

An Internship Report
on
“The Experience as an International Team Monitor”

Prepared by:

Afroza Khatun

ID: 192-10-440

Department of English
Daffodil International University

Under the Supervision of:

Mr. Mohammad Elius Hossain

Assistant Professor

Department of English
Faculty of Humanities & Social Science
Daffodil International University



Daffodil International University

Date of Submission: May 30, 2023

An internship report is submitted to the Faculty of Humanities and Social Science in partial fulfillment of the requirements for the degree of Bachelor of Arts (B.A.) in English

Statement of Original Authorship

Hereby I declare that, from my understanding, this report has not infringed any proprietary rights. Or copyright, and that it shall include all ideas, techniques, quotations etc. from others People's works that I have used in my paper, whether it has been published or not. In accordance with accepted citation practices, they are properly cited.

I also declare it to be an authentic copy of my work, Academic supervisor and the University Library Office, and that this paper has not been for any degree or other purpose, submitted to any other university or institution.



.....
Afroza Khatun

ID: 192-10-440

Department of English

Daffodil International University

Approval of Academic Supervisor

I am pleased to certify that the internship report on “Internship experience as an International Team Monitor” prepared by Ms. Afroza Khatun (ID: 192-10-440) of the Department of English has been approved for presentation and defense. She completed her internship at Alternative Recruitment. Under my supervision, Ms. Afroza worked with the Europe team and Dhaka office team as an intern in the Alternative Recruitment and Connection Project Europe Team. She completed the work during the Summer 2023 semester. I am pleased to clarify that the data, the findings presented in the report are the authentic work of Ms. Afroza Khatun. She bears a very good moral character and a very pleasing personality. It has indeed been a great pleasure supervising her. I wish her every success in life.



.....

Mr. Mohammad Elius Hossain

Assistant Professor

Department of English

Daffodil International University

Acknowledgement

I would like to start by sincerely thanking all of my teachers and supervisor, without whose support this internship would not have been possible. It provided me with the chance to get knowledge about the outside world and has turned out to be a wonderful experience. I would like to thank my respected academic supervisor, Mr. Mohammad Elius Hossain, for providing me with the necessary guidance so that I could effectively blend my theoretical and practical skills when writing this report. I want to express my gratitude to the Alternative Recruitment for providing me with the chance to complete an internship there. Everything I've done over the last several weeks has given me a ton of experience and knowledge, which has allowed me to become excellent at doing practical work. I would like to express my gratitude to Ms. Bushra Badhon, Manager of Alternative Recruitment and Connection Project, for providing me with the sound guidance I needed to acquire.

I would like to express my gratitude to Jahangir Sir, the CEO (Chief Executive Officer) of Alternative Recruitment, also I want to thank Rashmi madam, she trained me in my intern. I am also grateful to the file preparation department, marketing department head to assist me to understand my work.

Dedication

I dedicate this Internship report to my mother and father, because they always encouraged me to work harder. Their continuous support made my Internship journey easy. They were always cooperative. They always gave me moral support and encouragement throughout my studies.

Abstract

I worked as Team monitor in the Alternative Recruitment in Dhaka and Connection project of Europe team. I maintained all my responsibilities in the both offices. I monitored our Europe colleagues in Croatia, Serbia, Lithuania, Poland, I was appointed as a full timer and my boss gave me the responsibility of Bosnia colleagues also. I got the assist every time from our manager Bushra. She lives in Europe but she always assisted me in my work because it was not easy to handle four country colleagues alone.

I learnt many things as I had to operate the Dhaka office team too. The colleagues requirements was full filled by our Dhaka office team. As I was the medium between Dhaka office and Europe office that is why I was always sincere to my work.

I made a good connection with everyone in my office. They were happy to have me as a colleague. My Europe office colleagues were also helpful and sincere. They were cooperative.

It was a great journey indeed. As I am a student of the English Department, it was very beneficial because I could talk with my colleagues fluently in English. Through this internship work I got great opportunities to develop a number of soft skills and hard skills.

List of Abbreviations

DIU : *Daffodil International University*

DSC : *Daffodil Smart City*

CEO : *Chief Executive Officer*

Table of Contents

SL	Contents	Page No.
	Statement of Original Authorship	I
	Approval of Academic Supervisor	II
	Acknowledgement	III
	Dedication	IV
	Abstract	V
	List of Abbreviations	VI
	Table of Contents	VII-VIII
Chapter 1: Introduction		
1.1	Introduction of the Paper	01
1.2	Purpose of the Internship	02
1.3	Significance and Scope of the Report	03
1.4	Objectives of the Report	04-05
Chapter 2: Professional Skills		
2.1	Professional Soft Skills	06
2.2	Professional Hard Skills	07
2.3	Internship to Develop Soft Skills and Hard Skills	08
Chapter 3: Placement Process		
3.1	Followed Placement Process	09-10
Chapter 4: Organizational Overview		
4.1	Introduction	11
4.2	Organizational Overview	12
Chapter 5: Internship Activities		
5.1	Introduction of the Internship	13
5.2	Work Condition	14-17
5.3	Details of the Soft skill Development	17
Chapter 6: Observations and Findings		
6.1	Observations	18
6.2	Limitations & Findings	19-20
6.3	Other Restrictions	20-21

Chapter 7: Conclusion and Recommendations		
7.1	Conclusion	22-23
7.2	Recommendations	23
Appendices		24
	Appendix 1: Plagiarism Report	25
	Appendix 2: Photo with HR and Team Leader.	26
	Appendix 3: Photo In Zoom Meeting with colleague	27
	Appendix 4: Meeting with worker	28
	Appendix 5: Certificate of Appreciation	29

Chapter 1: Introduction

1.1 Introduction

I am Afroza Khatun. I am a student at the Department of English of Daffodil International University. I did my Internship at Daffodil International University as a part of my four-year Honors Degree.

English is an international language and one of the most common languages in the world. It is usually difficult to communicate with foreign country people who do not know English. But now most of the developed country's people know English language. So, English makes our communication easy.

Over 380 million people in the world speak in English because English is their mother tongue. As well as English has 1121 million speakers. This is the most authentic reason what makes this language, the most extensively using language of the world.

I worked in an Agency. They have office in UK, Croatia, Malta, Serbia, Albania, Kosovo, Lithuania, Poland and Bangladesh. My employment has been confirmed by them in the capacity of International Team Monitor of Croatia, Lithuania, Poland and Serbia. The name of the Agency is Alternative Recruitment Ltd. As it is an Agency, their main act is to send workers from one country to another country. The workers, who want to work in the following country where our office is available, can apply. We have varieties of department in our Agency. As I am working as a Team Monitor of Croatia, Lithuania, Poland and Serbia team. I have to lead the work of our Croatia, Lithuania, Poland and Serbia employees.

As I am working as an International Team Monitor of our Croatia, Lithuania, Poland and Serbia office, that's why I have to keep in touch with our Croatia, Lithuania, Poland and Serbia office colleagues all the time. I have to communicate with them and

lead them with the following instructions I am given by. As I have to communicate with them in English so English is necessary to communicate with the colleagues for me. So, as a student of English department, I am benefited in dazzling way

1.2 Purpose of the Internship

The potent purpose of my Internship is to know about the corporate world and most importantly avail experience which I would never have if I would not try. I must say that the purpose of my internship is definitely on track because I am availing much more I awaited.

An internship is generally quick. However can likewise prompt super durable jobs. Try not to misjudge the effect you could have during those months as an understudy; the following are five reasons you ought to see your temporary position as an open door to both learn and dazzle. Maybe my temporary job allowed me the opportunity to encounter a job I have without exception needed. Right now is an ideal opportunity to get clarification on some things and stall out in working. The months I spend as an understudy in this job provided me with a thought of whether this is a region I need to seek after as a profession.

While I gain understanding into a specific division or job, it is possible that I invest energy working with partners in different jobs. Seeing what they really do consistently could rouse me to follow another way. It's no terrible thing to stray 'course' as having a go at something new could find me into a line of work that makes me happy to be working on each day. This has different impermanent jobs and entry level positions that could allow me to figure out what I really want.

1.3 Significance and Scope of the Report

Bearing a remarkable progress that I am experiencing and the knowledge I am gaining is totally mirror the report. Because of this report I could be able to show all of my experience and my work on this field in a professional manner.

Without this scope it would never be possible. I have deep trust on how a report can express the whole meaning of an intern wants to show. This report will be also understandable when it is prepared nicely.

I am really grateful to have this opportunity to make this report. Respectful supervisor “Md Elius Hossain” Sir has given me this opportunity which was never possible without his cooperation. I am also grateful to my University because of my University I have learnt numerously.

The temporary job report is significant on the grounds that it illuminates our teacher regarding the examples and abilities we mastered and the amazing open doors we needed to apply those abilities.

A Temporary position report showed history. The thing is that while I was learning at school, I learnt speculation, and capacities and definitive thinking, but that doesn't mean I can execute them at work. As of now, I'm probably scrutinizing that sentence and thinking "clearly I can execute them at work" yet to a business, how would they know that?

If I have had even just a single brief position, then they see that as affirmation that I know how things work at work. Also, we know, understudies generally wind up doing things that they would rather not do-it shows them working with troublesome individuals, snort work and how at times shows us that someone needs to take notes, or duplicate in specific circumstances

1.4 Specific objectives

Essentially we know about this field as we realize that a temporary position is for to meet section level necessities for the focus region for which an individual has considered. It gives them encounters of that comparable field they have examined. Likewise we will actually want to design and finish projects. This incorporates the capacity to recognize and tackle issues by applying proficient norms. The individual must likewise have the option to compose, alter, and change successful messages.

As we likely know the objectives of a student participating in a transitory position is to explore calling decisions before graduation. Coordinate speculation and practice. Assess interests and limits in their field of study.

1.5 Summary of the Chapter

From this following chapter we can assume the necessity of English in corporate sector. As well as the purpose of the internship as it is essential for our career to experience something new. It will help us to cope up with the professionals.

This chapter also reflects the significance of the report. It shows how this report helps me to express my overall journey in a professional field.

Chapter 2: Professional Skills

2.1 Professional Soft Skills

As a Team monitor of a multinational agency I have successfully achieved many professional soft skills.

Below I am leaving some key skills which I have achieved:

Problem solving skills is the main which I have achieved. Every day I have to communicate with my international Team and my office team in many purposes. That's why I face many kind of issues which have to be solved by myself as I am handling our international Croatia and Serbia office team. I have to collect necessary inform from them and also they communicate with me when anything needed and I have to pass that to our office team to take the necessary steps and I have to follow-up to look over if the work has done by our Dhaka office team or not.

Secondary communication is my part of my daily task with my international team and Dhaka office team. I have to speak in English with my international team and I speak in Bangla with my Dhaka office team. My Croatia office team members speak in English fluently. By talking with them I have made my communication skill in English excellent. So I don't feel nervous anymore to speak in English. As I am a student of English Department, It was a great benefit for me to handling the post I am in. My teachers always encouraged me to speak in English. That's why now I am comfortable in speaking English. Another thing I have achieved is time management. In my office time is very important. As Dhaka office time is not similar as Croatia office time so I have to maintain the time while start communication and stop communication. As well as I have tp send necessary documents between the time they prefer. I have to think critically very often

whenever I have to solve something and there is no senior beside me. My boss and Manager lives in UK So I have to maintain the time while talking with them and have to solve problem without them. They are proud of me as I am doing my work perfectly.

I have adapted everything in my office just in 15 days. I think it was another success for me in my corporate life.

2.2 Professional Hard Skill

I have achieved the management skills by working in this company because first of all, I have to manage our Croatia office team and lead them on their work, maintain them and take care of if they are doing their work perfectly or not. I have 9 colleagues in Croatia, whom I have to maintain. Then I have Serbia office team. There I have 5 colleagues and I have to maintain all their work. Look over them and take care of their work. Also I have to handover their requirements to our Dhaka office team and manage all step by step. I have to work in excel most of the time so It is now easy for me to work in excel. Gmail, PowerPoint, and word documents also I use in my computer daily. So, Microsoft skills are now in my hand. Sometimes I have to make some documents and use the server to collect data or process data. It became easy for me to use.

Also I have achieved presentation skills because in every week 2 or 3 times I have to hold a meeting with my international team and present new changes and new tasks to them. It made my presentation skill best. Also our boss came in the office after 20 or 25 days then he asked for a presentation of summary of my work and as well if I am facing any difficulties he wants to know.

As it is an agency, we have a separate marketing team, but I have to give direction to them about what kind of worker the employer wants. And also the requirements.

2.3 Role of Internship in Developing Soft Skills and Hard Skills

In my internship, I have learned soft skills and hard skills perfectly and using it in my work nicely. I have knowledge of soft skills and hard skills earlier, that are why it is quite easy for me apply in my work. But I must say whenever someone does something more and more they become more suitable for that. The same thing happened with me. As I am applying the skills daily in my work so It's now developed my skill far good then before. I am grateful to my teaches who already gave me the instructions of this skills. They made my journey easier.

Chapter 3: Methodology

3.1 placement process followed by the intern

When my last semester ended in December 2022, I was determined to seek a Job or Intern for me in January 2023. Many people told me that it is difficult to search Jobs in this short time. I started to develop my soft skills and hard skills in my home. Also I applied in 3 companies and got call from 3. The company I am working is one of them. I gave my first interview in 23 December 22. They took hard skill test in computer and then some vocal test. I successful done that and they told that they will inform me. After that I gave an interview in 25 December 2022. On that company I have given 3 more tests and the final test also. That was wonderful experience. After that I got call on January 08 from Alternative Recruitment (Where I am currently working). They told me that I have the qualifications they want and If I am ready then they want to take an interview over the phone first. I said yes, no problem. They ask me some basic questions about computer and also my aim in life and some extra questions and then told me that they will inform me if I am selected for the physical interview. On 9 January 2023, they called me in the afternoon and told me that I am selected for the physical interview and invited me to come on their office in 10 January, 3pm. They gave me their location in my phone message.

On 10 January 2023, I went there on 2:45pm. They told me to wait and I gave them my CV hardcopy. After 15 minutes one person came and took me in a room and told me that I have to give a computer skill test. I sit down in front of the computer. First he told me to give a typing speed test. He opens a typing speed test app and tells me to run it. I gave the test and the score was satisfying. After that he told me to open Excel. I

opened Excel and then he gave me some mathematical questions to solve. I solve 96% of them. Then he asks some questions about the Excel sheet. After that he told me to open Microsoft and ask some questions from that. Also about mail bcc, cc and all.

It took over 30 minutes to complete the test. Then he told me to wait. After 5 or 6 minutes he came and told me that the HR will take another interview. He took me to the HR room and the HR told me to sit down. He asks me why I want to do this Job, why they should take me. What are my key skills? What's my goal in life? Do I want to go in abroad to study or for Job. Also many questions. After that he told me our boss lives in UK and he want to ask some questions to me. Then the HR called boss and gave the phone to me. Boss asked me some questions and I gave him correct answer.

He also asked some international general knowledge and IQ questions. I able to answer most of them. Then I pass the phone to the HR. Boss talked with HR. After that the HR told me thank you for the participation and they will inform me their final decision. After that, 11 January 2023, they called me and told me that I am selected for the post of International Team Monitor and invited to join on 12 January 2023. I went in my office in 12 January and they gave me a separate desk chair and computer to do my work there peacefully. It was a great experience.

Chapter 4: Organizational Overview

4.1 Introduction

I am working in Alternative Recruitment agency as a full timer. Our head office is in Uttara. I am working in the head office. We have our office in Royston Gardens, Iiford United Kingdom. As well as in Croatia, Romania, Malta, UK, Serbia, our office name is Connection project. I am the Team monitor of Croatia and Serbia Connection project. Our office in Croatia is in Kolodvorska ulica 12, varadin, Croatia.

It is an consultancy agency. We have both educational and employment Department. We arrange all the system of the students and workers

We make all the arrangements for those who want to go abroad for study and work, including where they will work and where they will stay and eat. We make arrangements where those who will go for studies will stay, stay and eat. I basically work with the sector they send people to work in. I work as a medium.

It is located in the Uttara, Sector o-10, Dhaka, Bangladesh. This office have 55 employees, all the employees have qualifications in the field of education. The Masters and the BBA's MBA. We don't have a specific dress code. This organization has been operating for the last 10 years as a private office.

This organization works for several nations, including Germany, Albania, Croatia, Serbia, Malta, Romania, Hungary, Poland, and Lithuania, and has assisted both skilled and unskilled professionals with the visa application process.

Both the agency's website and Facebook page are authority-based. For the people, it is a trustworthy and dependable agency. Many people have the opportunity to travel to

Europe thanks to this agency, and they are confident in, pleased with, and hopeful about their support.

4.2 Organizational overview

I am working in Alternative Recruitment agency as a full timer. Our head office is in Uttara. I am working in the head office. We have our office in Royston Gardens, Ilford United Kingdom. As well as in Croatia, Romania, Malta, UK, Serbia, Malta, Lithuania, Poland, Kosovo, our office name is Connection project. I am the Team monitor of Croatia, Serbia, Lithuania and Poland Connection project.

Our office addresses are given below:

1. In UK it is in Roding Lodge Royston Gardens, Ilford England IGI 3ST
2. In Croatia is in Kolodvorska ulica 12, varadin, Croatia.
3. Malta is in Triq il-Wied, B'kara, Malta.
4. Bangladesh address is BNS Center, Sector #7, Uttara, Dhaka, Bangladesh and Uttara Sector- 10, Road no 12/A, House no-2, Dhaka, Bangladesh.
5. Serbia address is 192, Ali Cukaj, Serbia, RS.
6. Albania is in, 3A ap. 12, PETROSANI, Hunedoara, Albanian.

The home office employees are from Lithuania and Poland. We will make an office in Lithuania and Poland very soon. We also have offices in Dhaka Mirpur, India, and Nepal. A large number of people work in this company in a variety post.

Chapter 5: Internship Activities

5.1 Introduction

As I am an intern so I have to maintain my role very sharply because I am learning and also doing my work. There are many activities so I have to be punctual, my attendance should not be neglected. Also adaptability is a challenge for me in this Job because I have to cooperate with many kinds of people. I maintain a high quality work. I don't ignore any responsibilities in my work. I try my best to give my best in work.

I am the team monitor of 4 countries, that's why I have to monitor our 6 departments work and also pass the communication according to my international colleagues. I have to take the information from my colleague in Croatia, Serbia, Lithuania and Poland and give the direction of work as per their requirements to my office teams.

Mainly my international colleagues talk with the country employers and inform me about what kind of workers they want. So, I have to pass the information to my other department colleague to do per those requirements. Also I have to monitor my office department's work to be sure they don't make any mistake there. Because every task is very important as we are sending people to their desire workplace so we have to be sure about everything working perfectly.

I learned my offices all departments' works because without it I cannot monitor their work.

They teach me the 6 departments work how they do that works as I have to monitor all the works.

5.2 Work Condition

As I am working in an agency that's why I have to maintain a good team work. In my Dhaka office I work with 6 departments. The name of the departments are :

1. CV Department.
2. Agent Communication
3. Marketing Department
4. Legal Department
5. File preparation.
6. Job search.

On the other hand, I communicate and work with our Croatia and Serbia office colleagues.

Basically everyday my colleague confirms at least 1/2 agreements with employers who take more than 5 workers and I have to follow up with all this tasks every day. Sometimes the employer wants to take an interview with the worker and on that case I arrange the interview. First I tell the agent communication Department to inform it to the candidates that the employer who have chosen them wants to take an interview. Agent communication informs the candidates by the agents and then I told my colleagues to ask the time and date to the employer when he prefers to take the interview. Then my colleague informs me the time and date and I inform it to the agent communication and then they inform it to the candidates. Then I make a zoom meeting. The manager gave me a zoom pro meeting I'd so that I don't have to worry for the time.

Mainly I host the meeting and my colleague sometimes assists if the employer is poor in communicating in English. That time my colleague speak in local language with the employer and told me what the employer want to ask the candidates and what he need

to know. We always place video meeting. I conducted many meetings and every week 2/3 meetings. Not all employers ask for interview. Some employers want to see the workers and want to know the workers wish that's why they want to take the interview. After the meeting the colleague informs me what the employer decide.

This is a long process and I have to follow up all these as I am the International Team Monitor of Croatia and Serbia Country. In Croatia I have 12 colleagues and in Serbia I have 6 colleagues. I have to monitor all their requirements from the beginning to end. I have to follow up all the steps.

Every day I have to communicate with them and maintain the excel sheet.

Each colleagues of Croatia and Serbia search jobs and they have to maintain two excel sheet. I have to monitor that they are maintaining that perfectly. When a new International colleague is hired by our international HR, our HR informs me and gave me that colleague's number name and necessary information. Then I contact with them and I teach them about their work. How they have to work and what will be their responsibilities. I teach them every detail about their responsibilities and then I inform it to our Boss that a new colleague joined and then I connect that colleague with our boss. Boss has a small communication with that colleague.

Also I have 6 more Excel sheets which I have to update regarding my work. Every detail I have to update in my Excel sheet. I contact with my colleagues and other department team members in whatsapp and email. Mainly these are my tasks as a team monitor. I have to be alert every time and I have to follow up with everything as a team monitor and I have to pass all information also I have to order per department what the requirements and what we need.

As I monitor 4 countries so each country have 2 excel sheet which contains the name of the workers who want to go to that countries to work. I have different Excel sheet. So, 8 excel sheets contains the names of the workers. If they are from Nepal, India, Bangladesh, Dubai, Qatar, Malaysia.

I have 2 Excel sheet for the Croatia sign agreements summarized and 2 for Serbia sign agreements summarized, 2 for Poland Sign agreements summarized, 2 for Lithuania agreements summarized.

Also, 1 Excel sheet for ITM, how many workers we are sending. This I have to update 2 times in a month.

I have 1 Excel sheet for current demand. It depends on the colleague they ask for worker which we don't have. I update that with the requirements we need workers for the colleague. I inform the marketing team to start marketing of that kind of workers.

I generally take $\frac{3}{4}$ days to search for that worker. Sometimes we find it in 2 days or sometimes agents inform us that we will get after 5/6 days, I inform that to colleague if it takes long to find worker to inform the employer is that okay for him. It is a very rare case because we already have many workers who are interested to go to abroad to work.

I also have to check CV order Excel sheet two times. In the end time of my office hour and in the beginning of my office hour. I need to check all CVs the colleague asked for is sent by the department or not.

I have to check my email inbox every 2 hours so that I know if we got any work permit from the employers. These work permits are mainly forwarded by colleagues. As they got the info from the employers.

If I got any mail from the colleague regarding the worker who got the work permit, I have to put that on an Excel sheet too and inform to take appointment for visa. As well as I have to inform agent communication to inform the candidate and also legal team to collect the necessary documents from the candidate.

I have to maintain all these Excel sheets daily.

5.3 Details of the Skills Development

As an intern, I have obtained many kinds of skills by doing my work. Before joining in my work, I have regularly trained myself in soft skills and hard skill to be a good employee in the site I will work.

But I must say that by doing my internship, I learned many things which I was unaware of, and my day-by-day made my skills more professional.

First of all I want to discuss about my computer hard skills. I was already aware of the Microsoft office, Excel, Gmail, webmail, Google and other necessary apps. But by using them regularly, it made my work easier and I can now easily use these necessary things in my work.

After that the soft skills I developed are because of the daily communication with my team members I could gain. Already in my varsity I have done group assignment, group presentation, group term paper and group works. So, I was already aware of this skill. In my office I come up with the skill easily and I could communicate easily as I faced it before.

As well as I have time management knowledge and interpersonal knowledge. It made my soft skill to know far better way.

Chapter 6: Observations and Findings

6.1 Observations

As a Team Monitor, I have observed the core aspects of this company. In this place, applicants are sent in two categories: skilled or unskilled and student visa. For work visas, they only send employees to Europe, but for student visas, they are willing to issue visas for any nation. A minimum IELTS score of 4.5 is required for employment visas, while the country may require a higher score for student visas. Students must have 1-3 years of experience, whereas workers must have 3–10 years.

While I was employed by an agency, workers from Asia were being dispatched to Europe. Miss Bushra Badhon, Head of Team Monitor at Alternative Recruitment Ltd., is the name of my department head.

As each step of the process is interconnected, the head of the team collaborated with every department. Everything belonged to her, from file observation to database check to follow-up. In order for our employees to succeed once they arrive, we trained them for the indicated position before sending them.

As this company sends workers from one to another country, they need to maintain lots of excel sheets and data base. Data entry teams collect personal information from workers by the agent communication department.

Data analysts use the data, occasionally gather data, and sometimes work with the data that has already been provided. The finest use of data is made, to put it briefly, by data analysts. Since they provide information as needed, one's desire to travel to Europe is entirely dependent on them. However, we must also communicate with the company and employee in addition to analyzing the data.

6.2 Limitations and Findings

Undoubtedly, the internship has been highly beneficial for both me and everyone else. But there are certain restrictions as well. Because throughout the course of my internship, I have discovered and realized.

As like, Time constraints: Since I am working for an international company, new people and information were always being introduced, such as updates to the excel sheets, meetings with new people and learning about their preferences, new formats, new technologies, new requirements, etc. All of these things cannot be learned and adapted quickly. And of these three months, one was spent in Ramadan and fasting, so I only received two and a half and a half months instead of three. This is because while we fast, our work and time are much decreased, making it impossible to know or understand.

Academic limitations:

I was lucky to have a senior supervisor like Mohammad Elius Hossain Sir. He was very helpful and cooperative always in need

Though he maintained a very busy schedule with her professional activities. As a senior person of the university he has to maintain his works. But whenever in need I got his help. He had the responsibility to teach me throughout the whole journey of an Internship. But out of 3 months of internship, 1 month was fasting /Ramadan as during Ramadan he was so busy because time was reduced a lot but work pressure was the same. We had some online meetings regarding our internship. He always took update of my work. If everything is going well. I always tried my best to get the time, direction and get some valuable ideas from him. I was very pleased to have a wonderful supervisor like him and I have the opportunity to learn something from him.

Limitations on confidentiality:

Since this is a worldwide agency and the majority of our owners and coworkers are from Europe. Since our time and their time are different, we frequently had to deal with a variety of issues. Additionally, because our morning is their night, we had very little time to respond to all of their inquiries or collaborate with them. We have a certain amount of time to finish.

Additionally, I lacked agency work experience, was unfamiliar with all the details and procedures, and some tasks required extreme caution because to their sensitivity, such as handing over a worker's CV to an employer or speaking to them about individual deals.

These activities require some technical skill.

6.3 Other restrictions

As an intern, I was required to work an excruciating 8 hours per day. The rules of the organization, that is. I have 1 day off in a week. It was quite challenging for me to manage at first. I had to deal with pressure. Also my home is 14 kilometer away from my office so at first I was getting too much exhausted but after some time I come up with it and I no longer feel pressure.

Now everything is in my control.

My company has a highly welcoming and appropriate environment for women, according to my observation and experience. The safety security is solid and well-maintained. I have to describe to them everything I do every day. I had to keep track of numerous excel sheets, phone 50 individuals per day, and create 30 resumes.

You should constantly be ready for everything since you never know when pressure or a new technical problem will strike. Actually, there is no time to unwind. But

the camaraderie among coworkers is excellent. Everyone respects one another and lends a hand to one another whenever possible. Every step is made simpler for the clients because it is a reputable agency.

The choice is up to the client. Strength, Weakness, Opportunities, and Threats is referred to as SWOT. A framework called a SWOT analysis is used to assess a company's competitive situation and create a strategic plan. Typically, a company's alignment with its growth and success trajectories is assessed using a SWOT analysis. If we look closely at these criteria, we can see that SWOT is employed in the corporate sector by externals to assess their rivals from an objective point of view.

Chapter 7: Conclusion and Recommendations

7.1 Conclusion

My internship was a package of information's for me because I have learnt many thing as It is an agency So I have to learn many things and also I am a quick learner so it was interesting for me to gather this knowledge's. First of all I meet new peoples and they taught me my responsibilities. I was also happy to communicate with the international colleagues. My first mentor was our manager Bushra, she live in UK. She was always in contact with me over my work. As I am Team monitor that's why it was big responsibility for me and they have to make sure I learnt everything properly.

I learn my responsibilities in 14 days and to go through everything, it took 20 days for me. Then our boss called me and make sure I understand everything properly and he was happy that I have understand everything and also as I was already in touch with my International Colleagues so the colleagues was also pleased to have me as their monitor. I am grateful that both my boss and manager was very happy to have me as a part of their company.

In my report I tried to explain how I get this job, what was my responsibilities, what kind of problems I faced, how I learnt everything, why internship is important for a beginner to start a corporate life and also my total journey as an Intern.

It is a challenging job as I have to maintain both Dhaka office and International colleagues, but now I cope up with everything and I am happy with this work.

Our Boss and manager has given me the appointment letter as a full timer of their company and want me to be in this company as a permanent employee.

I have accepted their letter and I am working here as a Team Monitor of Croatia, Serbia, Poland and Lithuania.

7.2 Recommendations

When people first came to the office to submit their files, they had to pay BDT 25000 to have their names added to the list for later processing.

They should choose a representative who can attentively or list-wise collect information from them. Additionally, they need to hire a team of experts with an honest disposition who will carefully input and analyze all relevant papers and information into the sheets; otherwise, the owners may reject them if they receive any incorrect information.

In order to foster a productive workplace, their office hours should be reduced from 9 to 8 hours every day.

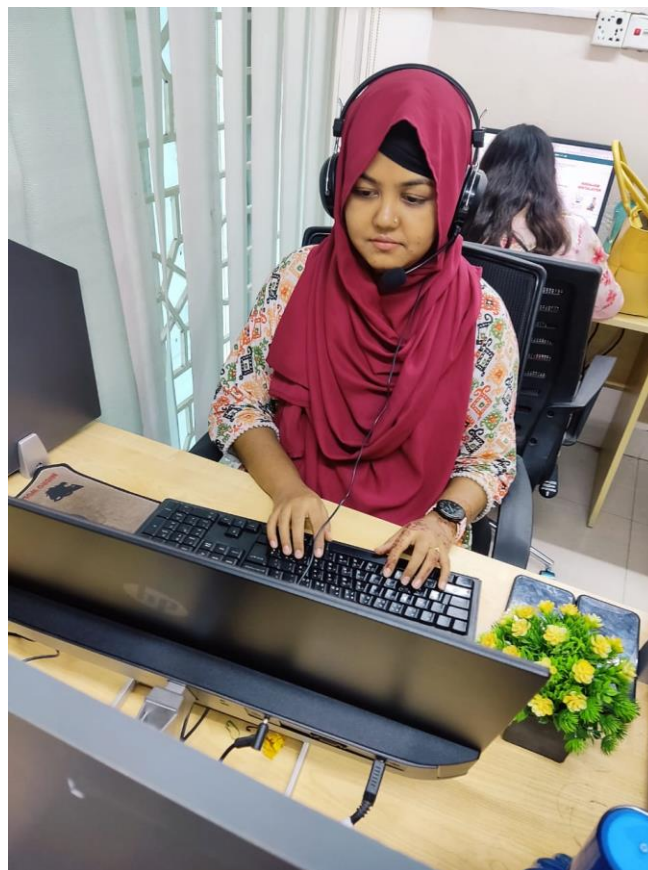
Appendices

Appendix-1: Plagiarism Report

Appendix-2: Photo with HR and Team Leader.



Appendix-3: Photo In Zoom Meeting with colleague



Appendix-4 : Meeting with worker.



Appendix 5: Certificate of Appreciation

