

Internship Report on Procurement at United Enterprise & Co. Ltd

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This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Internship Report on Procurement at United Enterprise & Co. Ltd

Submitted to:

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Date of submission: November 24, 2025



IPCO DEVELOPMENTS (BD) LTD.
(Unit: Crowne Plaza Dhaka Airport)

Letter of Transmittal

24 November, 2025

Dr. Saad Hasan

Associate Professor

School of Business & Economics (SoBE)

United International University

Subject: **Submission of the Internship Report**

Dear Sir,

Internship Report on Procurement at United Enterprise & Co. Ltd is hereby submitted for your kind perusal. The largest benefit for me has been your instruction, which I truly appreciate. I followed your and my company's supervisor's guidance while writing this report.

The experience of working with United group has been incredible. I think the skills and information I picked up from my internship will help me greatly in my future professional endeavors. I sincerely hope you will look over this report and offer your wise comments. If my report gave you a better understanding of the problem and relevant information, I would be extremely happy.

Sincerely,

Md Rabiul Hossain Tamim

ID- 111201229

Program: BBA

Major: Supply Chain Management

Certification of Similarity Index

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Declaration of the Student

I, Md Rabiul Hossain Tamim, a student of the Bachelor of Business Administration program at United International University, hereby declare that this report is entirely my own work. I have not knowingly violated any copyright regulations, and to the best of my knowledge, this report is an original and authentic piece of work.

Furthermore, I confirm that this report has not been submitted, in whole or in part, for the purpose of obtaining any degree or certificate at any other institution.

I have strictly followed all academic rules and guidelines in the preparation of this report.

Regards,

Md Rabiul Hossain Tamim

ID: 111201229

Bachelor of Business Administration United International University

Corporate Evidence



UNITED
ENTERPRISES
& CO. LTD.

Date: 06 October 2025

TO WHOM IT MAY CONCERN

This is to certify that **Mr. Md. Rabiul Hossain Tamim** has completed his Bachelor of Business Administration (BBA) from United International University. He has completed his 05 (Five) months Internship program at the Engineering & Procurement Department from **May 13, 2025 to September 30, 2025** at **United Enterprises & Co. Ltd.–Power Division (UECL-PD), Dhaka, Bangladesh**. He was engaged with different activities under the supervision of this department's team members.

During the term of his internship with us we found him sincere and hardworking. He worked well as part of a team during his tenure.

We wish him every success in his career ahead.

Sincerely

A handwritten signature in black ink, appearing to read 'Rawda'.

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Acknowledgement

I would like to express my gratitude to Almighty Allah for providing me with the strength and capacity to complete all the BBA courses and for allowing me to submit my report on time. This publication is the result of a great deal of research and work that took up the entire attention of multiple persons. Without their direction, assistance, cooperation, and navigations, this report would not have been possible.

I express my gratitude to all those who helped with the compilation of this report. For his assistance with my internship report from the start, I would especially want to thank Dr. Saad Hasan, Associate Professor, Department of School of Business & Economics (SoBE), my supervisor at United International University (UIU). As I was writing my report, I received frequent guidance and comments from my esteemed supervisor. This report would not have been possible without his help.

Executive Summary

This report elucidates in depth the procurement practices of Ipco Developments (BD) Ltd (Unit: Crowne Plaza Dhaka Airport), one of the best hotel and service platforms in Bangladesh. It is a major player in the hotel industries, known for the quality of its service and its innovation in business. This paper seeks to evaluate the procurement process within the organization, considering its objectives, structure, and strategies, along with the challenges it faces in achieving procurement goals and contributing to potential improvements.

The report includes a description of the enterprise, covering its background, mission, and vision. As part of United Group, Crowne Plaza Dhaka Airport has rapidly grown into a recognized name in the hotel industry. The platform focuses on delivering Premium hospitality services, with quick and convenient procurement processes that enhance its market reputation.

The firm's purchasing activities encompass sourcing identification, supplier selection, relationship management, and order execution. This paper investigates the detailed nuances of these operations and explores long-term strategies to boost their efficiency and reliability.

This report also examines the primary challenges faced by this retail unit, including inefficiencies in the purchasing process, supply chain disruptions, price volatility, and supplier unreliability. It proposes several strategic solutions, such as leveraging data analytics for improved forecasting, implementing dynamic pricing tools, and enhancing quality control measures.

Additionally, the report highlights the company's commitment to sustainability, emphasizing the integration of environmental and social considerations into procurement. In line with its corporate responsibility ethos, Crowne Plaza Dhaka Airport (United Group) has made significant strides in establishing sustainable supply chains—demonstrating its dedication to ethical and responsible business practices.

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List of Equations

- EOQ (Economic Order Quantity)
 - Safety Stock formula
 - Reorder Point formula
 - Lead Time calculation
1. Equation 1: $EOQ = \sqrt{2DS / H}$
 2. Equation 2: $Safety\ Stock = Z \times \sigma \times \sqrt{LT}$
 3. Equation 3: $Reorder\ Point\ (ROP) = (Demand \times Lead\ Time) + Safety\ Stock$

List of Acronyms & Abbreviations

ERP	Enterprise Resource Planning
PI	Proforma Invoice
LC	Letter of Credit
BOQ	Bill of Quantities
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
OS&E	Operating Supplies & Equipment
F&B	Food & Beverage
UECL	United Enterprise & Co. Ltd.
PD	Power Division
FMEA	Failure Mode and Effect Analysis
SCM	Supply Chain Management

Chapter 1: INTRODUCTION



Figure 1: Crowne Plaza Dhaka Airport

1.1 Background of the Report

The purpose of internship programs is to help students bridge the gap between academic theories and actual business practices by giving them hands-on experience with organizational operations. I finished a three-month internship at United Enterprise & Co. Ltd. (United Group), one of Bangladesh's biggest and most diverse conglomerates, as part of the requirements for the Bachelor of Business Administration (BBA) degree. I was placed in the Engineering & Procurement Department of IPCO Developments (BD) Ltd., a sister concern of United Group, where I contributed to procurement operations related to the "Airport Village Project (Crowne Plaza Dhaka Airport)."

International sourcing, communication with suppliers, commercial documentation, and departmental coordination were all part of the procurement process. I was able to comprehend the strategic significance of prompt procurement, vendor selection, global market assessment, and logistics management by working on a massive construction and hospitality project. This report details the tasks I completed, the abilities I acquired, and the general knowledge I acquired throughout this internship. The background lays the groundwork for comprehending how multinational supplier networks function within Bangladesh's hospitality development sector and how procurement supports large-scale projects.

1.2 Objectives of the Report

The report was written with both academic and practical goals in mind. Academically, it satisfies the BBA program's internship requirement and shows my capacity to connect abstract ideas of supply chain management, logistics, and procurement with actual organizational operations.

The practical goal is to give a thorough rundown of the procurement tasks I completed while interning. This entails examining supplier quotes and proforma invoices, analyzing local and international sourcing procedures, coordinating with the Commercial Department for LC documentation, keeping an eye on shipment schedules, and confirming post-shipment inventory activities. The report also seeks to record observations, insights, and difficulties encountered while working in a fast-paced corporate setting, as well as the solutions used.

Overall, the objective is to present a comprehensive learning reflection that highlights how this internship shaped my professional understanding, strengthened my skills, and enhanced my readiness for future roles in supply chain and procurement.

1.3 Rationale of the Report

This report's preparation was motivated by both the academic requirement and the individual's desire to obtain practical experience. Building a solid professional foundation in today's competitive job market requires more than just theoretical knowledge. Understanding how organizational functions work, how decisions are made, and how different departments work together to accomplish project goals requires practical experience.

In large construction and hospitality projects, where thousands of materials, equipment, and services must be efficiently sourced from domestic and international suppliers, procurement is an essential part of supply chain management. In addition to reflecting the importance of procurement in guaranteeing project continuity, cost control, timely delivery, and quality assurance, preparing this report aids in documenting the professional activities I carried out.

Additionally, the report offers proof of my learning progress, enhanced analytical skills, and improved communication abilities, all of which support academic growth and career readiness.

1.4 Scope and Limitations of the Report

This internship report's scope is restricted to the tasks I was given in IPCO Developments (BD) Ltd.'s Engineering & Procurement Department. Glassware, cutlery, guest linens, hotel amenities, tracking shipment ETD/ETA, reviewing PI and quotation documents, communicating with suppliers, coordinating LC-related activities with the Commercial Department, and keeping procurement records through the ERP system are just a few of the international procurement activities that are covered in detail. The report also addresses sample collection, payment follow-ups, post-shipment inventory verification, and local procurement tasks.

The report has some shortcomings despite the substantial learning experience. Confidentiality policies prevented the inclusion of certain company documents, supplier contracts, LC terms, and financial information. My participation in long-term procurement planning or negotiation strategies was limited by the internship's time constraints. Additionally, since I did not directly collaborate with other departments like Accounts, HR, Engineering, or Project Management,

the analysis is restricted to the procurement department. Given the limited access interns usually have in corporate settings, these restrictions make sense.

1.5 Definition of Key Terms

Technical terms that are frequently used in supply chain management and procurement are included in the report. For clarity, a brief definition of the key terms is given.

Before completing the purchase order, a supplier will issue a Proforma Invoice (PI), which is an initial quotation that includes product details, pricing, quantities, and terms of payment. While ETD (Estimated Time of Departure) refers to the planned date when goods depart the supplier's nation, ETA (Estimated Time of Arrival) refers to the anticipated arrival date of a shipment. A bank will issue an LC (Letter of Credit) as a financial guarantee to guarantee safe payment to foreign suppliers.

An integrated organizational system called ERP (Enterprise Resource Planning) is used to record and manage data related to procurement, such as purchase orders, supplier details, and inventory information. The list of items received from shipments is recorded in an inventory report, which verifies the items' quantity, condition, and adherence to the order specifications. Understanding the procurement operations discussed throughout the report requires familiarity with these terms.

CHAPTER 2: COMPANY AND INDUSTRY PROFILE



Figure 2: Premium Service

2.1 Overview and History

United Enterprise & Co. Ltd. (United Group) is one of the most reputable, diversified, and sustainable business conglomerates in Bangladesh, established in 1978. Over the years, United Group has expanded into more than 40 subsidiaries covering power generation, infrastructure, real estate, healthcare, education, textiles, transportation, and premium hospitality services. The Group is recognized for its financial stability, large-scale project management capability, and contribution to national development.

To expand its footprint in the hospitality sector, United Group partnered with InterContinental Hotels Group (IHG)—one of the world’s leading hotel chains. This collaboration facilitated the launch of Crowne Plaza Dhaka Airport, a premium 4-star international-standard hotel under the globally renowned IHG brand.

The hotel operates as part of the Airport Village Mega Project, overseen by IPCO Developments (BD) Ltd, a key subsidiary of United Group responsible for engineering, procurement, and construction management. This large-scale development is situated adjacent to Hazrat Shahjalal International Airport and includes:

- **400-room 5-star Intercontinental Hotel Dhaka Airport**
- **284-room 4-star Crowne Plaza Dhaka Airport**
- **Retail shopping complex with 700+ shops and cinema hall**

- **United Convention Center with 12-story office tower**
- **Unicentral parking & office building**
- **Comprehensive underground Back-of-House (BOH) service network**

The integration of United Group's local expertise and IHG's global hospitality standards positions Crown Plaza as one of Bangladesh's most strategically important and internationally benchmarked hotel projects.

2.1.2 Trend and Growth

Due to the growing demand for upscale lodging and services that meet international standards, Crown Plaza by IHG (United Group) has consistently grown within Bangladesh's hospitality industry. The brand enjoys strong market recognition, operational know-how, and a devoted clientele as a member of the internationally recognized InterContinental Hotels Group.

Increased business travel, tourism, and infrastructure development have all contributed to Bangladesh's hospitality sector's notable upward trend over the last ten years. By combining luxury, convenience, and innovation, Crown Plaza has taken advantage of this trend and established itself as a top travel destination for both domestic and foreign visitors.

Key growth indicators include:

- **Expansion in Service Offerings:** The hotel has diversified its amenities, including high-end dining, wellness facilities, and event spaces, catering to a broader clientele.
- **Digital Integration:** Adoption of digital booking platforms, customer relationship management tools, and data-driven marketing strategies has enhanced operational efficiency and customer engagement.
- **Brand Strength:** Leveraging IHG's global reputation and United Group's local influence has enabled Crown Plaza to maintain a competitive edge in a rapidly evolving market.
- **Sustainability Initiatives:** The hotel's commitment to eco-friendly practices and responsible sourcing has aligned with global hospitality trends, attracting environmentally conscious travelers.

Looking ahead, Crown Plaza by IHG is poised for continued growth through strategic investments, enhanced customer experiences, and alignment with global hospitality standards. Its trajectory reflects both the strength of its parent organizations and its adaptability to changing market dynamics.



Figure 4:Glassware and vases



Figure 3: Cutlery items

2.1.3 Product & Service Diversification

United Group has a very diverse portfolio that includes real estate, power, healthcare, education, and hospitality. The Group's wide operational base ensures steady revenue streams and long-term business sustainability by enabling it to serve both individual and corporate and institutional clients.

2.1.4 Infrastructure & Construction Capabilities

United Group creates commercial complexes, upscale residences, industrial facilities, and upscale hospitality projects in the infrastructure and construction sector. The Group's ability to carry out large-scale developments utilizing premium building materials, imported amenities, and cutting-edge technical equipment is demonstrated by projects like Airport Village and Crowne Plaza Dhaka Airport.

2.1.5 Healthcare Services

Both domestic and foreign patients can receive cutting-edge medical care at United Hospital. The hospital, which provides specialized care in cardiology, orthopedics, oncology, and emergency services, is a prime example of the Group's dedication to providing top-notch medical care in Bangladesh.

2.1.6 Education Services

Modern academic programs in supply chain management, business, engineering, and computer science are available at United International University. UIU prepares thousands of students from Bangladesh and overseas for professional careers in both corporate and technical fields by emphasizing technology, research, and hands-on learning.

2.1.7 Power Generation

The power subsidiaries of United Group provide electricity to government distribution networks and industrial zones, promoting urban development and economic expansion. The Group makes a substantial contribution to Bangladeshi daily life and industrial productivity by guaranteeing dependable energy generation.

2.1.8 IPCO Procurement Operations

United Group oversees procurement for projects like Airport Village under IPCO Developments (BD) Ltd., sourcing both domestic and foreign materials like furniture, glassware, cutlery, guest linens, and hotel amenities. To ensure efficient project execution, the procedure includes supplier assessment, price negotiation, shipment tracking, and ERP-based documentation.

2.1.9 Customer Mix

Corporate entities, governmental organizations, real estate purchasers, hospitality visitors, students, and patients are just a few of the varied clientele that United Group serves. By serving both domestic and foreign clients, the Group exhibits its adaptability and robust market presence in a variety of industries.

2.1.10 Strategic Value of Portfolio Diversification

United Group enhances both operational stability and brand credibility by keeping a balanced portfolio that includes power, healthcare, hospitality, real estate, and education. The organization is shielded from sector-specific risks by this diversified structure, which also guarantees long-term resilience in Bangladesh's cutthroat economic environment.

2.1.11 Company Operations / Activity

Crown Plaza Dhaka Airport (United Group) is a high-end hospitality facility that offers a variety of services that meet global benchmarks for quality. Its operations are set up to guarantee smooth visitor experiences, operational effectiveness, and brand coherence throughout all touchpoints.

Core Operational Activities

- **Guest Services:** To guarantee comfort and satisfaction, the hotel offers concierge services, round-the-clock front desk assistance, and individualized guest care.
- **Room Operations:** To maintain standards of luxury, safety, and cleanliness, housekeeping, maintenance, and room service are carefully overseen.
- **Food and Beverage Management:** A variety of restaurants, including buffet services, à la carte menus, and event catering, are run with an emphasis on quality, variety, and culinary innovation.
- **Event and Conference Management:** Crown Plaza hosts corporate meetings, weddings, and social events, offering tailored packages and professional event coordination.
- **Sales and Marketing:** To draw in and keep guests, the hotel uses digital promotions, loyalty programs, and strategic marketing campaigns.
- **Procurement and Supply Chain:** Effective sourcing of products and services guarantees continuous operations, with a focus on vendor management and quality assurance.
- **Finance and Administration:** To ensure financial stability and openness, a committed team manages revenue management, budgeting, and compliance.
- **Human Resources:** To sustain service excellence and employee engagement, hiring, training, and development of staff are given top priority.

Crowne Plaza's operational model integrates technology, sustainability, and customer-centric practices to remain competitive in Bangladesh's growing hospitality sector. Its

affiliation with IHG ensures access to global best practices, while United Group's local expertise supports strategic execution and market adaptation.

Table 1: SWOT Analysis

2.1.12 SWOT Analysis

Strength	Global brand recognition and adherence to international hospitality standards are provided by affiliation with IHG. Both business and leisure travelers are drawn to the prime location and state-of-the-art infrastructure. United Group's strong support guarantees both operational and financial stability. Offering top-notch services increases customer satisfaction and loyalty.
Weaknesses	Higher operating costs are the outcome of the premium service model. Revenue may be impacted by a heavy reliance on foreign visitors during disruptions in international travel. Strict adherence to IHG's brand protocols results in limited flexibility. The level of awareness of domestic brands may be lower than that of established local rivals.
Opportunities	Bangladesh's business and tourism industries are seeing an increase in demand for upscale lodging. Possibility of growing corporate alliances and event hosting services. Growing interest in eco-friendly travel creates opportunities for green projects. Digital transformation has the potential to enhance customer engagement, bookings, and marketing.
Threats	Consumer spending on hospitality may decline due to inflation and economic fluctuations. Growing competition from regional chains and new hotel brands. Service consistency may be impacted by supply chain uncertainties. New compliance requirements may be introduced by regulatory changes in the hospitality sector.

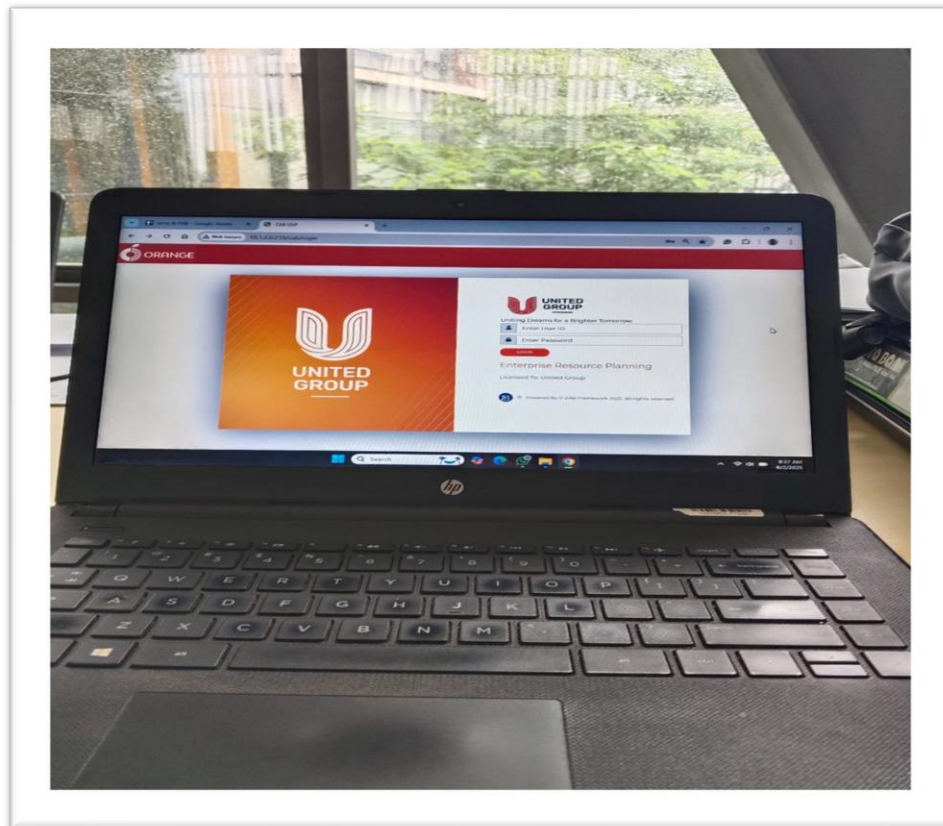


Figure 5: Regular task

2.2 Industry Analysis

Bangladesh's hospitality and service sector has grown to be an important part of the nation's economy, supporting both domestic and foreign trade and making a substantial contribution to the GDP of the service sector. The premium segment of this industry is exemplified by international business hotels like Crowne Plaza Dhaka Airport (managed by United Group and operated by IHG), which offers a wide range of services from corporate event hosting and wellness centers to luxurious lodging and fine dining. In addition to serving the expanding corporate and expatriate community, the sector offers standardized, top-notch services to tourists, leisure travelers, and long-term professionals.

2.2.1 Specification of the Industry

All service-related companies that offer lodging, food, entertainment, and related guest services are included in the hospitality sector. It consists of resorts, restaurants, conference and event spaces, wellness centers, luxury and mid-tier hotels, and serviced apartments. Full-service hotels in the international hotel market prioritize guest comfort, safety, and a first-rate experience by combining contemporary lodging, cutting-edge technology integration, and

individualized services. These businesses uphold international service standards and frequently hold certifications for sustainable, hygienic, and safe practices. Operational excellence, effective supply chain management, and strategic procurement of premium materials and amenities—including imported goods like glassware, cutlery, guest linen, and hotel-specific amenities—are the industry's main drivers.

2.2.2 Size, Trend, and Maturity of the Industry

The hospitality industry in Bangladesh has experienced steady growth over the past decade, fueled by increased business travel, foreign investment, urbanization, and rising domestic tourism. Dhaka, as the commercial hub, attracts the majority of international hotel chains, including IHG, Marriott, Radisson Blu, and Pan Pacific.

- **Size:** Due to high-value services, the luxury hotel market is comparatively small but important, making a disproportionate contribution to the revenue of the service sector. This market is dominated by international chains, who gain from standardized service procedures, loyalty programs, and worldwide brand recognition.
- **Trends:** The digitization of hotel services, including online booking platforms, mobile apps, digital check-in and check-out, and AI-based customer relationship management, are some of the major trends influencing the sector. Eco-friendly materials, waste reduction, and energy-efficient operations are examples of sustainability initiatives that have grown in importance. The expanding corporate travel market is reflected in the rising demand for business-oriented services like conference centers, co-working spaces, and high-speed internet. With hotels incorporating spa, fitness, and recreational services into their offerings, leisure and wellness tourism is steadily gaining popularity.
- **Maturity:** The industry is currently in its growth-to-early-maturity phase. Customers now demand individualized services, superior quality, and seamless digital experiences despite growing market competition. Long-term sustainability requires constant service innovation and differentiation.

2.2.3 Industry SWOT Analysis

- **Strengths:**

- High demand from foreign and corporate customers.
- The existence of respectable international hotel chains that uphold international service standards.
- Well-chosen sites in Dhaka and other cities that draw both business and leisure visitors.
- Technology integration that improves operational efficiency (ERP systems, online reservations, digital service tracking).

- **Weaknesses:**

- Due to international standards, labor and operating costs are high.
- In comparison to peers in the region, domestic tourism is limited.
- Seasonal revenue fluctuations due to a heavy reliance on corporate travel and foreign visitors.
- A lack of professionals with international training in the hospitality industry.

- **Opportunities:**

- Growing foreign investment and the presence of multinational corporations in Dhaka are driving up demand for upscale lodging.
- Government assistance for the growth of the hospitality industry and the expansion of tourism infrastructure.
- Technology integration, such as contactless check-in and check-out, digital inventory tracking, and AI-powered customer support.
- The potential growth of specialized services like rooftop dining, wellness travel, and hosting specialized events.

Threats:

- Growing competition from new players in the mid-tier and luxury hotel markets.
- Travel and occupancy are impacted by global crises, political upheaval, or economic instability.
- Customer expectations are changing quickly; if standards are not met, loyalty may decline.

- Currency fluctuations, rising hotel amenity import costs, and disruptions to global supply chains are examples of external factors.

External Economic Factors: Government policies and tourism incentives can have a positive impact on growth, but inflation, currency volatility, and economic cycles have an impact on occupancy rates and operating costs.

Technological Factors: Efficiency and customer satisfaction are increased through the use of ERP systems, digital guest services, online booking platforms, and intelligent hotel management tools.

Obstacles to Entry: New competitors in the premium hotel market are constrained by high initial capital expenditures, adherence to international quality standards, and the requirement for worldwide brand recognition.

Danger of Substitutes: Boutique hotels, Airbnb, and serviced apartments are examples of alternative lodging options that offer competition, especially for leisure and long-term visitors.

Industry Rivalry: Competition among international and local hotel chains is intense, with differentiation based on service quality, pricing, brand reputation, and technological integration.

CHAPTER 3: INTERNSHIP EXPERIENCE



Figure 6: Group Task and Responsibility

3.1 Introduction to Internship Role

I worked in IPCO Developments (BD) Ltd.'s Engineering & Procurement Department during my internship at United Enterprise & Co. Ltd. (United Group), concentrating on the Airport Village project, Crowne Plaza Dhaka Airport. My internship gave me a thorough understanding of all aspects of end-to-end procurement operations, including inventory management, financial documentation, supplier coordination, and local and international sourcing.

In the F&B (Food & Beverage) and OS&E (Operating Supplies & Equipment) categories, the department managed more than 1,500 item groups with roughly 30,000 units of materials. I was able to apply concepts from the classroom—such as supply chain management, procurement planning, and inventory control—to practical tasks thanks to this exposure. The experience also helped me understand the intricacy of managing procurement across several categories and suppliers, as well as the workflow of a large-scale hospitality project.

3.2 Detailed Job Responsibilities

3.2.1 International Procurement

International procurement was a major part of my internship duties because it was essential to the Crowne Plaza Dhaka Airport project's seamless operation. I was directly involved in the procurement of various hotel amenities from Dubai and China, as well as necessities like glassware from China, cutlery and guest linen from India. This position required accuracy, adherence to corporate policies, and compliance with international trade standards in addition to basic coordination.

Every day, I reviewed and updated order lists and Proforma Invoices (PI) whenever suppliers made changes to quantities, prices, or specifications. Tracking shipment timelines, including estimated times of arrival (ETA) and departure (ETD), required constant communication with foreign suppliers. In order to guarantee efficient Letter of Credit (LC) processing, which involved safe and prompt financial transactions, I also worked closely with the Commercial Department.

I also processed supplier advance payments while adhering to corporate policies and confirming all required paperwork for approval. To ensure accurate, centralized documentation, all procurement data, including supplier information and order records, was meticulously entered and updated in the ERP system.

I developed a thorough understanding of cross-border procurement as a result of this experience, realizing the value of thorough documentation, efficient supplier communication, and proactive shipment schedule management. This practical experience demonstrated how international procurement is a crucial component of large-scale hospitality projects, where project success is directly impacted by timely delivery and quality compliance.

3.2.2 Local Procurement

I took part in local procurement activities in addition to international sourcing. I made contact with domestic vendors, asked for product quotes, and set up samples for project teams or department heads to review. To guarantee timely material availability, it was crucial to monitor delivery schedules and payments for local purchase orders.

Insights into supplier selection, quality evaluation, and local logistics coordination—all equally important to project success—were obtained through local procurement.

3.2.3 Post-Shipment & Inventory Handling

I gathered and confirmed inventory reports from the warehouse, double-checked received quantities, and made sure the right paperwork was in place after shipments arrived. To prevent inconsistencies and facilitate auditing procedures, it was essential to keep delivery and inspection reports accurately filed. ERP updates improved procurement planning and stock utilization decision-making by reflecting real-time stock levels.

3.3 Learning Outcomes

3.3.1 Professional & Technical Skills

My practical experience in procurement enhanced my technical comprehension of supply chain workflows from beginning to end. I learned how to review and edit PIs and LCs.

- Organizing shipments abroad and comprehending international logistics.
- Data entry and record management using ERP.

- Understanding the requirements for F&B and OS&E operations and classifying materials (glassware, cutlery, linen, amenities, housekeeping and front office equipment).

These encounters equipped me to manage intricate procurement duties in major projects.

3.3.2 Communication & Coordination Skills

My ability to negotiate, follow up, and coordinate across departments was enhanced by daily interactions with suppliers, commercial teams, warehouse staff, and internal stakeholders. I gained expertise in professional communication and cooperative problem-solving by taking part in meetings with F&B managers, executive chefs, and housekeeping executives.

3.3.3 Personal & Managerial Development

I improved my time management, multitasking, and problem-solving skills by handling several projects under pressure. I discovered how crucial documentation, accuracy, and transparency are to operational and financial workflows. I was able to adjust to a structured organizational culture, workflow hierarchy, and accountability standards thanks to my exposure to a large corporate setting.

3.4 Challenges Faced and Solutions

I encountered a number of difficulties during my internship that gave me excellent learning opportunities and assisted me in coming up with workable solutions. Proforma invoices (PIs) and order lists were frequently altered because suppliers frequently changed quantities or specifications. I carefully updated ERP records, double-checked updates with team members, and kept a thorough change log to guarantee accuracy and clarity in order to address this.

International communication delays brought on by time zone differences and sluggish supplier responses presented another difficulty. I overcame this by setting up methodical email and WhatsApp follow-ups and scheduling communications based on supplier time zones.

At first, it was challenging to navigate the intricacy of commercial documentation and Letters of Credit (LC). I gained confidence in international financial procedures by studying sample documents under supervision and progressively learning how to handle LC processing on my own.

Accurate ERP data entry was also essential since even small mistakes could cause procurement records to be disrupted. To maintain accuracy, I created step-by-step documentation and practiced diligently under supervision.

Lastly, when reported stock differed from received items, inventory verification presented difficulties. In order to ensure accurate record-keeping and timely project operations, I put in place methodical checklists and worked closely with warehouse employees to resolve discrepancies.

These experiences helped me develop my problem-solving abilities, manage real-world procurement challenges, and preserve operational effectiveness in a work environment.

3.5 Key Projects

- **Supplier Mapping Project:** To expedite sourcing and cut down on procurement delays, local and foreign suppliers were mapped.
- **Inventory Audit:** 15% fewer stock discrepancies were found when I helped audit shipments.
- **ERP Optimization:** Improved workflow efficiency through standardized data entry processes and updated procurement records.

3.6 Tools & Techniques Applied

- **ERP Software:** For procurement records, PO tracking, and supplier management.
- **Excel & Google Sheets:** For comparative statements, reports, and inventory analysis.
- **Communication Tools:** Email, WhatsApp, WeChat, and Zoom facilitated supplier and internal coordination.

3.7 Reflection and Personal Growth

The internship improved my technical, managerial, and interpersonal skills while giving me hands-on experience with large-scale procurement operations. Invaluable practical experience was gained from managing inventory, handling financial paperwork, coordinating international shipments, and utilizing ERP systems. I became prepared for a career in operations and supply chain management by learning how procurement, logistics, and supply chain management fit into corporate strategy.

3.8 Conclusion of Internship Experience

All things considered, my internship at United Enterprise & Co. Ltd. was life-changing. It improved my comprehension of inventory control, supplier coordination, ERP management, international procurement, and professional communication. This experience has strengthened my interest in supply chain management and given me the tools I need to succeed in work settings, laying a strong foundation for my future profession.

3.9 Supervisor Profiles



Figure 8: General Manager, UECL-PD



Figure 7: Mentor

Mr. Md. Ashraf Siddique

General Manager, UECL-PD

The General Manager of United Enterprise & Co. Ltd.'s Power Division is Mr. Md. Ashraf Siddique. He oversees major development projects under IPCO Developments (BD) Ltd. and has a great deal of experience in project administration, procurement supervision, and strategic planning. As my internship's higher-level supervisor, he made sure that everything ran smoothly between departments and gave me crucial advice on how to comprehend corporate reporting standards, procurement procedures, and organizational structure. His guidance and expert knowledge made it easier for me to comprehend the strategic significance of procurement in major infrastructure and hospitality projects.

Mr. Istiak Mahmood Ayon

Ex-Manager, UECL-PD

During my internship in the Engineering & Procurement Department, Mr. Istiak Mahmood Ayon was my direct supervisor. Throughout my internship, he continuously mentored me thanks to his practical experience in sourcing, international procurement, logistics coordination, and vendor management for the Crowne Plaza Dhaka Airport Village project. Under his direction, I was able to comprehend difficult tasks like ERP-based record management, shipment tracking, LC documentation, and PI comparison. His helpful guidance, thorough criticism, and useful advice greatly aided in my technical education and career advancement.

CHAPTER 4: INTERNSHIP ANALYSIS AND CONTRIBUTION

4.1 Position, Duties, and Responsibilities

I worked as an intern in the Engineering & Procurement Department of IPCO Developments (BD) Ltd. at United Enterprise & Co. Ltd. (United Group), mainly assisting with procurement operations for the Airport Village project at Crowne Plaza Dhaka Airport. My duties were varied and included post-shipment inventory management, local procurement, and international procurement.

I helped source materials for international procurement, including glassware from China, cutlery and guest linen from India, and hotel amenities from Dubai and China. Managing financial documents like Letters of Credit (LC), coordinating with foreign suppliers regarding shipment status (ETA/ETD), and reviewing and updating Proforma Invoices (PI) were important tasks. Additionally, I kept accurate supplier records and procurement entries in the ERP and prepared advance payment requests in accordance with company policy.

I made contact with domestic suppliers for local procurement, gathered product samples for department heads to review, monitored delivery schedules, and made sure payment processes were completed on time. Post-shipment duties included filing delivery and inspection reports, updating the ERP system to guarantee correct record-keeping, and comparing inventory reports with PIs and packing lists. I obtained firsthand knowledge of the entire procurement process—from sourcing to inventory management—through these assignments.

4.2 Training & Development

The internship provided extensive training and professional development, enhancing both technical and soft skills.

Technical Training:

I gained hands-on experience with international procurement processes, such as PI review, handling LCs, communicating with suppliers, and monitoring shipment schedules. I learned how to precisely enter and manage procurement records, create reports, and monitor purchase orders by gaining practical experience with the ERP system. My inventory management abilities were also enhanced by my comprehension of the classification and handling of supplies like glassware, silverware, linen, and hotel amenities.

Soft Skills Development:

My ability to communicate and negotiate was enhanced by my frequent interactions with cross-departmental teams and foreign suppliers. By resolving inconsistencies in orders, paperwork, and inventory, I developed my problem-solving abilities, enhanced my professional correspondence, and learned how to collaborate with the Commercial, Finance, Engineering, and Store/Warehouse teams. Managing more than 1,500 item groups and 30,000 units required efficiency and prioritization, so time management and multitasking were important areas of improvement.

Analytical and Strategic Skills:

In order to find bottlenecks and enhance operational flow, I used a Service Blueprint to map supplier interactions, ERP entries, and internal coordination during the internship. In order to foresee and address possible issues like PI updates, shipment delays, and stock discrepancies, I also performed an FMEA (Failure Mode and Effects Analysis), which improved proactive decision-making and process dependability.

Overall, I was able to gain a comprehensive understanding of procurement and supply chain operations through the combination of practical experience, organized training, and analytical exercises. In addition to increasing my technical proficiency, the internship equipped me for challenges in large-scale project management, supplier coordination, and operational optimization.

4.3 Contribution to Organization / Operations

I actively assisted in the efficient execution of procurement operations for the Airport Village project under IPCO Developments (BD) Ltd. during my internship at United Enterprise & Co. Ltd. I contributed to the organization and updating of supplier records, purchase orders, and shipment details by keeping up-to-date documentation and ERP entries, which decreased the possibility of mistakes in procurement tracking.

My prompt follow-ups with both domestic and foreign suppliers reduced delays, streamlined shipment schedules, and enhanced communication between the commercial and procurement departments. Inventory accuracy and transparency were supported by gathering and confirming inventory reports following shipment arrivals, which was essential for preserving operational effectiveness.

Additionally, I helped decision-makers choose suitable suppliers more quickly by supporting the assessment of product samples, creating comparative statements, and coordinating with internal departments. This ensured timely procurement that matched project timelines. These contributions demonstrated real value added to the company and reflected my developing understanding of the integration between procurement procedures and large-scale project operations.

4.4 Evaluation of Internship Performance

My performance can be assessed across multiple dimensions:

Work Quality & Accuracy:

When examining PIs, confirming order lists, and handling LC paperwork, I showed attention to detail. Records were kept in a methodical manner, and ERP entries were constantly accurate.

Learning Ability:

I quickly became proficient with ERP operations, grasped international sourcing procedures, and adjusted to complex procurement workflows. Throughout the internship, my comprehension of LC processing, supplier negotiations, and shipment tracking gradually improved.

Professionalism & Work Attitude:

I continued to be responsible, on time, and cooperative. Reliability and engagement with organizational goals were demonstrated by taking the initiative to follow up and independently resolving minor operational issues.

Overall Evaluation:

I successfully increased the effectiveness of procurement while learning a great deal of useful information. My performance shows that I'm prepared for positions in supply chain, procurement, or operations management in the future and that I have a lot of room to grow professionally.

4.5 Skills Applied

During my internship at United Enterprise & Co. Ltd., I applied a range of skills that were crucial for effective procurement and supply chain operations:

From a **supply chain and procurement perspective**: In order to guarantee on-time delivery and economical sourcing, I honed my communication and negotiating skills with suppliers. Reviewing Proforma Invoices (PI), confirming orders, and organizing the Letter of Credit (LC) procedure for foreign suppliers gave me practical experience. I also improved my knowledge of procurement jargon, such as lead time management, freight terms, HS codes, estimated time of arrival (ETA), and estimated time of departure (ETD). In order to increase operational efficiency, I also contributed to vendor evaluation, sourcing tactics, and inventory management procedures.

From a **technical perspective**: I became proficient in tracking purchase orders, updating supplier data, and maintaining procurement records using the ERP system. In order to create tracking reports, manage procurement data for decision-making, and create comparative statements, I also worked a lot with Google Sheets and Microsoft Excel. These technical abilities improved departmental coordination and guaranteed accurate documentation.

From a **soft skills perspective**: Through emails, phone conversations, and follow-ups with both domestic and foreign suppliers, I improved professional communication. Managing several procurement tasks at once improved my multitasking and time management skills. My teamwork and problem-solving abilities were enhanced by working with cross-functional teams from the Commercial, Finance, Engineering, and Warehouse departments. This helped me address problems like shipment delays, mismatched specifications, and inconsistent documentation.

Overall, the internship enabled me to integrate theoretical knowledge with practical application, equipping me with technical, analytical, and interpersonal skills essential for a career in procurement and supply chain management.

4.6 Service Blueprint of Procurement Strategies:

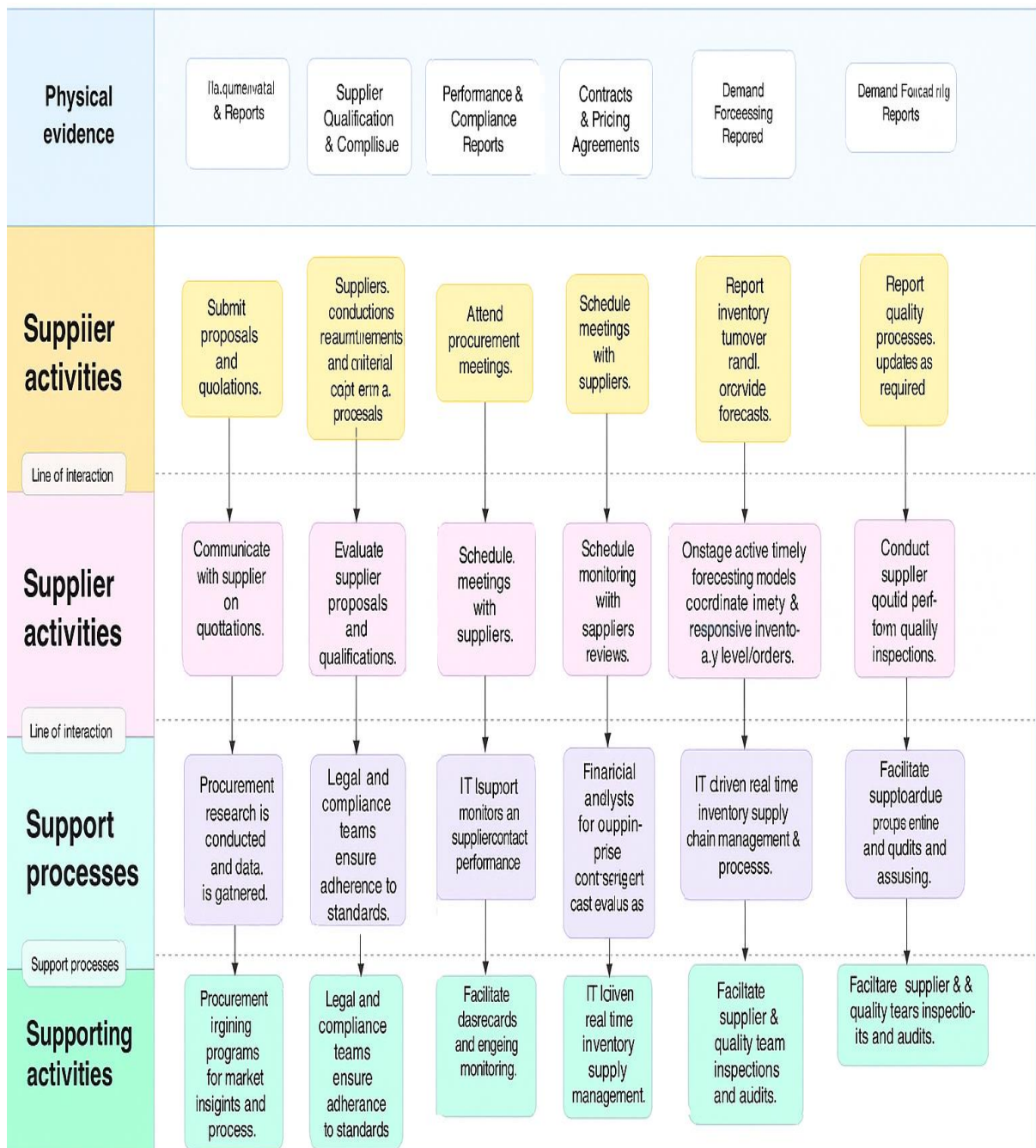


Figure 9: Blueprint

Table 2: FMEA

4.7 FMEA Analysis of Procurement Strategies:

Failure Mode	Potential Causes	Impact	Occurrence	Severity	Detection	RPN	Rank	Recommended Action
Unreliable Supplier Selection	• Weak supplier vetting process • Limited market data or references	• Delays in delivery • Product rejections due to poor quality	3	4	3	36	2	Strengthening evaluation framework, conduct regular supplier reviews
Weak Contractual Safeguards	• Inadequate contract review • Poor risk mitigation clauses	• Financial penalties • Disruptions due to unclear terms	2	5	3	30	4	Introducing legal review checkpoints, improving contract drafting standards
Demand Forecasting Inaccuracies	• Over-reliance on historical data • Lack of real-time consumer trend tracking	• Overstock or stockouts • Lost sales and higher carrying costs	4	4	2	32	3	Implement AI-driven forecasting tools and integrate market-responsive data
Failure to Detect Product Quality Issues	• Infrequent inspections • Inadequate QC protocols at inbound stage	• Customer dissatisfaction • Returns and warranty claims	3	5	4	60	1	Increase inspection frequency, enforce quality benchmarks at every receiving point
Incomplete Supplier Audits	• Lack of audit consistency • Resource constraints	• Non-compliance with standards • Potential brand risk	3	4	3	36	2	Schedule regular audits, train audit teams for comprehensive compliance checks
Communication Gaps	• No defined escalation protocols • Lack of structured supplier communication	• Delays, misalignment in supply schedules • Product mismatches	4	3	3	36	2	Establish structured communication plans, periodic check-ins with vendors

4.8 Reflection and Personal Growth

For both professional and personal growth, the internship at United Enterprise & Co. Ltd. has been revolutionary. In addition to my academic understanding of supply chain management, I obtained practical experience in procurement workflows, supplier management, ERP operations, and inventory control.

In order to meet the demands of a fast-paced corporate environment, I personally improved my communication, time management, problem-solving, and teamwork skills. My comprehension of global supply chains was improved by exposure to international procurement and logistical coordination, and my strategic thinking was sharpened by analytical exercises like the service blueprint and FMEA.

Overall, the internship increased my confidence, professional maturity, and preparedness to take on demanding roles in supply chain, procurement, or operations management in addition to strengthening my technical competence.

CHAPTER 5: CONCLUSIONS AND KEY FACTS

5.1 Recommendations

Several actions can be taken to improve productivity, coordination, and overall operational performance, according to my internship experience and observations of United Enterprise & Co. Ltd.'s (United Group) procurement operations.

First, it is advised that the approval workflow be automated. Adopting a completely digital approval system for purchase orders, proforma invoices, and associated paperwork would speed up the procurement process, cut down on unnecessary paperwork, and increase transparency. Departments would be able to monitor approvals in real time, reducing bottlenecks and facilitating faster decision-making.

Second, there are a number of operational advantages to implementing centralized digital inventory tracking. The Procurement, Store, Engineering, and Finance departments would all have access to a single inventory system that would improve demand forecasting accuracy, minimize gaps in interdepartmental communication, and enable early detection of shortages or excess stock. This system would support seamless coordination and prevent procurement delays caused by missing or inaccurate inventory data.

Thirdly, interns can enhance their contribution to organizational operations through organized, hands-on training programs. Interns would be better equipped to manage tasks from the start by attending training sessions on LC documentation, ERP system modules, PI/BOQ checking techniques, and general procurement workflow. This would add value to the department.

Fourth, procurement decisions can be optimized by putting in place a framework for evaluating suppliers. Better supplier selection and negotiation tactics would be made possible by performance metrics like delivery lead time, PI accuracy, response time, and product quality, guaranteeing dependability and consistency in procurement operations.

Finally, it is critical to improve cross-departmental coordination. Procurement, Commercial, Finance, and Warehouse teams can guarantee coordination in documentation, shipment scheduling, payment processing, and quality assurance by

holding regular progress meetings. This kind of cooperation would improve workflow effectiveness and lower error rates.

5.2 Key Understanding

My internship gave me a thorough understanding of supply chain management, procurement, and organizational operations in a big business setting.

The procurement cycle, which includes supplier sourcing, proforma invoice review, LC and commercial documentation, shipment follow-up, and inventory verification upon arrival, became clear to me. Every stage is important, and any mistake could have an impact on compliance, shipment planning, and the financial process.

Since it directly affects lead times, shipment tracking, and the resolution of discrepancies, it became clear how important it is to communicate clearly and promptly with both domestic and foreign suppliers. Furthermore, documentation accuracy is crucial because even minor mistakes in PI, order lists, or shipment records can result in operational delays, audit problems, and financial disparities.

I was also aware of the advantages of workflow systems based on ERP. Real-time tracking of procurement activities, enhanced data management, and methodical documentation for audits and strategic project planning were all made possible by the ERP.

The importance of cross-functional cooperation was another important lesson. To ensure timely execution and adherence to project timelines, procurement operations rely heavily on coordination with the Commercial, Engineering, Finance, Warehouse, and Project teams.

Ultimately, this internship demonstrated the fundamentals of professionalism and corporate culture, such as time management, responsibility, meeting deadlines, clear communication, and moral behavior in procurement procedures. For career advancement, these soft skills are just as important as technical proficiency.

5.3 Conclusion

The internship at United Enterprise & Co. Ltd. has been a life-changing and incredibly rewarding experience. I was able to put my academic knowledge to use in a real-world business setting by working in the Engineering & Procurement Department at IPCO Developments (BD) Ltd., specifically for the Crowne Plaza Dhaka Airport Village project.

I obtained practical experience in LC documentation, shipment coordination, supplier negotiations, international procurement, and ERP-based record-keeping. I learned important problem-solving and decision-making techniques from each task, which also helped me comprehend the real-world difficulties of large-scale procurement.

Mr. Istiak Mahmood Ayon's mentoring gave me ongoing direction that improved my organizational awareness, technical comprehension, and professional growth. In addition to enhancing my technical, analytical, and interpersonal skills, the experience has increased my desire to work in supply chain management, procurement, and operations.

All things considered, this internship has greatly advanced my academic development, industry knowledge, and preparedness for the workforce. In addition to fostering a deeper understanding of corporate procurement strategies, project coordination, and operational efficiency, it has given me a strong foundation for future professional endeavors. I am truly appreciative of the help and direction provided by the entire United Enterprise & Co. Ltd. Procurement and Project Team, which enabled this educational experience.

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