

Internship Report
on
Human Resource Management Practices in Bangladesh:
A Case Study on Best Fried Chicken (BFC)

Submitted by:
Mohammad Robi
ID: BBA2202026106
Program: Bachelor of Business Administration (BBA)
Major: Human Resource Management (HRM)
Semester: Spring-2026

Submitted to:
Department of Business Administration
Sonargaon University (SU)
Submitted for the partial fulfillment of the degree of
Bachelor of Business Administration (BBA)



Sonargaon University (SU)
147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh
Date of Submission: May 02, 2026

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Submitted to:
Md. Rasel Hawlader
Assistant Professor
Department of Business Administration
Sonargaon University (SU)



Sonargaon University (SU)
147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh.
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Letter of Transmittal

May 02, 2026

To

Md. Rasel Hawlader

Assistant Professor

Department of Business Administration

Sonargaon University (SU), Dhaka

Subject: Submission of Report on “**Human Resource Management Practices in Bangladesh: A Case Study on Best Fried Chicken (BFC)**”.

Dear Sir,

With due respect, I would like to inform you that I have successfully completed my report titled “**Human Resource Management Practices in Bangladesh: A Case Study on Best Fried Chicken (BFC)**”, which is submitted as part of the requirements for completing the BBA program.

It has been a valuable and enriching experience working on this report, as it allowed me to apply the theoretical knowledge gained throughout the BBA program to a real-world context. I have made every effort to gather relevant information, analyze data, and present insights that reflect the HR practices at Best Fried Chicken. I believe the report offers a comprehensive view of the Restaurant's HR policies and procedures and how they align with the broader landscape of HR practices in Bangladesh.

While preparing this report, I tried my best to ensure accuracy and depth, despite certain limitations and challenges along the way. I hope the report meets your expectations and fulfills the academic requirements.

If you need any clarification or further information, I would be more than happy to provide it.

Thank you very much for your guidance and support.

Sincerely,

Mohammad Robi

ID: BBA2202026106

Department of Business Administration

Sonargaon University (SU)

Letter of Authorization

I, Mr. Md. Rasel Hawlader, Assistant Professor, Department of Business Administration, Sonargaon University (SU) hereby certify that the Report work entitled “Human Resource Management Practices in Bangladesh: A Case Study on Best Fried Chicken (BFC)” has been prepared by Mohammad Robi, ID: BBA2202026106, Department of Business Administration, Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Bachelor of Business Administration (BBA) with major in HRM. To the best of my knowledge, the above-mentioned work has been conducted by the student himself. Any option and/or suggestion made in this study are entirely that of the author of this report.

The report is an original work and prepared as a partial requirement of the degree the Bachelor of Business Administration (BBA).

Md. Rasel Hawlader

Assistant Professor

Department of Business Administration

Sonargaon University (SU)

Student's Declaration

This is Mohammad Robi, a student of Bachelor of Business Administration (BBA), ID: BBA2202026106 from Sonargaon University (SU) would like to solemnly declaration here that this report on “Human Resource Management Practices in Bangladesh: A Case Study on Best Fried Chicken (BFC)” has been authentically prepared by me under supervisor of Md. Rasel Hawlader, Assistant Professor, Department of Business Administration, Sonargaon University.

I didn't breach any copyright act internationally. I am further declaring that I did not submit this report anywhere for awarding any degree, diploma, or certificate.

Sincerely Yours

Mohammad Robi

ID: BBA2202026106

Major: HRM

Semester: Spring-2026

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Acknowledgement

First and foremost, I would like to express my sincere gratitude to my supervisor, Md. Rasel Hawlader, Assistant Professor, Department of Business Administration, Sonargaon University (SU), for his invaluable guidance, support, and encouragement throughout the preparation of this report. His insights and expertise in the field of Human Resource Management have greatly enriched my understanding and enabled me to complete this case study on the “Human Resource Management Practices in Bangladesh: A case study on Best Fried Chicken (BFC).”

I would also like to extend my appreciation to the faculty members of the Department of Business Administration at Sonargaon University for their continuous support and dedication to fostering an environment of learning and growth. My sincere thanks go to Best Fried Chicken for allowing me access to information that has been vital to the successful completion of this study.

Finally, I am deeply grateful to my family, friends, and classmates for their encouragement, motivation, and assistance throughout this journey. Their support has been instrumental in helping me focus and complete this work.

Sincerely Yours

Mohammad Robi

ID: BBA2202026106

Major: HRM

Semester: Spring-2026

Department of Business Administration

Sonargaon University (SU)

Executive Summary

This report focuses on the human resource management (HRM) practices of Best Fried Chicken (BFC), highlighting the essential role HR plays in the Restaurant sector. In today's fast-paced and competitive environment, managing people effectively is just as important as managing finance or operations. Restaurants depend on strong HR practices to ensure they have the right people, with the right skills, in the right roles. The report covers several core areas of HRM—starting with recruitment and selection, where BFC follows a structured approach to attract and hire qualified candidates. Job openings are typically advertised through newspapers, online platforms, and recruitment agencies. Candidates go through interviews, assessments, and background checks to ensure they're a good fit for the organization. Once hired, on-boarding plays a vital role in helping new employees settle in. The restaurant ensures that newcomers are properly introduced to the company's culture, policies, and work environment so they feel confident in their roles from the start. Training and development is another major focus. Employees are given opportunities to build both technical and soft skills—like communication, customer service, financial analysis, and risk management. This not only improves performance but also helps employees grow their careers within the organization. Performance management is used to guide and evaluate employee contributions. Goals are set, progress is tracked, and regular feedback is given to help employees improve and stay aligned with the restaurant's objectives. Lastly, the restaurant uses reward and recognition programs—including promotions, salary increases, bonuses, and awards—to keep employees motivated and committed. Recognizing effort and success helps build a positive work environment and encourages long-term loyalty.

Table of Contents		
Sl. No.	Name of Contents	Page No.
	Letter of Transmittal	I
	Letter of Authorization	II
	Student's Declaration	III
	Acknowledgement	IV
	Executive Summary	V
	Table of Contents	VI
	Chapter One: Introduction	1-4
1.1	Introduction	2
1.2	Objectives of the Study	2
1.3	Methodology of the Study	2-3
1.4	Limitations of the Study	3
	Chapter Two: Profile of the Organization	4-9
2.1	History and Evolution	5
2.2	Products and Services	5-6
2.3	organizational Structure	6
2.4	Market Position	6
2.5	Profit Maximization	7
2.6	Business Expansion	7
2.7	Market Competitiveness	7-8
2.8	Students and Young People	8-9
	Chapter Three: Internship Responsibilities	10
3.1	Internship Responsibilities	11
	Chapter Four : Analysis & Findings	12-21
4.1	Recruitment and Selection Process of the Best Fried Chicken	13-15
4.2	Training & Development Practices of the Best Fried Chicken	16
4.3	Compensation Management Practices of the Best Fried Chicken	17
4.4	Leave Management System of the Best Fried Chicken	18
4.5	Performance Appraisal System of the Best Fried Chicken	19-20
4.6	Findings	21
	Chapter Five: Recommendations & Conclusion	22-24
5.1	Recommendations	23
5.2	Conclusion	23
	Bibliography	24

Chapter: One

Introduction

1.1 Introduction

Human Resource Management (HRM) plays a crucial role in an organization's success by enhancing performance and supporting individual growth. An internship bridges the gap between theory and real-world application, offering valuable hands-on experience in the field.

This report focuses on the HRM practices at The Best Fried Chicken, one of Bangladesh's leading Restaurants. Its aim is to explore how the Restaurant manages its workforce through various HR strategies, including recruitment, training, performance management, and employee engagement. Drawing from my internship experience, this report highlights the impact of these practices on both employee development and the Restaurant's overall success.

While preparing this internship report I gained understanding about HRM activities at BFC such as on-boarding, performance evaluations, and training programs. This report offers insights into how HRM theories are applied in practice, contributing to the Restaurant's and adapting to the changes in Bangladesh's rapidly evolving Restaurant sector.

Through this internship report, I gained a deeper understanding of how effective HRM can help achieve organizational goals and create a positive work environment. This report aims to provide a brief but insightful look into the HR practices at The Best Fried Chicken, based on my real-world observations and experiences.

1.2 Objectives of the Study

The main goal of this report is to take a closer and more current look at how Best Fried Chicken manages its human resources. This study will highlight how the bank handles key HR activities like planning for future staffing needs, hiring the right people, training and developing employees, evaluating their performance, and managing compensation. It will also touch on other important areas of HR that help keep the organization running smoothly.

Here are the main purposes of the study:

- To do extensive research on Human Resource Management Practice of Restaurant
- To participate in the socio-economic development of the country
- To increase knowledge about the function of human resource
- To increase our real-life experience at corporate levels
- To find out the problems associated with the human resource division and recommend necessary steps in overcoming deficiencies
- To determine the efficiency of HR practices in the organization

1.3 Methodology of the Study

To complete this report, a combination of personal visits and discussions with executives and top-level management at The Best Fried Chicken was conducted. These interactions helped to gain a

deeper understanding of the company's HR philosophy, working procedures, management systems, and decision-making processes.

Data Sources

The data for this report was gathered from both Primary and Secondary Sources, with a greater emphasis placed on Secondary Sources.

Primary Sources

Primary sources are those that provide firsthand data, which have not been used elsewhere and are presented here for the first time. Data collected through these sources include:

- Face-to-face conversations with officers
- Direct observation

Secondary Sources

Secondary sources refer to information that already exists and has been previously used. Various journals, books, and data from websites were utilized as secondary sources. The theoretical and practical information gathered from these sources includes:

- Books and manuals
- Journals
- Publications
- Websites
- Back-office management records related to HR practices

1.4 Limitations of the Study

While preparing this report, several limitations became apparent, which impacted the depth and completeness of the study. While The Best Fried Chicken was extremely cooperative and helpful throughout this process, certain restrictions arose from the company's internal rules and concerns about market security. These limitations prevented full access to some of the critical data needed for a comprehensive analysis. Below are the key limitations of the study:

- It was quite hard to collect accurate information.
- It does not cover other banks or other types of organizations.
- It does not cover any changes that have occurred in the past or any potential changes that may occur in the future.
- It does not cover any other areas of human resources such as recruitment, performance management or employee engagement.

Chapter: Two

Profile of the Organization

2.1 History and Evolution

Founded in 2002, Best Fried Chicken (BFC) entered the Bangladeshi market at a time when the "fast-food culture" was beginning to take root in urban centers like Dhaka. It was established under the umbrella of the Opex & Sinha Group, one of the largest conglomerates in Bangladesh.

While international giants like KFC did not enter the Bangladeshi market until 2006, BFC successfully filled the void by offering high-quality, crispy fried chicken that catered specifically to the local palate. Starting with its first outlet in Dhanmondi, BFC quickly expanded due to its emphasis on "Halal" preparation and standardized taste, which resonated deeply with the majority Muslim population.

Mission Statement

BFC's mission is centered on accessibility and quality. Their primary goal is to provide international-standard fast food at a competitive price point that remains affordable for the growing middle-class population of Bangladesh. They aim to maintain a "customer-first" approach by ensuring food safety and consistent flavor across all outlets.

Vision Statement

The vision of BFC is to remain the top-of-mind local fast-food brand in Bangladesh and eventually expand its footprint internationally. They strive to be recognized as a symbol of homegrown excellence, competing head-to-head with global franchises through innovation and operational efficiency.

2.2 Products and Services

BFC has built its reputation on a menu that balances simplicity with localized flavors.

Core Menu Items

- **Fried Chicken:** The flagship product, available in original and spicy variants. It is known for its distinct breading technique that ensures a "crunch" preferred by local consumers.
- **Burgers:** A variety of chicken-based burgers, including the popular "Chicken Cheese Burger" and "Best Burger."
- **Rice Meals:** Recognizing the Bangladeshi dietary staple, BFC introduced "Fried Rice" paired with fried chicken and gravy, making it a popular choice for lunch and dinner.
- **Sides and Beverages:** Includes French fries, coleslaw, and a range of soft drinks.

Service Standards

BFC operates under a Quick Service Restaurant (QSR) model. Their service standards are built on three pillars:

- **Hygiene:** Strict adherence to HACCP guidelines and Halal certification.
- **Speed:** A "Ready-to-Serve" philosophy aimed at minimizing wait times during peak hours.

- **Customer Experience:** Trained floor staff follow a standardized protocol for taking orders, managing complaints, and maintaining floor cleanliness.

2.3 Organizational Structure

BFC follows a tall functional hierarchy, benefiting from the corporate governance of its parent company, the Opex & Sinha Group. This structure ensures that strategic decisions flow from the top while operational tasks are delegated to specialized departments.

Corporate Level (The Leadership)

- **Chairman (Opex & Sinha Group):** Provides the overarching strategic direction and capital investment.
- **Managing Director/CEO:** Oversees the entire BFC business unit, focusing on expansion and brand equity.
- **General Managers (GMs):** Divided into functional areas such as Operations, Marketing, Finance, and Human Resources.

Frontline Staff

Floor Staff/Services: The face of the brand, responsible for customer interaction and order delivery
Kitchen Staff: Skilled workers trained in standardized cooking methods to ensure the "BFC taste" remains consistent across.

2.4 Market Position

BFC currently holds the title of the largest local fast-food chain in Bangladesh. Despite the entry of global brands like KFC, Burger King, and Pizza Hut, BFC has maintained a loyal customer base through strategic positioning.

Competitive Advantages

- a) Price Leadership:** BFC's pricing strategy is "Value for Money." They are generally 20-30% more affordable than international franchises, making them the go-to choice for students and young professionals.
- b) Extensive Reach:** With dozens of outlets across Dhaka and other major cities (Chittagong, Sylhet) BFC has a wider geographical footprint than most competitors.
- c) Local Brand Identity:** BFC leverages its identity as a "Homegrown Brand." This creates a sense of national pride and trust among consumers who prefer supporting local business.

Market Share and Growth

BFC dominates the "mid-tier" fast-food segment. While high-end consumers may opt for global brands, the vast majority of the urban population chooses BFC for its consistency and accessibility. Their partnership with food delivery platforms like Foodpanda and Pathao Food has further solidified their market dominance in the digital age.

2.5 Profit Maximization

One of the primary objectives of BFC is to earn profit. As a business organization, BFC aims to increase its revenue by selling food products such as fried chicken, burgers, and combo meals. Profit helps the company to survive, grow, and invest in new branches, better equipment, and improved services. By controlling costs and increasing sales, BFC tries to maximize its overall profit.

Customer Satisfaction

Customer satisfaction is a key objective of BFC. The organization focuses on providing tasty, fresh, and hygienic food to its customers. Fast service, friendly staff, and a clean environment also play an important role in satisfying customers. When customers are satisfied, they are more likely to return and recommend the restaurant to others, which increases business growth.

Quality Food and Service

Maintaining high quality is another important objective. BFC aims to use good ingredients and proper cooking methods to ensure the best taste and safety of food. In addition, the organization ensures quick and efficient service so that customers do not have to wait long. Consistent quality helps build trust and a strong brand image.

2.6 Business Expansion

BFC aims to expand its business by opening new branches in different areas of Bangladesh. Expansion helps the company reach more customers and increase its market share. By growing its presence, BFC can compete with other fast-food brands and become more popular nationwide.

Employee Development

Employees are a valuable asset of the organization. BFC aims to recruit skilled workers and provide training to improve their performance. Training helps employees learn about food preparation, hygiene, and customer service. The organization also motivates employees through salaries, incentives, and a positive work environment, which increases productivity.

2.7 Market Competitiveness

In the fast-food industry, competition is very high. BFC aims to stay competitive by offering affordable prices, attractive menu items, and good service. The organization tries to understand customer preferences and adjust its strategies accordingly. This helps BFC maintain its position in the market.

Brand Image and Reputation

Another objective of BFC is to build a strong brand image. By providing consistent quality and good service, the organization wants to create a positive impression among customers. A strong reputation increases customer trust and loyalty, which is important for long-term success.

Innovation and Improvement

BFC also focuses on continuous improvement and innovation. This includes introducing new food

items, improving recipes, and upgrading service methods. Innovation helps the organization attract new customers and keep existing customers interested.

2.8 Students and Young People

One of the main target groups of BFC is students and young people. This group includes school, college, and university students who prefer quick and tasty food at a reasonable price. Young customers are often attracted to fast food because it is convenient and trendy. BFC offers items like fried chicken, burgers, and combo meals that are very popular among this group.

Students also like to spend time with friends in a relaxed environment, and BFC provides a suitable place for social gatherings. Affordable pricing and combo offers make it easier for students to enjoy meals without spending too much money.

Families

Families are another important target market for BFC. Many families prefer to eat out during weekends or special occasions. BFC provides a comfortable and friendly environment where families can enjoy meals together.

The availability of a variety of food items makes it easier to satisfy different tastes within a family. For example, children may prefer fried chicken and fries, while adults may choose burgers or combo meals. Family meal deals and larger portion sizes also attract this group.

Working People and Professionals

BFC also targets working people and professionals who have busy schedules. These customers often look for quick and convenient meal options during lunch breaks or after work. Fast service is very important for this group because they do not have much time to wait.

BFC meets their needs by providing quick service and ready-to-eat meals. Affordable pricing and easily accessible locations also make it a popular choice among office workers.

Fast-Food Lovers

Another major target group is fast-food lovers. These are people who enjoy eating fried chicken, burgers, fries, and other similar items regularly. They are attracted by taste, flavor, and variety.

BFC focuses on maintaining the quality and taste of its food to attract this group. Introducing new menu items and special offers helps keep these customers interested and loyal to the brand.

Middle-Income Group

BFC mainly targets middle-income customers. This group looks for good quality food at affordable prices. Compared to international fast-food brands, BFC offers similar items at lower prices, which makes it more accessible to a wider range of people in Bangladesh.

By keeping prices reasonable, BFC can attract a large number of customers and increase its sales.

Children and Teenagers

Children and teenagers are also an important part of BFC's target market. They are often attracted to fast food because of its taste and presentation. Items like crispy chicken, fries, and soft drinks are especially popular among them.

Promotions, combo meals, and attractive packaging can help BFC attract more young customers. A friendly and fun environment also encourages families to bring their children.

Urban Customers

BFC mainly focuses on customers living in urban and semi-urban areas where fast-food culture is more popular. People in cities often prefer quick meals due to their busy lifestyles.

Urban customers are also more likely to try new food items and visit fast-food restaurants regularly. Therefore, BFC chooses its locations carefully to target areas with high customer demand.

Chapter: Three

Internship Responsibilities

3.1 Internship Responsibilities

I have worked as an understudy at the Green Road Branch of Best Fried Chicken from 14 August 2022 to April 2026. This three year-Eight month program gave me the expansive degrees to learn and get some significant bits of knowledge about practical Restaurant works, which will help me in build up my future profession. Throughout this period, I had the chance to learn standard Restaurant exercises just as corporate work exercises that I never learn in the study hall. In addition, other than the standard office work I have figured out how to manage different difficulties, watching different sorts of client practices, and the money related documentation process, which helped me to learn practical Restaurant experience. Since my first day, I got the opportunity to deal with different undertakings. Primarily I worked in the general office, yet now and again I likewise worked in advance and recuperation office throughout my three year-Eight month program.

- **Job Description and Responsibilities**

- Receiving internal and outward sends.
- Accounts opening and helping clients to round out different application structures.
- Check accepting.
- Answering client requests.
- Maintaining different sorts of register books.
- Opening and getting ready instruments for 5 Years and 3 Monthly Interest bearing records.

- **Learning Outcomes**

- Adapting with new conditions.
- Serving customers and partners.
- Allocating time viably.
- ☐ Helping to comprehend work environment conduct and clients frame of mind →
- Developing an awareness of other's expectations.
- Increasing demonstrable skill and tending to partners and bosses suitably.

Chapter: Four

Analysis & Findings

4.1 Recruitment and Selection Process of the Best Fried Chicken

Recruitment and selection at Best Fried Chicken are designed to attract skilled professionals while maintaining fairness, transparency, and compliance with internal policies and regulations of Bangladesh Restaurant.

I. Recruitment Process

Recruitment aims to attract the right people for the right positions. BFC uses both internal and external sources:

a) Internal Recruitment

Internal Job Watch: Employees are promoted or transferred across branches.

Internship Recommendations: Interns from the restaurant, recommended by branch managers, are sometimes recruited.

b) External Recruitment

Job Portals: Job postings on sites like BdJobs.com and CareerJet.com.

Official Bank Website: Career opportunities are listed on their official career page.

Newspapers & Press: Traditional media ads are used for mass reach.

Equal Opportunity Employer: Recruitment follows Equal Employment Opportunity (EEO) guidelines to avoid discrimination.

II. Methods of Recruitment Process

The recruitment and selection process for fresh graduates at Best Fried Chicken to ensure fairness, transparency, and efficiency. The restaurant follows a structured method to hire the best candidates through several sequential steps. This process includes:

- Create Job Vacancy
- Write the Job Description
- Advertisement of Job Vacancies
- CV Collecting, Screening and Shorting
- Written Exam
- Technical Assessment(If Need)
- Preliminary Interviews
- Final Interview
- Reference and Background Checks

- Offer and On-boarding
- a) **Create Job Vacancy:** This is the initial step where the restaurant identifies the need for a new position. It might involve reviewing current staffing levels, business goals, or addressing skill gaps within the organization.
 - b) **Write the Job Description:** In this stage, a detailed job description is crafted, outlining the responsibilities, qualifications, and skills required for the position. This ensures both the bank and potential candidates are clear on what is expected for the role.
 - c) **Advertisement of Job Vacancies:** Once the job description is ready, the restaurant advertises the vacancy through multiple channels such as job boards, the restaurant's website, social media platforms, and possibly other recruitment agencies. The aim is to reach a wide pool of candidates.
 - d) **CV Collecting, Screening, and Shortlisting:** After receiving applications, the HR team screens the CVs to ensure candidates meet the required qualifications and skills. Shortlisted candidates are those whose profiles match the job requirements.
 - e) **Written Exam:** Depending on the role, candidates may be required to take a written test. This can be used to assess knowledge, cognitive abilities, problem-solving skills, and written communication.
 - f) **Technical Assessment (If needed):** For roles that require specialized technical knowledge (e.g., IT, finance, etc.), a technical assessment may be conducted to evaluate the candidate's expertise in the relevant area.
 - g) **Preliminary Interviews:** Shortlisted candidates are invited for preliminary interviews. These are often conducted by the HR team and focus on evaluating the candidate's soft skills, cultural fit, and general suitability for the role.
 - h) **Final Interview:** Candidates who perform well in the preliminary interviews move on to the final interview. This interview is typically with senior management or department heads and dives deeper into the candidate's qualifications, experience, and potential to add value to the organization.
 - i) **Reference and Background Checks:** After the final interview, the restaurant may contact the candidate's provided references and conduct background checks to verify past employment, qualifications, and criminal history (if applicable). This step ensures the integrity and reliability of the candidate.
 - j) **Offer and On-boarding:** Once a suitable candidate is selected, they are extended a formal offer. Upon acceptance, the on-boarding process begins, including the completion of necessary paperwork, orientation, and training to integrate the new hire into the organization.

III. Methods of Selection Process

a) Screening Resumes or Applications

The first step is to review all resumes and applications to ensure the candidates meet the minimum qualifications for the role. This includes looking for relevant experience, education, and skills. Screening helps in narrowing down the pool to only those applicants who are most likely to succeed in the role.

b) Written Test

For some roles, a written test is used to assess the candidates' ability to handle tasks relevant to the job. This can include problem-solving exercises, writing assignments, or job-specific tasks. The goal is to see how well candidates can apply their skills in practical scenarios.

c) Technical Assessment (If needed)

For positions that require specialized knowledge or technical skills (such as developers or designers), a technical assessment is an important step. This allows candidates to demonstrate their technical abilities in areas such as coding, system design, or creative work. It gives a deeper insight into their expertise and ability to perform the core duties of the role.

d) Interview

- **Preliminary Interviews:** Shortlisted candidates are invited for preliminary interviews. These are often conducted by the HR team and focus on evaluating the candidate's soft skills, cultural fit, and general suitability for the role.
- **Final Interview:** Candidates who perform well in the preliminary interviews move on to the final interview. This interview is typically with senior management or department heads and dives deeper into the candidate's qualifications, experience, and potential to add value to the organization.

e) Reference Check

Before extending an offer, references are contacted to verify the candidate's experience and character. This is typically done through former employers or colleagues. It helps in confirming the candidate's previous job performance and understanding their work ethic and attitude.

f) Final Decision & Job Offer

After completing the interview and reference check, a final decision is made. If the candidate is a good fit, they are offered the job. During this stage, the terms of the offer, such as salary, benefits, and start date, are discussed and agreed upon.

g) Joining & Onboarding

Once the offer is accepted, the new hire officially joins the team. The on-boarding process is designed to help them get familiar with their new workplace, meet their colleagues, and start their role with the support and resources they need. A smooth on-boarding process ensures a successful transition into the organization.

4.2 Training & Development Practices of the Best Fried Chicken

Training and development are crucial components of employee growth at The Best Fried Chicken. The restaurant adopts various training methods to enhance the knowledge, skills, and capabilities of its workforce. These methods are tailored based on job roles, departmental needs, and the overall goals of the organization.

I. Methods of Training at Best Fried Chicken

BFC Restaurant uses a range of on-the-job training methods to help employees develop skills, improve performance, and advance in their careers. Here's an overview:

a) Coaching

One-on-one guidance from experienced employees to improve performance and develop both technical and soft skills through continuous feedback.

b) Job Rotation

Employees are rotated between different roles to gain a broader understanding of the organization and develop a diverse skill set.

c) Special Projects and Task Forces

Participation in strategic projects that require cross-departmental collaboration, helping employees develop leadership, problem-solving, and teamwork skills.

d) Experience

Learning by doing, where employees gain practical skills and confidence by tackling real-world challenges in their roles.

e) Understudy

Employees shadow senior mentors to learn responsibilities and gain hands-on experience for future leadership or specialized roles.

f) Selective Readings

Employees are given relevant resources, such as articles and books, to stay updated on industry trends and best practices.

g) Multiple Management

Employees work with different managers to experience various leadership styles and enhance their management skills, especially useful for those in leadership roles or aspiring to managerial positions.

These methods ensure employees are well-equipped for their roles and continuously develop their skills

4.3 Compensation Management Practices of the Best Fried Chicken

Best Fried Chicken offers a competitive and comprehensive compensation package aligned with industry standards and employee expectations. The restaurant's compensation policy is structured to attract, retain, and motivate skilled professionals while ensuring fairness and equity across all job roles.

Base Salary and Allowances

Employees receive a structured base salary determined by their position, experience, and responsibilities. In addition, the restaurant provides various allowances including:

- **Housing Allowance**
- **Medical Allowance**
- **Convenience Allowance**
- **Group Insurance**

These allowances are designed to support the financial well-being and lifestyle needs of employees.

Provident Fund and Gratuity

- **Provident Fund:** A portion of the employee's salary is contributed monthly, matched by the restaurant, which serves as a long-term savings plan.
- **Gratuity:** Employees who have completed at least ten years of continuous service with the restaurant are entitled to receive gratuity upon resignation or retirement. This acts as a financial security measure after employment ends.

Performance Bonus

BFC Restaurant rewards high-performing employees with an annual performance bonus. This bonus is based on:

- The restaurant's overall profitability (pre-tax profit)
- Departmental and individual performance
- Achievement of specific targets

Top performers are recognized internally, and their profiles are shared across the organization to inspire a culture of healthy competition and continuous improvement.

Festival Bonus

All permanent employees receive two festival bonuses per year. These are typically given during major religious holidays such as Eid for Muslims or respective festivals for employees of other faiths. The bonuses are based on the basic salary and are meant to support employees in celebrating their holidays with ease and dignity.

4.4 Leave Management System of the Best Fried Chicken

BFC Restaurant offers various types of leave for its employees, each with specific rules and limitations. Employees are expected to follow these guidelines and provide proper documentation when requesting a No Objection Certificate (NOC). Here are the types of leave available at PBL:

- Casual Leave
- Sick Leave
- Maternity Leave
- Study Leave
- Quarantine Leave
- Exceptional Leave

Below are the main types of leave available to employees:

a) Casual Leave

Employees are entitled to 10 days of casual leave each year, including non-working days.

b) Sick Leave

Employees receive 10 days of sick leave annually, which includes weekends. If the illness is more serious, additional leave can be granted.

c) Maternity Leave

Female employees are eligible for six months of paid maternity leave. There's no charge for extending this paid leave. However, maternity leave can only be taken twice during employment at BFC.

d) Study Leave

Employees pursuing higher education or professional certifications relevant to their role may apply for study leave. Approval is subject to management discretion and relevance to the employee's career growth within the restaurant.

e) Quarantine Leave

In case of contagious illness or public health risks (such as COVID-19), employees may be granted quarantine leave as per government or internal health guidelines. Proof of illness or exposure may be required.

f) Exceptional Leave

This is a special category of leave provided for unforeseen or exceptional situations, such as marriage, urgent family matters, or travel abroad for medical treatment. Approval for this leave depends on the nature of the request and must be supported by valid documentation.

4.5 Performance Appraisal System of the Best Fried Chicken

Best Fried Chicken (BFC) has a well-structured performance appraisal system that helps align employee performance with the restaurant's overall goals. Each employee has clear reporting lines, and self-evaluation is encouraged to make the process more participative and fairer. The restaurant tracks employee achievements throughout the year and holds regular counseling sessions to monitor progress. To ensure transparency, reviews are not only done by direct supervisors but also by senior management.

I. Performance Appraisal Methods Used by BFC

BFC doesn't rely on a single method for evaluation; instead, it uses several techniques based on the role and nature of the work. These include:

A. Rating Method: One of the most widely used methods is the scale rating system, where employee performance is assessed on a numerical scale and compared against established standards. For example, at KFC, managers rate employees on a scale from 1 to 5, with:

- 1 meaning "needs improvement"
- 2 meaning "average"
- 3 meaning "good"
- 4 meaning "very good"
- 5 meaning "excellent"

This rating is mainly based on financial performance criteria.

B. Ranking: Ranking is one of the most straightforward techniques. Employees are ranked from best to worst based on their performance and results. At BFC, managers assign rankings to employees after reviewing their ratings, placing them in order from the highest to the lowest performer.

C. Management by Objectives (MOB): This approach focuses on setting clear goals for employees to achieve within a specific time frame. Managers work closely with employees to track their progress, and rewards are given based on how well they accomplish these goals.

D. 360-Degree Feedback: Some managers believe that traditional performance evaluation methods can be outdated and insufficient. The 360-degree feedback method addresses this by gathering input not only from supervisors but also from coworkers, subordinates, and even customers who interact with the employee. This way, employees receive a full view of their performance, with feedback coming from all directions. Additionally, employees conduct self-assessments, and all of this feedback is collected through an online survey designed for this purpose. This approach ensures a more transparent and comprehensive understanding of an employee's performance.

II. Performance Appraisal and Its Effects on Employee Motivation

Performance appraisals are a powerful tool for measuring an employee's motivation and satisfaction. Depending on how the appraisal is handled, it can have both positive and negative effects on employees. A well-conducted appraisal can motivate employees to work harder, while a poorly handled one could lead to demotivation.

When employees see that their efforts are recognized and valued, they tend to feel more committed and loyal to the organization. This loyalty often translates into higher productivity, as employees are driven to improve and meet company goals. Furthermore, effective performance reviews can reduce absenteeism and turnover, as employees who feel acknowledged are more likely to stay with the company.

The following factors play a key role in boosting employee commitment through performance appraisals:

- **Reward: At BFC:** employees undergo annual performance evaluations where their achievements are assessed. Based on this, rewards are given to recognize their contributions. These rewards can be monetary (such as bonuses, salary raises, or promotions) or non-monetary (like recognition, certificates, or plaques). Employees also receive written feedback to help them understand their strengths and areas for growth, which boosts their confidence and encourages them to perform better.
- **Conference Participation:** BFC encourages employees to attend conferences or meetings and require them to share their learning's with the team. This not only expands their knowledge but also provides an opportunity for them to showcase what they've learned, further motivating them to grow in their role.
- **Goal Achievement:** Performance appraisals motivate employees to prove themselves as top performers. By focusing on achieving individual and team goals, they contribute to the overall success of the organization. This sense of accomplishment aligns personal success with the company's objectives, making it easier to achieve broader organizational goals.

4.6 Findings

It means the Results section in an empirical research paper describes what the researchers found when they analyze their data. After analyzing the “Human Resource Management Practices of The Best Fried Chicken.” The following further findings are identified. They are given below on the basis of Human Resource Management Practices of The Best Fried Chicken:

1. The restaurant cannot practice proper Human Resource Management guidelines. The Human Resource Management has some objectives but cannot follow all of them.
2. For the training and development sector, there are several on-the-job and off the-job training techniques that the restaurant cannot follow.
3. In the recruitment sector, Restaurant Sector of Bangladesh cannot follow the proper guideline of Human Resource Management.
4. To evaluate employee’s performance, Restaurant Sector of Bangladesh cannot provide employee’s performance properly.
5. The orientation process, the restaurant cannot follow of those processes.

There are several ways of employee’s rewards, such as intrinsic versus extrinsic rewards, financial versus non-financial rewards and performance based versus membership rewards, but the restaurant can’t provide all of the system.

Chapter: Five

Recommendations & Conclusion

5.1 Recommendations

During my short time of internship period, it is not very easy to recommend the organization to improve in some issues but from my observation and from the survey's analysis I could give some suggestions to the organization so that it would help them to become more attractive in their service. Recommendations are given below:

1. The Restaurant should practice proper Human Resource Management guideline. The purpose of Human Resource Management is to improve the productive contribution of people to the organization ways that are strategically, ethically, and socially responsible.
2. To get effective and efficient employees the Restaurant should arrange proper training and development programs.
3. To motivate the employee's, the restaurant should follow proper guideline of Human Resource Management.
4. The entire Human Resource department should be well informed regarding their goals and objectives.
5. Job satisfaction and motivating instruments are needed for the restaurant.
6. Job description should be clarified and proper training should be important to improve the performance to bottom level management.
7. To evaluate employee's performance, the bank should follow promotion policy properly.

5.2 Conclusion

Human Resource Management (HRM) is shaped by contributions from multiple disciplines such as sociology, psychology, and organizational studies. These fields provide valuable insights into recruitment, performance evaluation, team building, and structural planning. Over time, these ideas have evolved into comprehensive HR strategies that play a vital role in modern organizational success. The Restaurant industry, particularly in Bangladesh, operates differently from traditional businesses. Instead of selling tangible products, it offers financial services, including future risk coverage, making it unique in terms of revenue generation, risk management, and customer engagement. Insurance and Restaurant organizations require advanced HR practices to manage specialized operations, customer trust, and long-term financial obligations. As the Restaurant sectors grow in Bangladesh, public awareness and interest in financial literacy and professional HR approaches are also rising. Institutions like The Best fried chicken must focus on nurturing client relationships and adopting modern HR strategies. Doing so will strengthen their position in a competitive market and lead to long-term sustainability and strategic success.

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