



AL FARES HOLDING GROUP INTERNSHIP

Name of the University:

Department:

Name of Student:

ID Number:

Student Major:

Section number:

Submission Date:

Semester Information:

Essay Link Writers

Executive Summary

This final report will give a complete account of my internship engagement at the Al Fares Group of companies. The Al Fares Holding group is based in the Kingdom of Saudi Arabia. The company was established to contribute to and support the prosperity of the Kingdom. Since then, the company has become the leading group in the country and holds a huge investment portfolio in many countries working in key growth sectors that all have a vital role to play in achieving and promoting the economic growth of the Kingdom. The group also helps these companies through directions and instructions, to set strategies for project implementation and plans according to the state of the art methods, in addition to occasionally supporting them financially. The Al Fares Group of Companies has several companies under it. These are Al Faris Auto, Al Faris Real Estate, Al Faris Paper Mill, Al Faris Security Guards, Al Faris Plastic Factory, Al Faris Rent Car, Al Faris Tissue Converting, and Al Faris Maintenance and Operation.

During my internship period, I was mainly based in the warehouse for the Al Faris Trading Company and the Factory. These two stations covered most of the company and I was able to apply my services to most if not all the group of companies. The Al-Fares Brothers founded the Al-Fares Trading company in 1969 and since then it has evolved and developed concurrently with the economic and industrial developments that have happened in Saudi Arabia. The company is determined to fill the needs of the industrial and trading market of the Kingdom by acutely checking and analyzing even the smallest detail of this market.

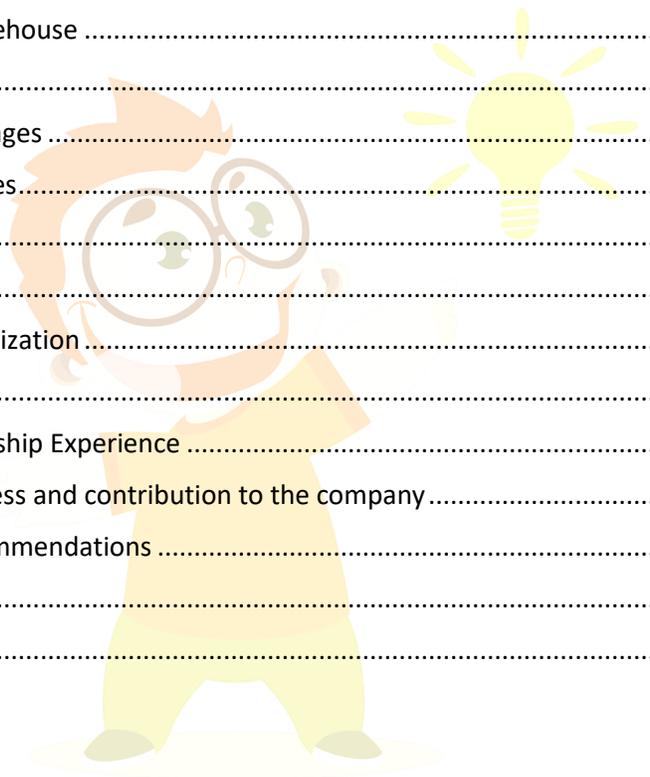
I had several tasks and duties to undertake during my internship period. These duties mostly revolved around human resources management for the entire company. I would be involved in the hiring, orientation, and management of new and old employees, and this was very

effective in giving me a practical experience for my Bachelor's Degree in Human Resources Management. I was also tasked with the warehouse operations where if any shipments were coming on or out of the warehouse, I had to log them in and prepare reports that would be shared with the other departments such as accounting. There are a lot of companies under the Al Fares group of companies and as such, I had to spend a great deal of time in the warehouse logging in the supplies that were coming in and the shipments that were going out.



Contents

Executive Summary.....	2
Introduction	5
The Human Resources Department.....	7
Sick leave and Normal Leave.....	7
Interviews – Results and Final Questionnaire.....	7
The Warehouse.....	9
Safety Training at the Warehouse	10
Shipments	10
Employee Bonuses and Wages	10
Other Subsidiary Companies.....	11
The Al Fares Business Strategy.....	11
SWOT Analysis.....	12
Identified Issues with the Organization.....	13
Internship Agenda.....	14
Critical Reflection on the Internship Experience	15
Critical reflection on my readiness and contribution to the company.....	16
Summary of Findings and Recommendations	16
Conclusion.....	17
References	19



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Introduction

This report aims to give a detailed outcome of my internship period and to show that I have been able to successfully achieve the learning outcomes that I outlined in the Internship Guidebook. I will endeavor to show that the internship period has been able to supplement and broaden the skills and knowledge that I have learned in the university. The report will have several instances where I will provide information that will show the learning experiences I acquired throughout the internship period and the relation of the same to the skills and knowledge accorded to us in school. The improvements that the program has made to my skills, knowledge, and experience will also be detailed across the report.

As a Human Resources major in the university and specific the College of Business Administration, I will show the impact that the internship program has had on my choice of course and career path.

The Al Fares Group of Companies

The Al-Fares Brothers founded the Al-Fares Trading company in 1969 and since then it has evolved and developed concurrently with the economic and industrial developments that have happened in Saudi Arabia (Al-Fares Trading Company, 2020). Al Fares Company has since then grown into the behemoth it currently is with various companies operating under it as subsidiaries. The subsidiary companies under it are Al Faris Auto, Al Faris Real Estate, Al Faris Paper Mill, Al Faris Security Guards, Al Faris Plastic Factory, Al Faris Rent Car, Al Faris Tissue Converting, and Al Faris Maintenance and Operation (Al Faris Group, 2020). The company is determined to fill the needs of the industrial and trading market of the Kingdom by acutely checking and analyzing even the smallest detail of this market.

The Al Faris Holding Group is based in the Kingdom of Saudi Arabia. The company was established to contribute to and support the prosperity of the Kingdom. Since then, the company has become the leading group in the country and holds a huge investment portfolio in many countries working in key growth sectors that all have a vital role to play in achieving and promoting the economic growth of the Kingdom (Al Faris Group, 2020). The group also helps these companies through directions and instructions, to set strategies for project implementation and plans according to the state of the art methods, in addition to occasionally supporting them financially.

The vision of the company is to be the leading companies in various investment fields and to be among the leading supporters of the pace of economic development and growth within the Middle Eastern Region and having all our business operations compliant to the Sharia concepts and principles. The mission that will ensure that the company achieves this vision is to endeavor to establish innovative international companies and that will give a hand to the improvement of human, social, economic, and environmental growth of Saudi Arabia. The main concern for the Al Fares group of companies is the satisfaction of the desires of their customers through the use of a bundle of products that have been carefully selected and are of world-class quality. One of the company's main strategies that are contained in its mission is to maintain a fully satisfying service model to its customers and protecting society and retaining excellent staff members.

The core values of the company are based on its philosophy which reflects the best aspects of the company through our values and which will define who the company is, what it does, and how it can notch up success. It is the commitment of the Al Fares Group of companies

to invest in resources, protect the safety and stability of its staff members, enjoy its work environment, and to remain loyal to its colleagues and partners.

The Human Resources Department

During my assignment to the human resources department, I had various roles and tasks that I was to perform. Most of these roles and tasks involve the management of the human capital of the company and the subsidiary companies under it.

Sick leave and Normal Leave

The most common of my tasks was granting sick leave or normal leave to those employees who requested it and were eligible. I was given an excel sheet that showed the days that an individual employee had worked and was informed on the criteria to use to see if they were eligible for any type of leave. Most were eligible for sick and normal leave. I also did this for the Al Khobar and West branches of the company. Accepting and rejecting sick-leaves for the Khobar branch depending on their attendance through the year. Using the excel sheet that was previously prepared. The ICT skills I had learned in school came in handy as I was able to effectively fill in the excel sheets without any mistakes and after populating the relevant data, share the same with my superior.

I would work on leave requests that had come in from the West branch and I had to check on their attendance from the excel sheet. I would also issue leave letters to the west branch and reinstating into record those employees who were coming from leave on that day. This as per my supervisor's definition, is the true job description of a human resources manager.

Interviews – Results and Final Questionnaire

Another task I did often prepared questionnaires that would be used during interviews conducted at the company. The questionnaires had to be filled in by the interviewees where they provided their personal information and also answered questions. During interview days, I

ushered the interviewees into their interview rooms, and sometimes I got a chance to sit in the panel and see how the interviews were being conducted. This gave me an insight into how job interviews were conducted and most importantly what were the expectations of the interview panel. The information I gathered from these interviews will help me when I too attend an interview seeking employment at a specific organization. This was one of the most interesting parts of my internship period as I gave me a lot of hands-on experience in human resources management.

When interviews had been conducted, I would then sit and organize the filled-in questionnaires. From this, I would proceed to choose the best candidates from the process and share this information with my superiors. When we had chosen the candidates who would proceed to the next interviews or get the job, we then created a list of their names so that we called them and provided them with this information. Comparing candidates who applied for a job at Al-Fares company according to the skills needed in a specific job. And calling them to let them come for an interview for next week. Call people who applied and ask them to come for an interview. This served to improve my communication skills as I had to vary the way I spoke to different people especially when they were at different levels. There was a way to communicate with superiors, colleagues, and also the people who came for the interviews.

The Khobar branch would also hold their interviews and they would request if we could prepare for them questionnaire templates and send them to them in soft copy. My supervisor tasked with this as we were just about to prepare the same as we had used four weeks ago. This was a common task and I also had to prepare the list of the candidates who would be coming for the final interviews for our company.

I would also be tasked with calling all the interviewees who had qualified for the final interview that would be conducted in the presence of the respective department heads. My supervisor and I worked on preparing the questionnaires that would be used in tomorrow's interviews from the information that had been sent in by the department heads. I was in charge of ushering them to the interview room while providing them with the questionnaires that they had to fill in. At the end of the day, I collected the filled in questionnaires and took them to our office. When there weren't many interviewees, I was able to sit through some of the interviews and see what questions were being asked and the responses that the candidates gave. I put all the filled-in questionnaires in one pile and took them to the respective departments where they would be used to make the final decision regarding which candidates were best for the positions available.

The Warehouse

I would also work at the warehouse where shipments from the subsidiary companies would be brought in for registration and inspection. When the shipments were brought into the warehouse, we would then proceed to inspect them and filling in necessary data like amounts, weight, destination, and to which client they were being shipped to. When the inspection was complete, I would then make a report on the same which would be shared with the accounting office and the company heads. This was for record-keeping. When the accounting department had finished with the report they then released the shipment to be delivered to the respective client. These tasks were very effective in improving my report writing skills that I had learned in the university. As I had to finish these reports at a much shorter time than that in school, I was able to improve the time I took in preparing a report and still maintain the quality of writing.

Safety Training at the Warehouse

There was a training on safety for the warehouse group and would act as a refresher course to make sure that they hadn't forgotten anything. I sat through the entire training while taking minutes. I prepared a report on the training that was held on the previous day and I would share this with my supervisor for his use. It was the first time I had taken and prepared minutes and it was a pleasant experience as we hadn't done much of this in school. This gave me an extra skill that I will carry onto my career going forward.

Shipments

I would spend time in the warehouse where shipments would come in from the Auto Renting and Heavy equipment company and also the Paper Mill. The shipments arrived mostly in the afternoon and I recorded the amounts and to whom they were being sent. The shipment inspectors would come in the morning and I worked with them as I took recordings of all the data I would need to make my report to the accounting department and the company heads. I would then go to the office and work on the report of the shipment that had been inspected the previous day and finish the report by day's end. In the morning, I would give my supervisor the finished report which he would review and ask the secretary to take to the accounting office. When the accounting office had finished with the report, they issued instructions to the warehouse team to send out the shipment to the respective clients.

Employee Bonuses and Wages

I worked with an employee from the Khobar and West branch on the excel sheet for work attendance as the company was preparing to pay out bonuses and wages for the past month for those on contracts. This wasn't something that we had directly covered in school but we had gone through it as one of the roles of the human resources department. I was good at doing this and getting to experience firsthand the integral roles of human resources. The tasks weren't direct as

we couldn't just take an employee but had to evaluate which employee was eligible to get the benefits.

Other Subsidiary Companies

During my last week of internship and I requested my supervisor if I could work more in the warehouse so that I could learn more about the other companies that operate under Al-Fares Group. I spent the week in the warehouse where I met the team from the Real Estate development company who had come to put in some orders for materials they would like to use in the development of a new housing project. The Auto Renting and Heavy Equipment company were also at the warehouse and they had come to show off the latest construction machines that they would be leasing out to their clients and wanted to show these to the company heads. During this week, I was able to meet and interact with many different people from the wider company and get various insights into the job market and also how the outside world afterschool was.

The Al Fares Business Strategy

The company's business strategy has been developed from its mission and vision as well as its core values. Al Fares leverages its extensive industry experience in developing and implementing high-value solutions that optimize and integrate the enterprise for lower costs and on-time delivery. Al Fares endeavors to provide its customers with value that they can measure.

The company's business strategy will ensure that it provides its customers with solutions that:

- Improve the current business processes and operations
- Is time consistent with its delivery and also within the stipulated budget
- Offers a good return on assets and profit margins and great customer service levels.

The strategy is developed on two main pillars, success and customer satisfaction. The company ensures that it trains all its employees and places them where they will be most effective within the company. This allows for individual growth and promotion within the organization which is a motivating factor that improves the performance of both the employee and the company. Innovation is a crucial component of the company's service delivery to ensure that they keep ahead of their competitors and up to date with the latest trends in the market.

SWOT Analysis

This section will outline the SWOT analysis of the Al Fares Group of Companies.

Strengths

1. Well trained and skilled workforce
2. Huge market share
3. Large balance sheet which can be leveraged to enter into new markets or industries
4. Large revenue streams and profit margins
5. Group of companies, therefore, operates within several industries
6. A good brand name that is trusted within the Kingdom and Middle Eastern Region
7. Innovative business model and strategy
8. Strong product definition
9. Strong position
10. Proprietary technologies
11. Strong R&D capabilities
12. Wide Geographical coverage

Weaknesses

1. Substantial competition from multinational and international companies
2. A large working staff that requires huge resources to manage

Opportunities

1. The market it serves is always growing
2. For most of its industries such as real estate and maintenance and operation, there is always the need for the latest forms of technology
3. The real estate industry in the Kingdom is growing
4. Most of the industries that it serves will continue to grow due to the Vision 2030
5. Its large balance sheet affords it huge funds which it can use to enter into new markets or industries

Threats

1. Competition from international companies
2. The current pandemic which has affected most companies and or organizations

Identified Issues with the Organization

During my engagement at the Al Fares Group of Companies, I saw that some areas could be improved. These included:

1. The use of cloud computing systems in all departments – when I finished any report that I had prepared, the secretary would be the one to issue it to the respective department. A cloud computing system would negate this time-consuming practice as I would simply upload the report onto the server and the recipient would simply download it into their computer or mobile device.

2. The remuneration system which involved the wages and bonuses of the employees should also be done using the cloud system. As no actual monies are going through the system just spreadsheets, it would be an effective way to do this. This would remove the need for one person from this company going to the main office to get this done as they can simply do it online.
3. Due to the nature of the communication system within the company, the warehouse team will be the last to receive any information on a shipment that should be going out or deliveries that are to be made by a supplier. This forces the warehouse team to rush their work so that they can fulfill the requested shipment on time or aren't even ready to receive a full delivery when the time comes.
4. Having separate questionnaires from personal information forms for the interviewees to fill out as they also filled in their personal information in the interview questionnaires.
5. For the data recording of the shipments, we should make a template for each type of shipment to make sure that we record data that is only necessary.
6. We can improve our screening process for the eligible interviewee so that we have fewer people coming in for the interviews and the process doesn't last all week.
7. Having templates for the shipment inspection data and wage receipts.

As seen from the above section, most of the improvements I noted were based on human resources management which goes to show how fully immersive the entire internship experience was.

Internship Agenda

The agenda of the program was to equip us with additional skills and knowledge to those we had acquired from our classes. It also aimed to give us a firsthand feel of what our careers are

and what is expected of us in the job market. As these programs happen during our courses, we have time to align our career paths to what suits us and if need be, go for additional programs such as certifications to improve our skills and knowledge.

On the first day of our internship, we were taken through an orientation where our supervisor told us the tasks that we would be performing and the roles that we were to play. We were also taken through what we were supposed to learn during our time there. We were also shown the various departments and given briefs on the companies that operate under the Al Fares Group. We were then issued with identification cards and shown to our respective departments which were dependent on the major that each one of us was pursuing in the university.

Critical Reflection on the Internship Experience

The program had several challenges and also many interesting moments. All of these challenging and interesting moments were because I was learning and acquiring new skills and knowledge in human resources management. The program was fully immersive and daily, I felt like I wasn't just an intern but an employee within the company. This allows me to fully apply myself and incorporate everything that I have learned in schools such as report writing, ICT skills, human resources principles, and communication skills.

I was able to meet a lot of different people and network with them. Most were able to share their working experiences with me and I learned a lot especially how the job market in the Kingdom worked and how to effectively navigate it. The entire experience made me yearn for the time when I will have completed skills with all the skills and knowledge required for my profession so that I can join the working nation and apply myself.

Critical reflection on my readiness and contribution to the company

During the entirety of the internship program, I was able to complete all the tasks that were issued to me on time and at a high quality. This shows that the knowledge imparted on me in school has prepared me for the job market and ensures that I will be able to contribute to any organization that I work in as a human resources specialist.

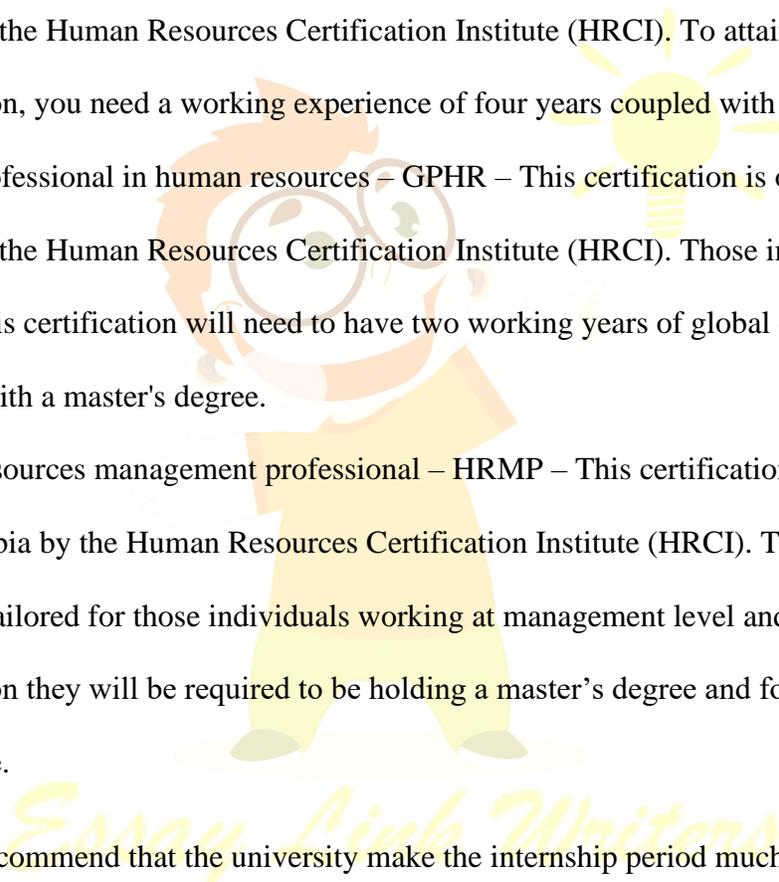
I was able to apply various skills in my tasks such as report writing and ICT skills. I also applied the human resources techniques that we were taught in school to effectively manage my and other people's operations. My report writing skills came in handy when preparing all the warehouse reports and also filling in the spreadsheets for the employee remuneration. My communication skills also helped me when I was working with my colleagues and also the people who were coming to the company to do their interviews.

My application of all of the skills and knowledge I was able to positively contribute to the company and the human resources department. My supervisor would encourage and praise my work. I believe that this show that I was able to offer a positive contribution to the company.

Summary of Findings and Recommendations

I believe that the internship program that is run by the university is effective and a great initiative to equip students with extra skills and give them a first-hand feel for what the job market is. Students can see what will be required of them when they start working. For the internship programs that are done earlier on in the course, the students have time to see if any adjustments to their major are required and or if they need any extra courses on the side to improve their skills.

From the program, I was able to see that there are professional certifications for human resources and this is essential if I want to be competitive in my field. Examples of these are;

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- i. Professional in Human resources – PHR – This certification is offered in Saudi Arabia by the Human Resources Certification Institute (HRCI). This certification requires one-year working experience in a human resources position and a master's degree or a bachelor's degree and two years of working experience.
 - ii. Senior professional in Human resources – SPHR – This certification is offered in Saudi Arabia by the Human Resources Certification Institute (HRCI). To attain this certification, you need a working experience of four years coupled with a master's degree.
 - iii. Global professional in human resources – GPHR – This certification is offered in Saudi Arabia by the Human Resources Certification Institute (HRCI). Those individuals seeking this certification will need to have two working years of global experience together with a master's degree.
 - iv. Human resources management professional – HRMP – This certification is offered in Saudi Arabia by the Human Resources Certification Institute (HRCI). This certification has been tailored for those individuals working at management level and to get this certification they will be required to be holding a master's degree and four years of work experience.

I would recommend that the university make the internship period much longer so that the students can be engaged more. There were tasks that I had begun but was unable to finish as they were running through a long period. The increased time would also ensure that the additional skills we were acquiring were also made more permanent.

Conclusion

The internship program was a great experience and I was able to learn a lot and see the job market for what it is. It was interesting being able to apply all that I have learned from school

into my work and see tangible results. The program was also eye-opening as there were things that happened in the workplace that wasn't covered in school such as when I took minutes. I was also able to tie together school work and professional work and see where the relation was. The program is a great academic tool run by the university and they should continue with it.



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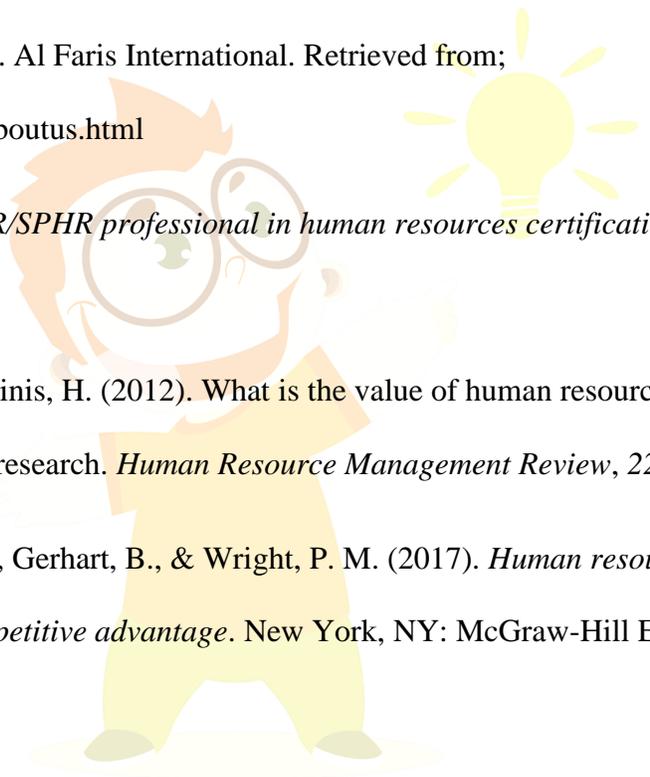
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