



Internship Report

on

Navigating the Hall: An Intern Officer's Journey in Administration at Creative International (CI)

Submitted By

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This Report is prepared for partial fulfillment of the requirement

For

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Declaration of the Intern

I am excited to share my detailed report titled "Navigating the Hall: An Intern Officer's Journey in Administration at CI." This report is prepared for submission to the Department of English at Daffodil International University. It reflects my valuable experience during the internship, guided by my mentor, Ms. Mahinur Akther, a lecturer at the university. With her support and expert advice, I was able to take on various responsibilities in a real work environment and turn the theories I learned in class into practical skills. Her deep knowledge and experience played a key role in helping me understand how English studies apply beyond academics, in everyday professional settings. This report captures the unique aspects of my internship through careful observation, reflection, and active involvement in CI's administrative activities. It aims to provide a comprehensive view of my learning journey during this period. Finally, I want to express my gratitude to the Department of English for allowing me to document and share this experience. I hope this report will contribute meaningfully to how academic knowledge can be effectively used in professional life.



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Certificate of the Supervisor

It is my pleasure to certify that this project paper, "Navigating the Hall: An Intern Officer's Journey in Administration at Creative International (CI) " has been submitted to the Department of English at Daffodil International University, conducted by Esheta Ahamed Barno, bearing ID:221-10-1040. She has successfully completed her internship at Creative International (a sister concern of Daffodil Group), as an intern Hall officer under my supervision for completing her course entitled: "Project Paper with Internship" (Course Code-ENG431) in the program B.A. in English. The report has not previously not been presented for any recognition or academic accomplishment.



Ms. Mahinur Akther

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Acknowledgement

I am deeply grateful to the Almighty for giving me the strength and determination to complete this report, titled "Navigating the Hall: An Intern Officer's Journey in Administration at Creative International." This report focuses on identifying key objectives through both study and hands-on experience. It reflects my efforts to understand the working environment, learn about administrative practices, interact with diverse groups of people, and gain practical skills in communication within a professional setting. During my internship in the Administration Department at Creative International, I was entrusted with the responsibilities of a Hall Officer. Through this role, I learned that professional work is both rewarding and challenging. While obstacles arose, the guidance from my supervisors helped me overcome them successfully. This experience has shown me how valuable real-world exposure is for students, as it bridges the gap between academic knowledge and professional application. This report outlines the daily tasks of a Hall Officer, highlights essential administrative duties, emphasizes the importance of communication skills, and shares my personal journey throughout the internship. Completing this internship has strengthened my confidence, resilience, and ability to manage responsibilities effectively. I sincerely thank the management of Creative International for providing me with this opportunity and supporting me with vital information throughout my internship. I also want to express my gratitude to my respected supervisor, Ms. Mahinur Akther, Lecturer at Daffodil International University, whose guidance and organized schedule played a crucial role in helping me complete this report. Additionally, my heartfelt thanks go to my family, who continuously supported me in every aspect of this journey. Finally, I am grateful to everyone who directly or indirectly contributed to the successful completion of my internship program.

Executive Summary

Creative International is responsible for managing the residential halls of Daffodil International University. Their main focus is to ensure that student accommodations run smoothly and provide a safe, well-maintained, and comfortable living space. The team takes care of tasks like assigning rooms, keeping the facilities in good condition, responding to students' needs and concerns, and acting as a bridge between the university and the residents. By managing these aspects efficiently, Creative International helps create an environment where students can focus on their studies while feeling supported and comfortable in their living arrangements.

This report shares my experience as an intern Hall Officer in the Administration Department at Creative International. The main goal of my internship was to gain hands-on knowledge about how administrative tasks are managed, how it improve my communication skills, and better understand the day-to-day challenges involved in running a residential hall. During this time, I actively participated in a variety of responsibilities, putting what I learned in the classroom into practice and developing stronger problem-solving skills. The report describes important tasks such as organizing daily hall activities, responding to student concerns, keeping records up to date, and ensuring effective communication among all parties involved. It also highlights the personal growth and professional development I gained throughout the internship. Overall, this experience has given me valuable skills and a clearer insight into administration, setting a solid foundation for my future career.

Table of Contents

Serial No.	Contents	Page No.
	Title	i
	Declaration of Intern	ii
	Certificate of Supervisor	iii
	Acknowledgement	iv
	Executive Summery	v
	Chapter 1: Introduction	1
1.1	Introduction to internship report	2
1.2	Objectives	2
1.2.1	General Objective	2
1.2.2	Specific Objective	3
1.3	Methodology	3
1.3.1	Primary Data Source	3
1.3.2	Secondary Data Source	3
1.4	Mission and Vision	4
1.5	Services of Creative International	4-5
	Chapter 2: Background of the Study	6
2.1	Background of study	7
2.2	Company Overview	7
2.3	Market Analysis	7
2.4	Competitive Goals	7

2.5	Scope of the Fields	7
2.6	My interest in the field	8
	Chapter 3: Personal Experience & Learning assets	9
3.1	Personal Experience	10
3.1.1	Opportunities	10
3.1.2	Challenges	11
3.1.3	Problems	11
3.2	Learning Assets	11-12
	Chapter 4: Professional Growth	13
4.1	Emotional Intelligence	14
4.2	Professional Development	14
4.3	Key skill Developed	15
4.4	Self-Reflection	15
4.5	Final Analysis	16
	Chapter 5 : Findings, Limitation And Recommendations	17
5.1	Findings	18
5.2	Limitations	18
5.3	Recommendations	19
	Chapter 6: Conclusion	20
6.1	Conclusion	21
	Chapter 7: Reference	22
7.1	Reference	23
	Chapter 8 : Appendices	24
8.1	Working Documents	25-26
8.2	Internship Certificate	27

Chapter 1

INTRODUCTION

1.1 Introduction to the Internship Report

I have done my 4 years bachelors in the subject of English from Daffodil International University (DIU). Students of bachelor program from Daffodil International University are privileged towards Internship which may provide them an absolute real life's prior sight before graduation. Internship programs enable students to connect their classroom learning to the realities of the world outside and also preparation for job sector that most everybody wants a piece of. For the third phase of practical, I have completed my internship in Creative International (CI) as an intern hall officer. The focus of my report will be on administrative and communication capability, the sector for hall management and its development, event organization as well as event controlling in addition to some key issues that halls under creative international conduct. The HR of creative international team was Affaf Ahmed Yamin who believed on me and support me with full. So that I can do job in a right the way. In addition, I got an awesome support from my university supervisor Ms. Mahinur Akther LECTURER at daffodil international university (DIU) to make this report successful. I have been working as an intern in Creative international since 2015 September and even now I am interning there. My internship will finish on April 2026. In this competitive sector, where everybody is cutting corners and already spooning the lowest common denominator for the hoi polloi of the world to guzzle, production efficiency is key. To get ahead and to be as cost-effective in every way is crucial for survival and thriving. I am an intern officer and I do a lot in the hall management sector and it was not easy. I had to fend off many of the students from the hall RASG-2, student management and support that are here to help keep peace and respect within the dorm. And a couple of the non-technical skills I have developed alongside that technical ability will be useful in my future career.

1.2 Objectives

This report is based on the internship which was done in Creative International (CI) and it has been prepared as a part of fulfillment of Bachelor of Arts in English Program, Daffodil International University. The report's objective can fit into two categories.

- General Objective
- Specific Objective

1.2.1 General Objective

This report on internship is submitted to fulfill the requirement of Bachelor of Arts in English as prescribed by Daffodil International University.

1.2.2 Specific Objective

To take a deeper look into the report, it will discuss the following aspects:

- To Provide a clear overview of Creative International (CI) and the hall management of DIU
- To Focus on the services, workspace, and amenities that are offered to the employees of Creative International
- To discuss the Foundations Standards and Effects on Employee Gratification.
- To discuss the place of a service provider executive

The purpose of this report is to present a comprehensive description of my internship. It's a really detailed account on my life, some of the struggles I went through and how I overcame them. In addition to these, this report includes the work Environment & services S of Creative International (Hall Management of DIU) this report will definitely help the future batches' understanding of big and real world how it works? With these details, learners could adequately prepare themselves for their internships. Furthermore, someone wanting a condensed summary of Creative International might appreciate it.

1.3 Methodology

Materials included in this report are collected from both primary and secondary data sources.

1.3.1 Primary Data Source

- **Officials of Creative International:** Direct engagements with officials and personnel at the Creative International (CI) yielded personal perspectives on the operational procedures of the institution.
- **Personal Observation:** Personal observations were made during daily activities, and some events for analysis.
- **Discussions with Employees:** Several conversations and open discussions with personnel, particularly Arraf Ahmed Yamin, the HR and Admin of the Creative International, provided significant insights.

1.3.2 Secondary Data Source

- **Official Facebook page of Creative International:** The official Facebook page was consulted to obtain information on the Creative International's background, services, and accomplishments.
- **Official Documents and Manuals:** Internal documents and guides offered valuable insights into the processes of the Creative International
- **University Library:** The university library was employed to conduct a literature study and establish the internship within a wider academic framework.
- **Reviews and communication:** Receive reviews and communicate with students, beautifiers, security guard and staff of hall (RASG-2) helps to collect data in hall management.

1.4 Mission & Vision

Creative International's mission, especially for hall management or the residential side (which seems to be part of the Daffodil Family), is likely focused on creating a friendly, well-organized, and respectful living space for students. The main mission of Creative International for Hall Management of DIU are herewith:

- **Ensure safe and peaceful accommodation for students:** Students should be able to live in a safe, healthy and orderly environment, which helps in their studies and personal development.
- **Coordination and adherence to rules in hall management:** Effective management and following rules to run all the hall work properly and on time.
- **Creating a supportive and friendly environment:** Listening to and helping students' problems and creating a friendly residential environment together.

1.4 Services of Creative International (Hall management of DIU)

- The Creative International team strive to maintain a caring, discipline and secure environment that will help the students adjust to the rigours of student life as quickly as possible.
- There is frequent monitoring of student wellness and attendance to help ensure timely support if there are any conflicts or issues.
- In case of emergencies, health care is received immediately and any necessary coordination with the university medical center ensures prompt medical treatment for students.
- Adjust to university life: Transitioning into university can be tough, so the hall administration provides support before you arrive and once you're here to help new residents settle in.
- They provide a friendly ear for students to turn to with questions both academic and personal.
- Parents are kept informed and involved in their child's university life, with the administration being easily accessible.
- It's not just about classes; it's also about community in the dorms. The administration plans cultural, entertainment and educational events to encourage a sense of community and enhance student life.
- They take care of all the planning and logistics of these events so everything goes off without a hitch.
- In administration they have modern digital tools and ERP systems at their disposal to manage student data, room allocations and communication easily, it gives people administrative peace of mind that data is safe, protected and records will never be lost.

In summary, the hall administration is an indispensable system of support and discipline that ensures student welfare, emergency needs, community life and proper running of each hall for a holistic experience for every student.

I had the opportunity to explore many interesting fields during my work as an intern at Creative International:

- Worked directly with students residing in the halls by managing them as well as providing support and timely intervention to help them.
- Counseled, guided and especially helped freshmen adjust to life in the hall and university schedules.
- Organized events for students to promote community and friendly atmosphere.
- Helped residents with health concerns and emergency support, connecting them to medical services as necessary.
- Oversaw technical responsibilities, such as updating the ERP system to verify and clear student data as well as handle a variety of administrative tasks.

Chapter 2

BACKGROUND OF STUDY

2.1 Background of study

Managing student residential halls is a key aspect of efficiently running a university as it directly impacts the day to day experiences and academic success of students. Creative International is entrusted by with the important task of managing hall facilities at Daffodil International University that ensures its students a safe, comfortable and well-arranged home for study. “The hall management side of things involves lots of time spent with different people, and dealing with a wide variety of issues and challenges in new ways that help bring communications to many employees, team working and on-the-spot decision making.” Attending frequent wardens' meetings, I have also acted as an intermediary between the students and the upper management by extending decisions made in these meetings to my fellow interns.

2.2 Company Overview

Creative International is the managing office of Daffodil International University halls. The most important responsibilities of theirs consist in room allotment, hall and student service and organizing all activities.

2.3 Market Analysis

University-provided housing is important for ensuring students enjoy safe, affordable and close-knit living conditions. With every new batch of pupils comes an increasingly strong demand for skills in hall management, and with it the rise of innovative administrative techniques that faculties like Creative International introduce together with modern technologies.

2.4 Competitive Goals

Creative International will provide premium student housing service that uniquely differentiates it from other university residence management systems. They aim to maintain the property in a timely manner, keep students happy and clearly communicated with residents.

2.5 Scope of the Field (Advantages and Disadvantages)

Advantages:

- Offers valuable hands-on administrative experience
- Improves communication and problem-solving abilities
- Directly supports students' well-being and academic progress

Disadvantages:

- Meeting the varied needs of students can be demanding
- Requires juggling multiple responsibilities at once
- Sometimes involves handling urgent situations or conflicts

2.6 My Interest in the Field

I am drawn to hall management and administration is the combination of human interaction, organization and pragmatic problem solving. I can make a difference in students' lives and acquire skills that I can take into other administrative positions.

Chapter 3

PERSONAL EXPERIENCE AND LEARNING ASSETS IN INTERNSHIP

3.1 Personal Experience

- As an Intern Hall Officer, I have many hats to wear: a mentor, a guide, guardian and organizer among the student population. I try to help them walk through any issues they may have in their daily lives or I am just a friendly ear or shoulder to lean on.
- I oscillate between being a caring friend and a firm guide, guiding students to grow up responsibly through open conversations. Such as when I had to talk a student out of multiple violations of quiet hours. The student realized it through frank conversation that he had to obey rules.
- I'm cool-headed and act fast to connect people in need with the support they require in emergencies and welfare cases – I achieve genuine results. I had to call in one medical emergency and was quick about making contact with health services so the student could get a timely response.
- I lead new people in how to cope with university, answering their questions until they are secure. For example, I will spend additional effort with new residents who are concerned.
- Part of the job is putting on social events where I bring people together and help to create bonds within the community. One time I hosted an “international” all-culture rail meet where students from different nations were able to come together, connect and have some fun.
- Behind-the-scenes administrative work, such as processing student information and communications, are vital to ensuring hall life operates without issue. I maintain accurate records so that their students do not wonder about absences during check in.

This position has helped me develop core competencies like conflict resolution, crisis management, empathy and leadership. Conflicts and emergencies have made me greater able to lead others.

Here are a few of the opportunities, challenges and issues that I encountered in my internship at Creative International:

3.1.1 Opportunities

- Hall Officer Role is a fulfilling role filled with experiences that reach beyond the duties, as much Personal as Professional Growth awaits for you.
- You will learn to be calm under pressure, giving you confidence in leading others.
- Supporting students through difficult conversations as they learn and grow teaches you a lot about being open to understanding other people's situations and what drives those actions.
- Planning and holding events help to create a warm, lively atmosphere where all feel welcome to join.
- Mentor new members and engage with different groups on campus, seize the opportunity to meet new people and improve your communication skills.

3.1.2 Challenges

- Doing intern officer duty is not without its challenges; it can be stressful as you carry the burden of students' well-being during their darkest moments, and have few opportunities to relax.
- The balance between being a compassionate friend and an enforcer of rules requires thoughtful decision making, and sometimes leads to tension in relationships.
- Managing time is always a challenge, considering how much more pressing concerns tend to interrupt the routine screaming at you for attention.
- Patience to keep telling the same thing again and again, impartial while resolving moments of turmoil: This is a test of your Emotional strength.

3.1.3 Problems

- Some issues will cause big problems for everyone if not addressed in a sensitive manner.
- Mishandling emergencies can put students in danger and create challenges for the university as a whole.
- Discrepancies in the cutoff strategy may lead to a bad reputation and disruption in the community which provides ecology.
- Ignoring such necessary administrative measures may result in confusion and disorganization behind the scenes. Establishing and following the set boundaries is the key, or you might begin to feel overwhelmed by the continuous requests, and that can be harmful for your mental health
- Protecting student data, especially vulnerable student data, is important as any breach can destroy trust and violate policy.

3.2 Learning Assets

With regard to how my university courses are related to my work:

- The Employability 360o course helped me develop professional skills such as problem-solving and teamwork which I use in my daily job of managing activities in the hall and resolving conflicts
- . The Art of Living course helped me to build up my emotional strength and patience and in stressful emergency situations, I could remain calm and composed.
- Presentation Skill Development It empowers me to communicate clearly and confidently, whether I'm presenting to students or organizing events.
- The Listening, Speaking, and Pronunciation courses help me communicate better with residents to ensure I understand their needs and can communicate information effectively with empathy. These courses supplement my hands-on experience by providing me with

practical skills that help me be a more effective Hall Officer and connect with the student community on a deep level.

Chapter 4

PROFESSIONAL GROWTH

4.1 Emotional Intelligence

Broadening Public Viewpoints (Empathy): I saw the power of empathy really come to play when one resident didn't come to me with a noise complaint but with the fact that he was feeling incredibly lonely after some personal family drama. I did not immediately hand them a referral to counseling (the "policy" response), instead I sat with them and listened for an hour. What that taught me is that behind every surface-level challenge -- a missed deadline, a conflict -- there's often some deeper personal struggle. It has been the compassion of listening starting with this: "I want to understand you and your situation here."

Controlling one's Stress (Self-Regulation): The moment of truth of my tranquility was when a fire alarm went off from 2 AM. I wanted to freak out but when I saw the residents looking at me for a lead, I took a deep breath. I tried to stick to just what had to be done: checking the floor, making sure the evacuation had taken place, giving clear instructions. Prioritising the job and speaking in level tone of voice helped me to remember I was not just managing the situation, I personally was also managing my own internal stress -- and that calmed everyone down.

How to Listen Better (Social Skills): I stopped merely-anxiously-waiting-for-my-turn-to-speak. For instance, when mediating between roommates I would often find that the source of conflict was not actually food crumbs left on a shared counter but rather a generous misread of the other's boundaries around shared space. Instead of stopping and starting, with me repeating the messaging back to them while trying to 'guess' what had to be said in response, I listened attentively to both parties and summarized what I'd heard for each of them, facilitating the underlying agreement that hadn't been vocalized but was crucial for both sides." Frank left – a final stand-off tension reflected in their farewell handshake – only in this case they parted as mutually respected opponents rather than pained adversaries.

4.2 Professional Development

Professional development reflects in my professionalism, confidentiality, and setting boundaries.

- **Taking a Stand with Confidence (Professionalism):** I was hesitant at first to enforce rules with older residents, even if they are noncompliant. I remember in particular having to respond to a recurrent late-night noise complaint. I learned that confidence isn't aggressive; it's prepared and respectful. I had the conversation from a place of understanding what I hoped would be policy, without making value judgments, I said, "OK, late hours are going to happen, but how can we collectively support the study time of everybody? This was also a way I could be both the rule follower without tearing apart a working relationship.
- **Confidentiality & Fairness:** As a Hall Officer, I held sensitive information such as confidential medical and disciplinary reports. I'd learned the value of discretion. As an

example, when addressing a case about academic probation, I can keep all conversations in strict confidence and share the information with only the requisite supervisors. This was a traumatic lesson about the need to treat sensitive data ethically and accurately, because it affects people's health and their lives.

- **Picking and Choosing the Terms of Acceptance:** My greatest lesson was understanding when to say 'I am on duty' and when I am off-duty. At first I felt compelled to respond to every resident text immediately, even during my hours off. This led to burnout. I learned to draw a clear line in my professional life, by saying when I am available (9 AM to 5 PM and for emergencies, please call the duty phone). This was my safeguard to having personal time that allowed for me to be the effective and more energized officer, while I was on.

4.3 Key Skills Developed

- **Crisis Management & Conflict Resolution:** I have experience in de-escalation. I had to intervene and break up a major fight between three roommates, and property was destroyed. The process that I used was structured: separation of the parties, one party telling his or her full story, then moving on to restitution and the path forward. It was an important lesson: clear conflict resolution is not as much about the right answer as it is an equitable process that honors everyone involved.
- **Balancing Multiple Priorities (Time Management & Priority Setting):** My ability to balance multiple priorities I got to put this strength into play the day I was overseeing a big floor event (Project Coordination), while on top of a leak that was active in the resident's room (Ad Hoc task) plus getting detailed reports that were due at the end of every week I only needed to learn how to triage; Safety first (the leak), deadline next (the event supplies) and routine last (the reports). This was a project management life learning experience of juggling around.
- **Comprehensive Administration:** I have gained my administrative skills; I was able to check-in and check-out over 120 residents. This involved flipping through the inventories, comparing them with the room keys and had to count that everything under maintenance was duly registered. The zero error accuracy on the computers during that practice is what I rely on in every organizational activity up to date.

4.4 Self-Reflection

- **Dealing with Intense Situations (Self-Confidence and Purpose):** I had to be on call to major incidences and that is how I knew that I am much more than I imagine. The sheer stress of managing a severe disease of a student, say, made me realize that I am really concerned about the community and its safety, and that is what actually makes me work towards it. I had gained a sense of self-confidence that I can do it even in a situation where I felt that I had conquered these moments successfully.

- **Bad and Good (Resilience):** The hall officer job is not always good, there are moments that you are required to deliver bad news or you have to face frustrating results. I also got to know about resilience because I understood that it was possible to rebound after a slip and move on to get feedback right after that. I debriefed my supervisor after a tough mediation in which things did not go as planned to determine precisely what I could have done better. This skill to take criticism, learn out of the criticism and come out stronger is the most accurate definition of resilience that I have acquired.

4.5 Final Analysis

The life I went through as a Hall Officer was an incredible experience that gave me the strangest combination of competence and empathy cum organogram-matter. Be it, offering that listening ear during the heartfelt talks of life or being able to think on your feet when you need to do something at the spur of the moment like a fire alarm going off in the middle of the night - I learned how to lead by example and be able to hold myself together. This is the position, which made me know that being a professional is a matter of walking on a fine line between being confident, keeping the trains on time and having a safety margin of secrecy around the dealings you have with people - knowing when to ensure that you have ironclad fences. Giving more emphasis on emergency situations and putting intense quarrelling at the end, I acquired a lot of resilience and trust in my skills to be a good community service provider. However, later on, I became more than a moniker of rules and became a deliberate and competent leader that rules with love and power. No longer only regarding the actions I performed but also in accepting responsibility and relationships. It has enabled it to be a very significant once in a lifetime experience to me - personally and professionally.

Chapter 5

FINDINGS, LIMITATIONS AND RECOMMENDATIONS

5.1 Findings (Key Outcomes and Successes)

Perhaps being an intern officer sounds like a good job for me to do.” But like any other job, this has its own set of challenges and you should be aware about the problems of this field before venturing into it.

Some examples are as follows:

- **Positive impact on student development and behavior:** The influence of the Hall Officer’s position is unmistakable when it comes to creating a supportive environment that nurtures an inclusive living community. Vdealing with conflicts honestly even when they are tough conversations makes a difference leading to improved relationships, stopping small issues before they escalate into big ones and helping new students find their ground through guidance and mentorship increases their confidence and sense of belonging which is critical towards retaining them in your community.
- **Enhance Crisis Management Skills:** The high-pressure nature of the role will help develop strong abilities to think on your feet, a calm and collected approach in extreme circumstances displays a real ability to rise up and make sensible decisions when it counts, becoming that go-to person for mental health and wellness support shows you can deliver an immediate impact in residents’ lives by stepping up with swift action and compassion.
- **Strong Community and Organizational leadership:** Stepping up into a role like this where so much happens behind the scenes from creating a sense of community, to throwing social events - the kind people actually want to attend -- fueling connection and satisfaction between residents. Effectively managing information whilst still being responsive through all aspects of communication is key towards making it possible on all other people (staff and residents that is) for mentoring or support to take place without it being chaos satisfying.

5.2 Limitations (Challenges and Constraints)

Along with so many opportunities, there were a couple of limitations that I encountered as an intern hall officer at Creative International

- **Emotional Demands and Risk of Burnout:** The intense nature of the role can take a toll on personal energy that balancing the roles of friend, mentor, and enforcer of rules blurs boundaries making personal work and life hard to draw boundaries and availability between the job and personal well-being and that enforcing rules can lead to exhaustion in the role emotionally which can be tough to balance the desire to support students with the rules that you may have to enforce creating distance socially and emotionally.

- **Need for More Specialized Support and Training:** Sometimes the role expands beyond the scope of the training and authority. While good at initial crisis handling, more advanced skills, for example, in-depth mental health counseling or complicated mediation, are required for difficult or long-term issues, which means relying on specialized staff. Urgent tasks tend to take over important but less interesting administrative tasks, so they are likely to miss important details
- **Challenges with Role Authority and Influence:** The Hall Officer authority is often perceived as being just a designation and not really essential as leadership. Decisions about discipline, even if fair, can be seen as pure positional power and make it difficult to be perceived as a true friend and trusted peer.

5.3 Recommendations (Suggestions for Improvement)

Couple of recommendations that I have for Creative International are as following:

Implement Advanced Training and Regular Emotional Support: Schedule quarterly training sessions that focus on advanced mental health first aid, conflict resolution strategies, and knowing when and how to refer students to appropriate professionals. This helps to take off the burden of officers handling complex cases. An organization should establish a formal schedule of obligatory debriefing following major incidents or emergencies, such as to assist officers cope with emotional burden and burnout.

Make Boundaries Clear and Simplify Administrative Processes: Clarify and communicate clear boundaries about when officers are off duty and emergency contacts in order to minimize some of the administrative tasks on officers to enable them to do more mentoring and community work.

Establish Effective Mentorship and Recognition Programs: Initiate a peer mentorship program, where more accomplished Hall Officers are mentored by new team members to provide tips on how to cope with the complex friend-enforcer role and recurrent problems and establish a system of recognition and celebration of the work that goes into making positive behavioral changes not only the more visible successes such as showing up at events to validate the good work being done behind the scenes.

Chapter 6

CONCLUSION

6.1 Conclusion

As an intern sectioning in as a Hall Officer, I undertook range of responsibilities which covered immediate crisis response/supervision, community & administrative leadership and rapid skills growth. I was the main points of contacts for an on-campus community; responsible for ensuring that all students were safe and unharmed in any emergency. This taught me valuable skills in crisis control in terms of relating to people and quick thinking under time constraints. Above and beyond responding to emergencies, I played a leadership role in creating a fun & supportive environment by planning social/educational programs, mentoring new staff members and enforcing hall policy fairly and consistently. Finding that balance of being mentor and authority learned me the principles of professionalism, learning professional boundaries, handling office relations in a mature and respectful manner. This job gave me some priceless experience, not just in dealing with difficult situations, but making sure that the students felt connected and safe within their residence halls. By encouraging honest conversation and negotiating disagreements, I was able to create an environment for positive behaviour change to take place. The immersive nature of this internship also furthered my commitment to serving others in adversity, getting the job done, and making tough calls as a leader, all of which will benefit me for years to come in working in an environment where sound decisions that affect the lives of people drive business success.

Chapter 7

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Chapter 8

APPENDICE

8.1 Working Documents

8.1.1 Orientation program for new students

As an intern officer, I was responsible for keeping the program humming in all of its behind-the-scenes glory — arranging common areas, assembling welcome packets and preserving a calm orientation week-haze where it mattered most: during those first crucial grad-student moments. But it was also because I knew what it is to be a resident. That made me a friendly face they could reach out to right away, calming their jitters, breaking the ice and getting them accustomed to their new community. The people on our staff who worked to put together the orientation program are here.



8.1.2 Welcomed speech

I welcomed to the new students of fall 2025.

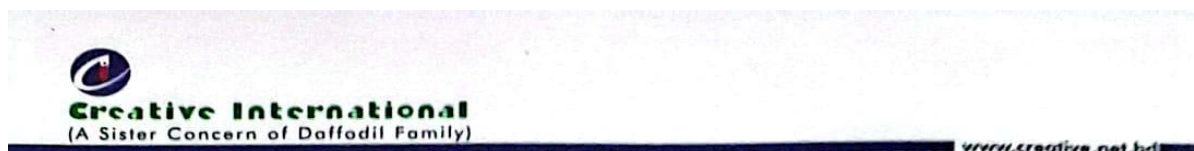


8.1.3 Attend a medical training session

I attend a medical training session so that I give emergency support to the students. This two pictures are the medical session training program.



8.1 Internship Certificate



Ref: CI/HR/Experience Certificate/2025- 06

03 December 2025

TO WHOM IT MAY CONCERN

This is to certify that **Ms. Esheta Ahamed Barno**, Student ID: **221-10-1040**, Department of English, Daffodil International University, has been serving as an **Intern** at **Creative International**, a concern of the Daffodil Group, from **01 October 2025** to till date.

During her internship period of **two months (ongoing)**, she has demonstrated dedication, discipline, and professionalism in performing her responsibilities. She has actively contributed to various tasks related to Hall Management, as assigned to her, and has been carrying out her duties sincerely and efficiently.

We appreciate her efforts and wish her continued success in her academic and professional endeavors.

03.12.25

Mohammad Mustafa Kamal

Additional Director

Creative International

Daffodil Group

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