



“An Internship Report on The Role of the HR and Admin at THE TOUR BEES”

COURSE CODE: ENG 431

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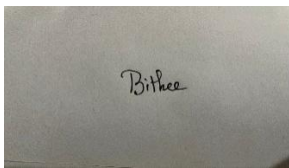
Faculty of Humanities and Social Science

Daffodil International University

This internship report is submitted to the Department of English, Daffodil International University, for the partial fulfillment of the requirement for the degree of Bachelor of Arts (B.A). in English

STATEMENT OF AUTHENTICITY

I, Farjana Akter Bithee, ID-221-10-1038, from the Department of English, would like to state that the internship report titled **“An Internship Report on the Role of HR and Admin at The Tour Bees”** is the result of my own work and effort. I completed this report under the guidance and supervision of **Md. Nuruzzaman Moral**, Assistant Professor, Department of English, Daffodil International University. I also confirm that this report has been submitted to the **Department of English as a partial requirement for the completion of my B.A. (Hons) in English.**

A photograph of a handwritten signature in black ink on a light-colored surface. The signature appears to be 'Bithee'.

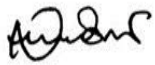
Signature of the Intern

Farjana Akter Bithee

221-10-1038

CERTIFICATION OF SUPERVISOR

This is to confirm that Farjana Akter Bithee (ID: 221-10-1038) has completed her project paper with an internship for the course ENG431 under my supervision. She chose “The Tour Bees” as her internship organization and remained sincere and consistent throughout the entire process. Farjana kept regular contact with me, sought guidance when necessary, and responded positively to every suggestion provided. The work presented in her project paper is genuinely her own and reflects the commitment and effort she invested. I truly appreciate her dedication, and I believe she has the potential to achieve much more in the future. I extend my best wishes for her continued success and overall well-being.



Signature of the Supervisor

ACKNOWLEDGEMENT

First and foremost, I am grateful to the Almighty Allah for His blessings and guidance, which have made it possible for me to complete my internship successfully. As a student of one of the most northern parts of our country Dinajpur it was hard for me to even dream about completing my graduation in Daffodil International University. I would like to sincerely thank my parents for their endless support, encouragement, and prayers throughout this journey. My mother deserves a special thanks as it is her dream that I am living. I am truly thankful to Mr. Aziz Faisal Nayem, HR Head of The Tour Bees, for giving me the opportunity to work in the HR and Admin Department and for guiding me patiently throughout my internship. Mr. Ashraful Arfeen deserves special thanks for helping me to manage my work across several districts. I would also like to express my heartfelt gratitude to all my teachers and advisor who have taught, guided, and inspired me over the past four years of my Bachelor's Programme. Their mentorship and encouragement have been invaluable in shaping both my academic and professional growth.

ABSTRACT

This report looks at how Human Resources helps improve the performance and efficiency of The Tour Bees, a well-known travel agency in Bangladesh. The report is divided into three main parts: HR functions, administrative roles, and logistics support. It includes both theory and what I learned from my internship, along with some suggestions for improvement. The report, *“The Role of HR at The Tour Bees,”* shows how HR works in real life, along with administrative and logistics tasks, to keep the organization running smoothly. Its main purpose is to understand how HR helps the organization grow by managing employees, evaluating performance, handling recruitment, providing training, and shaping a positive work culture. It also looks at how HR, Admin, and Logistics teams coordinate to maintain smooth operations. During my internship, I learned a lot about HR practices, communication in the workplace, and leadership. This experience helped me understand how an organization functions and how different departments work together to achieve success.

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CHAPTER01: INTRODUCTION

1.1 INTRODUCTION

This report gives an idea of my internship experience at The Tour Bees. It examines how the organization manages its HR practices, its organizational structure, and the tasks I was assigned during my internship. The report also highlights the skills I learned and applied while completing my duties. In addition, it explores the company's efforts to implement tourism related solutions in the HR department. The Paper also includes how I managed to apply my skills at this position to achieve the purpose of my internship. So, the main objective of this report is to document my experience, responsibilities and observations. Finally, the report shares important outcomes, insights, and suggestions for improving the organization's standard operating procedures.

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1.2 BACKGROUND OF THE ORGANIZATION

The Tour Bees was born on 26th November 2019 with a simple dream ,to make traveling easy, fun, and memorable for everyone. Since then, we have been helping people explore new places, experience nature, enjoy adventures, and create unforgettable memories. Whether it's a family vacation, a friends' getaway, or a solo adventure, The Tour Bees strives to make every journey special. As a travel agency, we offer a wide range of services to take the stress out of planning trips. From creating personal preferred tours to organizing day trips, weekend getaways, and longer tours, we ensure that we take care of every detail. Our team is really passionate about adventure, and we love arranging trekking, hiking, and camping trips to stunning destinations,for example, Sajek Valley, Hazarkhil Wildlife Sanctuary, Saint Martin's Island, Nafakhum, and many more. We also organize cultural and heritage tours, so that we can give travelers a chance to experience local traditions, history, and festive vibes too. We arrange and help with transportation, accommodation bookings, and even travel documents like visas and insurance. For corporate clients, we plan retreats, team-building trips, and events . At The Tour Bees, we believe travel is about more than just visiting places ,it's about creating memories, discovering and newi experiences, and . Our team of dedicated planners and guides work closely with travelers to understand their needs and make every trip enjoyable and hassle-free. Since 2019, we've grown steadily, gaining the trust of many travel enthusiasts. Our goal is simple: to inspire people to explore, experience, and enjoy the world around them, one journey at a time. .

1.3 BACKGROUND OF THE STUDY

My internship experience in the HR section of The Tour Bees. is truly a professional exposure to a creative administration and its human resource processes required to manage a group of people. The Tour Bees basically functions with two different types of human resource, one is the administrative section another is the host section. We arrange our seasonal based tours across Bangladesh where the administrative part deals with the bookings, transportation management, permission of the government and other office related work and the hosts deal with client management and other field related support. . My responsibilities were recruiting moderators, social media managers, hosts and office staff, preparing reports, and supporting payroll. This study therefore documents The Tour Bees's operational processes to reflect how real-time digital systems influence modern HR documentation.

1.4 OBJECTIVE OF THE STUDY

The major of my internship reports are:

- To describe the recruitment challenge of a Travel Agency.
- To develop hands-on skills in administrative work, documentation, and workplace communication.
- To understand how different departments and roles work together in the organization.
- To observe how tours and campaigns are planned, organized, and executed efficiently.
- To identify areas where improvement can be done and suggest ways to enhance the HR, administrative operations.

1.5 METHODOLOGY

To create this report, I used a few observations, participation, practical tasks that I have performed.

a. Practical work exposure: During my internship at The Tour Bees, I was working in daily HR and administrative tasks. For example, maintaining employee records, managing attendance and leave data, assisting with recruitment and onboarding, and supporting logistics for tours and campaigns.

b. Documents: I checked various documents, including files, recruitment forms, office materials, and our client records, to understand how the HR works.

c. Informal Discussions:

I spoke with HR managers, executives, and administrative staff to learn about their daily workflows, challenges, and suggestions for improvement.

d. Personal Observation:

I carefully observed HR and administrative operations, communication patterns, teamwork, and how different departments coordinate to maintain smooth operations.

e. Secondary Source: I referred to The Tour Bees' HR manuals, training guidelines, and other organizational documents to gain additional insights.

All confidential information has been excluded or anonymized to comply with company policies.

1.6 LIMITATION OF THE STUDY

During my internship at The Tour Bees, I noticed that HR faces quite a few challenges. Our busy and slow seasons made recruitment and scheduling difficult at times. Hosts face different interview sessions for example they had to co-host an event with our experienced host. Limited resources sometimes made it hard to provide enough training or benefits, and many employees handled multiple roles, which made evaluating performance a bit tricky.

CHAPTER02: ORGANIZATIONAL OVERVIEW

2.1 COMPANY PROFILE

Company Name: The Tour Bees.

Established: 26th November 2019.

Type: Travel and Tourism Agency.

Location: H-317/2, Joytun Happy Juwel , Pupar Masjid, Shankar,Dhaka 1205.

Contact: 01625320232

About the Company:

Founded in 2019, *The Tour Bees* was created with the goal of making travel easy, enjoyable, and unforgettable. We specialize in crafting personalized journeys for individuals, families, groups, and corporate clients, ensuring every trip is well-planned, safe, and memorable. Over the years, we have become a trusted name for adventure enthusiasts, cultural explorers, and holidaymakers across Bangladesh .

Company's Mission:

The mission of the company is to make travelling effortless and smooth and also helping people explore new destinations with confidence and creating lasting memories.

Company's Vision:

The company wants to be a leading travel agency in Bangladesh. People will recognize it for excellent service, creative trips, and memorable services. It wants to promote responsible and meaningful tourism.

Company's Services:

1. Customised Tours : We arrange customised tours for day trips, weekend trips, and long vacations to suit every traveler's needs.
2. Adventurous Tours: There are several adventurous tours such as trekking, hiking, camping, and eco-tourism experiences in locations like Sajek Valley, Hazarkhil Wildlife Sanctuary, Saint Martin's Island, Nafakhum, and more.
3. Cultural & Heritage Tours: We do trips to historical landmarks,such as Laalbagh Kella, Tajhat Zamindar Bari, Mohera Zamindar Bari and more also we attend local festivals,like Bizu,Sangrai for authentic experiences.
4. Transport Arrangements: We arrange comfortable and safe travel by bus,boats in Tanguar Haor, or airport transfers.
5. Accommodation Booking: We also arrange Hotels, resorts, homestays, and campsites arranged according to the customer's comfort and budget.
6. Corporate Trips: There are events for regular people and, corporate trips , conferences, and special events planned end-to-end.

7. Travel Documentation Assistance: We guide clients with visas, travel insurance, and essential paperwork.

8. Customer Support: Clients can call us for travel advice, safety guidance, and local insights for smooth and worry-free journeys.

Why Travelers Choose This Company:

- Experienced and passionate travel planners
- Personalized and flexible trip arrangements
- Commitment to safety, comfort, and customer satisfaction
- Focus on sustainable tourism and responsible travel
- Strong local knowledge and reliable partnerships

Achievements:

- Successfully conducted numerous domestic tours across Bangladesh
- Managed group tours for up to 60 participants at a time
- Developed a loyal community of travelers who trust us for their journeys ● Expanded services to include adventure, cultural, and corporate travel solutions.

2.2 ORGANIZATIONAL STRUCTURE

Chief Executive Officer (CEO)



Operations Manager



Sales & Marketing Manager



Human Resources (HR) & Administration Officer



Customer Service Manager



Finance Manager / Accountant



Tour Coordinators



Logistics, Hosts & Transport Team



Customer Support Representatives



Tour Guides & Field Staff

CHAPTER03: JOB RESPONSIBILITIES AND LEARNING EXPERIENCE

3.1 MY ROLE AS AN ASSISTANT EXECUTIVE

I want to thank The Tour Bees team for giving me the opportunity to pursue my internship as an HR intern as everyone was so helpful. During my time at the office, I supported recruitment processes, managed employee data, assisted in documentation, coordinated events, and communicated with several guides and the government administration for permissions. This experience helped me to grow professionally. I tried to contribute to the smooth functioning of the organization. I am truly grateful for the guidance and trust I received throughout my internship.

I helped with hiring tasks ,like sharing job posts, shortlisting candidates, and arranging interviews.

- I kept employee records and information updated to date.
- I assisted in handling important HR documents and files and datas about the company
- I had to communicate with tour guides, authorities, and team members to keep things accordingly.
- I helped organize events, campaigns, and team activities.
- I had to answer basic HR questions and supported daily office tasks.

3.2 SKILLS APPLIED & SKILLS GAINED

Skills Applied:

- Communication skill was used to coordinate with team members, guides, and authorities.
- Management skill was necessary to manage employee data and handle important documents.
- Assisted in organizing events and campaigns.
- Supported daily office work and solving small problems.

Skills Gained:

- I learned to communicate and work with people more confidently during my internship.
- I gained hands-on experience in HR tasks and office management.
- I really improved my understanding of recruitment and employee record management.
- I became better at organizing tasks and managing multiple responsibilities.
- I built confidence in handling HR responsibilities independently.

CHAPTER04: DOCUMENTATION AND DIGITAL TRANSFORMATION IN HRIS PRACTICES

4.1 OVERVIEW OF HRIS IN THE TOUR BEES

At The Tour Bees, the HRIS really makes every day HR work much easier as we can collect ,watch and revise data when needed. It keeps all employee information, attendance, leaves, and documents in one place, for this reason nothing gets lost or mixed up. With this amazing system, routine tasks like payroll and record-keeping, the HR team can focus on helping employees, supporting recruitment, and making sure our tours and events run smoothly.

4.2: BENEFITS & CHALLENGES OF HRIS IMPLEMENTATION

BENEFITS

Saves Time and Effort – HRIS automatically routine tasks like attendance tracking, record keeping. It helps to keep the data of leave management, attendance and other things.

Keeps Data Accurate and Organized – This really kept all employee and host information stored in one place, reducing errors and making it easy to find what's needed as fast as possible.

Improves Communication and Decisions – When we need something the HR can share updates quickly and use reports from HRIS to plan staffing and tours more efficiently.

CHALLENGES

CHALLENGES

Different Learning and Training Needed – Staff and HR team need time to learn how to use the system properly to utilize information from here.

Several Technical and Security Issues – There can be software glitches, system hang and other technical issues.

Adjusting from Old Methods – As it is new to this company some employees or hosts may find it hard to switch from manual paperwork to a digital system.

4.3 MY CONTRIBUTION TO HRIS & DOCUMENTATION

Updating Employee and Host Records

I regularly entered and updated information of employees, tour hosts, and guides in the HRIS data system, to ensure that all data was accurate and up-to-date.

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Maintaining Documentation

I organised and managed important documents like verification files, NIDs, attendance sheets, and tour-related paperwork to make it easier for HR to access and use them.

Supporting Smooth HR Operations

I kept records accurate and documentation well-organized, I helped the HR team work more efficiently.

CHAPTER05: FINDINGS & ANALYSIS

5.1 KEY OBSERVATIONS ABOUT HR ROLE

Findings

1. HR as the Central Support Unit

At the company , the HR department manages all the people-related activities. This includes hiring, onboarding, record keeping, training support, attendance updates, and managing tour hosts and guides.

2. Active Participation in Recruitment

HR ,here plays an important role in selecting the right tour hosts based on tours, guides, interns, and support staff. The team manages the posting of vacancies, screening the applications, contacting the candidates, and arranging interviews.

3. Strong Focus on Documentation and Legal Requirements

A large portion of HR work involves keeping all documents up to date ,for example as verification files which are needed to show to the Bangladesh Army at some locations , NIDs, employee details, tour permits, and attendance records.

4. Support in Tour and Event Coordination

The HR assists in planning tours by assigning hosts. We check the guide availability, as they are certified by the government. We brief teams to schedules whenever needed. During large tours with many participants, HR's support becomes even more crucial as HR's also participate in the tour.

5. Efficient Data and HRIS Management

HR has to regularly update information on the HRIS system to maintain everything .HR has to maintain accurate employee and host data, , and documentation to help the organisation.

6. Clear and Continuous Communication

HR is as a communication link between management, our tour hosts, and employees and the clients. This includes almost everything about answering queries, sharing updates, solving problems, and coordinating duties for smooth operations.

7. Employee and Host Support

HR works to ensure a positive work environment by looking at staff concerns, supporting hosts during busy times, and helping teams manage workload during peak travel seasons.

Analysis

1. HR work in Daily Operations

In a travel agency like The Tour Bees, HR's role goes beyond traditional office tasks as the HR has to interfere in the tours. HR directly supports daily tour operations by ensuring the right people, if there is not any then HR performs the job. This helps maintain service quality and customer satisfaction.

2. Balance Between Tasks:

HR handles both administrative tasks and field-related tasks in a travel agency. This dual responsibility makes HR an essential link between office management and the teams who run the tours.

3. Critical Role in Ensuring Compliance

Since the travel sector requires strict Army and Police verification, HR's work in collecting and managing legal documents reduces risks for clients and authorities.

4. High Pressure During Peak Travel Times

During busy tour seasons, like winters, HR experiences a heavy workload as they have to manage selection, schedules and constant communication. This really needs strong organisational skill and the ability to multitask under pressure.

5. Human Interaction at the Core

The HR has to talk with the employees as well as clients. Customer care does exist but in terms of selecting employees for clients HR needs to talk to the clients.

6. Scope for Better Digital Integration

The HRIS system is helpful, and especially in attendance tracking, scheduling, and document verification could make HR processes faster and more consistent.

7. Contribution to Company Growth

Through this organised process of hiring, improved documentation, and smooth communication, an HR directly supports The Tour Bees' growth.

CHAPTER 06: CONCLUSION AND RECOMMENDATIONS

6.1 SUMMARY OF LEARNING OUTCOMES

During this time of my internship at The Tour Bees, I learned how HR works in real life. I also gained hands-on experience in recruitment, communicating with candidates, and preparing their documents. I also improved my documentation skills by updating HRIS data, keeping police verification files organised, and maintaining attendance records. I worked with tour hosts, guides, and the HR team. It really helped me building better communication and teamwork skills. I learned how HR supports tours by managing schedules, solving last-minute problems, and staying calm during busy times. Overall, this internship made me more confident, organised, and responsible. It gave me a clear idea of how HR helps a travel agency run smoothly.

6.2 RECOMMENDATIONS FOR ORION'S HR SECTION

From my experience, I will strongly recommend The Tour Bees' HR department to anyone looking for a supportive and professional place to learn and grow as it is a growing company. The team is very friendly, organised, and always ready to guide employees, and interns. Their clear communication and helpful attitude made my work smoother and more enjoyable. Anyone who joins The Tour Bees will find a positive environment and real opportunities to grow.

6.3 CONCLUSION

My internship at The Tour Bees taught me a lot about how HR works. It really a pleasure to learn how recruitment, documentation, communication, and HRIS updates everything come together to support the company's daily activities. Working with tour hosts, guides, and the HR team helped me understand how important teamwork, accuracy, and clear communication are in a travel agency like The Tour Bees.

This experience also helped me grow as a person and contributed to who I am. I became more confident, more organised, and better at handling responsibilities. I learned how to stay calm during busy moments and how to manage tasks step by step so that panic attacks do not cross my roads. These skills will help me in any future workplace.

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I also realized how important the HR department is for keeping the tours smooth and problem-free. When a HR really works well, then the whole organisation gets benefit.

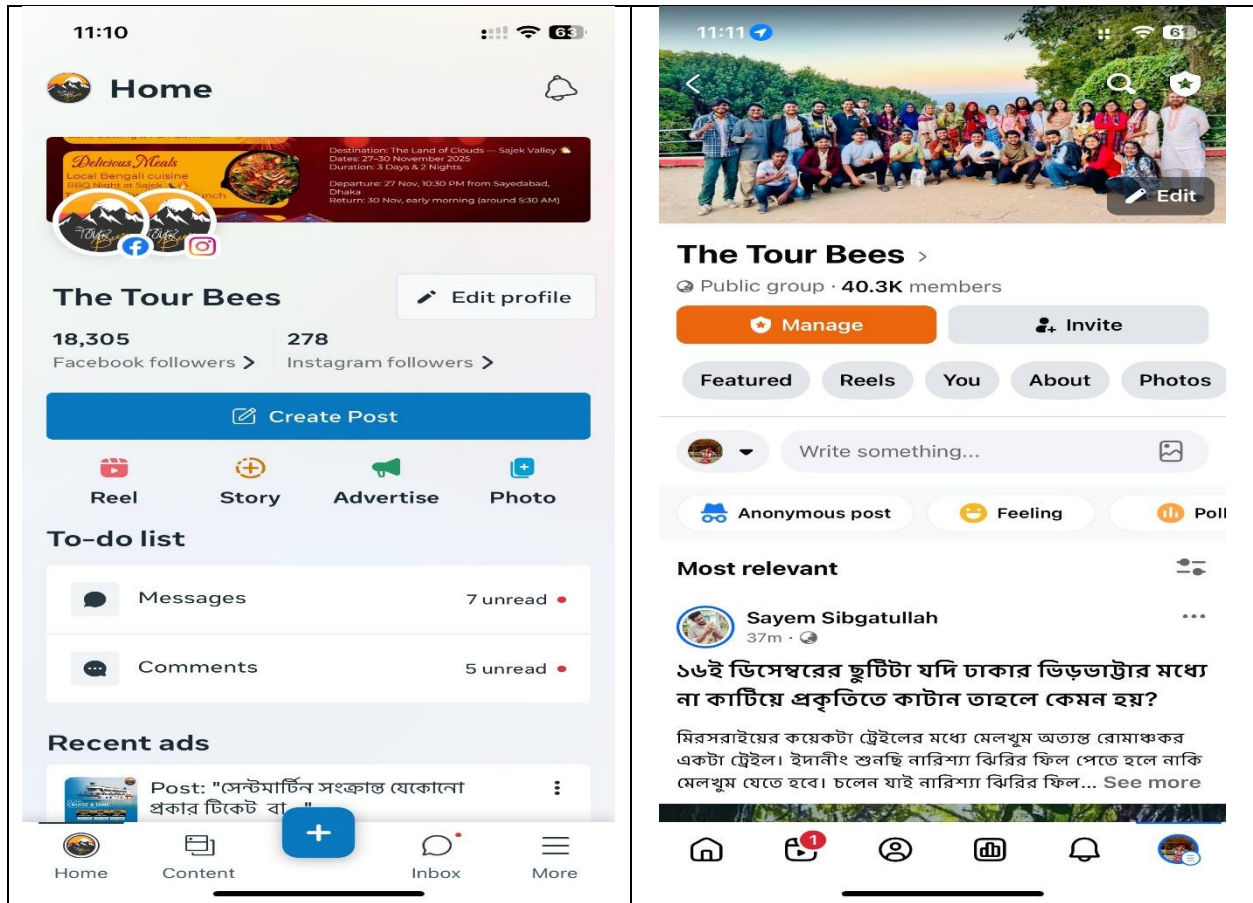
Overall, my time at The Tour Bees was truly meaningful and special. It gave me practical knowledge, real confidence, and a better understanding of what I want to achieve in my career. I am grateful for the opportunity and the support I received throughout my journey

APPENDICES

ANNEX-A-CERTIFICATE of APPRECIATION



ANNEX-B-PAGE AND GROUP'S SCREENSHOT



ANNEX-C-HR DOCUMENTS



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- Minimum HSC and Graduating or Graudates Can Apply

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WhatsApp: 01625320232

ANNEX-D-EVENTS RECORD

Special Celebration Night
Musical Night at Alutilla
Fireworks & Sky Lanterns
Cake Cutting & Fun Games

Delicious Meals
Local Bengali cuisine
BBQ Night at Sajek
Traditional breakfast & lunch

Accommodation
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Semi-premium resorts
Iraboti, Megh Pahar, Meghadree

Package Price
b4,500 per person (4-person room)
b5,800 per person (Couple room)

Phone/WhatsApp: 016 2532 0232

The Tour Bees

Raffle Draw Celebration Trip 2025

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1st Day Tour

2nd Hammock

3rd Ear Buds

4th T-Shirt

01625320232 <https://www.facebook.com/tourbeesbd>

ANNEX-E: Photo of working at office



ANNEX-F: Tour Bees' Booking Notepad



THE TOUR BEES

We Listen to your Holiday wishes. We Visualize your plan.
We make it Happen. Your hassle-free travel is our priority.



Travel Related Everything in One Place
Contact Us: 01625320232



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