UNIVERSITI TEKNOLOGI MARA SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT (ADS 666)

FINANCIAL DEPARTMENT, WORX SERVICES

PREPARED BY:

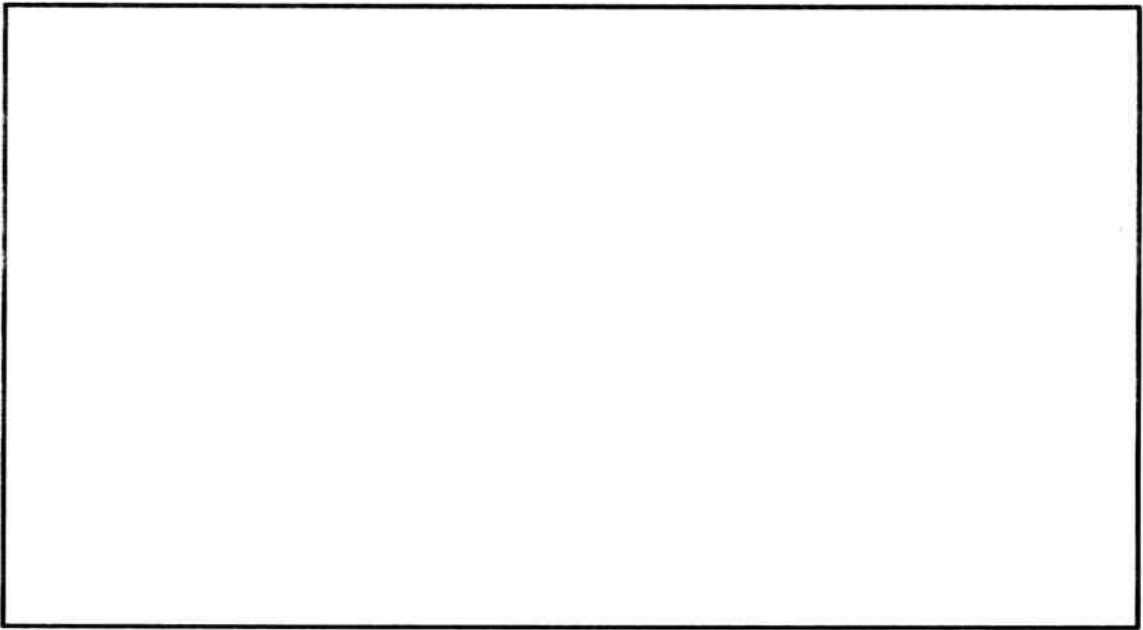HAFIZAH BINTI ZAINAL ABIDIN 2014571679

SUPERVISOR'S NAME:

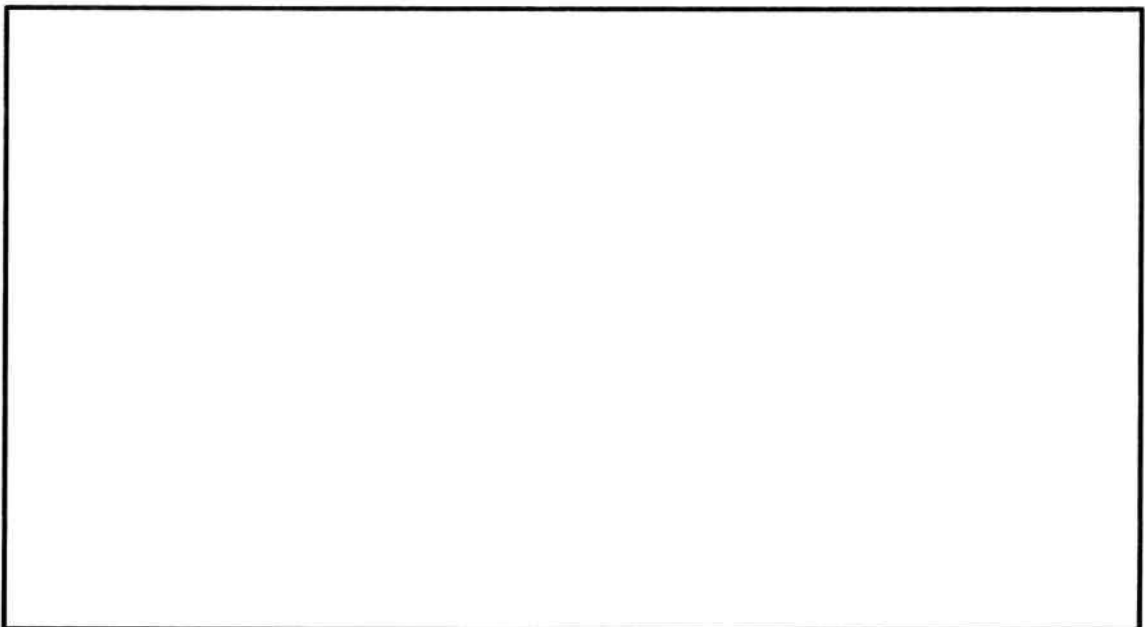MADAM SHARON PEARL ak HENRY SERUB

JULY 2017

Supervisor's Comments

Moderator's Comments

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Mdm Sharon Pearl ak Henry Serub

I have reviewed the final and complete practical training report and approve the submission of this report for evaluation.

_____

(Signature)

Date:

ACKNOWLEDGEMENT

First and foremost, all praise to almighty Allah. We are thankful to our almighty Allah who gives the strength to complete this internship period. Then, I want to take this opportunity to thanks to my lecturer Mr. Fairuz Hidayat Merican Wan Merican, who always gives advice and guidance regarding my internship program. Apart from that, I also want to thanks to my UiTM supervisor, Madam Sharon Pearl Henry Serub because of her helps and guidance for me to complete this report.

The internship opportunity I had with Worx Services was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me though this internship period.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to the manager of Worx Services who in spite of being extraordinarily busy with her duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training.
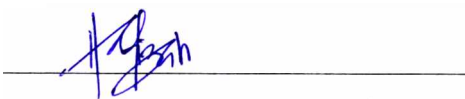
I also express my deepest thanks to Mrs. Emilia Bt Halim, accountant of Worx Services and also my host supervisor during internship period, for taking part in useful decision and giving necessary advices and guidance and arranged all facilities to make life easier. I choose this moment to acknowledge her contribution gratefully.

I perceive as this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objective.

DECLARATION

I hereby declare that the work contained in this practical training report is my own except those which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed

Name: HAFIZAH BINTI ZAINAL ABIDIN

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INTRODUCTION

Practical training or industrial training is a mandatory course for all degree students of Administrative Science. It is a requirement to fulfil the course in order to complete the degrees as well as graduate from the university. The training refers to work experience that is relevant to professional development prior to graduation. For Administrative Science students, an 8 week period is allocated for training at locations chosen by students themselves. No restriction is imposed on them whether they want to work in government agencies or private organizations.

For this semester, the trainee, Hafizah Binti Zainal Abidin (2014571679), has started working in the Worx Services from 23 January 2017 until 17 March 2017.

Objectives of Practical Training

The objectives of industrial training are as follow:

    i.   To fulfil the award of the degree of Universiti Teknologi Mara (UiTM)

    ii.   Apply theories learnt in classroom in working environments

    iii.   Solidifies students' confidence after graduation

    iv.   Improve both soft and hard skills

    v.   Improve communication and management skills

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CHAPTER 1

INTRODUCTION OF ORGANIZATION

1.0 Introduction

This chapter briefly discussed about background of the company. On 1.1 is about company background, 1.2 the company vision. 1.3 company mission 1.4 about the core business of organization, 1.5 the organization chart

1.1 Company Background

Kitchen Industry or also known as Worx Services and Kitchen Plan is a private company established in the year 2012 where the company focus on architectural services and interior designing with a humble passion to serve various F&B owners and home residents from all walks of life with quality and reasonably priced commercial kitchen equipment. Previously, Kitchen industry known as Worxserv (M) Sdn. Bhd and in 4 June 2010, Worxserv (M) Sdn. Bhd has changed its name to KitchenPlan Sdn. Bhd which is still use until now and it became a company limited by shares.

This company is equipped with in-depth knowledge of stainless steel fabrication, refrigeration, local and imported kitchen equipment. The sales team at kitchen industry are well trained to help customers make the right purchase choice. Kitchen Industry Sdn. Bhd is an established company within the food service industry specialising in the design, supply, installation, commissioning, maintenance and servicing of kitchen equipment. Exceptional after-sales service with Worx Services team of friendly technician to give customers a peace of mind knowing that technical assistance is readily available in the event of any equipment breakdown or even a simple service requirement.

1.2 Company Vision

Kitchen Plan Sdn. Bhd aim to provide the customer a one stop solution to their kitchen requirements, be it a simple supply of stainless steel rack to an installation of a full-fledged central kitchen.

1.3 Company Mission

Kitchen Plan Sdn. Bhd is also aware of the importance of listening to the customers and working hand in hand with them. By doing that, customer expectation will be meet and it will also ensure a proper execution of their kitchen concepts into reality. In providing kitchen planning and design services, Worx Services also able to tailor made a kitchen design to meet the needs of the customer whilst providing advice and recommendations to ensure optimum efficient movement in the kitchen.

1.4 Core Business of Organization

To service and meet the client's expectation, the scope of work provided by Worx Services and Kitchen Plan Sdn. Bhd includes initial consultation with the owner, architects and consultants to determine the project scale and expectation. The company also focus on designing the kitchen layout and equipment specification. This would also include the relevant floor plans to determine the different food categories such as preparation, cooking, storage and so on. Project supervision to ensure the work meets the clients' standard and expectation; installation of equipment. Other than that, the company also do servicing of equipment and preventive maintenance.

1.5 Organization Structure

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┌─────────────────┐   ┌─────────────────┐
│   Manager 1     │   │   Manager 2     │
│   Aaron Ting    │   │   Jenny Ong     │
└─────────────────┘   └─────────────────┘
```

Manager 1 — Aaron Ting

Manager 2 — Jenny Ong

Customer Service / Admin — Umah

Account for Kitchen Plan — Emilia

Account for Worx Services — Liliyana

Engineer 1 — Nurul Hanum

Engineer 2 — Ezra Johan

Technician 1 — Hibatullah

Technician 2 — Ahmad Fazrul

Technician 3 — Mohd Syafiq

Technician 4 — Mohd Fikri

Technician 5 — Novrialdi
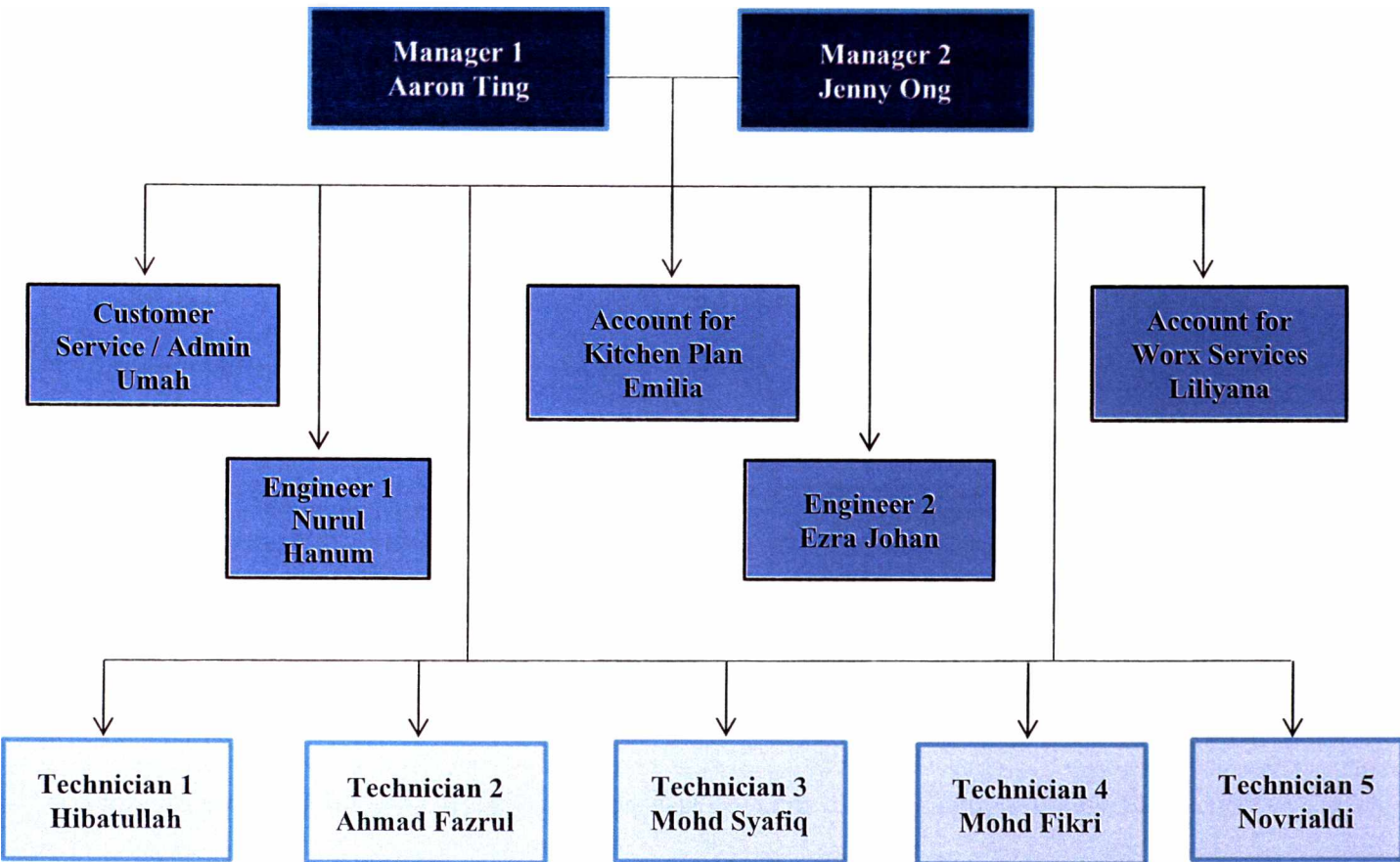
(Source: Worx Services, 2017)

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CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

During the 8 weeks industrial period, the trainee (Hafizah Binti Zainal Abidin) is assigned into 2 units within the organization; excluding the engineering unit. The trainee spends 4 weeks in each unit with various task given whereby some are relevant to the degree while others is for the purpose of exposure to other fields that are semi-related. Besides that, the trainee has learned to improve the soft skills as well as management technique when dealing with superiors, subordinates, contractors or suppliers and also the customer of the organization. In this chapter, we will cover all aspects of work during the trainee's training.

2.1 Log Book

For recording purposes, the trainees are provided with log book from UiTM as a requirement to all students to use as a diary that contains all tasks and assignments given to us. All the task and activities that are assigned to us is jot down in the book and to be sign by host supervisor.

2.2 Task and Activities

This sub-section is divided into 3 parts, customer service or administration department, finance department and engineering department, but the trainee only assigned at 2 department that is customer service or administration department and finance department.

2.3 Week 1 (23 January 2017 – 28 January 2017)

For the first week, first of all, the trainee was being introduced to all staff in the company. There was not much work for the trainee since it was first day. The trainee was assigned work by the manager of the company because the supervisor that supposed to supervise for the trainee was on leave.

For the first task, the trainee was assigned to key in data for service report for the year 2016. Service report is the report that was prepared by the technician and engineer if they had done repaired kitchen equipment of restaurant and customers house or site visit work that is kept in one file named Service Report 2016. The service report is keep according to the year. Service report is one of the compulsory documents for Worx Services so that the company can keep track of their customer satisfaction and also can keep track of their supply. The purposed to key in the data from written document to Microsoft Excel is because to make it well organized and easy to find when needed especially from previous year like 2014 or 2015.

Next, apart from key in data for service report, the trainee also learned how to used facsimile machine and fax document to several company. The document that being fax was payment invoice and receipt that show Worx Services was already paid their debt for that particular month. After fax, trainee need to follow up by call the particular company to asked whether they received the document or not.

Lastly, this is totally new and key in the data is the basic task for the trainee which it has not reflects on what trainee has learned before. However, during trainee's diploma level, key in

the data is what trainee can relate with is typing subject because there is a skill needed in order to type faster and to complete the work before it is due.

2.4 Week 2 (30 January 2017 – 4 February 2017)

For the second week, company was closed from 28 January to 1 February 2017 due to Chinese New Year celebration. Trainee only starts working on 2 February 2017 that is on Thursday. Trainee continued key in data for service report but this one for other company since Worx Services handles many restaurant.

Other than that, trainee also prepared a form such as leave application form, mileage form for car and motorcycle since the technician sometimes riding a motorcycle or driving company car and staff claim form is especially for technician and engineer for their claim, fax transmission form, delivery form is the form for delivery of kitchen equipment and lastly complaint form. Trainee has been asked by host supervisor to do some improvement on the form since it is the old design. Trainee also added some information that has not written or stated on the form. Since Worx Services is divided into two that is Worx Services and Kitchen Plan, the trainee doubled all the form that is for Worx services and Kitchen Plan.

After all the forms were completed, it is then printed and showed to the host supervisor Puan Emilia and if there was any correction, the trainee did the correction. When it is all done, the forms then were sorted in the file according to their name.

Lastly, designing a form is new to the trainee and it also did not reflect with subject learned during lectures. This is something new to the trainee and trainee also has new experience in completing this task.

2.5 Week 3 (6 February 2017 – 11 February 2017)

On the third week, trainee prepared a formal letter to RHB bank to notify them that Worx Services has changed their bank account number. The letter is checked by host supervisor Puan Emilia so that no mistakes or error occurred. Other than that, trainee also prepared a letter to customers and suppliers to notify them that Worx Services has changed their address and any letter transaction or deal must be addresses to the new one. The letter is also checked by host supervisor Puan Emilia so that no mistakes or error occurred.

Other than that, trainee also learned on how to do a proper filing for the documents. The documents that need to be filed were invoices of the company and also company bills and utilities. The documents need to be separated according to their name and branch since there are a lot of branch that Worx Services handle. The company bills also have to be separated according to their name such as TM Unifi, Maxis, SYABAS and electricity. All the expenses that the company incurred were filed up into one file. However, the file is separated into two which is Worx Services and Kitchen Plan Sdn. Bhd.

Lastly, do a proper is reflect with what trainee has learned during diploma level. There was a subject that teaches trainee how to record and restore document. However, during the internship, host supervisor, Puan Emilia give a prompt instruction for the trainee to understand and learn more.

2.6 Week 4 (13 February 2017 – 18 February 2017)

On the fourth week, the trainee was given an opportunity by host supervisor, Puan Emilia to learn on how to e-mail the payment voucher or customer invoice to the customer using webmail. Webmail is a mail site that is used by Worx Services and Kitchen Plan in order to deal with their customers and suppliers. It is convenience to the staff to used webmail because all the customers' and suppliers' detail are already stored in the site. The staff just need to search by their name and all the account are already stated there. Webmail is quite similar with Yahoo Mail but it is not widely known like Yahoo Mail.

Apart from that, trainee also has learned to do some basic accounting works like checked the transaction and payment of the company. Host supervisor, Puan Emilia gives clear instruction on how to check the transaction one by one so that it is similar with the money inflow and outflow. On the same day, host supervisor also teaches trainee to scan several document to user pc.

Trainee also re-arrange service report according to their date after do some checking. This is the task given by one of the staff at finance department; Puan Liliyana and trainee assist the staff to re-arrange the service report. Apart from that, trainee learns how to answer a phone call from customer. While answering the phone call, trainee need to jot down some important messages such as who is the person calling, from where or from what restaurant they are calling and what is their complaint. All those complaint need to be referred with the manager of the company and the manager will consulted with technician whether the equipment has been checked or not or whether the equipment still in warranty or not.

Lastly, to reflect with what trainee has been learn, some of the task are all new to the trainee such as e-mail payment voucher using webmail, answering a phone call from customer and scanning several document. However, some other task like filing and do some basic accounting system is reflected with what trainee has been during diploma. The subject taken was management accounting and record.

2.7 Week 5 (20 February 2017 – 25 February 2017)

In the fifth week, some of the task was quite similar with week four and there is not much works to do in week five. Trainee has been asked to filing several documents such as customer and supplier payment voucher, bills and utilities, acknowledgement receipt etc.

Apart from that, since there is not much work to do, trainee has been asked to attain and greet customers and suppliers through phone call. This task is similar with week four. Next, manager of Worx Services, Jenny Ong asked trainee to learn and being introduced to a financial system that is called SQL Financing Accounting System that is widely used by other company also. All the transaction such as money inflow and outflow are being store and save in this application. All the details of the payment like GST and how much did the customer or Worx Services debt is kept in SQL. It is said that all company used SQL Financing Accounting System because it is easier and convenience to be used. For example, if the staffs want to search which company did not pay their debt, they just type the company's name and click see all and all the amount were just pop out from the screen.

Lastly, learning and being introduced to SQL Financing Accounting System is a new experience to trainee. It can be used during interview session if the interviewer ask whether

trainee know what is the application used by finance department to trace all the money inflow and outflow in the organization.

2.8 Week 6 (27 February 2017 – 4 March 2017)

For the week six, trainee makes filing and organising incoming document. All document that received from other customer or supplier was kept in the file according to their name. The purposed to do so is to ensure that the document is well organized and easy to check whenever needed. Apart from that, trainee also learn how to ordering and maintaining office stationery supplies and equipment through phone call. Trainee need to go to each department and asked what they need to order for their department. After that, trainee just needs to order through phone call and keep update with supplier until the goods reached at company. Once the goods were received, trainee needs to do some check-up in case if the goods are defect or there are mistakes or errors with the order. Then, the document or receipt need to sign by host supervisor and the receipt then is kept in the bills file.

After ordering some stuff, trainee has been asked to key in data for delivery orders and stock management. The purpose to doing this so that stock can be keep track and maintain. Next, trainee also has learned on how scheduling and attending meetings with host supervisor. Host supervisor gives clear instruction on how to do the schedule to avoid any mistakes because it would be trouble if there were any mistakes and host supervisor do a regular checking when trainee do the schedule.

Then, after attending meeting, creating agendas and taking minute meeting is a regular duty that people do in order to keep track of what has been discussed during the meeting. Trainee also learn on how to creating agendas and taking minutes meeting. After that, the minutes were showed to manager and to be sign by manager of Worx Services.

Lastly, some of the task such as ordering and maintaining office stationery and scheduling and attending meeting is new experience to the trainee as it is the first time doing the task. However, creating agendas and taking minutes meeting is something that trainee has learned previously during diploma level. Some of step to create agendas and taking minutes still can be apply by trainee during completing the task.

2.9 Week 7 (6 March 2017 – 11 March 2017)

In week 7, trainee has been given task such as liaising with staff in other company regarding payment and sometimes liaising with staff in other department. This task is assist by staff in finance department, Puan Liliyana. This is because trainee still learning, so Puan Liliyana asked trainee to sit beside her and jotted down anything the supplier or customer said.

Next, trainee need to update order sales for previous month related to supplier and customer. On the same week, trainee also learned the procedures on how to makes payment to supplier on previous job done. All the steps and procedures were explained one by one by the host supervisor. The steps were first of all, the amount need to be confirmed by asking the supplier to send invoice to the finance department. After that, it needs to be checked with the service report. After it has been confirmed, then payment will be made by accountant.

Other than that, trainee also asked by host supervisor to check the status of customers that want the services or buy any supplied product. The purpose of this task was to check which customer that still active dealing with the company. Last task of the day was filing several document of the company. This task was regular task trainee has done during internship period.

Lastly, the entire task for week 7 is new to the trainee. Trainee gain new experience in completing the task and host supervisor provide clear instruction and teach

2.10 Week 8 (13 March 2017 – 17 March 2017)

For the last week that is week 8, company order some kitchen equipment from factory that will be used at an event at Putrajaya, the I Chef Malaysia 2017 event that held end of March. Trainee need to assist administration department to check status of the product being order with supplier. This is to ensure that the product will arrive safely without damage.

Other than that, host supervisor asked trainee to check and update the details of suppliers. The purpose to do this is to check which supplier still active and supply products to company. Lastly, do a labelling for each kitchen's equipment. This task is given by technician of the company. The purpose of this task is to label the kitchen's equipment that was being used in I Chef Malaysia 2017 event.

Last but not least, the entire task given was totally new to trainee. It was not reflect to what trainee has learned during diploma or degree level and hopefully all the knowledge and experience gained during internship can be apply in the future.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

From the analysis of practical training, it is specifically focuses on the area and scope that mostly related and in charged by the trainee at Worx Services. In this chapter, trainee will focus on one task that mostly done by trainee during internship that is data entry. As the trainee was placed in two departments which is Administration Department and Finance Department, the data key in may be based on administrative and financial.

3.1 DEFINITION OF DATA ENTRY

According to Guerra (n.d) in her article Chron, stated that data entry is the act of entering information into electronic formats by using word processing or data processing software hosted on a computer and it data entry operators who perform these tasks. Meanwhile, Business Dictionary (n.d) defines data entry is a direct input of data in the appropriate data fields of database, through the use of a human data-input device such as a keyboard, mouse, stylus or touch screen or else through speech recognition software.

In term of financial, data entry for financial report is call bookkeeper. Bookkeeper creates financial transactions and creates financial reports from that information. The creation of financial transactions includes posting information to accounting journals or accounting software from such source documents as invoices to customers, cash receipts and supplier invoices. The bookkeeper also reconciles accounts to ensure their accuracy.

3.2 DATA ENTRY FOR SERVICE REPORT

Service report is the report that was prepared by the technician and engineer if they had done repaired kitchen equipment of restaurant and customers house or site visit work that is kept in one file named Service Report 2016. The service report is keep according to the year by the admin of the company. Service report is one of the compulsory documents for Worx Services so that manager can keep track of their customer satisfaction and also can keep track of their supply. The purposed to key in the data from written document to Microsoft Excel is because to make it well organized and easy to find when needed especially from previous year like 2014 or 2015. Figure 3.3.1 show the example of service report that already completed by trainee. Trainee need to include the service report number, date of the service done, types of equipment that need to service, repair or change new and also the name of technicians who complete the work.

Figure 3.2.1

3.3 DATA ENTRY FOR DELIVERY ORDERS AND STOCK MANAGEMENT

Delivery order or abbreviated D/O is a document from a consignee or an owner or his agent of freight carrier which orders the release of the transportation of cargo to another party. Meanwhile, stock management can be defines as the function of understanding the stock mix of a company and the different demands on that stock. The demands are influenced by both external and internal factors and are balanced by the creation of purchase order requests to keep supplies at a reasonable or prescribed level.

The purpose of data entry for delivery orders and stock management is to ensure and to maintain the stock in the store, especially those with the small spare parts. After the data is save in the Microsoft excel, the delivery order receipt is kept in the file for future check-up. However, if company not practice this, especially company that deal with sales, equipment, suppliers and customers they will never know how much stock left in their store it seem to be not organize.

3.4 DATA ENTRY FOR FINANCIAL REPORT

According to Averkamp (n.d) in his article Accounting Coach, bookkeeper is a person which is employed by a small to mid-size company to record its transactions such as sales, purchases, payroll, collection of accounts receivable, payment of bills and many more that related to the inflow or outflow of money in the organization.

As the accountant and bookkeeper is the same thing where it assist with finances. Trainee only assists the accountant task and was introduced to the new software name SQL Accounting Software. The purpose of bookkeeping is to create a record of financial transactions that can be summarized for various uses. Bookkeeping systems range from the most basic, such as check register used to record checks and deposits, to the complex systems of ledgers and journals. Figure 3.4.1 shows the internal side of the software.
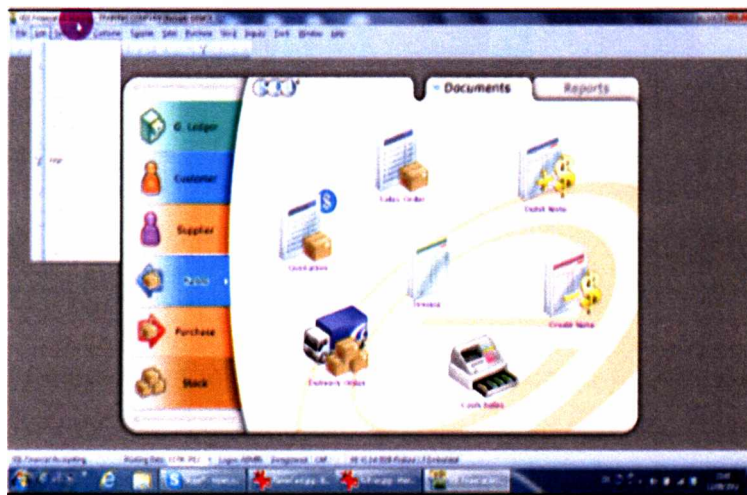
Figure 3.4.1

3.5 IMPORTANCE OF DATA ENTRY TO BUSINESS

Data entry is the most powerful tool for managing information in any business. It is considered to be an important task for the growth if business. It requires feeding data into the computer. Handling data entry requires a skilled professional who has the ability to enter the data quickly. Another important requirement is the knowledge of computer. Data entry is important because of several reasons which include firstly; it helps in organizing the information which plays an important role in the growth of business. There are many factors that are responsible for affecting data such as time, availability, duplication and so on. With the help of entry service, organization can organize orderly and update the information as and when it is required.

Apart from that, the employee efficiency is another factor which is necessary for handling business. The non-availability of data affects the performance of the employee. As executives do not have enough time to spend on data entry, there is an increase in the efficiency of the employees. Other than that, data entry also can help organization to reduce the infrastructure cost as less space required to manage the files. It is effective and easy to locate and find information when needed. If organization using manual files rather than data entry, it is hard to find information when needed. This is because; we need to search one by one in the files. Moreover, as the information is in the digital format, there is no need to waste money on taking print outs.

3.6 DATA ENTRY METHODS

Data should be transferred from manual to electronic systems because people more dependent on modern technology for almost any transaction. This is where data entry services can help. There are several methods in entering data into an electronic system.

3.6.1 Aim

To choose an efficient method and corresponding computer program for data entry (including online data collection), taking into consideration the types of data, research population, risk of data entry errors, research processes, privacy (GCP) regulations and the necessary time investment for both the creation of the entry screen as well as the data entry. However, this guideline only applies to quantitative research and not qualitative research.

3.6.2 Requirements

- ✓ Choose the most efficient method and corresponding computer program (or custom made solution) gicen the study design, data collection methods, data types, quality, usability and regulations.
- ✓ Make maximum use of the standard programmes offered by the Data Management Department.
- ✓ The advice is if possible to make maximum use of online data collection tools. This saves data entry time and the quality of the data is in generally also better, for example by a proper routing and required variables in a digital questionnaire.

3.6.3 Documentation

✓ Describe the chosen data entry method and the associated program or custom made solution.

✓ Describe the reason when there is any deviation from the standard software offered by the Data Management department.

3.7 5S in Data Entry

Worx Services also applying 5S practice so as to be more effective and efficient in its data entry process. 5S can be defined as the management method that was introduced by the Japanese industry for the comfortable, tidy and safe working environment. It is also aiming for more quality working environment that is systematic and practical. Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this case is concerning on the data entry. Improper date entry will make the document not well organised. 5S originally come from Japanese words which are sort (seiri), set in order (seiton), shine (seiso), standardise (shitsuke) as stated in **Figure 3.7**. So, here are the activities that involving 5S in data entry.

- **Sort**: Sort all of the old file that need to be entered into electronic system that are no longer active with the new files which are active.

- **Set in order**: Arrange and set in order all documents available in the office that need to be entered in electronic system so as to ensure that they are easy to be retrieved, taken and used when necessary.

- **Shine**: Place all the manual files in the iron cabinet and placed in one room so if any unwanted emergency happen, important documents can be saved.

- **Standardise**: Standardize the order of the data according to the month, company and year.

- **Sustain**: Always practising sort, set in order, shine and standardise in data entry and file management so as to enhance the quality of service, cost saving and ease the data entry and file management process.

Figure 3.7

3.8 THEORETICAL ASPECTS

Most of the works done during the internship have relationship the subject that trainee have been studied, which is Organizational Behaviour. In performing the task, it requires trainee to do two way communications with the applicant the communicating in teams and organizations in Organizational Behaviour was applied here. Through this experience, the trainee is able to expand and increase the level of the basic skills as a preparation to face the real workplace world in the future. Besides, this task also required the trainee to be more ethical whereby trainee must have not to disclose the confidential information to publics especially about the company's financial status. From this, the trainee also able to practice the ethical conduct that was learned previously at class and understands more about the theories and concepts. During the internship period, the trainee has been attached in two units and trainee was provided with different tasks. In conclusion, the trainee only focuses on one area which is financial department where most of the task given from this department.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

In this chapter, trainee will highlight with examples the strength and weaknesses of job or tasks assigned during training and also provide solution for improvement. Other than that, trainee also includes the recommendation for the organization so that they are able to improve their performance in the future.

4.1 PROBLEM RELATED TO DATA ENTRY

As far as the trainee concerned, Worx Services divided into two which is Kitchen Plan Sdn. Bhd and Worx Services itself. Worx Services is mainly focuses on provided maintenance and services of kitchen equipment, whereas Kitchen Plan Sdn. Bhd is mainly focuses on designing of kitchen and supply of kitchen equipment. The problem that is face by the organization is lack of staff in term of management. This is a serious problem toward the organization in order to achieve its vision, mission and their objectives. Lack of staff can lead to a several negatives impact. Firstly, it wills slower the process of entering data into electronic system. Other than that, the organization only has one employee for customer services and administration work for both Worx Services and Kitchen Plan Sdn. Bhd eventhough both branches are in one roof. All the work in assisting clients and customers including maintain file and key in data have to be done by that one employees and make her work redundant.

4.2 STRENGTH

Strengths are characteristics of the business or project that give advantages over others. Among the problems, Worx Services has its own strength. From what the trainee has observed during internship period, there is some strength that makes the organization runs smoothly.

4.2.1 Application of 5S Methodology

Apart from that, strength of Worx Services is the application of 5S methodology or practices that synonym with the quality and good way of handling the task especially in terms of management and data entry. In this case, Worx Services is absolutely using this 5S concept or theory in order to handle their records or file management so as to be smoother, save cost, effective and efficient. Besides, the application of this 5S also important for Worx Services in enhancing the quality of its file management and data entry and also it can ensure comfortable working environment when performing those filing processes such as classification, sorting, keeping, controlling and indexing. The following are the examples of the application of this 5S practice in term of data entry.

English (Japanese)	Example
Sort (Seiri)	Sort all of the old file that need to be entered into electronic system that are no longer active with the new files which are active. This process is to ensure that the files or records are up to date and to avoid overload of unnecessary files or out-dated files in Worx Services.
Set In Order (Seiton)	Arrange and set in order all documents available in the office that needs to be entered in electronic system so as to ensure that they are easy to be retrieved, taken and used when necessary. This process will save time and the finding and detection of the needed documents and files can take less than 30 seconds.
Shine (Seiso)	Place all the manual files in the iron cabinet and placed in one room so if any unwanted emergency happen, important documents can be saved and not damage.
Standardise (Seiketsu)	Standardize the order of the data according to the month, company and year. This also can enhance the speed of the file detection when the file is going to be used.
Sustain (Shitsuke)	Always practising sort, set in order, shine and standardise in data entry and file management so as to enhance the quality of service, cost saving and ease the data entry and file management process. This part is really important so as to ensure that the 5S concept is practiced correctly by Worx Services.

4.2.2 Sorting by Using Microsoft Excel

Next, another strength of Worx Services file management is it does the sorting process by using Microsoft Excel. Sorting here can be defined as the process of set in order of all available files in the office based on their month, year and company's name. so, in this sorting process, Worx services now did not only do it by hand on the paper, but also the company do it through or by Microsoft Excel whereby more trendy and can make the sorting process more faster and effective. Besides that, through this approach, company can keep all the data by using soft copy and totally more efficient as well as cheaper since they can directly save it in their pen drive and computer.

4.3 WEAKNESSES

Weaknesses are a characteristic that place the business or project at a disadvantage relative to others. However, among all those strengths, Worx Services has its own weaknesses.

4.3.1 Insufficient Staff

One of the weaknesses is insufficient staff to complete the task in order to do the data entry. All the work was given to the only one employee in the administrative section. The employee in administration section needs to handle work for human resource, customer service and administration. Based on the organization structure, there is only one officer that in charge in the admin, customer service and she also handle human resource work. All that makes her work redundant and burden her.

Apart from that, she also assisting customers and clients, answering non-stop phone calls and also handling the data entry work. Sometimes, she needs to work overtime and some of her works delayed because she has no assistant to assist her. Despite in financial department, there are two finance staffs and all their work smoothly done.

4.3.2 Confusion and Slow in Obtaining Files (when officer not around)

Another weakness that face by Worx Services is slow and confusion in obtaining files especially when the officer is not around because she absent or out-station. The problem arise when other employees want to retrieve files from her computer or pen drive, they not know where she locate it and it will slow their work process and also services of the company. Moreover, she did not have any assistant to assist her.

4.3.3 Redundant Data Entry / Double Entry

Last but not least, the data entered into electronic system might be redundant or possibility to double entry is high because she handles it by self and it give her confusion which data to be entered and have been entered into. This is common mistake done by any data entry clerk when the documents or files to be entered into are too many.

4.4 Recommendations

Here, there are several recommendations that Worx Services can take in order to solve its problems or weaknesses in terms of file management. This is to ensure that the management to be more effective, efficient, save cost and can satisfy its customers whether internal or external customers since worx Services can provide fast services.

4.4.1 Appoint More Staff

One recommendation for Worx Services should appoint more staffs in its organization in order to reduce the work burden or overload of work faced by current employees as to ensure there is no problems arise due to the absent or emergency leave by particular staff. This appointment will eventually lead to efficiency of the Worx Services in providing services and products and absolutely ensure the high level of customers' satisfaction can be achieved since it helps in fast service.

Worx Services can hire either full-time or part-time workers in order to help entering the data. If the organization want to cut cost due to today's economic, they can hired part-time or internship students because their pay is more less and according to day-to-day basis. With appointing new staff, the firm can reduce confusion of obtaining files when officer not around because she has an assistant helping her in doing work and it will enhance work process of other workers too. On the other hand, possibility to double entry or redundant data entry can be avoid because the work has been past to the assistant and her work will not delayed anymore.

4.5 CHAPTER SUMMARY

Overall this chapter highlight on problem related to the organization and reason or factor related to the problem. Besides, under this chapter, the trainee also gives the strength, weaknesses and also recommendation for Worx Services in order for them to improve and enhance their services. Thus it will lead to satisfaction of their customers and clients.

CHAPTER 5

5.0 INTRODUCTION

This chapter summarizes and concludes the discussion of Chapter 1, 2, 3 and 4 by highlighting the main points.

5.1 CONCLUSION

Chapter One describe about the background of the organization. It is include vision, mission, core business of the organization which the company focuses on providing initial consultation with the owner, architects and consultants. Moreover, Worx Services also focus on designing the kitchen layout and equipment specification and also the organization chart of the company.

In **Chapter Two**, it shows the flow of tasks that trainee have done throughout eight weeks of practical training. This chapter also includes the description of the task given to the trainee on daily basis and also other supplementary activities that trainee need to complete. According to the schedule of practical training, task given during the internship period van be observed. It can be seen that the organization is utilizing the services that trainee can provide to the organization while doing practical training by giving the trainee the task that related to trainee course. In addition, the staff in the organization also taught trainee on how to perform all the tasks given because many of the task is a new and knowledge for trainee which some of it did not teach in theory that trainee have learns in class. All the knowledge that the trainee has gained would give a lot of benefit to trainee and might be useful for trainee in real working environment in the future.

Furthermore, in **Chapter Three**, it involves of the dominant task during the internship. From the analysis of practical training, it is specifically focuses on one area and scope that is mostly related and in charged by trainee at Financial Department which is data entry. Basically, the task is not related to any subject that trainee learned in degree level, however, it is a little bit related to what trainee has learned during diploma level which is typing class. In performing the task, it requires trainee to apply what has been learned in typing class in order to complete the task just in time. Through this experience, trainee is able to expand and increase the level of the basic skills as a preparation to face the real workplace environment in the future. Besides, this task also required the trainee to be more ethical whereby trainee must not have disclosed the confidential information to pubic, such as the company accounts information. From this, trainee also able to practice the ethical conduct that was learn earlier at class and understood more about the theories and concepts. During the internship period, the trainee has been attached in two units but the trainee was given various tasks from both units. However, trainee only focuses on one area which is on finance area whereby most of the task given was from this scope.

In Chapter Four, it includes the strengths, weaknesses and also the trainee suggests recommendation in order for them to improve. The strengths of Worx Services includes application of 5S methodology or practices in order to handle their records or file management so as to be smoother, save cost, effective and efficient. Besides, the application of this 5S also important for Worx Services in enhancing the quality of its file management and data entry and also it can ensure comfortable working environment when performing those filing processes such as classification, sorting, keeping, controlling and indexing. The following are the examples of the application of this 5S practice in term of data entry. 5S practices comes from Japanese words means Seiri (sort), Seiso (shine), Seiton (set in order),

Seiketsu (standardise) and Shitsuke (sustain). Next strength is Worx Services Sorting by Using Microsoft Excel. Sorting here can be defined as the process of set in order of all available files in the office based on their month, year and company's name. So, in this sorting process, Worx services now did not only do it by hand on the paper, but also the company do it through or by Microsoft Excel whereby more trendy and can make the sorting process more faster and effective. Besides that, through this approach, company can keep all the data by using soft copy and totally more efficient as well as cheaper since they can directly save it in their pen drive and computer.

As for the weaknesses, it seems that Worx Services is short of staff where in term of management, there are only one officer in charge in admin, customer service and also human resource. Apart from that, she also assisting customers and clients, answering non-stop phone calls and also handling the data entry work. Next weaknesses is confusion and slow in obtaining files especially when officer not around because she absent or out-station. The problem arise when other employees want to retrieve files from her computer or pen drive, they not know where she locate it and it will slow their work process and also services of the company. Moreover, she did not have any assistant to assist her. Last but not least is redundant data entry or double entry the data entered into electronic system might be redundant or possibility to double entry is high because she handles it by self and it give her confusion which data to be entered and have been entered into. This is common mistake done by any data entry clerk when the documents or files to be entered into are too many.

Trainee also suggests recommendation in order for the company to improve their services. One recommendation is to appoint More Staff in order to reduce the work burden or overload of work faced by current employees as to ensure there is no problems arise due to the absent or emergency leave by particular staff. This appointment will eventually lead to efficiency of the Worx Services in providing services and products and absolutely ensure the high level of customers' satisfaction can be achieved since it helps in fast service. Worx Services can hire either full-time or part-time workers in order to help entering the data. If the organization want to cut cost due to today's economic, they can hired part-time or internship students because their pay is more less and according to day-to-day basis. With appointing new staff, the firm can reduce confusion of obtaining files when officer not around because she has an assistant helping her in doing work and it will enhance work process of other workers too. On the other hand, possibility to double entry or redundant data entry can be avoid because the work has been past to the assistant and her work will not delayed anymore.

Overall, there is a lot of new knowledge that trainee have gained throughout the internship period in Worx Services. Some task given were new things for trainee and where the task has not been learn in class. The trainee was taught on how to perform the task according to the right ways and ethical conducts that must be fixed in performing task and delivering the services to the organization. Besides, the trainee has gained a lot of new experiences which are very useful and gives the full picture on how the real working life looks like. Both knowledge and experiences that trainee got will help trainee to be ready to face the real working life ahead. Apart from that, trainee would like to give a suggestion towards the faculty to extend the period of internship for at least three months to one semester because eight weeks is insufficient and the trainees cannot learn and gain much when the period of the practical training is short. If the period is extending, trainees will be able to learn more and therefore it would help them to be more ready to enter the working life in the future upon their graduation. This will help university to produce competence future employees that will contribute to the organization.

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APPENDIXES

KITCHENPLAN SDN BHD
SUMMARY OF STAFF CLAIMS

Name of Employee: _____   Designation: _____
Department: _____   Date: _____
Month: _____

Item	Description	Sub-total (RM)	Total (RM)
1	Transportation Claim		
	Petrol		
	Parking		
	Toll		
	Mileage		
2	Handphone Charges		
3	Entertainment		
4	Staff Refreshment		
5	Medical Fees		
6	Others		
	Total Expenses		

	Prepared by claimant	Certified by Manager/HOD	Approved by GM/Director/COO/CFO
Signature/ Initial			
Date			

Example of Staff Claim Form

WORX SERVICES
MILEAGE READING FOR 2017

[4W]

Name: _____   Month: _____
Week: _____

NO	DATE	DESTINATION		CLIENT	OPENING MILEAGE (KM)	CLOSING MILEAGE (KM)	TOTAL MILEAGE (KM)
		FROM	TO				
					GRAND TOTAL		

Distance	Sen/km	Mileage (km)	Amount (km)
1-1000km	0.59		
1001-2000 km	0.40		
2001-3000 km	0.30		
3001 & above	0.20		

Prepared by: _____
Checked by: _____
Approved by: _____

Example of Mileage Form for Car (4W)

WORX SERVICES (727628-W)

No. 79E, 3rd Mile, Old Klang Road, 58000 Kuala Lumpur

Tel: 03-7982 1910   Fax: 03-7983 1910

COMPLAINT NOTE

Company	
Tel	
Fax	
Attn	

Equipment:

Model:

Serial Number:

Warranty: Yes/No

Complaint:

Address:

PIC: Contact:

heet1   Sheet3

Example of Complaint Note

KITCHENPLAN SDN BHD (727628-W)
(FORMERLY KNOWN AS WORX SERVICE S/B)
79E, 1ST FLOOR, 3RD MILE
JLN KLANG LAMA
58000 KUALA LUMPUR
Tel: 03-7982 1910 Fax: 03-7983 1910

PUBLIC BANK

JLN KUCHAI LAMA BRANCH

44, 46, 48 & 50 JLN 6/116B

KUCHAI ENTERPRENEUR'S PARK

58200 KUALA LUMPUR

TEL: 03-7980 4377

6 February 2017

Dear sir/madam,

APPLICATION FOR STATEMENT OF ACCOUNT FOR THE MONTH JANUARY 2017

According to the above title, we would like to ask for the statement of account for the month January 2017. Below we provide our details for your references:-

      1)   Account Number : 3163048618

      2)   Account Type : RM Plus Current Account

We do hereby authorize Ms. Hafizah Binti Zainal Abidin, NRIC No. 930928-14-6164, to collect and receive our bank statement for the account number stated above.

Thank you in advance for your anticipated collaboration.

Yours truly

Example of Formal Letter to Public Bank

SR No	Date	Equipment	Description	Technician
		OUTLET: THE CUT STEAKHOUSE & BURGERS		
15615	5/1/2016	powerline griddle	supply&install 1unit/tight back support pre-rinse-need to make new hole	syafiq,nov
15617	6/1/2016	pre-rinse	supply&install pre-rinse support	syafiq,nov
15634	18/1/2016	dean fryer	adjust nozzle pilot&burner,terminate pilot at safety valve	syafiq
15619	11/1/2016	dean fryer	no problem found	syafiq
15761	22/1/2016	s/s holder	send s/s holder	hanum
15985	6/4/2016	bunn hot water	supply&install 1unit water filter	syafiq,eba
15745	26/2/2016	dean fryer	clean thermocouple,adjust blue flame for pilot,adjust fire burner,gas input	eba
16042	22/8/2016	dean fryer	clean thermocouple,adjust pilot	syafiq
14322	5/9/2016	fagor combi oven concept	transformer,pc board wiring too dirty(oil)/service all dirty item/power supply output to biard not enough-recommended to change	eba
14325	6/9/2016	fagor combi oven	change LCD board, 240 transformer power supply/wiring issue-diagnose, modified wiring,chcking contactor, fuse	eba
14329	10/9/2016	fagor concept	replace new sticker board/replace control board&transformer-use old unit/water filter need to change	eba

Example of Service Report that completely entered into electronic system according to company's name and technician involved.

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