



Internship Report
on
my Experience as a Welfare Assistant at Al-Muslim
Group

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This project paper is submitted to the Faculty of Humanities and Social Sciences in partial fulfillment of the requirements for the degree of Bachelor of Arts (BA) in English

Table of contents

Declaration	III
Letter of Approval	IV
Acknowledgement	V
Abstract	VI
Chapter 1: Introduction	1
Chapter 2: Organizational details	2
Chapter 3: Objectives	3
Chapter 4: Methodology	4
Chapter 5: My internship experience	5
5.1 Pre-work activities	5
5.2 My role during the internship	5
5.3 Duties I Followed as a welfare assistant	7
Chapter 6: Results	8
6.1 What I learned during the internship	8
6.2 Personal SWOT analysis	10
6.2.1 Strengths	10
6.2.2 Weakness	10
6.2.3 Opportunities	11
6.2.4 Threats	11
6.3 Integration of my knowledge from English department	11
6.4 Use of English in the RMG Industry	11
6.5 Outcomes	12
6.6 Recommendations for Al-Muslim Group	13
Chapter 7: Conclusion	14
Chapter 8: References	15
Chapter 9: Appendics	16
9.1 Photograph	16
9.2 Certificate of completion	22
Chapter 10: Plagiarism report	23

Declaration

I, Subrina Sultana Eva, am pleased to submit my project paper titled “My Experience as a Welfare Assistant at Al-Muslim Group.” This report has been completed under the supervision of Rabeya Binte Habib, Assistant Professor in the Department of English at Daffodil International University. It has been prepared to fulfill the requirements of the Project Paper with Internship (ENG 431) course in the B.A. (Hons.) in English program at Daffodil International University. The report highlights the experiences I gained during my internship.

Subrina

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Name: Subrina Sultana Eva

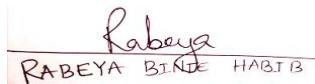
ID: 212-10-752

Department of English

Daffodil International University

Letter of Approval

This is to confirm that, under my guidance, Subrina Sultana Eva, bearing the ID 212-10-752, has successfully completed her project paper titled “My Internship Journey at Al-Muslim Group.” Her work is authentic and the result of her own efforts. I approve the project paper and recommend its submission to the department for necessary action.



RABEYA BINTE HABIB

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Rabeya Binte Habib
Assistant Professor
Department of English
Daffodil International University

Acknowledgement

First of all, I would like to thank the Almighty for giving me patience during my internship journey and helping me complete my Project Paper with great success. Now it is time to give a special thanks to my supervisor Rabeya Binte Habib Madam, for her valuable guidance and support. I always felt inspired by her, and she appreciated my working process while also guiding me on how to achieve better results.

Then I would like to thank the Managing Director of Al-Muslim Group, S.M Amzad Hossain, who provided me with an opportunity to complete my internship at the Al-Muslim Group. My internship experience was interesting and effective because of the support of my colleagues and team members, Nazmun Ara and Jibon Mondol. Their encouragement and collaboration were also very important in my internship journey. I also want to thank them all for their willingness to share their knowledge and experience during my internship. Their support and advice made my internship not only enjoyable but also helped me complete my work successfully. This internship gave me invaluable experience as it was my first hand on experience of learning.

Abstract

This internship report is based on the practical learning I gained during my internship period at a renowned clothing company, Al-Muslim Group. I had an opportunity to work with different people from different backgrounds. During my internship period, I met various kinds of people and gained knowledge about industry operations. The report is written based on the key responsibilities, observations, data collection, problem-solving, counseling, meetings, training, etc. My primary objective was to investigate the principles and behavior of the clothing industry. My main goal was to explore how the garment sector really works as well as to know how they help our economy sectors.

Now I have enhanced understanding of how RMG sector functions in Bangladesh. I have also completed my analysis and learned many new things. Based on my experience, the most important factors for achieving success are time management and dedication to work.

Chapter 1: Introduction

As part of my BA (Honors) in English at Daffodil International University, I enrolled in the course ENG (431) Project Paper with Internship, supervised by Rabeya Binty Habib, an Assistant Professor in the Department of English. This project paper is a mandatory requirement for the completion of my final year. The internship course provides students with the opportunity to gain practical experience before entering the corporate job market. To fulfill this requirement, I completed a two-month internship at Al-Muslim Group, where I had the chance to develop valuable practical skills. Out of the five fundamental human needs, clothing is the second.

Bangladesh is a developing country with a large capacity for clothing manufacturing. It possesses a significant human resource for the ready-made garments (RMG) sector. Ready-made garments generate substantial revenue for our country and have a great impact on the national economy. Approximately 74% of Bangladesh's export earnings come from the garments sector. Around 1.5 million employees work in this sector, the majority of whom are female workers from lower-class backgrounds. I wanted to try and experience something new, so I chose the garments sector for my internship.

English plays a vital role in the garments sector for several reasons. Bangladesh heavily depends on foreign trade, and English is the primary medium for international communication. When collaborating with multinational companies, English is used as the main language. Most buyers communicate via email to confirm business deals and inquire about ongoing projects. These communications are typically handled by someone with strong English language skills. Employability skills greatly supported me throughout my internship journey, making the experience smoother. By applying these skills, I was able to demonstrate my creativity. Fundamental skills, especially effective communication, are essential in any workplace. Communication is the first step to understanding a workplace.

To grasp the working environment, I had to interact with people and understand their perspectives. A course I completed, (LSP) Listening, Speaking, and Pronunciation, was particularly helpful during my internship. One of the key lessons was to listen carefully, pause before speaking, and always be mindful of pronunciation. Mispronunciation can sometimes completely change the meaning of a word. My biggest strength was my self-confidence. I always tried to maintain a positive mindset. However, I had some weaknesses: I got nervous easily, I was quite shy, and I found it challenging to speak up in front of others.

Chapter 2: Organizational details

Al-Muslim Group



Name: Al-Muslim Group

Location: Ulail Bridge,14, Dhaka-Aricha Highway, Gedda, Savar 1340, Bangladesh

Al-Muslim Group is a ready-made garment manufacturing company in Bangladesh. It manufactures a wide range of woven top and bottom items not only for man, woman, but also for children. The company is well-reputed and has a strong presence in the ready-made garments industry, not only in Asia but also in Europe. Their primary goal is to ensure the best quality, competitive prices, and excellent services for their valued customers. The organization produces the latest trendy and fashionable ready-made garments and denim products. The company employs 22,000 people. In addition to clothing, it also produces various garment accessories such as embroidery, printing, and washing. Al-Muslim Group is considered a 100% woven manufacturing unit, with a capacity of 2.5 million pieces per month. The company has 28 years of experience in this sector and is recognized as one of the largest exporters in Bangladesh. In 1992 S.M Amzad Hossain established Al-Muslim Group as the first company and later the associate company are started their journey. The associate companies are, 1. A.K.M knit wear Ltd. 2. Al-Muslim Yarn Dyeing Ltd. 3. Al-Muslim Washing Ltd. 4. Al-Muslim Garments Accessories Ltd. 5. Al-Muslim Builder's Ltd. 6. Pacific Blue (Jeans wear) Ltd. 7. Al-Muslim Apparel's Ltd.

Chapter 3: Objectives

Firstly, as a student of the English department, my focus has always been on English. I wanted to examine how effectively English is used in this sector. My main goal was to gain practical experience by applying the knowledge I have acquired through my academic background.

Secondly, I selected these objectives based on my academic interests and the practical relevance of the Bangladeshi garment industry. My main focus was to gain hands-on experience by applying the personal and professional skills I developed through one of my academic courses.

Lastly, I chose my third objective with a particular focus on female workers. I was curious to explore whether they are truly safe in this sector.

1. To examine the use of English and communication skills in the Bangladeshi garment industry.
2. To gain practical experience by applying personal and professional skills.
3. To ensure female employees feel safe, included, and enjoy positive working conditions.

Chapter 4: Methodology

During my internship, I talked with experienced professionals like the AGM, GM, PM, and DGM every day. I closely watched how they worked so I could learn and improve my own skills. Each morning, I watched videos related to the garments industry to better understand how it works. At the end of the day, I made a list of tasks I wanted to complete the next day. I believe that planning ahead helps me work more efficiently. The most useful methods I used during my internship were collecting information, making plans before starting any task, and taking clear notes.

Research methodology course helped me a lot during my internship. Throughout this course I learned various technique, strategies. The qualitative and quantitative research methods helped me a lot. I maintained a journal during my internship period. I conducted informal interviews and conversations with my supervisor and colleagues to gain knowledge about the professional environment and workplace. The qualitative method helped me develop communication skills, teamwork, and time management. It also helped me apply the theoretical knowledge from my academic studies to real-world situations. And quantitative methods also helped me making surveys and collecting feedback from the employees.

Chapter 5: My internship experience

This internship report outlines my journey in preparing for a career in the garment industry. It focused on how the industry operates, the activities I engaged in during my internship, the lessons I learned, the situations I faced, and, finally, how these experiences helped shape me. The internship was designed to enhance both my academic and professional skills.

It helped me expand my basic knowledge and made me more creative. It also taught me how to manage my time and collaborate with different kinds of people. Every day, I went to the office to observe how they worked and produced the products. I received feedback from them, which helped me develop both my soft and hard skills. I also discovered my strengths and weaknesses and learned how to improve myself. These experiences helped me grow not only in my personal life but also in my professional life.

5.1 Pre-work activities

I wanted to try and experience something new, so I chose the garments sector for my internship. I remembered when I first met the HR and Compliance officer, they were quite curious about why I had chosen the garments industry as a student from the English department. Most people assume that students with an English background pursue careers in the education sector. However, when I shared my curiosity about the garments industry, they appreciated my perspective.

My first step was to observe the entire process of the clothing industry. After that, I visited various departments, including the Heat Cutting Room, APW Room, Defect Panel Replacement Area, Cutting Section, Fabric Defect Gallery, Input Quality Inspection Area, Get-Up Quality Inspection Area, Sewing Area, CT Pad Area, Sample Area, Finishing Area, Benefit Section, and the canteen. I also visited the childcare facility.

5.2 My role during the internship

Throughout my training period, I was very confused about how to start my job, but gradually I learned many things. I started prioritizing my work. The very first thing I did was taking notes. Then I made a time schedule and worked according to it. One of the first tasks I completed was collecting basic information and the founding history of the industry, including details such as the number of workers.

I began collecting basic data, observing planning strategies, understanding how production works, communicating with different kinds of people, learning how to find solutions to problems, and taking action in emergency cases. I was also responsible for collecting BKash

numbers and doing data entry for various purposes such as documenting new joiners, employee resignations, or terminations.

Here are the specific responsibilities I handled:

1. Prepared monthly registry reports:

Every month, I prepared a registry report to submit the number of employees who left their jobs.

2. Made important announcements over the PA system:

In case of emergencies such as a request for blood donation I made announcements over the PA system. If any employee was willing to donate, I ensured their gate pass was issued.

3. Collected BKash numbers for salary:

Every month, employees submitted their BKash numbers for salary processing, and I collected these numbers.

4. Submitted daily floor monitoring reports:

I submitted daily floor monitoring sheets and signed checklists for each section, such as the girls' prayer room, girls' canteen, medical room, water filter area, etc.

5. Monitored the floor and maintained cleanliness:

I carefully monitored all floor areas to ensure cleanliness and made sure there were no blockages. It was important to maintain a safe and obstruction-free environment for everyone.

6. Attended meetings:

Attending meetings was one of my favorite responsibilities. I always tried to attend every meeting, as each one had a different purpose, which made them exciting and informative.

7. Participated in Stastho Shokhee activities:

At Stastho Shokhee, women received emergency preparedness and first aid training. I participated in sessions that taught members the necessary steps to take in emergency situations.

8. Attended weekly meetings:

I consistently attended weekly meetings where section heads gathered to address issues and provide updates on their respective areas.

9. Handled documentation of machine tools:

I kept a detailed record of all machine tools provided to employees, ensuring proper documentation of distribution.

5.3 Duties I Followed as a welfare assistant

During my internship as a Welfare Assistant, I had the opportunity to be involved in several key committees, including the Participation Committee (PC), Safety Committee, Canteen Committee, Grievance Committee, Anti-Harassment Committee, and Payment Clearance Committee. One of my main responsibilities was daily floor monitoring, which was very important because buyers regularly reviewed updated records. I also looked after various worker facilities such as the canteen, restrooms, and childcare centers, and made sure that clean drinking water was available at all times. I worked to ensure that workers had access to essential resources like home support, food cooperatives, and educational opportunities for both boys and girls. Supporting workers and contributing to their overall well-being was one of the most meaningful parts of my role.

As part of the welfare team, I helped employees apply for leave and ensured they understood company policies and rules. I also took part in training new workers and worked to improve the standard of education among them. Providing access to medical care was another important responsibility I handled. I made efforts to maintain a positive relationship between workers and management and took quick action whenever there were misunderstandings or conflicts among workers. Finally, I took special care to support pregnant workers. I ensured they were not given physically demanding tasks and regularly updated the list of pregnant employee, monitoring their health and needs to ensure they received proper care.

Chapter 6: Results

6.1 What I learned during the internship

Professional skills were the qualities that helped me perform effectively in the workplace. Some of the key qualities of professionalism included good communication, teamwork, problem-solving, time management, adaptability, critical thinking, work ethic, discipline, prioritizing work, note-taking, and understanding meeting terminology.

Interpersonal communication refers to the way people share their own thoughts in face-to-face interactions. It played an important role during my internship, helping me build professional relationships. Attending meetings improved my listening skills and gave me the confidence to share my own ideas. Intrapersonal communication means self-talk. Intrapersonal communication helped me stay focused. It also helped me understand my strengths and weaknesses, and I was able to maintain a positive attitude throughout the internship.

Time management

Time management was crucial for completing tasks efficiently. The very first thing I did was created a timetable for my office days. I always tried to manage my time wisely, which helped me complete my report writing on time.

Discipline

Discipline was one of the most important professional skills. I was always careful about my behavior. I tried to follow the rules and regulations of the organization, and showed respect to my seniors like the AGM, GM, and PM.

Prioritizing work

I always prioritized my tasks and worked accordingly. I made sure to be punctual and checked first if there were any meetings or buyer visits scheduled for the day. Based on that, I planned my work.

Note-taking

I took notes daily on the tasks I performed and collected related pictures. Note-taking was one of the most useful habits that supported me throughout my internship journey.

Problem solving

At the beginning of my internship, I faced several challenges. To solve them, I followed a process: identifying the problem, understanding it, gathering information, analyzing it, generating possible solutions, discussing them with my team, and then implementing the best option.

For example:

One day, a major issue occurred in the numbering section. The workers made mistakes in numbering, which disrupted the entire process as all subsequent sections depended on correct numbering. I first identified the exact problem and calculated how many sample pieces were affected. Then, I discussed how much time would be needed to redo the numbering and how much time had already been lost. I collected statements from the workers where they committed to completing the rework within the deadline while also meeting their regular targets.

Teamwork

Teamwork turned out to be one of the most enjoyable parts of the internship. I participated in the buyer's audit team, visited the floor, and noted various findings that needed correction. I was responsible for addressing these issues, documenting the changes, and providing photographic evidence. I even had the opportunity to lead a team, which allowed me to apply my leadership and mentoring skills.

Critical thinking

I always tried to think differently and logically because I believed that logical thinking led to better results. Critical thinking helped me solve complex problems effectively.

Terminologies related to official meetings

Understanding meeting terminology was also very important. Whenever I participated in meetings, I listed all the items discussed. One of the best hacks I used during my internship was keeping voice recordings, taking pictures, and writing notes. When I started writing my report, I listened to those recordings multiple times to extract the most relevant information. These methods made my report more detailed and informative.

Work ethic

The Art of Living course helped me significantly during my internship. It taught me general etiquette such as punctuality, table manners, appropriate dress code, body language, eye

contact, and meeting etiquette like switching off my phone during important discussions. All of these practices shaped my professional behavior.

6.2 Personal SWOT analysis

SWOT analysis was used to discover my strengths and overcome challenges. This analysis helped me understand my strengths and weaknesses. Weaknesses were internal limitations that could be improved by working on them. Opportunities were external advantages that I could benefit from. Threats were negative situations that could not be controlled, but their effects could be reduced.

The importance of SWOT analysis was that once someone understood their strengths and weaknesses, they could work on improving themselves. It also helped in building one's career. In my opinion, a personal SWOT analysis was like a picture of oneself. By using my strengths and skills, I believed I could achieve good results in life. This analysis also helped me make decisions and overcome my fears.

When I did my personal SWOT analysis, I asked myself questions, tried to find the answers, reflected on my weaknesses, identified areas where I could improve, and understood my real fears.

During my internship, I analyzed my personal strengths, weaknesses, opportunities, and threats.

6.2.1 Strengths

My strengths included being confident I always believed in my decisions. I was a positive and friendly person. I believed I was a quick learner and could easily get along with others. I took my job seriously and always tried my best. Patience was also one of my biggest strengths.

6.2.2 Weakness

However, I found some weaknesses too. I was a shy person and got nervous when speaking in front of a large group. I often hesitated to share my opinions.

For example: One day, I was in a meeting where I had to share my opinion. It was my first time speaking in front of people, and I became nervous and felt shy. But day by day, I improved myself. By the end of my internship, I was able to speak confidently in conferences and share my thoughts clearly.

6.2.3 Opportunities

I also identified some opportunities during my internship. I started speaking in front of small groups, gained more knowledge, and experienced working in a new environment.

6.2.4 Threats

My biggest personal challenge was public speaking. I faced many difficulties during my internship, especially when communicating with different people. That was my biggest threat.

6.3 Integration of my knowledge from English department

English is considered a foreign language in Bangladesh. Every country has its own native language, but English is used as a universal medium for global communication. To understand the international market, English is very essential.

During my internship at Al-Muslim Group, I actively used English in various professional settings. I communicated with foreign buyers through emails and attended meetings where presentations were delivered in English. I also helped preparing documents such as registry reports, absence record, salary sheets, daily floor monitoring sheets, medicine issue sheets, follow-up registers for pregnant women, collected BKash numbers, machine tool supply documents, audit reports, and more. By performing these tasks, my English communication skills improved significantly.

My main goal was to find out how English is used in the garments industry, and I was able to identify several important areas where English is commonly used.

6.4 Use of English in the RMG Industry

Communication with international buyers and clients: Dealing with the brand representative and agent to confirm a deal using English is a common practice.

Documentation and paperwork: Contact number, taking order, business deal all these records are keep in English.

Agreement: All business deals with international clients are conducted in English, and their agreement and all kinds of requirements are written in English.

Marketing and advertising: For promoting products in multinational companies using internet sources such as different websites, social platforms use English for better advertisement.

Writing product descriptions for the international marketplace: For the sake of buyers' attention, we have to be very careful about the product descriptions and it being written in English.

Human resources management: training employees in English, communicating with international buyers, communicating with the international buyer's audit team, and writing job descriptions.

Compliance: Report ready for audit and inspections in English.

Meeting: Presenting the company process for international buyers. The presentation is ready in English for international buyers.

Supply or courier process: Collecting data of import and export time in English for deals with shipping companies for foreign transport.

Development for the company: Understanding international fashion and developing designs in English is also necessary.

Machinery and equipment: Machinery and equipment imported from abroad come with instructions and documents written in English. English is essential for their maintenance.

6.5 Outcomes

This internship significantly impacted my daily life, and I began to approach things from different perspectives. It provided me with practical experience and knowledge in various situations. I learned how to handle and manage challenging situations, how to manage people effectively, and the importance of time management, teamwork, leadership, mentoring, and the application of both hard and soft skills.

This experience also benefited my future, as the skills and knowledge I gained during the internship are expected to have a significant impact on my career. It helped me maintain balance and deliver better performance in my professional life. Which I believe will be very helpful in my future career.

6.6 Recommendations for Al-Muslim Group

My personal recommendations for Al-Muslim Group are as follows:

They should improve their communication system and gain a deeper understanding of the relationship between workers and managers. Additionally, they should place more emphasis on adhering to laws and legal actions. Most importantly, I recommend that they focus on improving the use of English within the company.

Chapter 7: Conclusion

In conclusion, as a student of the English department, my internship gave me the opportunity to gain real-life experience in the garments sector. Many educated individuals are working in this industry, even though they have studied at reputable institutions. There are good opportunities for those already employed in garments as well as for new entrants. However, due to a lack of opportunities in other fields and inactive recruitment processes, many people are turning to the garment industry for employment.

After completing this report, I have gained a clear understanding of how the garments industry operates. My internship at Al-Muslim Group was very informative, as I learned about the daily operations of a garments factory. I also understood the importance of responsibility and dedication in the workplace.

During my internship, I observed how companies plan strategies to achieve major goals. I also observed how teamwork contributes to completing tasks efficiently. Moreover, I learned about new techniques used in the industry. This experience helped me develop skills that will be useful in my future corporate career.

The skills I acquired during this journey will be invaluable as I move forward professionally. Before stepping into a corporate office, I have already learned many essential aspects that will benefit me in my career. This internship experience significantly boosted my confidence, and I am eager to apply the knowledge I have gained to my future endeavors.

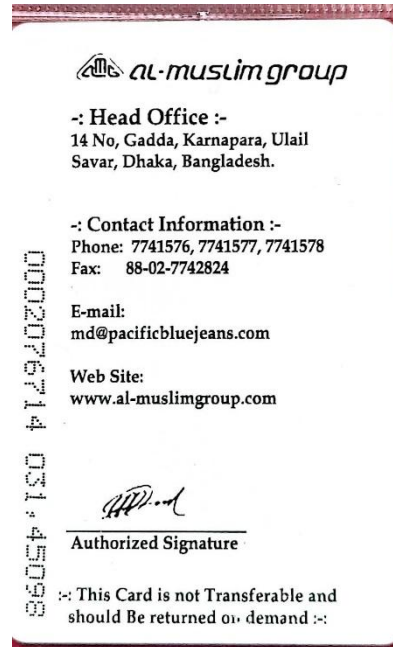
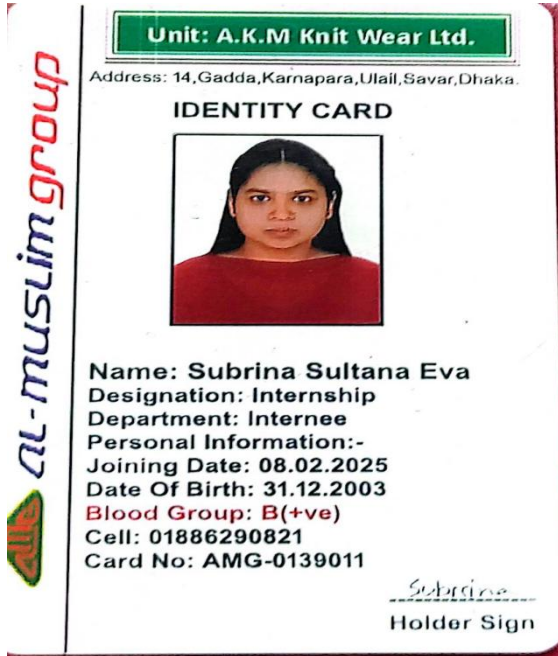
Chapter 8: References

1. PSBD24.(2022, October 10). Use of English language in garments industry [Video]. YouTube. <http://YouTube.be/HMCu9vfpBng>
2. Towheed, A.S.M.(2011,June 26). Internship project on garment manufacturing unit: Final project. scribed.<https://www.scribd.com/doc/134455981/Internship-project-on-Garment-manufacturing-Unit-Final-Project-BIFT>

Chapter 9: Appendices

9.1 Photograph

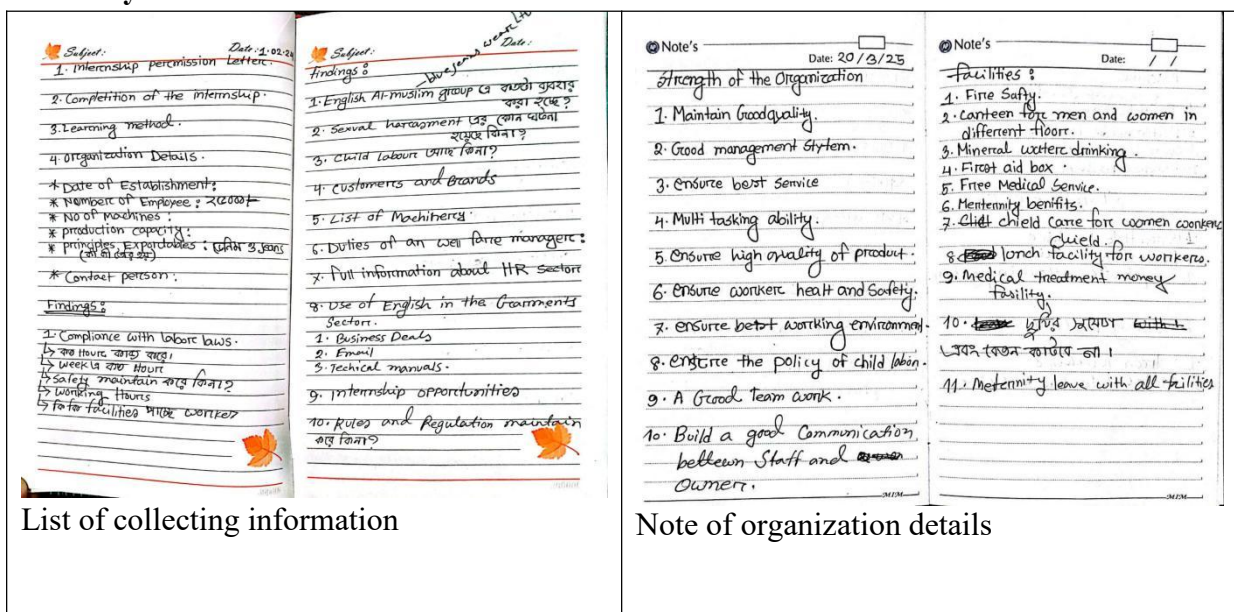
9.1.1 My ID



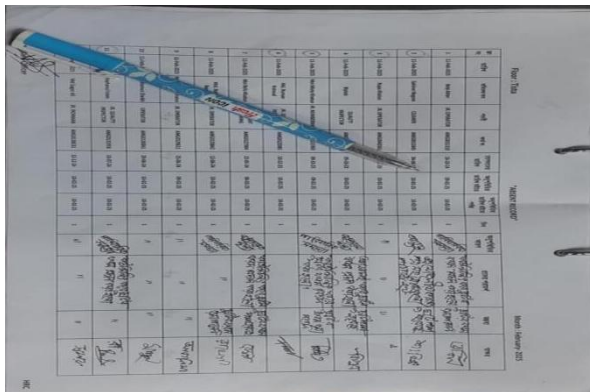
My ID card of Al-Muslim Group

My ID card of Al-Muslim Group

9.1.2 My Notes

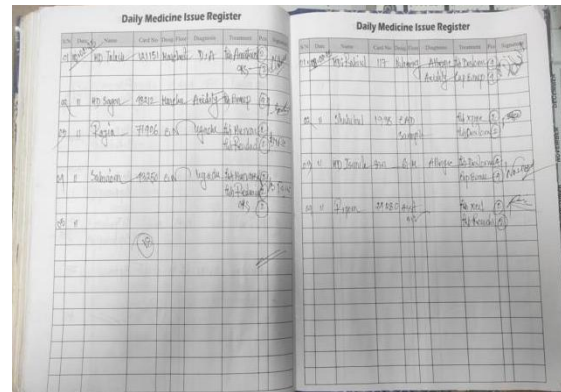


9.1.3 My activities during work



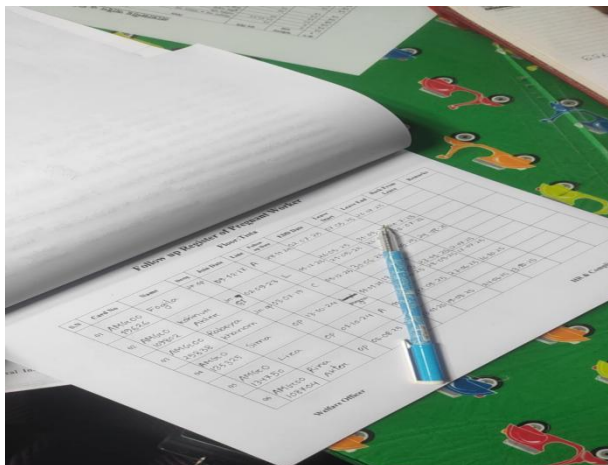
A photograph of a large, multi-column table used for recording worker attendance. The table has columns for dates and names. A blue pen is resting on the table, and there are handwritten notes in some of the cells.

Absent record of worker



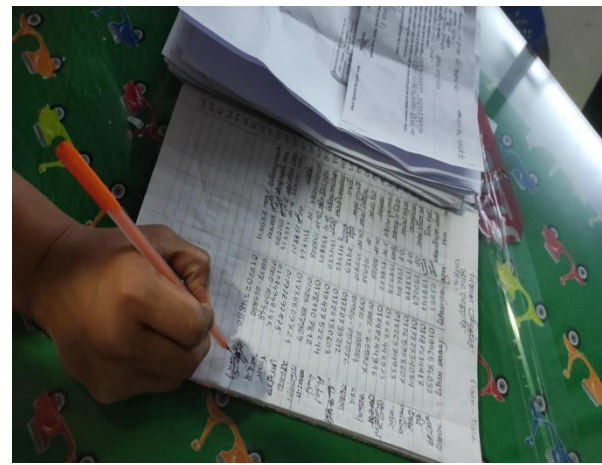
A photograph of two pages of a 'Daily Medicine Issue Register'. The pages contain columns for patient names, dates, and medicine details. There are handwritten entries in the register.

Daily medicine register



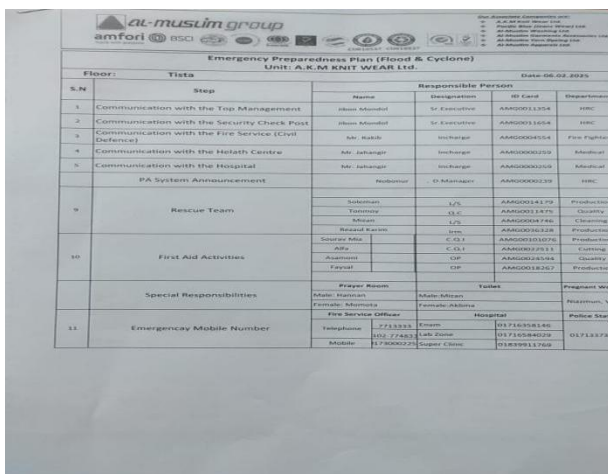
A photograph of a 'Follow up Register of Expecting Woman'. The table has columns for patient names, dates, and follow-up details. A blue pen is resting on the table.

Follow up register of expecting woman



A photograph showing a person's hand using an orange pen to write on a form. The form appears to be a collection of BKash numbers, with columns for names and numbers.

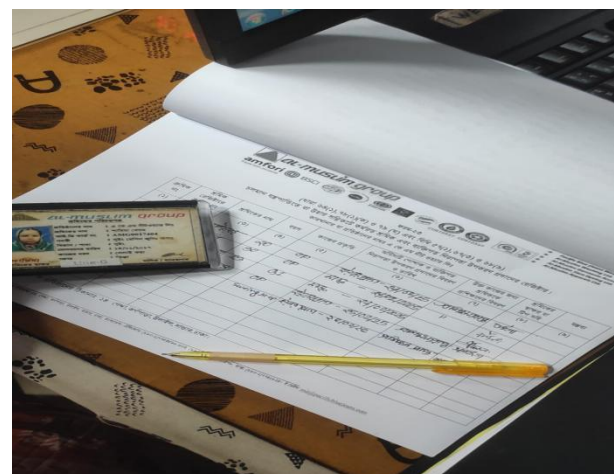
Collecting BKash number



A photograph of an 'Emergency Preparedness Plan (Flood & Cyclone)' document. The document is titled 'Unit: A.K.M. KNIT WEAR LTD.' and 'Date: 06.02.2025'. It contains a table with columns for S.N., Step, Name, Responsible Person, and Experience.

S.N.	Step	Name	Responsible Person	Experience
1	Communication with the Top Management	Abdur Mannan	Sr. Executive	HR
2	Communication with the Security Check Post	Abdur Mannan	Sr. Executive	HR
3	Communication with the Fire Service (Civil Defence)	Mr. Rakib	Inspector	Fire Fighting
4	Communication with the Helath Centre	Mr. Jahangir	Inspector	Medical
5	Communication with the Hospital	Mr. Jahangir	Inspector	Medical
6	PA System Announcement	Rebhanur	Manager	HR
7	Rescue Team	Subhanur	Manager	Production
8	First Aid Activities	Rebhanur	Manager	Production
9	Special Responsibilities	Prayer Room	Manager	Production
10	Emergency Mobile Number	Prayer Room	Manager	Production

Emergency preparedness plan



A photograph of a table used for recording instrument giving. The table has columns for names, dates, and instrument details. There are handwritten entries in the table.

Instrument giving record

[illegible]

Leave form

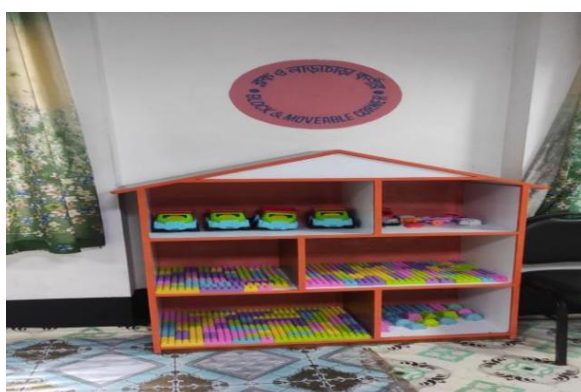
PA system

[illegible]

Reason showing notice

Visiting canteen

9.1.4 Child care



Playtim

Play corner



Health checkup register



Parents meeting

9.1.5 Training for expecting worker



First aid training



Picture of expecting women



Picture of expecting women

9.1.6 Glimpses of different work corners at AL-Muslim



Numbering section



Slap button section



APW room



Hit cutting section



C-TPAT area



Finishing area



Sample section



Cutting section



Input quality inspection area



Getup quality inspection area



Defect panel replace area



Sewing area

9.2 Certificate of completion



UNIT :
**A.K.M. KNIT WEAR LTD.**
(100% Export Oriented garments Industry)

Our Associate Companies Are:
[] A.K.M. Knit Wear Ltd.
[] Pacific Blue (Jeans Wear) Ltd.
[] Al-Muslim Washing Ltd.
[] Al-Muslim Garments Accessories Ltd.
[] Al-Muslim Yarn Dyeing Ltd.
[] Al-Muslim Read-Made Ltd.
[] Al-Muslim Builders Ltd.
[] Al-Muslim Apparels Ltd.

Ref: AMG/ADMIN/HRD/INT/330/2025

Date: 08 Apr 2025

TO WHOM IT MAY CONCERN

*This is to certify that, **Subrina Sultana Eva S/O Md. Ebrahim** a student of Bachelor of Arts, Major in English from Daffodil International University, Bearing ID No: 212-10-752 has successfully completed 02 (Two) months (From 08 February 2025 to 08 April 2025) long Industrial Training at this company.*

She was punctual, hardworking and inquisitive during the Industrial Training program.

We wish her every success in life.

For, AL MUSLIM GROUP.


Asst. General Manager
HR & Compliance.

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