Sonargaon University (SU)
Dhaka, Bangladesh

Internship Report
on
Recruitment and Selection Process in Bangladesh:
A Case Study on Pepperoni Ltd., Bangladesh

Submitted by:
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ID: BBA1802014017
Major: Human Resource Management (HRM)
Program: Bachelor of Business Administration

Submitted to:
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Dhaka-1215, Bangladesh

Date of Submission: 13th January 2022

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Letter of Transmittal

January 13, 2022

Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University (SU)
Dhaka, Bangladesh

Subject: Submission of Internship Report on "Recruitment and Selection Pepperoni Ltd, Bangladesh".

Dear Sir,

With reference to the above subject, I am pleased to present the report which is a part of my completion of Bachelor of Business Administration **(BBA)**. I believe that within my limited knowledge this report provides detailed information about **"Recruitment & Selection Process in Bangladesh".**

This report is an integral part of our academic courses in completion of the BBA program, which has given me the opportunity to have an insight into the **Recruitment & Selection Process in Bangladesh**. I hope this report reflects on the contemporary issues on the HRM that are being practiced by organizations in our country.

During the exercise, I have tried my best, especially in giving a more organized shape and to follow the guidance that you have provided which gave me a viewpoint the whole experience of this program and to get an insight into the real-life situation.

Therefore, I sincerely hope that you will find pleasure in reading to analyze the report about **Recruitment and Selection process**.

I humble request you to accept this report for your kind evaluation.

Kind regards,

Very truly yours,

_____
Md. Majbaul Hoq
ID: BBA1802014017
Department of Business Administration
Sonargaon University (SU)
Dhaka, Bangladesh

Letter of Authorization

This is to certify that internship paper of "Human Resource Management Practices in Bangladesh: A Case Study on **"Recruitment and Selection process of Pepperoni ltd, Bangladesh"** has been prepared as a part of completion of the Bachelor of Business Administration (BBA) program from Department of Business Administration, Sonargaon University (SU), carried out by **Md. Majbaul Hoq**, bearing **ID: BBA1802014017** under my supervision.

The report or the information will not be used for any other purposes.

_____

Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University (SU)
Dhaka, Bangladesh

Student's Declaration

This is **Md. Majbaul Hoq**, a student of Bachelor of Business Administration, ID:**BBA1802014017** from Sonargaon University (SU) would like to solemnly declaration here that this report on **Recruitment and Selection Process in Bangladesh: A Case Study on restaurant business Company (PEPPERONI LTD), Bangladesh"** has been authentically prepared by me. While preparing this report,

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,

_____
Md. Majbaul Hoq
ID: BBA1802014017
Major: HRM
Department of Business Administration
Sonargaon University (SU)
Dhaka, Bangladesh

Acknowledgement

I would like to express my immense gratitude that have incurred over **last seventh months** while preparing this report to the number of people who have provided me guidelines, assistance, support and cooperation for making it happen.

First and foremost, I would like to my gratitude to the almighty Allah for giving me the ability to hard work.

I wish to extend my sincere gratitude to **Md. Rasel Hawlader** for giving me opportunity to take up this study and his Precious comments, Excellent and Valuable suggestions with his supervision through the course of my study. Without his cordial support it would have been very difficult for me to complete this report.

This acknowledge to our **Departmental Head Mr. Abul Kalam** and **Coordinator Mr. Masud Rana,** Department of Business Administration, I am really grateful to them for their valuable suggestion, nice cooperation and excellent guidance. I always respect and remember them.

I also acknowledge and I like to special thanks my respected all Course Teacher for their lovely teaching and hard work for us. They are tried to full efforts and guidance us.

I acknowledge to Department of Controller, Accounts and Administration all personnel for their nice cooperation and necessary help.

Incomplete if I don't acknowledge and thanks to my Classmates and others Colleagues for their help and valuable support time to time.

I am also acknowledged to my wife and family members, who are my pillars of strength and all concerns for helping me in completing this report and BBA course. I am grateful for their nice cooperation and inspiring me in my ending life.

_____

Md. Majbaul Hoq
ID: BBA1802014017
Fall Semester-2021
Major: HRM
Department of Business Administration
Sonargaon University (SU)
Dhaka, Bangladesh

Executive Summary

As a part of academic requirement and completion of Bachelor of Business Administration (BBA) Program, I have been assigned to complete the internship report on **Recruitment and Selection Process in Bangladesh:** "**A Case Study on "Pepperoni ltd, Bangladesh**" under supervisor of **Md. Rasel Hawlader**. Lecturer, Department of Business Administration, Sonargaon University (SU), Dhaka. As usual, primary data and secondary data were used to prepare this report. **Primary data** collected from my day to day activities, observation, interviewing for employees and practical working experience. **Secondary data** are collected by Organizational Employees, Local policy, Hand book, Website, and relevant books. I tried to minimize partiality and produce and unbiased report. "Human Resource Management" is a portion of Human Resource e Process, as such I have selected this topic to make it clear. I have divided this report in some sub sections. As an Administrative Officer (HR) in an International Non-Government Organization (INGO) "Pepperoni ltd in Bangladesh" I have tried to go through their Human Resource E Management process to employee selection and requirement process within me tenure of last five years. The report starts with a general introduction of Pepperoni ltd and then include the Introduction of the organization as well as origin of the report, statement of research problem, Objective of the report. The Mission and Vision of Pepperoni ltd) are also discussed in the report. After that I tried to focus a light on the HR structure of Pepperoni ltd) all the function of HR department are briefly described here. After that I continue on the main focus of the report "Human Resource Management Practices in Bangladesh: "**A Case Study on Pepperoni (ltd), Bangladesh**". After completion of this report, it can easily be said that efficient, competent and active part in Human Resource E Management practices take a company to the peak of the success. I have conducted my internship in this organization in the Human Resource Department. During my whole internship tenure, I have worked in several sectors of Human Resource Department of the Organization. At the same time, I had to keep a good link with the organization's HQ. The Human Resource e Department of the organization is the most crucial department. As an intern I didn't get the chance to work in every sector very deeply but I had my contribution on the Administration and HR Department. However, recent are creating a barrier over all the world by COVID 19. Now official activities are not working smoothly because of covid-19. As a result, the organization's HR department has taken steps to tackle this problem as per GOB health advice.

Table of Contents

Chapter-1

Introduction

1.1   Introduction

I have done my major in Human Resource Management (HRM) from **Sonargaon University (SU)**. I have completed 18 months of theoretical part of BBA. Now the rest of practical part, I have completed from **Pepperoni ltd, Bangladesh** in HR Department. This practical part will be evaluated by my Honorable Academic Supervisor. For that reason, I have prepared this report on the basis of my practical experience and submitted to my supervisor.

The topic of the report is Human Resource Management Practices in Bangladesh: **"A Case Study on Recruitment and Selection Process of Pepperoni ltd, Bangladesh"**. As a part of my internship for my BBA program.

Human Resource Planning and Manpower Planning & Policy helps determine the number and type of people an organization needs. Recruitment follows Human Resource is planning and goes hand in hand with the selection process by which organizations evaluate the suitability of the prospective Candidates for the job. Job analysis and job design specifies the tasks and duties of jobs and the qualifications expected from prospective job holders.

The next logical step is to select the right number of people the right type to fill the jobs. Selection involves two broad groups of activities:

        (i)   Recruitment; and
        (ii)   Selection.

Recruitment is the process of finding and attracting capable applicants for employment. Whereas Selection is the process of picking individuals (out of the pool of job applicants) with requisite qualifications and competence to fill jobs in the organization.

This is the service-oriented organization, whether it is, the ultimate aim is to achieve organizational goal. This achievement can only be possible through skillful and effective management of manpower. Selection is a key component in the acquisition of Human Resource. Without a reliable and corrective selection mechanism, a business can never flourish, especially in the present world of market economy, which is fiercely competitive. Usually after successful completion of recruitment, selection and introduction process the new employee must be developed to better fit the job and the organization.

Human Resource E Management is under Administrative Department. Through definite and systematic recruitment and selection procedure select & trains up its manpower for achieving its ultimate goal. This study is important because we may find out what are the methods of **Pepperoni ltd** can adopt for recruitment and selection and some recommendations for their better effect in future.

1.2   Objectives of the Study

The main objective of this report is to have an assessment about overall activities of HRM Recruitment and Selection Process of PEPPERONI LTD and its impact. In wider perspective I have also tried to learn all the activities FAIR GROUP BD., (PEPPERONI LTD) in Bangladesh.

Specific Objectives

- Understand the HR operations of PEPPERONI LTD in Bangladesh.
- Understand how basic functions of HR activities of PEPPERONI LTD
- To achieve the main objective this study highlights some specific objectives that can be the following manner:

  - To focus on theoretical knowledge in the field of Human Research Pepperoni ltd Management (HRM);
  - To analyze Human Research Pepperoni ltd e Practices and examine the recruitment and selection procedure of PEPPERONI LTD in Bangladesh;
  - To assess and evaluate the existing recruitment and selection procedure of PEPPERONI LTD with the standard;
  - To find out the shortcoming of existing recruitment and selection procedure of PEPPERONI LTD ; and
  - To summarize the recommendations of existing Recruitment and Selection Procedure of PEPPERONI LTD in Bangladesh.

1.3   Methodology of the Study

To make this report meaningful and presentable, I used primary and secondary research base. Most of the data came from my critical observation. Primary data came from my practical on job experience, observation, and unstructured interview. On the other hand, secondary data has been collected from internet, different journals, and regular reporting.

Methodology refers to the systematic method consisting of pronouncing the problem, expressing theory, and collecting the facts or data, analyzing the facts and reaching certain conclusions either in the form of solutions towards the concerned problem or in certain generalizations for some theoretical formulation. It includes the process of gathering, recording and analyzing critical and relevant facts about any problem in any branch of human activity.

It refers to critical searches into study and investigation of problem/proposed course of action/hypo internship or a theory. The study requires a systematic procedure from selection of the topic to preparation of the final report.

Data was collected through previous documents, archival records and highly dependent on observation. Main so Pepperoni ltd of data is open ended interview and observation. To find out the system loop hole and inefficiency I had to stay long hours with the factory and its employees.

To perform of the study, the data so Pepperoni ltd were to be identified and collected, to be classified, analyzed, interpreted and presented in a systematic manner and key points were to be find out. The overall process of methodology has been given as below.

1.3.1 Sources of Data

The data and information of this report are collected from are as below:

I. Primary Pepperoni ltd

The data were collected through personal interview and discussion. The interview sessions were conducted with some Faculty Member, Officers and other than officer of the organization.

I have collected primary data from the workers, different managers. The research itself is mainly of qualitative research. In the qualitative part it is actually an unstructured, exploratory research methodology based on small samples indented to provide insight and understanding of the selection and recruitment department's activity.

II. Secondary Pepperoni ltd

PEPPERONI LTD's Activity Report, Job Description, Organizational Policy/Hand book, Official Records, Booklet, Published Materials, Training Materials, File study of Administration Department.

1.4 Limitations of the Study

I have been working at HR Department of University Research Co. (PEPPERONI LTD), I obtained whole-hearted co-operation from employees of PEPPERONI LTD. All the day, they were so busy, but they gave me much time to make this report properly. I have faced the following problems that may be terms as the limitation of the study.

- The research is confined to just one organization;
- Lack of technical expertise;
- Lack of manpower and other resource Pepperoni ltd constraint;
- Sample size is very small compared to the entire population;
- Due to the limitations many aspects could not be discussed in the report.

Chapter-2

Profile of the Organization

2.1 Organizational Overview

Company Profile

Type	: Private
Industry	: Coffee house
Founded	:1997; in Kuala Lumpur, Malaysia
Headquarters	: Kuala Lumpur, Malaysia
Key people	: Tan Sri Dato' Steven Sim
Products	: Cakes and fuisine food
Revenue	:RM750million
Owners	: Pepperoni Cakes and Café
Website	: www.secretrecipe.com
Mission	The mission of the Pepperoni cafe is to redefine the lifestyle by setting the benchmark in specialty cake, fusion food and services. On the other hands, the Pepperoni cafe also combats to produce the high and standard quality to increase the brand value. In enhance to increase the customer's satisfaction and serve premium quality products
VISION	The Pepperoni cafe strives to success to increase the brand awareness and good brand impression. The cafe strives to control and self-regulate on the food and service quality.

2.2 History of Pepperoni

Pepperoni Cakes and Café (doing business as Pepperoni) is a Malaysian halal-certified café chain company established since 1997.

It has international branches Singapore, Indonesia, Thailand, China, Brunei, Cambodia, Myanmar, Maldives and Bangladesh.

It serves cakes and fusion food in a service environment as a leading and largest café chain in Malaysia with Halal-certification awarded by Jabatan Kemajuan Islam Malaysia (JAKIM), Pepperoni is committed to continue to adhere to the standards of preparation of all food and processing plant in the restaurant in accordance to the regulatory guidelines including HACCP and VHM guidelines.

Founded in 1997, the company has registered double digit growth for the past five years. On 15 February 2014, Fosun International, a Chinese investment company invested a total of RMB210.5 million ($30.7 million) in Pepperoni, thus becoming the second largest shareholder in the company.

Since its establishment, Pepperoni has expanded to over 440 cafés throughout Asia. The company opened branches in Australia, but due to the high costs of starting up a franchise, the operation was ceased. Pepperoni also plans to enter the India and New Zealand markets in the future.

2.3 Awards and Accolades

- "Most Competitive Company Award 2003"
- "Malaysia Book of Record 2003"
- "Super brand of Malaysia 2003-2004"
- "SMI Brand Builder of The Year Award 2004"
- "Excellent Food Award 2004-Singapore"
- "Product Excellence Award 2005"
- "Most Promising Franchisor of The Year Award 2005-2006"
- "Malaysia Best Halal Restaurant of The Year 2005"
- "Most Promising Franchisor of the Year Award 2005"
- "SMB Brand Building Award 2005"
- "Best Restaurant Award 2006 –Indonesia"
- "Golden Bull Award 2006"
- "Enterprise 50 Award 2006"
- "SMB Brand Building Award 2006"
- "Best Brand Food & Beverage Cafes 2006-2007"
- "Best Local Restaurant Chain 2006"
- "International Franchisor of the Year 2007"
- "Franchise of the Year 2007"
- "Homegrown Franchise of the Year Award 2007"
- "Best Sales Growth Award 2007"
- "Best Brand Food & Beverage Cafe 2007"
- "TOP TEAM 50 Enterprise Award 2007"
- " Best Casual Dining Restaurant of The Year 2007/2008
- Franchisor of the Year Award 2007, by Malaysian Franchise Association
- International Franchise of the Year 2007, by Franchising & Licensing Association   Singapore
- Gold Global Growth Award 2010 by Malaysian Retailer- Chains Association
- Putra Brand Awards-Special Mention: Retail-Food 2011 – by Putra Brand People's Choice Awards
- Best Cash Management Solution Malaysia 2012 - The Asset Asian Triple A Awards
- Outstanding Entrepreneurship Award 2012 - by Asia Pacific Entrepreneurship Awards
- Largest Café Chain – 2014" by The Malaysia Book of Records
- Dynamic Personage of the Year" 2015 by McMillan Woods Global Awards

2.4 Current Business Location of Pepperoni

α) Malaysia **(1997)**
β) Singapore **(1999)**
χ) Indonesia **(2003)**
δ) Thailand **(2004)**
ε) China **(2007)**
ϕ) Brunei **(2009)**
γ) Cambodia **(2013)**
η) Myanmar **(2015)**
ι) Maldives **(2016)**
φ) Bangladesh **(2017)**

2.5 International Operations Background of Pepperoni

Pepperoni, a lifestyle café chain has become a household name following its debut in 1997. Pepperoni has successfully established its brand name in Malaysia, Singapore, Indonesia, Thailand, China, Philippines, Maldives & Bangladesh by virtue of its fine quality cakes, fusion food and distinctive service.

A leading and largest café chain in Malaysia, with Halal certification awarded by Jabatan Kemajuan Islam Malaysia (JAKIM), Pepperoni is committed to continue to adhere to the standards of preparation of all food in the restaurant in accordance to the regulatory guidelines. Customers can always enjoy in confidence from more than 20 types of fusion food, 40 cake creations and pastries, with a flavorful range of ice cream and beverages offered in all Pepperoni outlets.

2.6 Operations in Bangladesh Under Fair Group

Founded in 1997, Pepperoni has made its mark to become renowned for its extensive range of fine quality gourmet cakes. It has since evolved to become one of the fastest growing cakes and café chain in Asia with over 440 café outlets to date.

Pepperoni Cakes & Café's concept can be found in prime urban locations and shopping malls in major cities in countries including Malaysia, Singapore, Cambodia, Indonesia, Thailand, China, Brunei, and Maldives.

Pepperoni has started its journey in Bangladesh with a soft launch on 11thof October, 2017. Fair Group, as the sole franchisee, has brought the chain in Bangladesh under its SBU 'Pepperoni Limited'.

2.7 Types of Restaurants & Current Location in Bangladesh

In Bangladesh Pepperoni Run Three Types of Restaurants. Those are:
1.Flagship Outlet- 1500+ Square Fit.
2.Standard Outlet – 1000+ Square Fit
3.Express Outlet-   500+Square Fit

2.8 Leadership of Team

K.S.M. Mohith-ul Bari.
Head of Business at Pepperoni,
Pepperoni Limited, Fair Group Bangladesh.

Responsibility of Business Head Pepperoni

- Managing the organizations business development ensuring consistent and rapid growth in sales across all channels.
- Overseeing the day to day management of the business development team.
- Devising strategies for driving sales growth across the business.
- Analyzing existing approaches to the development of business and making changes where appropriate.
- Setting targets for new business development for the business development managers and executives.
- Interviewing and hiring new members of the business development team.
- Implementing new business initiatives across the new business and sales teams.
- Working closely with members of the team to generate new business within large accounts.
- identifying sales opportunities as a result of market changes.
- Setting up meetings with prospective customers to sell the company's products and services.
- Implementing sales incentives to drive sales performance within the team.
- Acting as a key contact for large customer accounts.
- Forming strategic partnerships with other companies to leverage their existing networks.
  - Setting tough but achievable revenue targets for the business development managers.

Mr. Mirazul Islam
Operations Manager at Pepperoni,
Pepperoni Limited, Fair Group Bangladesh
Report to: Chairman/HOB

Responsibility of Operations Manager Pepperoni

- Supervise all restaurant activities and ensure compliance to all company standards to increase all sales of labor costs and prepare various reports accurately and within timeframe.
- Maintain optimal level of sanitary procedures for all food handling and maintain neat and clean kitchen area and ensure optimal quality of all food preparation and ensure compliance to all standards.
- Administer performance of all service staff and schedule and evaluate all restaurant operations and provide training to all employees and maintain all work according to required policies and procedures and maintain knowledge of all food and beverage trends.
- Prepare estimates of all food and beverage costs and coordinate with corporate staff and assist to purchase all required supplies and place required orders for all distributors and ensure response to all complaints.
  - Ensure compliance to all security procedures and design strategies to protect all employees and customers and design strategies to reduce injuries to staff and prepare various accident reports. Perform orientation and provide training to all new employees on restaurant processes and determine appropriate feedback from employees and maintain all restaurant plans

.

**Abdulla Al Mamun Sohag Restaurant
Manager at Pepperoni, Pepperoni Limited,
Fair Group Bangladesh Report to:
HOB/Operation Manager**

Responsibility of Restaurant Manager:

5. Provide training to all restaurant managers and employees and supervise all restaurant procedures and ensure compliance to all salad standards.
6. Perform regular inspection of restaurant facilities and maintain all safety procedures and evaluate all everyday reports and financial statements and prepare all required reports.
7. Manage all communication with general managers and employees and provide required feedback to all employees and assist to increase restaurant sales.
8. Prepare various cost categories and maintain budget for all restaurant processes and ensure adherence to company guidelines and assist team member to perform all required appraisals and provide training to all team members and assist in certification process.
9. Maintain neat and clean restaurant at all times and ensure compliance to all foodservice guideline and perform work according to local and federal laws of employment and maintain corrective actions to maintain safety for all employees.
10. Evaluate all payroll for employees and maintain records of all processes according to timeframe and participate in all safety meetings of restaurant employees and maintain knowledge on all staff procedures and prepare regular reports for administrative processes.
11. Monitor all staff levels and make adjustments as per requirement and manage all controllable expenses for all restaurants.
12. Manage inventory of all food and supplies and maintain sufficient quantity of same at all times and perform regular interviews and hire appropriate training members for all restaurant processes.
13. Evaluate all employee performance and organize various counseling sessions to ensure satisfaction of all employees and implement new hourly employees and ensure minimum turnover.
14. Ensure compliance to all operating standards and supervise working of all shift and assistant managers and perform various preventative maintenance procedures on all equipment's and facilities.

2.9 The talent behind the reputation

We are dedicated to the highest standards of achievement in all areas of our business. We strive to consistently exceed the expectations of our customers. We exhibit a strong will to win in the marketplace and in every aspect of our business. The Group has plans for setting up more projects. The projects are already in pipeline. Foreign investors have shown keen interest in joining with us for joint ventures. The matter is under our active consideration and will hopefully soon mature. This will also help the nation's economy growth and will create job opportunities to various professionals.

Chapter-3

Literature Review

.

3.1 Theoretical Analysis of Selection and Recruitment Process

3.1.1 Importance of Selection Process

Selection is an **important process** because hiring good resources can help increase the overall performance of the organization. In contrast, if there is bad hire with a bad **selection process**, then the work will be affected and the cost incurred for replacing that bad resource will be high.

The different stages of recruitment comprise a workflow familiar to even the most entry level recruiter. They include source, applicant conversion, selection process, the interview, reference checks, and on boarding/hire.

Employers that want to attract the best and brightest need to ensure their process is running at highest efficiency. To do that, to break down the different recruitment stages and optimize for each.

3.1.2 Recruitment & Selection Process
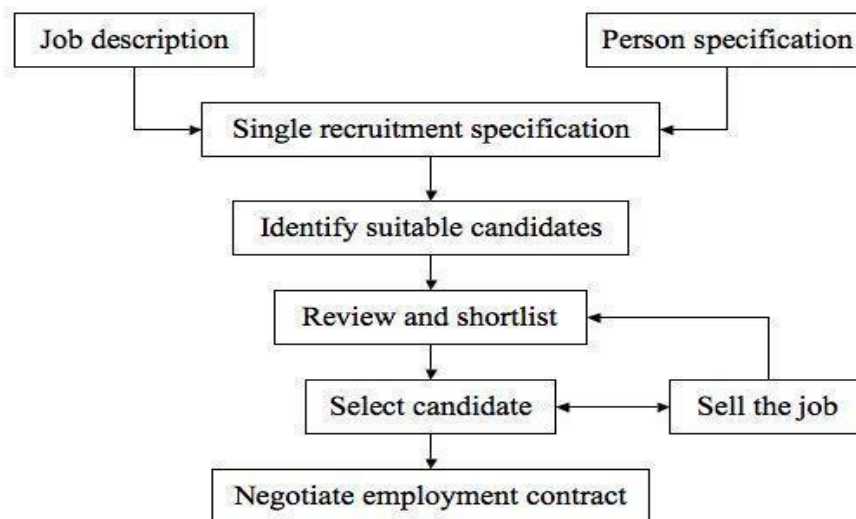
Recruitment is the **process** of finding candidates for the vacant position and encouraging them to apply for it.

Selection means choosing the best candidate from the pool of applicants and offering them the job. **Recruitment** is a positive **process** aimed at attracting more and more job seekers to apply.

3.1.3 Recruitment Strategy

A strong **recruitment strategy** can help you attract the best talent. The market is full of talents and a wrong move can let you lose a suitable candidate. Building a strong and planned employer branding **strategy** can help you stand out from this competition.

3.1.4 Seven Stages of Recruitment

There are several options based on level of need, frequency of hiring, complexity of process. You can outsourcing the process to a consultant, you can hire an experienced Talent Acquisition leader, or just implement some basic internal structures.

If you're keen to give it a go on your own because you don't have the budget or the hiring volume to support the cost of adding headcount, here are some of the things they would likely implement or advise you to implement.

3.1.5 Seven (7) Stages of Recruitment

        Prepping for Your Ideal Candidate. ...
        Source and Attracting Talent. ...
        Converting Applicants. ...
        Selecting and Screening Candidates. ...
        The Interview Process. ...
        Reference Check. ..
        On boarding

3.1.6   Main Principles of Recruitment

All **recruiting** comes down to three **basic** decisions
  i.   Time;
  ii. Cost; and
  iii. Quality.

These are the three **recruiting** pillars when it comes to effective **recruiting** and **hiring**. In most cases you cases, two of these may come easily – but the third one can be a real challenge for talent acquisition and **recruiting** teams.

3.2 Various Types of Recruitment Process

Direct advertising. ...
Talent pool databases. ...
Employee referrals. ...
Boomerang employees. ...
Promotions and transfers. ...
Employment exchanges. ...
Recruitment agencies. ...
Professional organizations.

3.3 Successful Recruitment Strategies

Step up your job advert game.
  Get on the programmatic job advertising
  Bandwagon. Build a talent pool.
  Create an employee referral
  Program. Cater to Generation Z.
Make internal mobility a priority.
  Get serious about your Employer Brand and EVP.
  Engage with passive candidates.

3.4 Complete Recruitment Life Cycle

"**Full Life Cycle Recruiting**" is a term used for a **complete process** of **recruitment**. **Full Life Cycle Recruiting** encompasses 6 main **recruiting** stages:

i.   Preparing;
ii.   Source;
iii. Screening;
iv.   Selecting;
v.   **Hiring;** and
vi.   On-boarding.

3.5 HR Basics of Seven Functions

Recruitment & selection.

Performance management.

Learning & development.

Succession planning.

Compensation and benefits.

Human Resource Information Systems.

HR data and analytic.

3.6 HR Role of Recruitment and Selection

HR locates the talent, then shares the best applicants (resumes, social profiles) to the **hiring** manager, allowing them to select the ones that they would like to see included in the interview process, and then from there **HR** conducts the primary screenings to make sure all skill and education requirements are met.

3.7   Important Selection Process for HRM

Selection is an **important process** because hiring good resources can help increase the overall performance of the organization. The purpose of **selection** is to choose the most suitable candidate, who can meet the requirements of the jobs in an organization, who will be a successful applicant.

3.8   Role of HR Recruiter

HR Recruiter responsibilities include source candidates online, updating **job** ads and conducting background checks. If you have experience with various **job** interview formats, including phone screenings and group interviews, and can help us recruit faster and more effectively, we'd like to meet you.

A **recruiter** finds qualified candidates for a **job** opening and works to meet the demands of both the employer and the employee throughout the hiring process. ... Attracting and source candidates, pre-screening and presenting qualified **job** candidates to the hiring manager.

3.8.1 Seven Qualities of HR Recruiter

1- A Great **HR Recruiter** is Proactive. ...

2- Lead with Confidence. ...

3- Empathy and Insight are Key. ...

4- Exceptional Communication Skills. ...

5- Strong **HR Recruiter** Is Tech Savvy. ...

6- Understand Marketing. ...

7- **HR Recruiter** Should be Target-Driven.

3.8.2 Seven Skills Needed for Recruitment

Communication **skills**. ...

Marketing and sales **skills**. ...

Motivated and persistent. ...

Relationship-building **skills**. ...

Multitasking **skills**. ...

Time-management **skills**. ...

IT and social media **skills**.

Chapter-4

Analysis of the Study

4.1   Recruitment and Selection Process of PEPPERONI

The process of attracting a pool of candidates towards the organization for the job is called recruitment. As an Expert in Human Resource Pepperoni (HR) Bangladesh has enough knowledge in recruitment and selection process. Our HR department has the support and expertise of employment specialists who assist hiring managers with the procedures to ensure company leaders are making wise hiring decisions. There are several pieces to the recruitment and selection process: so Pepperoni candidates, reviewing and tracking applicants, conducting interviews and selection for employment.

When new staff members are needed for a PEPPERONI-BD project, a Scope of Work (SOW) will be developed by that project's Director and approved by the HQ in MALAYSIA. The SOW must include title, job description and list of duties/responsibilities, start date, end date if it is different from the end date of the project contract, and duty station.

Vacant positions will be advertised in the National Daily News Papers and Online advertising as widely as possible within Bangladesh by the Finance & Administrative Manager (FAM). If appropriate, HQ may also place the job posting online. Applicants should be directed to send their curriculum vitae and a cover letter to the mentioned respective address.

All CV's will be reviewed by the Project Director, with the assistance of the FAM where necessary, along with the Country Director and at least three finalists will be selected. The selected CV's will be reviewed by a selection committee composed of the Project Director, the Country Director, along with other technical staff chosen by the PEPPERONI HQ.

At least three or more short listed applicants will be selected for interviews by the committee. Further approval may also be required by MALAYSIA HQ and will be obtained by the Technical Advisor or the Country Director. The committee will strive for consensus in its decisions, but may also decide by majority vote.

4.1.1   Direct Recruitment

Direct Recruitment means an appointment made otherwise than by promotion from within the Service or by transfer of an official already in the Service of Government of Bangladesh or any others Countries. There are several pieces to the recruitment and selection process are as below:

4.1.2 Sourcing Candidates

This is the first step in the recruitment and selection process. Pepperoni candidates means our employment specialist is using a variety of methods to find suitable candidates for job vacancies. Pepperoni can be done via online advertising on job and career sites or professional networking and participation in trade associations. As a top manpower recruitment agency in Bangladesh we are proud of PEPPERONI's recruitment and selection process. We always use our experience and try to include new strategy to update our knowledge in the field of manpower Pepperoni in Bangladesh.

4.1.3 Interview Form

FAIRGROUP   INTERVIEW EVALUATION FORM

Candidate Name: _____   **Age:** _____

Contact Number: _____   **Interview Date:** _____

Last Education	Exam	Subject	Institute	Year	Result

	Experience Field	Type of Organization	Years
☐ **Experienced** ☐ **Fresh**			

INTERVIEW FOR THE POSITION

SBU: Pepperoni Limited _____   Department: Sales _____

Reports To: Café Manager _____   Designation: Service Assistant _____

MARKING FROM BOARD OF INTERVIEWER

Interviewer Name	Attire & Body Language 10 Marks	Work/Indus. Knowledge 10 Marks	Team Player 10 Marks	Problem Solving Skills 10 Marks	Communication Skills 10 Marks	Total Marks	Signature
K.S.M Mohit-ul-Bari							
Miraz-Ul-Islam							
Md. Abdulla Al Mamun							
					Total Average Marks:	/50,_____%	

CHECK LIST				OVERALL PERFORMANCE	
Interested to Join	☐ Yes ☐ No	Work anywhere in Bangladesh	☐ Yes ☐ No	45 - 50	☐ Outstanding
Bond 3 Years	☐ Yes ☐ No			31 - 44	☐ Good
Bond 5 Years	☐ Yes ☐ No	Work at Factory	☐ Yes ☐ No	23 - 30	☐ Average
Have Passport	☐ Yes ☐ No	Operate Comp.	☐ Yes ☐ No	17 - 22	☐ Fair
Have Driving License	☐ Yes ☐ No	Agreed Terms.	☐ Yes ☐ No	0 - 16	☐ Poor

FAMILY PROFILE

Father		Brother/Sister	
Mother			
Brother/Sister			

Head Office: Khawaja Tower, Plot-76/B, Level- 2 & 3- 11, Banani, Dhaka – 1213, Phone: +88 02 8818147-50
E-mail: info@fairdistributionbd.com; www.fdl.com.bd

Reference Name:	Social		Relation:	Professional
Designation & Address:				

	Current	Expected / Offered
Company		Fair Group
SBU		Pepperoni Limited
Department		Sales
Job Grade		13
Reports to		Café Manager
Job Location		Gulshan 1 Flagship

	Current	Expected/Offered	Approved
Designation		Service Assistant	Service Assistant
Salary (TH)		12,000/=	12,000/=
Bonus		Yes	2 years Festival
TA/Conveyance		No	No
DA/Food		Yes	As Per Policy
Incentive		As Per Policy	As Per Policy
Benefit/Allowance		As Per Policy	As Per Policy
Transport Facility		As Per Policy	As Per Policy
Mobile Ceiling			
Total CTC			16,160/=

Approved Facilities	☐ Laptop/TAB	☐ Handset	☐ Visiting Card	☐

Notice Period	DOJ	Prob. Period	Investigation
15 Days		3 Month	

HR Note (if any):

Management Comments:	

Signature Head Of Business	Signature (Forwarded by Head of HR)	Approved by MD/ Chairman

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30 | P a g e

4.1.4 Reviewing & Tracking Applicants

The next steps in the recruitment and selection process are tracking applicants and applications and reviewing resumes. Applicant Tracking Systems (ATS) are becoming extremely helpful to of job vacancies and applications for every open position. PEPPERONI's Employment specialists use ATSs to review applications and resumes. Following your employment specialist applicant review, he can then decide which applicants he wants to interview. With some ATSs, applicants can track application status.

4.1.5 Preliminary Phone for Interview

Conducting a preliminary phone interview is essential for obtaining information about the applicant background, work history and experience. When our employment specialist conducts a preliminary interview, the objective is to determine whether or not the applicant has the requisite skills and qualifications for the job vacancy. Consistent with widely accepted human resource Pepperoni's practices, "A quick initial review will reveal those applicants who obviously do not meet the minimum requirements for the job." While an employment specialist may investigation further into the applicant experience and interpersonal skills, the purpose of this interview is to narrow the field of applicants to send for consideration by the hiring manager.

4.1.6 Preparing for Ideal Candidate

Just as important as getting applicants to your job by posting it, is getting the RIGHT candidates to apply. Volume without quality equals a lot of time spent on unproductive administrative work, and either no hire or the wrong hire. Spend some time sharpening your axe before you start chopping at a tree. Develop an ideal candidate profile first. Otherwise you'll be doing what is called "post and pray."

This is the person who has the Knowledge, Skills, and Abilities (KSAs) to achieve the goals of the position. Once you define what those are, you can use that candidate profile for effective targeting, outreach and attraction.

4.1.7 Pepperoni and Attracting Talent

This stage is about being resource use and focusing on the candidate experience. Don't frustrate candidates by not responding to and communicating with them, by taking too long to make a decision, by creating too many hoops to jump through, or by having unrealistic expectations. Develop a process that is efficient, communicative, standardized, and reportable by investing in a modern Applicant Tracking System (ATS). There are several basic low-cost ones out there to choose from, and you can work with one of their representatives to set it up and configure a workflow. At the very least you should leverage automated screening to knock out unqualified applicants and automated emails to communicate application status and let them know where they stand. You'll also have the ability to disposition and communicate with people in bulk using pre-written email templates.

4.2   Converting Applicants

This is the number or percentage of people that move from one step to the next. If you have a step that has high fallout or no fallout, you may be getting too few or too many out the back end. If a step has high fallout, you can re-evaluate if the step is screening out too many people unnecessarily.

All of this process management will help ensure a quality candidate experience, which will help get the good candidates all the way through the process to hire.

Some of the best metrics to track are the number of clicks your job postings get vs the number of people who apply. A good ATS will convert applicants between 30%-40% based on my experience.

4.2.1 Selecting and Screening Candidates

Additional note on position requirements (KSAs) and screening: Define your must-haves and your nice-to-haves. Your must-haves are the bare minimum requirements or qualifications to be able to perform the job. Nice-to-haves are the extra over-and-above qualifications that would be ideal to have. An automated pre-screen with a recruiting chat bot is a great tool that can knock out or disqualify all who don't have the must-haves. If you also add the nice-to-haves in you prescreen, you can quickly get to your short list.

4.2.2 The Interview Process

Focus on efficient convenient scheduling. Speed really counts in this step. Eliminate the time and effort of going back and forth to coordinate phone screen or interview dates and times by using a calendaring app like *Calendly* or go a step further and purconihase an interview scheduling tool. You set aside blocks of time that you or your team can be available and allow candidates to self-schedule into any of the slots that work with their schedule. It's a good idea to offer slots

During lunch time or outside of normal working hours to accommodate those who are currently employed?

4.2.3 Reference Check

Don't dismiss top contenders until you have an accepted offer with all conditions met and a start date (salary/schedule accepted, references checked, background check/drug screen complete). Candidates will change their mind, accept a counter-offer, or fail pre-employment testing. When that happens, you'll want to have your backup candidates warm and ready to go.

Keep in touch with them, even just to let them know you don't have any updates yet, but they are still actively under consideration. Once you reject them, it's harder to bring them back.

4.2.4 Onboarding

This area is frequently overlooked and your best opportunity for all that hard work to go to waste. It's kind of like a murky grey area that is the hand off between Recruiting and Operations. If you don't make sure that you have a strong on boarding program that involves training, mentor-ship, information, and necessary resource Pepperoni's, you will wind up with hires that feel not welcomed, not trained, and in a job that is not what they were sold.

I recommend digitizing all parts of on boarding especially now that most of us are working remotely. Let candidates receive and sign their HR paperwork electronically. They will certainly thank you for it.

Having a recruitment process that is well thought out to meet the specific needs of your organization and structured in a measurable platform can help you evaluate and continually improve your hiring plans, and eliminate or revise non-value-added steps that eat up time and may eliminate good candidates needlessly. It will also ensure you cover all important steps, creating a standardized experience for all candidates, and reducing the opportunity for bias.

4.2.5 Face-To-Face Interview and Selection

In this stage of the recruitment and selection process, the hiring manager reviews the applications and resumes the employment specialist forwarded to his/her. The hiring manager invites the applicant to interview face-to-face; communication about the interview and scheduling is generally handled by the employment specialist. This ensures that all qualified applicants receive the same information. At times, the employment specialist will prepare the applicant for the face-to-face interview. After the hiring manager interviews the applicant, he/she further narrows the field of candidates from which to select for the job opening.

4.3   Purpose of Selection

Selection is the process of picking individuals who have relevant qualifications to fill jobs in an organization. The basic **purpose** is to choose the individual who can most successfully perform the job, from the pool of qualified candidates.

4.3.1   Primary Purpose of the Selection Process

The **purpose** of **selection process** is to pick up the most suitable candidate who would meet the requirements of the job in an organization best, to find out which job applicant will be successful, if hired.

4.3.2 Selection Process

The **selection process** can be defined as the **process of selection** and shortlisting of the right candidates with the necessary qualifications and skill set to fill the vacancies in an organization. The **selection process** varies from organization to organization, company to company and even amongst departments of the same company.

Once the hiring manager decides which candidate is most suitable for the job vacancy, time to inform the candidate of pre-employment matters, such as background inquiries, drug tests and, if applicable, licensing information?

When recruiting for positions where you negotiate the terms of employment, compensation and benefits, and other issues, a draft employment offer may change hands from the candidate to the employer until the parties reach an agreement. An employment offer should always be in writing to document the terms of your agreement with your prospective employee.

4.3.3   Final Selection Process

a) MALAYSIA HQ Contractor Employee Biographical Data Form

All existing and new employees must complete a Malaysia Government Bio-data Form. The employees contact information must be current and the education and employment details complete with all dates and salary information. The Bio-data Form will be checked by the FAM and the HQ Project Coordinator. All Bio-data Forms must be signed by the employee and a HQ representative. Salary approval cannot be requested without a completed Bio-data Form.

b)   Communication with HQ during the Hiring Process

The Country Director will take the following steps for **all hiring** for all PEPPERONI-BD projects:

As soon as it is decided that a new/vacant position needs to be filled, he/she will send the HQ Project Coordinator the position title and description (scope of work) and an estimate of the salary needed, so he/she can add it to the project operating budget.

The above documents must be sent to HQ for every person hired, whether he/she will be offered a more than 4% increase, or even no increase over his/her current salary.

If the applicant will be offered a more than 4% increase, MALAYSIAID approval will be needed. In these cases, the Country Director/Team Leader must send the HQ Project Coordinator a brief explanation of why the applicant was offered more than a 4% increase (the cost of living or a high demand for certain qualified personnel, etc.).

c) Setting Salaries

In filling staff positions, the initial salary will be established based on the following:

The candidate's <u>salary history</u> during the last three years;

The candidate's <u>previous experience and training</u> that is relevant to

the position; the level of responsibility of the position;

<u>Contractual guidelines</u> related to the work

assignment; the <u>current market</u> for the candidate's

skills.

Establishment of initial starting salary and the percentage of annual salary merit increases are also governed by the terms of the project's contract with MALAYSIA HQ and, as such, are subject to MALAYSIA HQ approval prior to implementation. However, no employee shall receive a salary less than the minimum wage provided by Labor law in Bangladesh.

After final negotiation with selected candidate(s), must be issue a selection memo for written approval from selection management committee and top management authority Country Director.

4.4 Extending an Employment Offer

Once the hiring manager decides which candidate is most suitable for the job vacancy, time to inform the candidate of pre-employment matters, such as background inquiries, drug tests (if applicable, licensing information).

When recruiting for positions where negotiate the terms of employment, compensations, benefits and other issues, a draft employment offer may change hands from the candidate to the employer until the parties reach an agreement. An employment offer should always be in writing to document the terms of your agreement with your prospective employee.

The appointment letter will then be written by the Head of Finance & Administration and signed by the Country Director or PEPPERONI HQ in MALAYSIA.

4.5   Document Collect From the Candidates

Guarantor Certificate and Agreement:

ফেয়ার গ্রুপের বিভিন্ন প্রতিষ্ঠানে নিয়োগকৃত কর্মকর্তা/কর্মচারী কর্তৃক প্রদত্ত
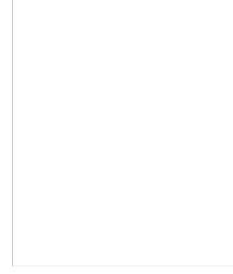
অঙ্গীকারনামা

আমি ঃ - পিতা ঃ - - - - - - - - - - - - - - - - - - -
মাতাঃ - গ্রাম ঃ - - - - - - - - - - - - - - - - - -
পোষ্ট ঃ - - - - - - - - - - - - থানা ঃ - - - - - - - - - - - জেলা ঃ - - - - - - - - - - - -
বর্তমান ঠিকানা ঃ -ধর্ম
ঃ - - - - - - - - - - - পেশা ঃ - - - - - - জাতীয়তা ঃ বাংলাদেশী। এই মর্মে অঙ্গীকার করিতেছি
যে,
- - - - - - - - - - - - - - - ইং তারিখ হইতে ফেয়ার ইলেক্ট্রনিক্স-এর হেড অফিস/শাখা অফিস/সার্ভিস
সেন্টার/ফ্যাক্টরী/গোডাউন/শো-রুম- এর .. .. পদের দায়িত্বে
নিয়োজিত অবস্থায় নিম্নলিখিত শর্তাবলী মানিয়া চলিব ঃ

১।   অত্র প্রতিষ্ঠানে চাকুরী করা কালীন অন্য কোন প্রতিষ্ঠানে পূর্ণকালীন/খণ্ডকালীন চাকুরী করিব না।

২।   অন্য কোন ব্যবসা কিংবা ব্যবসায়িক কার্যক্রম করিব না কিংবা আর্থিক সুবিধা পাওয়া যায় এমন
কোন কার্যক্রমও করিব না।

৩।   প্রতারণা মূলক কার্যক্রমের মাধ্যমে ফেয়ার ইলেক্ট্রনিক্স-এর পণ্যসামগ্রী কিংবা টাকা/পয়সা
আত্মসাৎ করিব না কিংবা তসরুপ করিব না। সার্বিক বিবেচনায় নিতান্ত ব্যক্তিগত এবং পারিবারিক
কাজ বলিতে যাহা বুঝায় তাহা ব্যতিরেকে অন্য কোন কাজ কর্তৃপক্ষের লিখিত অনুমতি ছাড়া
করিব না বা উহাতে সম্পৃক্ত হইবনা।

৪।   নিয়োগ পত্রের উল্লেখিত সকল শর্তসমূহ এবং কোম্পানীর নিয়ম কানুন মানিয়া চলিতে বাধ্য
থাকিব।

৫।   অত্র প্রতিষ্ঠানে চাকুরীকালীন সময়ে যদি অবৈধভাবে টাকা/পয়সা, পণ্যসামগ্রী বা ব্যবসা সংক্রান্ত
অন্য কোন মালামাল আত্মসাৎ বা তসরুপ করিয়া বা সংস্থার নিয়ম ভঙ্গ করিয়া কোন কাজ করিবার
ফলে সংস্থার ক্ষতি সাধিত হইলে যাবতীয় তসরুপ বা আত্মসাৎকৃত মালামালের সম্পূর্ণ ক্ষতিপূরণ
দিতে বাধ্য থাকিব। অন্যথায় আপনি আইনের আশ্রয় গ্রহণ করিয়া তসরুপকৃত মালামালের
যাবতীয় টাকা আদায় করিয়া লইতে পারিবেন।

৬।   আমি অঙ্গীকার করিতেছি যে, আমার দ্বারা, আমার অবহেলায়, আমার দায়িত্বে থাকাবস্থায় ফেয়ার
ইলেক্ট্রনিক্স-এর পণ্য কিংবা আর্থিক ক্ষতিসাধন হইলে কিংবা তসরুপ হইলে হিসাবান্তে সম্পূর্ণ
ক্ষতিপূরণ প্রদান করিতে বাধ্য রহিলাম।

৭।   আমি আরও অঙ্গীকার করিতেছি যে, কর্মস্থলে যদি কোন কর্মকর্তা বা কর্মচারীর দ্বারা কোন ধরনের
অসঙ্গতীপূর্ণ কার্যকলাপ পরিলক্ষিত হয় তা তাৎক্ষনিক উর্ধতন কর্মকর্তাদের অবহিত করিব। যদি
অবহিত না করি উক্ত কর্মকান্ডের দায় ভার আমার উপর বর্তাইবে এবং কোন অবস্থাতেই আমি
উক্ত দায় এড়াইতে পারিবনা।

এতদার্থে স্বেচ্ছায়, স্বজ্ঞানে, সুস্থ মস্তিষ্কে এবং অন্যের বিনা প্ররোচনায় অত্র অঙ্গীকারনামা স্বাক্ষর করিলাম।

প্রতিষ্ঠান প্রতিনিধির স্বাক্ষর, পূর্ণ নাম ও ঠিকানা	অঙ্গীকারকারীর পূর্ণ নাম ও স্বাক্ষর
১।	নামঃ
	স্বাক্ষরঃ
২।	তারিখঃ
৩।	

" জিম্মানামা "

আমিঃ – – – – – – – – – – – – – – – পিতা/স্বামীঃ – – – – – – – – – – – – – – – মাতাঃ
– – – – – – – – – – – – – – – বর্তমান ঠিকানা- গ্রাম ঃ – – – – – – – – – – – – পো ঃ –
– – – – – – – – – থানা ঃ – – – – – – – – – জেলা ঃ – – – – – – – – – স্থায়ী
ঠিকানা- গ্রাম ঃ – – – – – – – – – পো ঃ – – – – – – – – – – – – – থানা ঃ –
– – – – – – – – – জেলা ঃ – – – – – – – এই মর্মে জিম্মানামা প্রদান করিতেছি
যে, – – – – – – – – – – – পিতা ঃ – – – – – – – – – – সম্পর্ক ঃ –
– – – – – – – উক্ত ব্যক্তি আপনার সংস্থা ফেয়ার গ্রুপ অথবা এর অঙ্গ-প্রতিষ্ঠানে চাকুরি কালীন
সময়ে যদি অবৈধ ভাবে আপনার সংস্থা হইতে টাকা-পয়সা, পণ্যসামগ্রী অথবা ব্যবসা সংক্রান্ত অন্য কোন
মালামাল আত্মসাৎ বা তসরুপ করে তাহা হইলে আমি উক্ত ব্যক্তির পক্ষে যাবতীয় আত্মসাৎকৃত বা
তসরুপকৃত মালামালের সম্পূর্ণ ক্ষতিপূরণ দিতে বাধ্য থাকিব। এতে অন্যথা করিলে আপনি আইনের
আশ্রয় গ্রহণ করিয়া আত্মসাৎকৃত অথবা তসরুপকৃত মালামালের যাবতীয় টাকা আদায় করিয়া লইতে
পারিবেন।

এতদার্থে স্বেচ্ছায়, স্বজ্ঞানে উক্ত জিম্মানামা পাঠ করিয়া অত্র প্রতিষ্ঠানের মনোনীত প্রতিনিধির সম্মুখে নিজ নাম স্বাক্ষর
করিলাম।

প্রতিষ্ঠান প্রতিনিধির স্বাক্ষর ও নাম   জিম্মা প্রদানকারীর (সম্পূর্ণ নাম স্বাক্ষর)

স্বাক্ষর ঃ   স্বাক্ষর ঃ

নাম ঃ   নাম ঃ

পদবী ঃ   তারিখ ঃ

তারিখ ঃ   ফোন/মোবাইল নং ঃ

                                                ই-মেইলঃ

                                                জাতীয় পরিচয় পত্র নং ঃ

                                                পেশাঃ

                                                প্রতিষ্ঠান ঃ

                                                পদবি ঃ

সংযুক্তিঃ জিম্মাদারের পাসপোর্ট সাইজের এক কপি ছবি ও জাতীয় পরিচয়পত্র (**National ID Card**)-এর ফটোকপি।

Bank Forwarding for opening salary Account

Dated: January 9, 2022

To

Manager
One Bank Ltd.
Banani Branch, Dhaka – 1213.

Subject: Request for Salary Account Opening

Dear Sir,

We are requesting you to open new salary account for following Pepperoni (a sister concern of Fair Distribution Ltd.) employee. Our One Bank account (0181020004219). His detail information is as follows:

Sl No	Name	Designation	Salary	Contact No
1	Minchang Nongmin	Team Leader	15,000	01742807421

Thanks & Best Regards,

_____
Md. Abdulla Al Mamun
Sr. Executive HR learning & development
Pepperoni Ltd.
Contact: 01933366410

Appointment Letter

Date: January 5, 2022

SUB: **LETTER OF APPOINTMENT**

Dear, Mr. **Minchang Nongmin**

We are pleased to offer you employment with **Pepperoni Limited** (Here in after referred to as the "Company") under following terms and conditions:

1. **POSITION AND DEPARTMENT**

    You will be appointed as **"Team Leader"** Department **"Sales"** effective from 5th January 2022.

2. **DUTIES**

    You will be employed as **"Team Leader"** and directly report to **"Café Manager"**. Your immediate supervisor may change from time to time. You will be notified of such changes at the appropriate time. You will be based at **Dhaka**. It is a condition of this offer that as an employee of the Company you are committed to accept certain mobility of career, which may lead to transfers in different locations of the country.

    You shall faithfully carry out duties and responsibilities that are assigned to you to the best of your ability, using proper care and diligence, and generally, shall always act in the best interests of the company. You will also undertake to perform any other duties that may be required in accordance with the company's instructions.

3. **HOURS OF WORK**

    The working hours will be 9 hours a day (include break time) and 6 days a week. You may be required to work beyond the basic working hours for successful accomplishment of your responsibilities. Your salary is inclusive of incidental overtime and therefore there will not be any payment as overtime allowance. The Company reserves the right to change the working hours and rest period.

4. **TOTAL COMPENSATION**

    Your total compensation per month will be **BDT 15,000 /=** (Fifteen Thousand taka) before tax. Your monthly salary, after deductions will be paid to the bank account as specified by you. The payment of your salary shall be subject to statutory deductions as required in accordance with applicable legislation.

5. **INCENTIVE/BONUS**

Based on the performance of the Company and individuals the Company may pay an incentive/bonus to all confirmed employees. This is not a guaranteed payment and will be dependent upon the achievement of the performance standard set from time to time. Employee who leave before the payment date for any reason whatsoever shall not be entitled to this incentive/ bonus.

6. **TAXATION**

It shall be your responsibility to meet all requirements under the Bangladesh income Tax laws, including tax compliance and filing of tax returns. The company shall deduct Tax at source as per Bangladeshi Income Tax Regulations.

7. **LEAVE**

You will be entitled to take Leave per year as per company policy after your confirmation. However, you may be allowed leave to meet an emergency during your probation period.

8. **PROBATION**

You will be required to serve a probationary period of **"3 month"** from the date of joining. During probation period your employment may be terminated by either side, with or without assigning any reason by providing at least seven days' notice or on payment/surrender of seven days salary in lieu thereof. Upon successful completion of probation period you will be notified in writing of your confirmation of regular employment.

On completion of the probationary period, if your performance was found satisfactory, your employment will be confirmed. Company reserves the right to extend the probation for a maximum period of three (03) months or terminate your employment, in case your performance is unsatisfactory.

9. **TERMINATION**

Your employment may be terminated by either party giving **Two (2) Months**' notice or payment in lieu of **Two (2) Months** gross salary.

10. **SEPARATION OTHER THAN TERMINATION**

If you commit any misconduct you may be dismissed from employment without any notice. The acts and omissions that constitute 'misconduct' and the process of adjudication shall be detailed out in the HR Policy of the Company.

11. **USE OF COMPANY MARKS**

You agree that you will not retain or use, for your account or any other account, at any time, any trade names, trademarks, service mark, or other proprietary business designation used or owned in connection with the business of the company, or any of the related corporations of the Company, or any of the related corporations of the company. For clarity, it is hereby declared that ownership and title to all of the aforesaid properties shall at all-times be vested in the company, or its related corporations, as the case may be**.**

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12. **NON-SOLICITATION**

For a period of three (03) months after leaving the company (regardless of the reason for leaving), you shall not directly or indirectly solicit for employment, or advice or recommend to any other person that you employ or solicit for employment, any employee of the company or related corporation in any business which you have been engaged in during your employment.

13. **CONFIDENTIALITY**

You undertake that you will not anytime, either during employment or thereafter, divulge or use any information, which you may acquire during your course of your employment in any manner and it may be directly or indirectly detrimental to the interest of the company. You will not communicate or allow to be communicated directly or indirectly to any person any information related to the confidential operation processes, dealings, any trade secrets or any directly or indirectly be detrimental to the interest of the company, Any breach of confidentiality may lead to prosecution before the competent court of law.

14. **COMPANY PROPERTY**

You will be responsible for safe custody of and return in good condition and order of all company's property that may be in your custody, charge or care. The company shall have the right to deduct the money value of all such things from your dues and take such other actions, as the company deems necessary and proper in the event of your failure to account for such property to the company's satisfaction.

15. **INTELLECTUAL PROPERTIES (TRADE MARK, DESIGN AND PATENTS)**

The Company reserves the rights to ownership of inventions of any intellectual property made by you during the course of your employment and as a result of your employment with the Company. As required by the Company you will have to furnish all the required details to have the same registered in the Company's name.

16. **CODE OF ETHICS**

As long as you are engage in the any business of the Company or its associate companies you shall maintain integrity, uphold the Company and/or associate companies' reputation and shareholders interest and perform the duties and tasks assigned to you with devotion and honesty at all times. In case any conflict of interest arises you shall be responsible for informing the Company of such circumstances immediately.

17. **BUSINESS COMPETITION**

You shall not directly or indirectly involve in any business which are conflicting with the interest of the businesses of Fair group limited. In case you have share of the business which is not Conflicting with any businesses of Fair group limited, in such cases you have to provide a self-declaration to FDL HR mentioning your status of the business.

18. **POLICY & PROCEDURE**

In order to ensure smooth administration of the Company's business all the policies, procedures, guidelines, instructions and decisions not conflicting with the existing terms of this letter of appointment shall apply and be binding on you.

19. **OTHER TERMS AND CONDITIONS**

Other terms and condition of employment shall be as specified in the company's Human Resource policy. Company reserves the right to revise these terms and condition of employment from time to time.

Kindly acknowledge your acceptance of the terms and condition of employment by signing the duplicate copy of these document and returning them to us for our record.

We wish you a successful and rewarding career with us.

Yours sincerely,

_____
Md. Abdulla Al Mamun
Sr. Executive, Human Resource

I fully understand and accept the above terms and condition of employment. I will commence work

on _____

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Signature   **Date**
Name:

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4.6   Considerations

As a leading manpower recruitment agency in Bangladesh PEPPERONI's Human Resource recruitment consultant are always try to make the recruitment and selection process easy and effective for PEPPERONI's clients. PEPPERONI's organization recruitment and selection process in Bangladesh is the best way to achieve success in the world.

Chapter-5

Findings

5.1 Findings

Although the Recruitment and Selection activities of Pepperoni ltd, LLC (PEPPERONI) is doing job at present. But there is scope to enhance development both internally and externally. To modernize and strengthen the overall activities of this INGO the following areas have been identified and findings are below:

➢ They have no individual HR department in Bangladesh Office;

➢ This organizational job is Temporary and Project based;

➢ Long time no project in Bangladesh;

➢ Consultants are not working actively for gain new project in Bangladesh;

➢ Long time no capable Team Leader at present in Bangladesh Office;

➢ At present no sufficient staff working in Bangladesh office;

Chapter-6

Recommendations
&
Conclusion

6.1 Recommendations

Through the performance of PEPPERONI, Bangladesh is found in the satisfactory level but the following important positive steps may be taken to improve its activities and satisfactory service according to my short observation are as below:

- ➢ Recommend to create individual HR Department for smoothly staff Recruitment and Selection activities and others related works;

- ➢ Long times no project in Bangladesh. So, I am strongly recommend to recruit capable and experienced person as Team Leader for Bangladesh Office;

- ➢ Recommend to recruit more expert Consultants for preparing strong Project Proposal (PP) and gain new project fund for Bangladesh country office;

- ➢ At present no sufficient staff working in Bangladesh office. So, I recommended strengthen the staff force immediately;

- ➢ Recommend to training professional staff locally and overseas for gain more capabilities on the respective job;

6.2 Conclusion

As a personnel function recruitment and selection is a major Human Resource function designed to attract, obtain and retain the qualified workforce to meet the future organizational needs. Through efficient handling of this practice the company can successfully continue its operation. This requires a sharp business focus from HR professionals and the delivery of high-quality HR systems that are integrated into the organization strategy and operations.

The study **"Recruitment and Selection Process of PEPPERONI, Bangladesh"** under HR revealed that employees are the most valuable resource for the progress of the organization. For the development of these valuable resource there are many factors involved. The analysis of the report shows some positive practices and negative practices which are need to improve for conducting the employees successfully. To increase the activity of an organization effective & dynamic recruitment and selection process is essential.

PEPPERONI is a Non-Political Funding Organization. They are working worldwide with confidently. This is very good International Organization.
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Pepperoni ltd in Bangladesh practices an innovative Recruitment and Selection Process. PEPPERONI perfectly and strongly maintain staff Recruitment and Selection process.

References

Pepperoni ltd Recruitment and Selection Process;

Pepperoni ltd website; https://secretrecipebd.com/;

Pepperoni ltd Activity Reports, 2017-2020;

Pepperoni ltd Business Profile;

Theoretical experience from HRM Major Subject;

Text book of David A. De Cenzo & Stephen P. Robbins; Fundamentals of Human Resource Management; Gray Dessler of Human Resource Management; Practical and professional experiences.