**Summer Internship Report**

**on**

**A Study on the effectiveness of**

**Recruitment and Selection Process**

**at**

**Cook N Klean**

**In partial fulfilment for the award of the degree of BBA**

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**Teerthanker Mahaveer Institute of Management and Technology TMIMT**

**Teerthanker Mahaveer University, Moradabad. Uttar Pradesh**

**Session: 2025-2026**

**Submitted by: Submitted to:**

**Priya Kaushik Mr Manish Kumar Singh**

**TMG2301342 Assistant Professor**

**Semester V, Year lll TMU, TMIMT**

**Under Supervision of**

**Ms. Kashish Sahni, HR Executive**

**Cook N Klean, Noida**

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**DECLARATION**

I Priya Kaushik, TMG2301342 student of BBA, V Semester, studying at Teerthanker Mahaveer Institute of Management and Technology, Teerthanker Mahaveer University, Moradabad U.P., hereby declare that the Internship Report on "A Study on the effectiveness of Recruitment and Selection Process" submitted in Partial fulfilment of BBA is the innovative exertion showed thru us.

The evidence in addition to information specified in the description is faithful to the superlative of our knowledge.

The Description of Internship Report is not submitted to any other University for award of any other Degree, Diploma and Fellowship.

Date :

Place: Moradabad

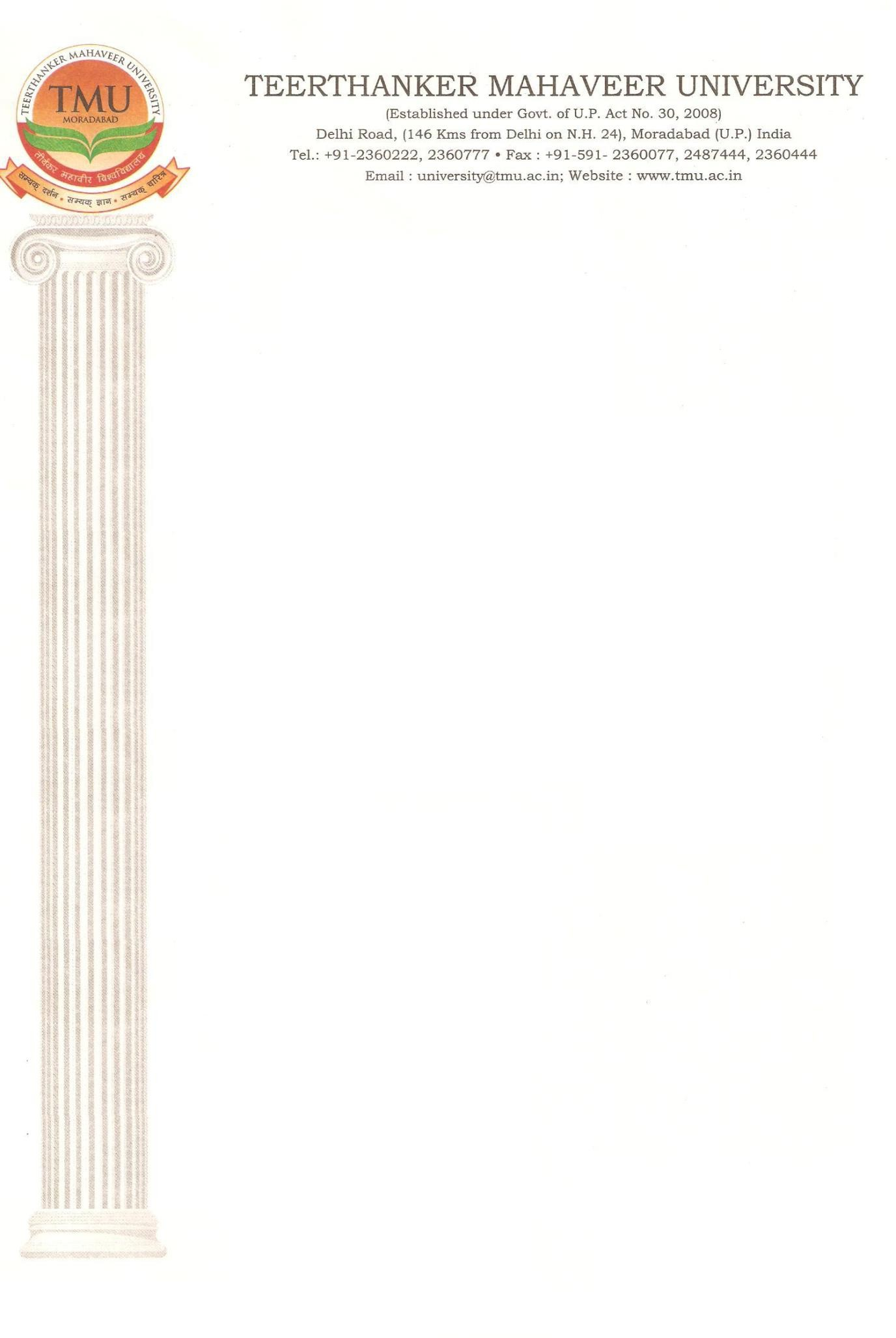
Submitted By:

Priya Kaushik

TMG2301342

**COMPANY CERTIFICATE**

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**CERTIFICATE**

This is to certify that Dissertation entitled "A Study on the Effectiveness of Recruitment and Selection Process" has been submitted in partial fulfilment of the prerequisite for the degree of BBA is carried out by a student, whose name is listed below under my supervision and guidance.

Submitted By:

Priya Kaushik

TMG2301342

BBA-HR Vth Sem

Guide Name: Mr. Manish Kumar Singh, Associate Professor

Guide Signature:

Date:

**ACKNOWLEDGEMENT**

I am thankful and greatly acknowledge the numerous personalities involved in lending their help to make my "A Study on the Effectiveness of Recruitment and Selection Process" a successful one.

First, I would like to express my sincere gratitude to Ms. Kashish Sahni, HR Executive, Cook N Klean for her constant guidance and support throughout my internship. Her valuable advice, practical insights, and encouragement helped me understand the functioning of the HR department and complete my assigned tasks effectively.

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Date:

Priya Kaushik

TMG2301342

**COMPANY PROFILE**

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**Background and History**

“Cook N Klean”, established in 2015 and headquartered in Noida, Uttar Pradesh, is a professional cleaning and maintenance service provider catering to both residential and corporate clients. The company offers a comprehensive range of services including housekeeping, deep cleaning, kitchen and bathroom cleaning, office maintenance, and sanitization solutions.

**• Establishment and Early Operations:**

Cook N Klean was established in 2015 under the leadership of Mr. Udit Rupauliha and Ms. Pratha Rupauliha with the goal of offering reliable and professional cleaning and maintenance services to both residential and commercial clients. The company started its operations in Noida, Uttar Pradesh, providing housekeeping and sanitation services, and gradually expanded into specialized cleaning segments such as deep cleaning, office maintenance, and corporate cleaning projects.

**• Growth and Development:**

Over the years, Cook N Klean has grown into a trusted name in the service industry through consistent quality, trained staff, and a customer-first approach. The company has adopted modern cleaning technologies, eco-friendly products, and effective workforce management practices to deliver superior service experiences.

**Founder and Key Management**

**1. Directors and Key Management Personnel**

(a) Mr. Udit Rupauliha

Designation: Founder & Director

Role: Mr. Udit Rupauliha is the Founder and Director of Cook N Klean. He has been instrumental in establishing the company’s foundation and shaping its operational framework. His leadership focuses on maintaining high service standards, ensuring customer satisfaction, and driving business growth through innovation and efficiency. With a vision to provide professional cleaning and maintenance solutions, Mr. Rupauliha has successfully guided the organization toward becoming a reliable and recognized name in the cleaning services sector.

(b) Ms. Pratha Rupauliha

Designation: Co-Founder & Director

Role: Ms. Pratha Rupauliha serves as the Co-Founder and Director of Cook N Klean. She plays a key role in managing the company’s administrative and human resource functions while ensuring smooth coordination across departments. Her focus on employee welfare, customer relations, and operational excellence has contributed significantly to the company’s reputation for quality and professionalism. Her leadership brings a balance of strategic direction and team-oriented management to the organization.

**Vision & Mission**

The vision of “Cook N Klean” is to “Create cleaner, healthier, and happier spaces” by becoming a trusted leader in the cleaning and maintenance service industry. The mission is to deliver high-quality, reliable, and eco-friendly cleaning solutions that ensure customer satisfaction and promote a hygienic lifestyle for both residential and corporate clients.

**Vision**

* To be a leading service provider in the cleaning and maintenance industry, known for professionalism, reliability, and customer-centric practices.
* To promote cleanliness, hygiene, and environmental responsibility through safe and sustainable cleaning methods.
* To create cleaner and healthier environments that enhance the quality of life for individuals and organizations.

**Mission**

* To provide comprehensive and customized cleaning services that meet the highest standards of quality and hygiene.
* To ensure customer satisfaction through prompt service delivery, trained personnel, and effective communication.
* To use eco-friendly products and modern cleaning technologies that minimizes environmental impact.
* To build long-term relationships with clients by maintaining transparency, consistency, and trust in every service provided.
* To continuously improve service quality through employee training, innovation, and customer feedback.

**Organisational Structure**

Cook N Klean follows a simple and efficient organisational structure that supports smooth coordination and clear communication among departments. The company is led by the Managing Director, who oversees overall operations and strategic decisions.

Under the Director, key departments include Human Resources, Operations, Marketing, and Finance. The HR department manages recruitment and staff welfare, the Operations team handles cleaning services and quality control, Marketing focuses on client outreach, and Finance looks after accounts and payroll.

Each department works together to ensure effective service delivery and customer satisfaction.

Hierarchy:

Managing Director → Department Heads → Executives → Field Staff

**Products & Services Offered**

Cook N Klean offers a comprehensive range of cleaning and maintenance services for residential, commercial, and corporate clients. The company’s services are designed to promote hygiene, comfort, and aesthetic appeal while ensuring customer convenience and satisfaction.

Key Services:

* Residential Cleaning: Housekeeping, kitchen, bathroom, and home deep cleaning.
* Commercial & Office Cleaning: Office space maintenance, desk sanitization, and routine cleaning services.
* Sanitization & Disinfection: Use of eco-friendly disinfectants to ensure a safe and hygienic environment.

**Competitors**

In today’s competitive market, Cook N Klean operates in an industry where several companies provide similar cleaning and maintenance services. To sustain growth and maintain a strong market position, it is essential to understand the competitors’ strategies, strengths, and areas of focus.

1. UrbanClap (now Urban Company)

UrbanClap is one of the leading competitors in the home services sector. It offers a wide range of services including deep cleaning, beauty, appliance repair, and home maintenance. The company focuses heavily on digital convenience through its mobile app and website, offering professional and verified service providers.

2. Housejoy

Housejoy provides professional cleaning, maintenance, and renovation services. Like Cook N Klean, it aims to simplify household chores by offering reliable and affordable services at customers’ doorsteps.

3. TechSquadTeam

TechSquadTeam specializes in household cleaning, pest control, and electrical maintenance. It is known for its affordable pricing and prompt customer support.

**Milestones and Achievements**

Cook N Klean has achieved steady growth since its establishment, becoming a trusted name in the professional cleaning industry. The company has built a strong reputation for delivering high-quality, reliable, and affordable cleaning solutions to both residential and commercial clients.

Over time, Cook N Klean has:

* Expanded its cleaning services to cover a wide range of areas and industries.
* Developed a skilled and trained workforce committed to customer satisfaction.
* Maintained a record of timely and efficient service delivery.
* Earned consistent positive feedback and repeat clients due to quality performance.
* Adopted eco-friendly cleaning methods and modern equipment to ensure safety and sustainability.

**Address and Contact Details**

* Company Name: Cook N Klean
* Registered Office Address:
* C-56, Sector 63, Noida, Uttar Pradesh – 201301
* Contact Number: +917428707719
* Email ID: udit@cooknklean.com
* Website: cooknklean.com
* Branch Offices: Cook N Klean also operates through its regional partners and distributors across Delhi-NCR and nearby cities to provide quick service and maintenance support.

**OBJECTIVES**

**Purpose of the Internship**

The primary purpose of the internship at “Cook N Klean” was to bridge the gap between academic knowledge and its practical application by gaining real-world exposure in the field of “Human Resource Management”. The internship aimed to provide a deeper understanding of HR operations, recruitment processes, and employee management practices within a service-based organization.

**Objectives of the Internship –**

1. To gain hands-on experience in core HR functions and administrative tasks.
2. To understand and participate in the recruitment and selection process, including job postings, screening resumes, and coordinating interviews.
3. To assist in onboarding activities and maintain employee records and documentation.
4. To observe and understand HR policies, employee engagement, and workplace communication.

**INTRODUCTION**

**Overview of the Internship**

I undertook a professional internship at “Cook N Klean”, a company engaged in providing domestic and corporate cleaning and maintenance services. The organization focuses on maintaining high standards of hygiene and operational efficiency through its trained workforce and customer-oriented approach.

I worked in the capacity of an “HR Intern”, where I was involved in various human resource management activities and administrative functions. My responsibilities included “resume screening, assisting in recruitment and selection processes, scheduling and coordinating interviews, maintaining candidate records, and supporting the onboarding of new employees”. I also contributed to “drafting job descriptions, preparing offer letters, and posting job openings on online recruitment platforms”.

During my internship, I gained hands-on experience in “understanding HR operations, communication with candidates, and maintaining workplace documentation”. The experience enhanced my knowledge of the “recruitment cycle, employee engagement practices, and HR policy implementation”. Moreover, it strengthened my “organizational, coordination, and interpersonal skills”, while providing practical exposure to real-world HR practices in a professional environment.

**INTERN’S ROLE DURING INTERNSHIP**

During my internship at Cook N Klean, I worked in the Human Resource Department, where I was introduced to the real-world applications of HR concepts and workplace management. The company specializes in providing cleaning services, focusing on high-quality, eco-friendly solutions and customer satisfaction. It maintains a strong internal team culture, where each employee contributes to achieving operational excellence and client trust.

As an HR Intern, my main role was to assist the HR Executive, Ms. Kashish Sahni, in handling daily HR operations and supporting the recruitment process. My work involved performing administrative and research-based tasks that helped me understand the internal functioning of the company. I was given the opportunity to observe and participate in HR activities, gaining practical exposure to recruitment, data management, and employee coordination.

Some of the major tasks and duties I handled included:

* **Recruitment Assistance**: Shortlisting resumes, contacting applicants, and coordinating interview schedules.
* **Data Entry and Record Maintenance**: Updating HR databases and maintaining records of interns and employees in Excel.
* **Social Media Support**: Helping with internship postings and company updates on LinkedIn and other platforms.
* **Employee Onboarding**: Assisting with document verification, welcome communication, and orientation processes for new interns.
* **Feedback Collection**: Gathering feedback from team members to assess their experience and suggest improvements in HR operations.
* **General Administrative Work:** Helping the HR team in organizing files, updating attendance, and preparing reports when required.

Through these responsibilities, I became familiar with the working culture of a professional organization and learned how HR plays a key role in maintaining coordination among departments.

**INTERNSHIP ROLES AND RESPONSIBILITIES**

My internship focused on understanding the overall HR process and developing practical skills applicable in real organizational settings. My key responsibilities included:

* **Recruitment and Selection:**

I actively participated in the recruitment process, from identifying job requirements to assisting in the selection of suitable candidates. This involved posting job openings on various platforms, screening resumes, shortlisting candidates, and coordinating interviews with the HR Executive.

* **Interview Coordination:**

I assisted in scheduling and organizing interviews for potential candidates. This included communicating with applicants, ensuring timely follow-ups, and maintaining professional correspondence throughout the process.

* **Employee Database Management:**

I maintained and updated employee records, ensuring that all information was accurate and up to date. This task helped me understand the importance of data confidentiality and systematic record-keeping in HR operations.

* **Onboarding Support:**

I helped with the onboarding of new employees by preparing necessary documents, sharing induction materials, and ensuring smooth integration of recruits into the organization.

* **Assisting in HR Documentation:**

I supported the HR team in preparing offer letters, joining forms, and other HR-related documents. This allowed me to develop attention to detail and understand compliance in HR documentation.

* **Coordination with Departments:**

I interacted with other departments to understand manpower needs and helped the HR team facilitate communication between management and employees.

**OBSERVATIONS**

During my internship at Cook N Klean, I had the opportunity to closely observe the daily functioning of the Human Resource Department and the overall workflow of the company. My role allowed me to gain both practical knowledge and a clear understanding of how theoretical BBA concepts are applied in real business situations. I observed how teamwork, communication, and systematic coordination play an important role in achieving organizational goals.

**1. Daily and Weekly Learning**

Each week brought a new learning experience. Initially, I observed how the HR Executive handled recruitment and maintained data records. I learned the process of posting job openings, screening resumes, and shortlisting candidates based on eligibility. Later, I became actively involved in coordinating interviews and updating candidate information.

I also observed that the HR department maintained daily attendance and work logs for both employees and interns. Weekly reviews were conducted to track progress, assign new responsibilities, and ensure smooth workflow. I was included in a few internal meetings where performance discussions, task updates, and planning for upcoming projects took place. This helped me understand how team coordination and communication are essential for departmental success.

By the third week, I had gained confidence in managing Excel sheets, maintaining data, and assisting in preparing internship reports. I learned that accuracy and confidentiality are two important aspects of HR work.

**2. Workflow and Processes**

The HR processes I observed were well-structured and organized. A few key workflows I understood include:

Recruitment Process:

1. Posting job openings on LinkedIn and other platforms.

2. Receiving and shortlisting applications based on role requirements.

3. Scheduling interviews and coordinating with candidates.

4. Documenting interview outcomes and updating the final selection list.

Onboarding Process:

1. Verification of documents for selected candidates.

2. Sending welcome emails and basic orientation information.

3. Adding intern details to the company database.

4. Explaining work responsibilities and HR policies.

Attendance and Record Management:

Attendance of interns was recorded daily in Excel sheets. The HR department also maintained feedback reports, intern performance reviews, and progress records.

Through these processes, I observed how digital tools like Microsoft Excel and Google Sheets are used to store and manage large volumes of employee and intern data effectively.

**3. Application of BBA Knowledge**

My BBA coursework proved very helpful during my internship, as several concepts I learned in class were directly applicable to real-world work. Some examples include:

* Human Resource Management:

I applied my knowledge of HR principles such as recruitment and selection, job analysis, employee motivation, and communication. Observing these processes in practice deepened my understanding of how HR contributes to employee satisfaction and organizational growth.

* Organizational Behavior

I could relate the theories of teamwork, motivation, and leadership with how the HR Executive guided the team. I observed how maintaining positive communication and motivation increased efficiency and cooperation among interns.

* Business Communication:

I learned the importance of professional communication while emailing candidates, drafting messages, and attending meetings. The experience improved my writing skills, clarity, and tone while communicating in a corporate setting.

* Principles of Management:

The HR department’s workflow reflected the application of management functions such as planning, organizing, staffing, and controlling. Observing these principles in real situations helped me connect theory with practice.

* Excel and Data Handling:

I applied my knowledge of Microsoft Excel for maintaining employee and intern data, attendance tracking, and report preparation. I used formulas, filters, and formatting techniques that improved accuracy and presentation.

* Marketing Insights:

When assisting in posting internship opportunities on social media, I realized how branding and communication strategies play an important role in attracting candidates—an application of marketing principles learned during my BBA.

**KEY LEARNINGS**

**Practical HR Exposure**

* Gained hands-on experience in recruitment and selection processes, including job postings, resume screening, and interview coordination.
* Learned how onboarding and documentation are managed in a real organizational setting.
* Application of Academic Knowledge
* Applied BBA concepts such as HR management, organizational behavior, and communication in practical scenarios.
* Understood how theoretical principles translate into day-to-day HR operations.

**Skill Development**

* Improved communication and interpersonal skills through candidate interactions and professional correspondence.
* Enhanced time management and organizational skills by handling multiple tasks under deadlines.

**Technical Proficiency**

* I learned to use tools like Microsoft Excel for maintaining employee records and managing HR data.
* Understood the importance of accuracy and confidentiality in HR documentation.

**CHALLENGES FACED DURING INTERNSHIP**

During my internship at Cook N Klean, I faced several challenges that helped me grow and adapt to a professional environment. Each challenge taught me something new and contributed to my overall learning experience.

* One of the major challenges was adjusting to the practical work environment. Since it was my first internship, I found it a bit difficult to apply theoretical knowledge from my BBA course to real-life situations. Understanding how HR processes actually function in an organization took some time. I gradually learned by observing and asking questions whenever I was unsure about something.
* Time management was another area where I initially struggled. There were days when multiple tasks needed to be completed within short deadlines. Managing documentation, assisting in recruitment, and coordinating interviews at the same time required proper planning and organization. With experience, I learned how to prioritize work and complete tasks more efficiently.
* Communication was also a challenge in the beginning. Interacting with candidates, employees, and supervisors in a professional manner was new to me. Writing formal emails, speaking confidently during calls, and maintaining polite communication took practice. Over time, I improved my communication style and became more comfortable expressing myself in a work setting.

Overall, the challenges I faced during my internship helped me become more organized, confident, and professional. They taught me how to handle real workplace situations and prepared me for future responsibilities in my career.

**CONCLUSION**

My internship at Cook N Klean was an enriching and rewarding experience that provided me with valuable exposure to real business operations and human resource practices. It allowed me to apply the theoretical knowledge gained during my BBA program to practical tasks, giving me a clearer understanding of how HR functions contribute to the overall success of an organization.

During the internship, I gained hands-on experience in various aspects of recruitment and selection, including preparing job descriptions, posting vacancies on platforms like LinkedIn, and Indeed, shortlisting candidates, and coordinating interviews. These activities helped me enhance my analytical thinking, communication skills, and ability to identify suitable candidates for different roles. I also had the opportunity to interact with candidates and assist in telephonic interviews, which strengthened my interpersonal and decision-making skills. Working with tools such as Microsoft Excel helped me organize data, manage records, and maintain accuracy in reporting, thereby improving my technical proficiency and attention to detail.

Throughout the internship, I learned the importance of teamwork, professionalism, and time management in a workplace setting. Despite the initial challenges of adapting to a new environment, I developed confidence in handling responsibilities independently and efficiently. I also understood the value of maintaining a positive attitude and learning from feedback to continuously improve.

Overall, this internship was a significant step in my academic and professional journey. It not only enhanced my understanding of HR practices but also prepared me for future roles in the corporate world. The skills, discipline, and experiences I gained at Cook N Klean will serve as a strong foundation for my future career growth.

**REFERENCES**

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* Internship Orientation Materials provided by Cook N Klean
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* Online Job Platforms: IndiaMART, LinkedIn, Indeed
* Microsoft Excel User Guide and online tutorials for data handling and record management