for the organisation's continued growth through performance reviews.
- 4) Positive feedback from the employer during a performance review aids employees in achieving the company's objectives.

### **3.1.4 Employee security and safety**

The human resources department of Seven Star Holidays consistently endeavours to guarantee the protection and well-being of its workforce. They guarantee that they will meet all of the requirements outlined in the company's policy and programme for each employee's health and safety.

Seven Star Holidays takes some safety measures for its staff members. These are:

- 1) Seven Star Holidays arranges for staff members to receive safety and security training on a regular basis. For instance, they provide instructions in the event that the office building catches fire. Then, what will employees do with everything that the corporation has clearly taught them?
- 2) Seven Star Holidays guarantees the safety and well-being of women. They adhere to the stringent guidelines and prohibit workplace harassment of women. Their concerns extend to women's health as well. Because of this, the corporation has a separate sick area reserved just for its female employees.

### **3.1.5 Training and development programmes**

The process of setting up a programme for new hires to learn about work-related information as well as corporate policies and procedures is known as training. It aims to enhance their performance in their current role or get them ready for a desired position.

Development is similar to a training procedure. Development essentially encompasses not only actions that enhance an employee's job performance but also actions that develop an employee's personality by advancing their actualization and maturity, making them into better people overall as well as better employees.

#### ***○ Training programmes offered by Seven Star Holidays***

Once the right person has been chosen for a particular role, Seven Star Holidays will arrange for a training course for the new hires. Tourism Bangladesh uses a variety of training methods to onboard new staff members.

**1) On-the-job instruction:** Under the guidance of a trainer, an employee can receive on-the-job training in which they learn about their work. In Seven Star Holidays, the company's senior management essentially provides this training, and the new hire is required to report to that manager on every assignment they complete. After being instructed on how to perform the task, the employee is free to work under the manager's supervision.

**2) Classroom Training:** The most common type of training in any organisation, this type of instruction takes place off the job. Travellers in Bangladesh use this technique to swiftly disseminate information to a wide number of people who are unfamiliar with the topic at hand. This training

programme is led by highly knowledgeable specialists from Seven Star Holidays. The majority of technical, professional, and managerial staff receive training in a classroom.

**3) Rotation of Jobs:** Job rotation is a type of training when an employee must learn about other departments within a short amount of time in addition to his or her own job. Being a travel agency, Seven Star Holidays occasionally provides its employees with the opportunity to learn everything there is to know about the business. For instance, a person employed in the HR division may also be knowledgeable about the marketing division or something else entirely. One benefit of job rotation is that it allows for flexibility within the department.

**4) Behavioural Training:** Since Seven Star Holidays offers tour services to its clients, in that situation, it assigns a tour guide to accompany the visitors so that the guide may assist them on their trip. The tour guide receives behavioural training from Seven Star Holidays regarding how to interact with visitors. What conduct is appropriate and inappropriate for them to engage in with the tourists. Through this training, Seven Star Holidays helps its staff members become more proficient communicators.

### **3.1.6 Job Benefits**

Benefits of employment are essentially defined as the kind of fringe advantages that an employee typically gets as payment on top of their base wage. Provided to employees primarily based on how well they do at work, benefits are typically seen by employers as a social responsibility for the well-being of their workforce.

#### ***○ Benefits provided by Seven Star Holiday***

**1) Compensation:** When an employee suffers an injury or encounters an accident that renders them disabled at work or elsewhere as a result of their office employment, Seven Star Holidays pays for the employee's medical care.

#### **Objective of the Compensation**

The purpose of the compensation is to support the employer's safety and to reward worker health, safety, and security. This is why Seven Star Holidays offers compensation. Both a decrease in litigation and the elimination of legal fees are goals shared by Seven Star Holidays. Seven Star Holidays makes a constant effort to educate its employees on how to avoid getting into any form of mishap.

**2) Leave for family and medical reasons:** In accordance with labour laws Seven Star Holidays offers its female employees a six-month maternity leave, as well as paternity leave and other family leave benefits like a free trip once a year for the employee and their family. Benefits of this nature encourage employees to perform their jobs well.

**3) Social Security Benefits:** All employees are entitled to some form of social security, which their employer is required to offer. Regarding the social security benefits that Seven Star Holidays offered

to its workers, such as health, life, and disability insurance as well as various forms of social security and transportation expenses

**4) Others benefits:** Extra benefits include personal leave, stress relief, funeral leave, sick leave, marriage leave, and holidays.

### **3.2 Seven Star Holidays human resource problems and solutions**

Managing human resources can be challenging for small organisations, particularly those that are new to the market. A small business may find it challenging to set up a human resources department; as a result, they may decide to delegate this responsibility to the owner or hire one or two staff members to handle it. Next, the CEO or business owner is addressing an issue related to human resource management. As a result, they must be prepared to handle problems pertaining to human resources and aware of possible problems with the company.

The following are some challenges with human resources that Seven Star Holidays is facing as an organisation:

#### **3.2.1 Training and Development for Employees**

- **Problem:** The HR department in any organisation is in charge of creating a training programme for recently hired staff members and educating them about the policies and procedures of the organisation. One of the most significant challenges for a small firm is providing training and development to lower level employees of the organisation. The decision to provide sufficient work training to their lower level employees was a hurdle faced by Seven Star Holidays, given their recent startup of their organisation. Since it's a small company, experts who frequently train lower-level employees may not be willing to provide training or may claim they don't have enough time for training sessions.
- **Solution:** An employee's lack of information or the lack of individuals who could educate them up could be the source of problems for the company's employee training and development programme. The business must take action regarding its HR department if it discovers that its staff members lack sufficient training and are not well-versed in company policies and procedures. The company's owner may need to reassign senior-level managers to handle this issue if the increasing number of employees proves to be a liability and modify the HR department's operation management.

#### **3.2.2 Changes in Management**

- **Problem:** The recent management changes indicate that the company's human resource department may experience difficulties as human resource management deals with a potentially dire situation. Small enterprises don't always stay that way. Along with their corporate strategies, rules, and structures, everything is maturing at the same rate as they are. If so, they might also have to deal with changes in management.

Many employees find it difficult to acclimatize to new management when the company's management changes. Many businesses have seen a decline in staff numbers; these workers may not be motivated to work under the new arrangements since they don't feel comfortable doing so.

- **Solution:** Many employees believed that the new adjustments would negatively affect their work or that the organisation might not be able to retain them for very long. If such is the case, business owners ought to set up meetings where they may interact with staff members and explain the advantages of the new management. Upon comprehending the reasons and benefits of the new adjustments for both themselves and their firm, people will attempt to adapt to the changes and accept them.

### **3.2.3 Recruiting and Maintaining Talent**

- **Problem:** Finding qualified employees for the company is one of the biggest problems that organisations are currently facing. The hardest thing for a newly established organisation is finding the right candidates because it takes so long. When making employment decisions, a small business owner may feel perplexed because they are faced with a dilemma, should they recruit the wrong individual for the wrong position inside the firm, or should they continue to operate the business? Because it could potentially lower the organization's productivity if they make the wrong hiring decisions. Until a person has been employed by the organisation for a significant amount of time, no company may declare that they are qualified for that role. For the business, this means taking some risks in the hiring and retention processes.
- **Solution:** When recruiting new employees, HR management must find candidates that are efficient and effective. The best course of action in that situation is to engage a third party to assist the business in placing the right candidates in the right positions. The entire operation will be completed efficiently and would be very beneficial to the organisation if the full recruitment process is handled by a third party. The business can save time and money by hiring a third party or outsourcing its HR department, and there's a good probability that the two parties will become partners. The ability to hire someone without incurring any kind of risk is a tremendous advantage for the organisation in the case of outsourcing.

### **3.2.4 Workplace Diversity**

- **Problem:** Another major concern for the company's HR department is diversity. There are many people who work for the company, and they come from various regions and cultures. Their respective points of view are very dissimilar from one another. Owing to these variations, diversity within the organisation is necessary. Small business owners need to pay attention to this or else it will become a significant difficulty. Due to their recent entry into the market and potential issues with diversity, their company may lose the interest of potential customers. Employees may file a lawsuit against the corporation if they failed to

uphold its policies. For instance, the company runs the risk of lawsuits if any employee experiences harassment at work.

- **Solution:** Organisations should take precautions to prevent these kinds of issues. For example, managers should organise a team project in which they allocate individuals from various cultural backgrounds and instruct them to respect one another's cultures. This may boost productivity and maintain a positive work atmosphere. The organisation also needs to develop a diversity training programme. The management of this programme must schedule interviews with a few persons to inquire about the existing state of the organisation and what adjustments are necessary. Cultural sensitivity and effective cross-cultural communication could lessen this issue within the company. The company's behaviour should be standardised by management.

This needs to be made the organization's policy, and it needs to be made sure that everyone understands and abides by it.

### **3.2.5 Inaccuracies in payroll and compensation**

- **Problem:** Another issue that the company's HR department deals with is payroll issues. Numerous organisations are working to provide a solid framework for employee remuneration and payroll. Human mistake is a possibility when payroll is manually entered. Should the employee discover that their salary is inaccurate, they can lose interest in working for the company. Small businesses need to concentrate on their pay policies. Pay is typically given to employees as a way of maintaining their faith in the business and encouraging them to work hard to achieve the company's objectives. In addition to maintaining payroll budgets, small firms must compete with other companies that are of a similar size. Since they newly joined the organisation, they must continue to pay for benefits, taxes, training costs, and numerous other charges. Therefore, keeping all those items up to date could be problematic for the business owner.
- **Solution:** In order to prevent payroll errors before employees get their paychecks, HR should review each employee's payroll record again and make any necessary corrections. Payroll should be implemented by HR as well. Employee reward programmes should be developed by management in addition to pay scales. Pay is a significant factor, but it's not usually that significant. When they earn compensation for their exceptional work, employees can occasionally become content. Additionally, management has the option to provide bonuses and profit-sharing to staff members. It produces a situation where both the employer and the employee benefit.

### **3.2.6 Development of Leadership**

- **Problem:** Finding the proper people who will become future leaders of the company presents another difficulty for the HR division. Developing leadership is a new strategy for the HR department of small businesses, and it is becoming increasingly crucial. It is difficult for small business owners to find the appropriate personnel in the right places. Numerous

small enterprises are encountering these issues. They admit that, in comparison to others, their leadership techniques are not as effective. Programmes for developing leaders are not operating well. Their work is not in very good condition.

- **Solution:** Management must possess leadership qualities and assume a leadership role inside the organisation in order to boost employee productivity and establish a strong reputation in the marketplace. This will contribute to the company's long-term growth. Encouraging management to take on greater responsibilities and maintaining leadership development is extremely challenging for the organisation. As leaders, those in management must constantly be ready for anything may come their way. To ensure that people can work there without any disruption, the organisation should provide them with opportunity to use their abilities and skills as well as a comfortable work atmosphere. They will be more motivated and given the opportunity to advance their knowledge and skills when the organisation meets its management-set goals.

### **3.2.7 Benefits Package for Employees**

- **Problem:** Maintaining benefit packages for staff members can be challenging for small businesses. Due to budgetary constraints and other business expenses, they occasionally are unable to provide these benefits to their staff members or they may choose to transfer these costs to them. Employees and the manager are at odds with one another as a result. Workers believe that bosses are unwilling to provide benefits to them.
- **Solution:** Managers need to have a conversation with their staff on why benefits aren't available to them in order to address this issue. Additionally, management needs to determine which benefits are more affordable and which are not.

### **3.2.8 Honour the law and the regulations**

- **Problem:** If the company continues to alter employment laws and regulations, the owner of the business may run into issues. A firm employee may choose to disregard laws and regulations because they do not believe they relate to their business or because they are untrue.
- **Solution:** Each company, no matter how big or little, needs to make sure that they are abiding by the law and employment regulations. To ensure that it is always upheld by the firm's personnel, management and staff should always follow corporate policies and procedures and read the employment law handbook.

## Chapter-4

# SWOT Analysis

---

### 4.1 SWOT Analysis of Seven Star Holidays

#### **Strengths**

- Providing a range of travel-related services.
- Comparing airfares among airlines;
- Skilled and knowledgeable personnel.
- Offers regular discounts to devoted patrons.

#### **Weakness**

- Language barrier(lack of different language skill
- Highly competitive market
- Price disadvantage
- Conventional marketing approach

#### **Opportunities**

- Rising customer demand for tourism services.
- Improved technology.
- introduction of new, cutting-edge systems or software; and –
- Satisfied clients.

#### **Threats**

- The COVID-19 pandemic.
- Visa limitations.
- Rising oil prices that drive up travel costs, and
- Price-sensitive consumers.

#### **Strengths**

- Supplying the greatest travel deals together with a range of travel-related services.
- Having a large distribution network and the ability to compare prices among airlines.
- Having professional, trained staff.
- Providing excellent customer service.
- Regularly provides loyal consumers with discounts and loyalty programmes.

**Weakness**

- Supplying the greatest travel deals together with a range of travel-related services.
- Having a large distribution network and the ability to compare prices among airlines.
- Having professional, trained staff; and providing excellent customer service.
- Regularly provides loyal consumers with discounts and loyalty programmes.

**Opportunities**

- Supplying the greatest travel deals together with a range of travel-related services.
- Having a large distribution network and the ability to compare prices among airlines.
- Having professional, trained staff; and providing excellent customer service.
- Regularly provides loyal consumers with discounts and loyalty programmes.
- Growing customer demand for travel-related services and tourism.
- Improved technology: Increasing travel agents' productivity can be achieved by giving them access to improved technology.
- Quick communication is made possible by high-speed internet.
- Introduce novel, cutting-edge software or systems.
- Positive feedback from travellers indicates satisfied customers.

**Threats**

- Limits on visas.
- Rising oil prices that drive up travel costs.
- And consumers' growing sensitivity to price.

## Chapter 5

# Internship Experience

---

### **5.1 Internship Experience**

I've been an intern at Seven Star Holidays since February 1<sup>st</sup>, 2024. I had several chances throughout the course of these three months to observe how people organise their work, carry themselves, and handle difficult circumstances. Over the past three months, I've learnt a lot and made a lot of mistakes, but instead of criticising or degrading me, they have taught me how to fix my faults. I am interning with the Talent Acquisition Team, and I am having a great time.

#### **5.1.1 My Duties and Responsibilities**

My tasks and responsibilities as a talent acquisition intern are organising resumes for various roles.

- Holding interviews
- Creating candidate question sheets
- Formulating interview questions with framework
- Keep track of interview candidates' information in a Libre Office document.
- Entering information on applicants selected for interviews and hired personnel
- Maintaining and updating personnel databases
- The tasks involved in employee hiring include file preparation, personal file alteration, reference checking, turning over the personal file to payroll, and calling potential hires.
- Preboarding
- Onboarding

### **5.2 Instruction During my internship**

I participated in two internal training sessions offered by our legal and compliance team. The first focused on sexual harassment, while the second covered the legal aspects of maintaining current personnel in accordance with labour laws.

### **5.3 Assessment**

My supervisor will assess my performance prior to my internship program's completion. Since I don't have access to the performance evaluation form, I have no idea what my rating or performance evaluation mark criteria are.

### **5.4 Application of Skill**

Since I'm new to this industry, I've used my optimistic outlook, professionalism, integrity, punctuality, and commitment to my work. Apart from that, I've used programmes like LibreOffice Writer, LibreOffice Calc, and LibreOffice Impress to build monthly reports, presentation slides, survey questions, and forms.

### **5.5 New Proficiencies**

Throughout my internship, my writing and interpersonal skills have grown the most. I've improved my communication skills to deal with senior coworkers and cross-fictional teams. I now know how to prepare personal files, write work circulars, compose official mail preboarding, onboarding, and other similar documents.

### **5.6 Academic Understanding**

I was unable to use a lot of the academic knowledge I had acquired because my job duties were primarily related to hiring new employees. Nonetheless, I have made multiple attempts to showcase my scholarly proficiency.

## Chapter-6: Findings, Recommendations

---

### **6.1 Findings of the Study:**

While I was finishing my internship at Seven Star Holidays, I learned about some of the company's excellent goals.

- 1) **Cost-effectiveness:** When travelling by air, the goal is to provide the greatest services while also minimizing expenses on tickets.
- 2) **No unstated fees:** There aren't any unstated fees. The passengers are fully aware of all the expenses. Additionally, passengers are quite happy with these.
- 3) **Skilled and helpful staff:** Both the management and staff are incredibly helpful. They have been a huge assistance to me during my internship. In addition to having experience, they also possess skill for their work.
- 4) **Better amenities:** Seven Star Holidays provides excellent amenities for its patrons. The office is well-furnished and roomy. Make sure there are enough waiting spots for the clients as well.
- 5) **Technical support:** In the event of an inconvenience, they provide technical support. The technological team helps travel agents operate effectively. They resolve all issues pertaining to technology, computers, operating systems, and the internet.

Some negative point of Seven Star Holidays

- 1) **One drawback** of Seven Star Holidays is that I saw several employees managing their time poorly when I was finishing my internship.
- 2) **Salary based on commission:** Travel agency employees receive compensation based on commission. The majority of an employee's income is derived from their ability to sell.
- 3) **Limited flexibility:** During my internship, I observed that students had limited flexibility. Since everyone is so busy, it can be difficult for students to absorb the information effectively.

### **6.2 Recommendations**

I would like to provide a few recommendations based on the analysis and conclusions of this study in order to enhance the existing state of tourism in Bangladesh.

- 1) Since Seven Star Holidays is a new company in the industry, they can get in touch with a training facility that offers business training to firms and helps them obtain essential data to boost their revenue.

- 2) Seven Star Holidays human resources department ought to appoint a legal specialist who can undertake crucial legal actions, such as vacating legal limits and initiating a movement office business.
- 3) Time management: Time management is the practice of organising and regulating the amount of time spent on particular tasks. For Seven Star Holidays to increase productivity and efficiency, timekeeping must be precise.
- 4) Enthusiasm: Seven Star Holidays has to show more enthusiasm. Because they operate under pressure, they need to be motivated and enthused. Their clients will eventually catch on if they don't stop being enthusiastic about what they have to offer. They have to keep up their excellent standards.
- 5) Improved internet connection: Seven Star Holidays has a fast and reliable internet connection. Nevertheless, sometimes individuals experience problems with their internet connection, such when it becomes sluggish or stops working altogether. They can solve this issue and get better speed by using a different internet connection.
- 6) Put an emphasis on marketing: This entails knowing your target audience. It entails knowing rivals and seeing their upcoming move or moves in addition to being aware of the general dynamics and forces at play in the industry. For Seven Star Holidays to have more economic success, they must concentrate on marketing.
- 7) Increase flexibility: One sizable and reputable travel company in Bangladesh is called Seven Star Holidays. There aren't enough possibilities for students studying tourism-related disciplines, so they can build more facilities and a more conducive learning atmosphere.

## Chapter-7

### Conclusion

---

**Conclusion:** With a strong emphasis on providing high-touch, customer-focused service, the travel industry is quite competitive. A big player in the travel sector is Seven Star Holidays. It has made a name for itself as the best travel agency in Bangladesh. In addition, it has access to the main GDS systems and websites for booking and reservations for airlines. The ambiance is friendly and the administration is really helpful. Therefore, I find that working for this travel firm is a wonderful and worthwhile experience. Because of the entire assigned task, I now understand the air ticketing and reservation system better. It goes without saying that having the chance to finish my practicum in the well-known tourism industry was amazing and really helpful, increasing my knowledge and practical information.

Both the tourism sector and Bangladeshi culture are being promoted globally by travel agents. There exist numerous options for tour and travel enterprises in our nation to grow their business and get their desired outcome. The sector that is expanding the fastest right now is tourism. Due to tourist visits and currency exchanges, the tourism sector has experienced remarkable global expansion, generating competitiveness amongst nations and elevating it to the top of the global priority list.

Being new to the tourism sector, Seven Star Holidays must quickly achieve a number of goals in order to establish a presence in the market. In order to achieve such goals, Seven Star Holidays must implement certain tactics. It is possible to argue that these tactics will assist them in reaching their desired objectives and that they are so adaptable that they will enable them to alter the market environment and carve out a successful niche for themselves. The services provided by Seven Star Holidays are reasonably priced, and most of their clients express satisfaction with the quality of the work and the fair amount they pay.

In order to ensure that their clients are never let down when visiting their office, Seven Star Holidays makes every effort to brighten the workspace, arrange furniture well, and create a pleasant atmosphere.

Finally, I would like to state that my report partially satisfies the requirements for my university coursework, and all of the issues and suggestions I have listed below are the result of my analysis. Since all of the observations were made from my perspective, they cannot be utilised to inform policy decisions. However, if a corporation so chooses, they are free to evaluate the entire study from the outset. The market is now competitive. Anyone can succeed in life with the aid of business. A travel company is called Seven Star Holidays. It is my goal that they will establish a solid reputation by offering top-notch travel services via their travel agency.

## References

In this report I discussed about newspapers and websites I visited. Using the clues I received from assistance in getting ready for my Seven Star Holidays.

Reads my textbooks.

Remarks notes from class during our discussions.

Particular guidelines and a teacher's manual.

Brochures given to the relevant organisations.

Reports Publications and annual reports from Seven Star Holidays.