

“Internship Report on Skill Jobs at HR And General Administration”



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Declaration

Hereby, I, MD. Asif Rahman ID: 221-10-1062, certify that the report I submitted for my internship, titled "Internship Report on Skill Jobs at HR And General Administration" under the supervision of Rubaiaat-E- Tarik Prithwee, the (Lecturer) Department of English, Daffodil International University, accurately captures my three months of work experience. Furthermore, I attest that this report was written only to fulfill the requirements for the B.A. (Honors) in English. It might not be used to deceive other people for personal gain.



.....

Signature of the Intern

Name: MD. Asif Rahman

ID: 221-10-1062

Batch: 55

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Certification of Supervisor

This certifies that MD. Asif Rahman, student ID number 221-10-1062, has completed the internship report required for the course project paper (ENG 431) while working under my supervision. He decided to apply for a Skill Jobs internship. He is now able to deliver the report for assessment. He has kept a regular contact with me during his internship. He put a lot of effort into this project report, which reflects his sincere labor. I offer prayers for his general health and prosperity in the years to come.



.....

Signature of the supervisor

Rubaiaat –E- Tarik Prithwee

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Acknowledgement

I want to start by expressing my gratitude to God Almighty for giving me the strength to finish my internship tasks and submit the document on time. I owe a debt of gratitude to Rubaiaat –E- Tarik Prithwee, my supervisor, for her steadfast monitoring during my time with the company. I also like to express my gratitude to my organizational supervisor, Senior Officer Md. Mamunur Rashid, for his insightful advice. Throughout my internship, I made numerous significant contributions to various projects and maintained regular communication with the management of my organization. Without these, it might be difficult to do this job. I must stress how this company's exceptional work environment and commitment have made it possible for me to understand and participate in the creation of this paper.

Abstract

This research focuses on the main aims and learning acquired through an internship at Skill Jobs, an institute of Daffodil International University. Worked in HR and General administration for the internship, to bridge gap between academic studies in English and work in offices. Some of the key tasks for this internship were to get hands-on practical exposure to recruitment support, documentation maintenance, staff administration and to comprehend HR functioning in an organization. The internship served as a mechanism to cultivate professional communication skills, improve interpersonal competencies and observe how language, behavior and corporate policies interrelate in a work setting. The intern also had the responsibility of increasing awareness of the recruiting process, manage employees' records and administrative support. These outcomes were consistent with the aim of connecting academic learning to "real world" HR activities as a means to ready the intern for future professional work in the field.

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Chapter 1

Introduction

As an undergraduate student in Daffodil International University, I was chosen to carry my internship in as they are under the same roof, and at the same time, got an opportunity to work there at HR&General Administration. This apprenticeship allowed me the chance to know how the HR processes really work in the field, instead of on the academic page. Some of the areas I was assigned to support the recruitment process, records of the staff data, office coordination and general administrative services which in turn brought me to understand how people and processes are handled as one in a university set up. The large task of the trainee-ship was to connect my theoretical knowledge with HR and administration experiences, acquire professional skills to work further. In Skill Jobs, I was able to see how the HR policies can be applied on a day to day basis, how the information about employees is controlled and disseminated across various departments to ensure smooth running of operations. In this report, I will be talking about myself, what I have done, during my internship in HR&General administration at Skill Jobs in accordance with the format which are usually followed in writing an internship report Introduction: Context: Objectives.

Chapter 2

Background and Significance of the HR Practice

2.1 Background and Significance of the Study

Although my internship in HR&General Administration of Skill Jobs, Daffodil International University, is over, I tried to mix what I learn as the English student with the working experience in the office. It helped me understand that the role of communication, team and professional responsibility is extremely strong in an office setting in a university.

- Acquired and performed recruiting and office administration responsibilities.
- Learned the importance of effective reading and communication through words and speaking on a daily basis to be able to cope with HR activities.
- Learned that teamwork and cooperation makes sure that office functions operate well.
- Improved my office documentation and recordkeeping. Investigation in the way the HR can help students and employers, by means of career service activities.
- Gained knowledge on relationship between English and professional work in administration.
- The internship gave me new confidence and a supportive model in my further professional life beyond the classroom.

2.2 Connection of the study

I was meant to learn about the skill job My internship experience in the HR and general administration section of Skill Jobs will be relevant to my educational experience of studying English department at Daffodil international university. I develop reading, writing, speaking, and critical thinking and continue training this type of skills during my online classes. In my case, all of these same skills were applied in an actual office setting in internship- for example, writing emails, drafting small notes or drafts and speaking with clarity to other colleagues/ visitors. It was an eye-opener to me when I learned that my language is not only used in literature or exams but also in an organization when talking to another person at work. In the meantime, much of this HR and administration is dependent on accurate language usage, understanding your people and

passing information in a polite and accurate manner. Whenever I wrote to job seekers, made up formal administrative papers or helped at meetings it was not only the tone I had to be flawless but also the grammar and organization. My confidence in the spoken English also grew because I was required to engage most people in a professional setting on a daily basis. To some extent, my activity at Skill Jobs was a natural addition to my study of English and turned out to be the practical outcome of all those lessons on the language in the classroom and its application on HR and administrative matters.

2.3 Objective related to the study

My internship objective was to approach Skill Jobs in its field of HR/General Administration and was pre-dominantly associated with overcoming the academic training of mine to communication and control of staff in practice. By means of this internship, I expected to learn how rules of language, behavior and organization work in a professional office environment and lastly how HR practices can work towards the employees and the larger objectives of Daffodil International University.

- To gain practical experience in core HR activities, including recruitment support, record keeping, and staff coordination.
- To understand how HR and general administration contribute to the smooth functioning of the university office and its services.
- To improve my interpersonal skills by working with colleagues, applicants, and different departments in a professional setting.

Chapter 3

Methodology

During my trainee tenure at Skill Jobs, HR & General Administration, I favoured to have things - straight on and saw the work in an easy manner of operating. I had the greater interest of learning then theory after practical. I simply sat around with my internlens on the whole summer. I found that the HR communicated in some manner, made decisions in a certain manner, handled paperwork in a certain manner, and always put that back to what I was learning in English department classes such as communication, writing -including what do things look like on the page and organizational behaviour.

Its internship reporting approach is purely founded on individual experience, day-to-day HR and administration interventions among others. Therefore, primarily I was involved in the activities of letter notices preparation, CV screening / short listing recruitment activities and maintenance of official records etc. I made notes of these things as I did them, of what I saw and what I concluded; and every now and then since then have written stub notes of what I saw, adding here and there as time permitted what had become clearer to me.

These notes were useful in future to aid me in putting my thoughts into perspective in this report. I also chose to record other informal conversations with my supervisor and other co-workers as part of my approach to develop new knowledge regarding HR. At any point, in case there were things, which I did not know what a certain form was doing to the process of recruiting or naturally logic behind policy why they have it, I would know. These small talks were the mini interviews that brought me some helpful illuminations that are not always presented in formal literature.

This gave me an opportunity to observe the dynamics of making decisions in HR in the context of an actual university office. Besides my own personal experience and discussion, I had also read a handful of internal Skill Jobs documents observed in the sharing of work such as office guide, format of notices and simplified HR forms. I made no copies of sentences in these, and used them as the model , structure , style in business writing and documentation. I used this idea to assist me on numerous occasions when I was writing drafts, mails and write-ups of work that I was assigned as in HR & General Administration I did.

Overall style of report To address the core problem, this report is developed on a qualitative and descriptive basis. This is supported by the fact that my personal experience is the main one, through personal experience, observation and reflection and even casual conversation in the office. Instead of making use of surveys and questionnaires, I focused on my explanation of what I was Primary &secondary data

Primary &secondary data In order to come out clearly and tell the truth about my internship experience.

3.1 Primary Data

- Observations of real life encounters between the staff, applicants and supervisors.
- Feedback is given to me face-to-face, at a meeting or during a conversation.
- The official documentation and training logs of my work, personal work.

3.2 Secondary Data

- Internally acquired skills posting records received in the process of employment (documents, reports and regulations).
- Authoritative HR reports, employee guides and office policies.
- Textbooks/course work lock notes HR/Admin university studies.
- Sample and templates of the paper work are shared around the office by supervisors or office staff.

Chapter 4

Organization Details

4.1 Company profile

In my case, the name of the organisation where I had the internship is the Skill Jobs Official office and service organisation of Daffodil international university which operate career, recruitment and professional skill. Skill Jobs has been mainly used to connect students, graduates and job seekers to employers and also facilitating the various training, workshops and career development programs. The unit is operating in the larger frame of the Daffodil group, and this is why we must follow our values in education, innovation and industry-academic relationship. The work of Skill Jobs has been able to fill the gap between the academic education and the workforce as it has provided job seekers and employers a chance to meet.

During the internship, I have observed that Skill Jobs is a career guidance facility and is practically a professional service provider. It is used in collecting and distributing the job circulars, arranging interviews and supervising recruitment opportunities in behalf of different companies. Meanwhile, it also supports the internal administrative responsibilities of the university in the human resources and general business management. The college uses an integration of online materials, official websites, and social media to convey both opportunities and information between students and employers. Most importantly, Skill Jobs plays a great role in contribution to the university by enhancing employability of students, inculcating soft skills besides creating unstrained communication between academia and industry.

4.2 Facilities of the Company

These are just some of my facilities bullets I can write-down on to create my company details section, in the context of writing based on my personal experience at Skill Jobs:

- The office has a comfortable and professional working atmosphere that consists of the HR, administration and other divisions.
- The Desktops, PC, internet, and standard Office tools can be easily accessed, and are used daily in routine work of the HR and the Admin.
- The organisation has a system of filing and recording of employee documents, recruitment documents and other official documents.
- Conference rooms may be booked to make interviews, trainings and meetings between the staff or management.
- The office is neat and well maintained and has adequate lighting and chairs to give one long working hours. Skill Jobs is very quick and easy with printers, scanners and photocopiers to process documents easily.
- Skill Jobs is very quick and easy with printers, scanners and photocopiers to process documents easily.
- The employees and the managers are open-minded, welcoming, and approachable.
- Training is offered through interaction with the current work of the HR such as helping with recruitment, sifting up CV and simple communication with the employee Picks up simple knowledge.
- Tea and refreshment breaks give time to engage in informal conversation with the team members in addition to networking.
- The office is quite near the university and are involved in things one of our other interns desired which is attendance as opposed to time manageability so there is not a huge difference.
- In short, the Skill Jobs facilities would provide an intern with a friendly environment within which he would train HR and general administration services in a working environment.

4.3 Mission, vision, & Philosophy

The aim of Skill Jobs is to align students, graduates and professionals to the correct job/skill building chances in terms of relationships, structure and refined professionalism. The office is also interested in offering a helping hand to businesses as well as individuals seeking employment by

bridging the gap between the lessons learned in the academics and actual employment. My internship experience allowed me to take part in this mission in HR and general administration front where my input was to facilitate documentation, and communication of the recruitment processes that would facilitate smooth operation of these services.

The vision of Skill Jobs is to become a reliable, vibrant career support hub at the university and beyond whereby students and alumni will refer to it whenever they need some guidance regarding related matters such as jobs, internships, skills. The institute aims at being at the front line in the moulding of a new generation whereby, Daffodil International University graduates are identified with professionalism, as having practical hands-on skills and strong work ethic.

The philosophy in this office enabled me to understand how a thorough administrative activity and proper record-keeping and timely communication are all mansions towards driving the organization towards this long-term objective. Student-centric service: Skill Jobs transparency and permanent improvement is an ideology. The office aims at providing fair access to information, opportunities and support to all students regardless of their background. Such an attitude is articulated in the simplest, but most fundamental tasks the applicant Immersion was meant to perform: to treat every applicant with respectfulness; to make sure that correct information is kept in a confidential fashion; to respond to the questions accordingly. I tried to use this approach towards language- oriented learning on my internship work and tried to work daily, according to the company values of responsibility, respect, and growth.

Chapter 5

Activities as HR

5.1 Human Resource Management Practice in Skill Jobs

When I worked as an intern in Skill-Jobs, learned about different HRM activities. But, HR also has a significant share in employee relations, hiring; and day-to-day administrative work.

HR Officers daily work

1. Posting job positions on multiple sites and interviewing candidates to fill open positions.
2. Participating in developing the employee training session or workshop for development exercises.
3. Updating and organizing employee documents, keeping records in a systematized way for other HR processes.
4. Holding orientations for new staff members to become familiar with company guidelines.
5. Responding to staff questions re leave, timekeeping and so forth.
6. Supporting the development of appraisal reports and staff feedback meetings

HR planning at Skill Jobs

At Skill Jobs, HR planning is about connecting the workforce with the needs of the business. The HR team predicts the levels of manpower required according to the growth plans and project needs, designs appropriate recruitment strategy suitable for such requirements. Moreover, the department focuses on employee retention through training and performance improvement plans as it aims to retain a qualified and motivated staff. This tactical moves ensures the company becomes flexible and competitive in this dynamic market.

5.2 Job Analyses and Posting Program

Source of Recruitment

Internal sources entail internal promotions or transfers of the current employees, whereas external sources entail details of placements on job portals and social media as well as accessing recruitment agencies to acquire new talents.

Internal Source

In-house recruitment is encouraging or transferring current staff to fill vacant jobs and this will help to retain the skilled personnel and in addition your employees will also feel motivated with the opportunity of advancing their career with the company.

External Source

The sources of external recruitment would require posting of job advertisements in the form of online job boards, social media platforms and talent agencies to attract individuals who are talented and possess all the desired combination of skills and experiences to work in a company.

5.3 Orientation by HRM

Through my internship stint with Skill Jobs, I noticed that HR gives comprehensive briefings for all new hires to help them integrate into the company and comprehend its values, policies and working style. This way new hires could acclimate more easily and get comfortable, as I noticed through numerous orientations run by the HR team.

5.4 ID card delivery

While working part-time at Skill Jobs I found out that in HR, one of their jobs would have been to provide new members with ID cards when they first joined. ID cards are distributed once the necessary paperwork and validation has been done, guaranteeing that everyone of your employees have full use to company premises and systems! I've seen it done myself, while working at the company and speaking to HR about this issue.

5.5 A skill that I have developed through my practice as HR

At Skill Jobs, I have got a lot of things regarding HR and General Adminrtation being interner. I learned how to recruit first hand and posting job ads, reviewing resumes and scheduling interviews.

Also i have developed strong communications in dealing with staff and candidates pertaining to inquiry and assisting in orientation sessions. I also improved my organization by this task of maintaining employee records and assisting with training and performance reviews. In the completion of these projects I became more skilled in multitasking and problem solving

, and learnt how to maintain confidentiality as well professionalism in an HR licence. Obtaining this experience from my day to day duties and conversation with the HR team has aided my enhancement as a professional.

Chapter 6

Limitations

The HR team had been manually keeping the records which made the data retrieval and processing process slower. I've seen this with my participation in the employee record keeping.

- That while there was some access to training this did not seem to be regular or comprehensive enough to fully provide for the development of staff. This is also what I found when attending training sessions for employees.
- There was no informal mechanism for normally collecting the opinion of the employees that could improve the HR practices. This was an obstacle I found when talking to people staff members who talked about the frustration of communication disconnects.
- Some of the things that were noted in the HR quality incident report were: "HR resources were sparse and there were too many action required to be done with minimal timeframes to allow some HR processes left behind." I saw this through the load balancing and time spent done on different HR operations.
- There were less likely chances of up and mobility within the company and that would play a role in the morale and retention levels of your employees. This, in turn, was an insight I am picking up talking to employees when I did my internship.

Chapter 7

Observation and Finding

7.1 Observation

1. The HR department had a terrific, fluid and well structured process such that the working environment of people was optimum. There were however very few delays that were caused by the lack of resources and workload.
2. New employees were introduced in a systematic manner to join the team. These programs put high expectations and consequently reduced staff turnover.
3. Though there was nothing in place to seek regular feedback, the HR professionals ensured to continue following up with employees in an informal context, addressing issues of employees individually and cultivating a culture of accepting employees at work.
4. The HR was usually occupied with documentation, recruitment and performance management but they had a stack order and day to day operations were running well.
5. His career advancement opportunities were limited in spite of occasional exercises. The employees desired frequent skill-development meetings and career advancement.
6. I have gained this awareness through doing HR tasks and talking with employees and HR team members in my internship at Skill Jobs.
7. I also compiled these observations based on my practical experience in the HR activities and my exchanges with employees and the HR team during my internship experience at Skill Jobs.

Major Findings of the overall internship studies at Skill Jobs

1. Through the internship, I observed a number of operational inefficiencies in the HR and the General Administration. A lot of things were performed manually and this made the processes to be slow and there were high chances of error.
2. The HR team put great emphasis on recruitment and their personal involvement assisted them to employ the right people. Nonetheless, I noticed that with the help of a sophisticated HR software system, the process can be enhanced to a great extent. The

- automated systems might facilitate the process of screening CVs, scheduling interviews, and running databases.
3. Orientation lessons were also created to teach new employees the company policies, company culture and responsibilities. Reliable though they were, these programs were not very consistent or interactive. According to my attendance, I observed that it would be better to make such sessions more interesting so that the employees could understand and be involved.
 4. Although the HR interacted well with employees, it did not have a well-organized approach to gathering employee inputs, advice, or complaints. I realized this loophole when I was communicating with the staff who would like to offer their ideas on how the policy and the process can be improved.
 5. The company did not provide numerous training opportunities, and a substantial number of employees showed their desire to get more regular and various training opportunities. During the informal conversations, I established that the worries of employees were keen to join professional development processes, which could help them in their long-term career development

7.2 SWOT Analysis.

After visiting and interviewing the members of HR team and the employees of the Skill Jobs, I prepared my SWOT analysis during my internship period. A good system of employee relations and recruitment fostering work atmosphere are the strengths in the company. Nevertheless, its shortcomings are scarce resources that reduce the speed of some of the HR processes, and the lack of a formal employee feedback system. Potential areas the company can expand with included investing in HR software and scheduling professional development programs on a more regular basis depending on the feedback that I received in the employees and by the HR team.

Some strengths of Skill Jobs

- Hiring is a process and the firm make sure that it does not fall into the trap of recruiting wrong individuals.

HR remains on the front line with employees and creates friendly positive working atmosphere.

- The and level of organizational culture is high and thus new employees have higher chances of successfully absorbing and adopting the culture.
- Skill Jobs takes into account the wellbeing of the employees and can be approached at any moment.
- The training programs are informative and allow the new employees to perform their work properly.

Some Weaknesses of Skill Jobs

- Many employees struggle with accessing data, and the HR team are heavily dependent on a manual based filing system that can be very time consuming as well as prone to mismanagement of data.
- There is no formal system for employee feedback, which makes it more difficult to address concerns on a regular basis.
- Training is restricted and sporadic, inadequate to ensure ongoing employee development.

resource limitations make it impractical to find ways to optimize certain hr processes and eliminate inefficiency.

- The orientation could provide more opportunities for employees to get more involved and interested so they can learn more about his/her job function.
- There are few growth prospects at the company, which could impact motivation and retention of staff.

Opportunities for Skill Jobs

- An investment in an advanced Hr software can be used as a strategic move towards improving the recruitment and data management procedures, which boosts efficiency in all directions.

- The complaints may be addressed by introducing a formal employee feedback system to enhance satisfaction.
- Frequent and diversified training programs would help employees develop and stay, too.
- strictly speaking, proposing internal career progression may motivate the staff members to stay at the company and invest in their careers at Skill Jobs.
- It can also be suggested that orientation should be made more interactive so that new hires could become more easily integrated into company culture.

Threats to Skill Jobs

- Reliance organization that rely on manual HR processes waste resources and data is prone to become inaccurate; leading cause of productivity problems.
- Without a codified process for employee feedback, mentee concerns can go unresolved and employees may become less satisfied.
- Limited resources in HR can potentially prevent the organization from addressing employees' increasing needs.
- The lack of regularly scheduled professional development could leave Skill Jobs lagging behind in keeping good employees.
- Employees without career progression paths might look for their chances elsewhere, increasing turnover.

Chapter 8

Recommendation

As I believe and the things I had learned and practiced in the course of my work at Skill Jobs, there are a few things which can be implemented to further streamline the processes and enable in the betterment of the working environment. These are what I believe that ought to be concerned to resolve the issues that I raised and help everybody grow not just as people, but also in the name of the organization. These recommendations should assist Skill Jobs to remain competitive and maintain a healthy workplace environment.

- An advanced human resources software platform may also leave less space to bureaucratic practices that are time-consuming to implement and leave the hiring and data competitive and reduce benchmarks.
- A formal employee feedback system would be used to address the problem and increase the level of employee satisfaction.
- Expanded learning chances would increase the talent of the employees and offer backup towards career growth.
- Drastically Making clear career advancement avenues would increase retention and morale among employees.
- further facilitation of the HR department would enhance efficiency of administration work.
- Performance reviews and feedback (performed on a regular basis) would assist employees in doing a quality job and feel more attached to the job.
- You have been working out of home over last 5 months and you are also actively exercising in encouraging team-building activities so that you help the company to be better off in terms of communication and teamwork.
- Allocating more resources to the HR department would help improve the efficiency of administrative tasks.
- Regular performance reviews and feedback would help employees improve and feel more engaged.

- Encouraging team-building activities would foster better communication and collaboration within the company.

Chapter 9

Conclusion

In summary, my internship at Skill Jobs taught me very much about HR and General Administration within a company. What I noticed is that they are a company with amazing organization culture and top-notch hiring processes but there were a couple of things that would need some improvement, for example using an HR software more advanced than the one used at the moment or considering different employee development opportunities. HR always tries to create a happy work atmosphere, but some constraints affect the work experience and if some suggestions are implemented, then it will increase both employee happiness and operational efficacy.

Generally, Skill Jobs is a solid business, and with just a few tweaks the company will become an even better practitioner of HR and create a workplace that nurtures its employees. Skill Jobs has taught me hands on and, I am optimistic that, by concentrating on the points for improvement, the company will be able to carry one and succeed even more. I reached these conclusions through my direct work with HR and from what I heard the HR teams and employees say overtly during my internship.

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Appendices



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contact@skill.jobs

Human Resource Department

102/1 Sukrabad, Mirpur Road, Dhanmondi, Dhaka-1207

Date: 11/12/2025

To,
MD Asif Rahman

Subject: Offer Letter for Internship in HR & General Administration Department.

Dear MD Asif Rahman,

We are pleased to inform you that your application for an internship in the **HR & General Administration Department** at **Skill Jobs** has been accepted. Here are the terms of the internship while working with the company.

Internship Details:

Position: Intern – HR & General Administration Department

- **Duration:** From 01/10/2025 to 01/02/2026
- **Designation:** Intern
- **Working Hours:** 10:00 AM to 5:00 PM

Terms and Conditions:

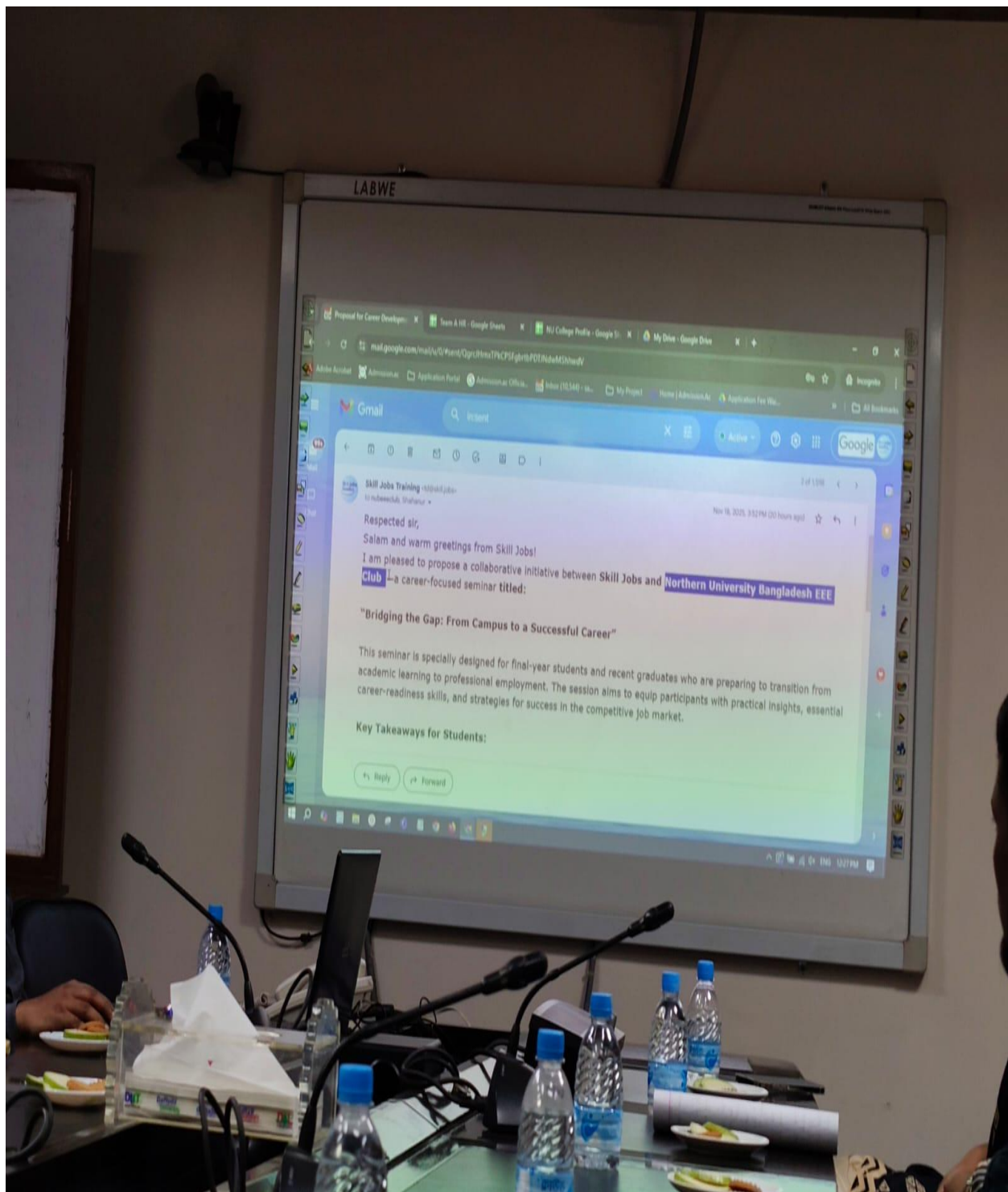
- As an intern, you will not be entitled to any salary, stipend, or other benefits during this internship.
- Your performance will be evaluated periodically by your supervisor, and feedback will be provided to help you develop your skills.
- You are expected to follow the company's code of conduct, rules, and regulations applicable to all employees during your internship period.
- You are expected to maintain the confidentiality of any sensitive information you may come across during your tenure.
- The internship does not guarantee a permanent position with the company at the conclusion of the program.

You are also advised to submit your internship Report to HR Division after the successful completion of your internship period along with the Performance Appraisal from our organization.

Sincerely,

Md. Rubel Hossain
Executive Officer (Admin & HR)
Skill Jobs
Cell: 01847334829





221-10-1062

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