

## UNIVERSITI TEKNOLOGI MARA FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
TELEKOM MALAYSIA BERHAD (SELANGOR)
UNIT CONSUMER SALES SELANGOR
TINGKAT 1 TM POINT BUKIT RAJA
JALAN MERU 41050 KELANG SELANGOR

# SPECIAL PROJECT : INFO GRAPHIC TM'S PRODUCT PROMOTION VIDEO

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IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGI MARA KELANTAN

01 AUGUST 2017 - 31 DECEMBER 2017

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INDUSTRIAL TRAINING REPORT 1 AUGUST 2017 - 31 DECEMBER 2017

**DECLARATION** 

I hereby declare that this is my original work. I have not copied from any other student's work

or from other sources. I am also declare that no part of this report has been published or

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Signed by

Mohd Khairul Firdaus Bin Mohd Zain

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Date of submission:

**ABSTRACT** 

The Industrial Training report writing paper is based on the period from 01 August

2017 to 31 December 2017 at Consumer Sales Selangor Barat of Telekom Malaysia. In the

time of the short-term internship position, I had been revealed with the real organization of

work and environment. First of all, the first chapter of the report is overview of the

organization which is Telekom Malaysia background, vision and mission and additionally the

organizational charts. Next, the second chapter is the overview of my internship division. In

this part, I offer assistance about the division's services, division's charts as well as the vision

and mission of the division. Other than that, the third chapter is the details of my internship

duties and work related routine activities in the time of my short-term internship position in

the division. One of the examples of the duties given is more to setting up and event in order

to increase the sales of services produce by the company. This division holds the

responsibility to maintain the profit of the TM Company. Each event that is held is precisely

well plan and organized. Most of the sales is also been contributed by the official reseller of

the TM company. My special project for the industrial training is the Info graphic Video

Promotions of TM's product. Lastly, the final chapter of this report is about the knowledge

gained, personal thoughts, lesson learnt and also recommendation during the five months of

the internship period.

Keywords: Consumer Sales Selangor Barat, Telekom Malaysia, Event, , video, promotions

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In the name of Allah S.W.T, The Most Gracious, Most Merciful and Most Powerful, I was very grateful and thank to Him, because He the one who plans and destined all of this. God has helped me to finish my task smoothly and properly. Any inconveniences are come from me but all the goodness and perfections are from Him.

I would like to take this opportunity to express my appreciation to my industrial organizational supervisor, Mr. Zulfahmi Ismail for his supervising and guidance during my internship in the organization. Furthermore, I also would like to thank all my colleagues in the organization for their guidance and experience.

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I would like to thank my family because they are my inspiration in everything. They will never stop encouraging me by giving me moral support and always advise me to do the very best. Thanks to all of my family members for their prayers on us.

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# CHAPTER 1: INTRODUCTION

#### **CHAPTER 1**

#### INTRODUCTION

#### 1.0 Introduction to the Company

Telekom Malaysia Berhad (TM), Malaysia's Convergence Champion and No. 1 Converged Communications Services Provider, offers a widespread range of communication services and solutions in broadband, data and fixed-line. As a market leader, TM is determined by stakeholder value creation in a very competitive environment. The Group places emphasis on bringing an improved customer understanding via continuous customer service quality enhancements and innovations, whilst concentrating on better operational efficiency and productivity.

#### 1.1 Background of the Organization

#### 1.1.1 Telekom Malaysia Berhad

Leveraging on our wide global connectivity, network infrastructure and collective skill, TM is well situated to drive Malaysia as a regional Internet hub and digital gateway for South-East Asia. TM remains steadfast in its change into a new generation communications provider to provide an improved and combined digital lifestyle to all Malaysians, and opening up options through connection, communication and collaboration, towards our shared vision of inspiring the nation into a high-income economy.

As a model corporate citizen devoted to good governance and transparency, TM continues its pledge to guarantee the integrity of our procedures, people and reputation as well as the sustainability of our operations. Our Corporate Responsibility (CR) ethos strengthens accountable behavior in the four main domains of the marketplace,

workplace, the community and the environment. With a focus on ICT, the Group further promotes 3 major platforms i.e. education, community/nation-building and environment, through our Reaching Out programs.



Figure 1.1

#### Telekom Malaysia Main Building

TM looks forward to remain serving customers with its complete suite of offerings, providing a seamless digital practice and combined business solutions to meet their lifestyle and business communication requirements - towards making "Life and Business Made Easier for a Better Malaysia".



Figure 1.2

#### Location of Telekom Malaysia Berhad

#### 1.1.1.1 Vision, Mission and Logo

#### Vision

To make life and business easier, for a better Malaysia.

#### Mission

We deliver life made easier

- Converged lifestyle communication experiences to customers
- Collaborating with and supporting them with integrated solutions to businesses
- •Supporting socio-economic development through education, innovation and social initiatives to the nation.

#### Company Logo



Figure 1.3

#### Telekom Malaysia Berhad Logo

#### 1.1.1.2 Telekom Malaysia Corporate Milestones

#### 1800s

1874: The telephone makes its debut in Perak

1882: Perak and Penang are linked by telephone via a submarine cable

1891: The first telephone exchange is commissioned in Kuala Lumpur

1894: A submarine cable links Labuan with Singapore and Hong Kong

#### 1900s

1908: Incorporation of postal and telegraph services.

1926: Advent of radio communications in the country.

1946: Establishment of the Telecommunications Department in Malaya.

1962: Introduction of Subscriber Trunk Dialing (STD) between Kuala Lumpur and Singapore via the first long distance microwave link.

1963: Expansion of the microwave network throughout Malaysia

Launch of television services in Peninsular Malaysia.

1968: The Telecommunications Department of Sabah and Sarawak merge with that of Peninsular Malaysia forming the Telecommunications Department of Malaysia.

1970: The first international standard satellite earth station is commissioned in Kuantan, marking the advent of live telecasts in Malaysia.

1975: Establishment of the Automatic Telex Exchange.

1979: Introduction of International Direct Dial (IDD) facilities.

1980: Introduction of Telefax and International Maritime Service.

1982: Introduction of Telefax and International Maritime Service.

1983: Introduction of data communications.

1984: Introduction of packet switch technology, leading to Malaysia's own public data network.

1985: The Multi Access Radio System, providing rural customers with easier access to telephone services, is introduced

1987 Jabatan Telekom Malaysia (JTM) is corporatized, forming Syarikat Telekom Malaysia Berhad (STMB), the nation's first privatized entity.

1988: Introduction of digital INTELSAT Business Service 1989 Introduction of the 800 toll-free services.

1990: The first magneto telephone service is introduced in Kudat, Jesselton (KK) and Sandakan.

1990: Introduction of international toll-free and prepaid card phone (Kadfon).

Listing of STMB on the Main Board of Bursa Securities and introduction of the new company logo.

1991: Introduction of Malaysia Direct, Home Country Direct.

The Company rebranded its name to Telekom Malaysia.

1992: Introduction of Video Conferencing and CENTREX.

1993: Introduction of ISDN services.

1996: Introduction of 1800 MHz digital TMTOUCH cellular services.

1997: Introduction of Corporate Information Superhighway (COINS), Telekom Malaysia's state-of-the-art, high-capacity enterprise solution.

#### 2000s

- 2001: Launch of BlueHyppo.com, Telekom Malaysia's lifestyle Internet portal, which records more than 290 million searches a year.
- -Introduction of broadband services.
- -Telekom Malaysia becomes a major partner in the launch of the state-of-the-art submarine cable Asia Pacific Cable Network 2 (APCN2).
- -Establishment of TM Net as the largest Internet Service Provider in the South-East Asian region.
- -Launch of CDMA service fixed wireless telephony.
- 2002: Award of the 3G spectrum to Telekom Malaysia
- 2003 : Merger of Celcom and TMTOUCH forming Malaysia's largest cellular operator
- 2004 :Restructuring of TM TelCo into two Strategic Business Units (SBUs) TM Wholesale and TM Retail
- -Telekom Malaysia undergoes a major re-branding exercise and TM is adopted as the new brand
- -Launch of 3G Services first in Malaysia
- -Acquisition of 27.3% interest in PT Excelcomindo Pratama Tbk of Indonesia2006
- -TM forges strategic partnership with Vodafone, becoming a Vodafone Partner Network with a global reach of an estimated 179 million mobile customers worldwide

- -TM implements its second phase restructuring exercise that organises the Group's business into 4 groupings Malaysia Business, Celcom, TM International and TM Ventures
- -XL, TM's Indonesian subsidiary secures 3G licence while Dialog,
- -TM's subsidiary in Sri Lanka launches South Asia's first 3G services
- -Acquisition of the remaining 49% in Telekom Malaysia International (Cambodia) Company Limited, (formerly known as Cambodia Samart Communications Ltd), Cambodia and 49% interest in Spice Communications Private Limited, India
- -TM initiates consortium to develop an undersea cable system, Asia-America Gateway, linking SE Asia and the USA
- 2007: TM Group undertakes Demerger exercise resulting in two distinct entities TM (FixedCo) and TMI (RegionCo)
- -TM becomes the first Malaysian company to be named Service Provider of the Year at 2007 Frost & Sullivan Asia Pacific ICT Awards
- -The first commemorative book titled "Transforming a Legacy", was launched by YAB Dato' Seri Abdullah Hj Ahmad Badawi, Prime Minister of Malaysia
- -Divestment of TM's Payphone business to Pernec Corporation Berhad
- -TM's affiliate in India, Spice Communications Limited commences trading on the Bombay Stock Exchange and receives the National and International Long Distance licences
- -TM Group undertakes Demerger exercise resulting in two distinct entities TM and TMI

- 2009: TM discloses Indicative Terms & Conditions for HSBB (Wholesale) service
- -TM wins three awards at the 2009 Frost & Sullivan Malaysia Telecoms Awards, including Broadband Service Provider of the Year for the fifth year
- -MMU makes the Top 200 Asian Universities in QS.com Asia Universities Rankings 2009
- -TM signs Wi-Net on as its first HSBB (Wholesale) customer
- -TM joins a new submarined cable consortium to develop the Asia Pacific Gateway (APG)
- -TM's core network infrastructure is upgraded to Next-Generation-Network (NGN) technology
- -TM commences physical work for HSBB access infrastructure
- -Asia-America Gateway (AAG), a new undersea cable linking South-East Asia to USA, starts commercial traffic
- -TM wins four awards at NACRA 2009, including Gold for Overall Excellence, Corporate Social Responsibility and Best Annual Report in Bahasa Malaysia
- 2010: TM inked Partnership Agreement with five (5) state-backed telecommunications tower facility operators for the provision of Connectivity Services to network operators residing in the respective telecommunication tower facilities.
- -TM records 2009 Full Year profit of RM643.0 million, up 180.4% from 2008
- -TM launches TMpoint on Wheels (TMOW) to reach out to more customers

- -TM sealed Partnership Agreement with PDC Telecommunication Services Sdn Bhd (PDC Telco), a state-backed telecommunications tower operator in Penang for the provision of Connectivity Services to network operators residing in its telecommunication tower facilities.
- -TM collaborates with The Red Devils to be the Official Integrated
  Telecommunications Partner of Manchester United in Malaysia
- -TM wins StarBiz-ICR Malaysia Corporate Responsibility Awards 2009 for Community category
- -TM receives Prime Minister CSR Awards 2009 for its workplace practices
- -Launch of TM Earth Camp, a nature camp for students at 6 zones nationwide
- -TM signs with 20 content providers for IPTV offerings
- -Prime Minister launches TM's High Speed Broadband (HSBB) service, UniFi
- -TM wins "Anugerah Majikan Prihatin" in conjunction with the 2010 Labour Day Celebration
- -TM walks away with double honor at 2010 Frost & Sullivan Malaysia Telecoms

  Awards Data Communications Service Provider of the Year and Managed Service

  Provider of the Year awards
- -TM signs Collective Agreements with its unions for non-executives NUTE, SUTE and UTES
- -TM sealed Partnership Agreement with MysysNet Sdn Bhd (MysisNet), for the provision of TM's Metro Ethernet Connectivity Services for the Johor e-Government project.

- -TM brings UniFi to 18 more areas, making it available at 22 areas nationwide
- -TM provides infrastructure and services for 1NS\*Net and 1NS Wireless City projects for Negeri Sembilan
- -TM unveiled 7 new premium channels to HyppTV
- -TM continues with the 2nd phase of PINTAR school adoption programme
- -TM, in collaboration with the Ministry of Information, Communications and Culture, Polis DiRaja Malaysia (PDRM) and Perbadanan Putrajaya officially launched MSAFE Putrajaya
- -TM accorded 'First Runner Up Overall" Award at the Malaysian Business CIMA Enterprise Governance Awards 2010
- -TM collaborates with Johor-based developer, Mudra Tropika Sdn. Bhd. for the first deployment of HSBB service outside the scope of the Public Private Partnership agreement
- 2011 : TM collaborates with NTT to establish a new submarine cable system, Cahaya Malaysia, connecting Malaysia to Hong Kong and Japan.
- -TM records profit of RM1,206.5 million in 2010, an increase of 87.6% from the previous year, and meets all three Headline KPIs.
- -Menara Kuala Lumpur Sdn Bhd signs a 10-year concession agreement with the Government of Malaysia for the operation, management and maintenance of Menara Kuala Lumpur.
- -UniFi celebrates its first anniversary!

- -TM clinches four awards at the 2010 Frost & Sullivan Malaysia Telecoms Awards Broadband Service Provider of the Year, Data Communications Service Provider of the Year, Managed Service Provider of the Year and Managed Security Service Provider of the Year.
- -TM galvanises the nation's sports spirit with the launch of Team Malaysia.
- -TM offers the first Managed Telepresence services in Malaysia in collaboration with Cisco.
- -UniFi's 100,000th customer receives the trip of a lifetime to Wembley Stadium, London, to watch Manchester United FC's Champions League match.
- -As part of its environment conservation activities, TM plants 200 trees at Zoo Negara and adopts two Malayan tapirs.
- -VADS becomes the first Malaysian cloud provider by partnering with MIMOS to offer cloud computing services.
- -TM further entrenches its support for national football by becoming the official partner of the national football team.
- -TM signs a partnership with NAZA TTDI to install HSBB in the first UniFi township project in the Central region.
- -UniFi reaches Melaka and Kedah, ahead of schedule.
- -TM partners with Google to offer Google AdWords to SMEs in Malaysia.
- -TM introduces its geomatic application TM SmartMap.

- -TM inks HSBB Wholesale service agreements with Celcom Axiata Berhad and Packet One Networks Sdn Bhd.
- -TM establishes a strategic partnership with Akamai to host Akamai's NetStorage on TM's network.
- -Launch of Gemuruh Suara song and music video, as part of Team Malaysia's campaign, ignites the passion of sports fans.
- -TM launches its point-based loyalty programme, TM Rewards.
- -TM signs its second HSBB service agreement with Dynasty View Sdn Bhd to install HSBB in a new phase of the Seri Austin residential development in Johor Bahru.
- -TM takes home top honours at NACRA 2011 with the Overall Excellence Platinum Award for its annual report.
- -TM is honoured as the ICT Organisation of the Year and also wins the ICT Personality of the Year at -PIKOM's 25th Anniversary Gala Dinner and ICT Leadership Awards 2011.
- -TM signs a deal with GJH Avenue Sdn Bhd to install HSBB in Phases 1 and 2 of Taman Paya Rumput Perdana, making these the first UniFi-equipped townships in Melaka.
- -TM clinched the Best Wholesale Ethernet Service APAC 2011 award by Metro Ethernet Forum (MEF) at the Carrier Ethernet Service Provider Awards APAC 2011 in Singapore.
- -TM adds Office 365 to its suite of world-class ICT solutions through a partnership with Microsoft.

- -The Batam-Dumai-Melaka (BDM) submarine cable system goes live, ready to carry commercial data traffic.
- 2012: UniFi reaches Perak, Terengganu and Pahang
- -TM launches Integrity Pact, strengthening the Company's commitment to total integrity across the Group
- -TM turns in a strong full-year performance for the financial year 2011, with revenue of RM9.15 billion and exceeding all three headline KPIs
- TM inks HSBB Wholesale service agreement with REDtone
- -UniFi turns two
- -Capital TV, Malaysia's first local business television channel, is launched and comes on board HyppTV
- -TM holds the first TM Career & Education Fair 2012
- -TM embarks on a nationwide Cable Theft Prevention campaign
- -SK Pendidikan Khas Pekan Tuaran, Sabah becomes the first school for special needs children to be adopted under TM's PINTAR School Adoption Program
- -TM clinches 4 awards at the 2012 Frost & Sullivan Malaysia Excellence Awards, including the coveted Service Provider of the Year award, which was won for the first time since the 2008 demerger
- -4 new HyppTV channels; EC Inspirasi, Outdoor Channel HD, UTV Stars and Kids
   Co; are added to HyppTV's growing stable

- -TM bags the Best Broadband Carrier award at Telecom Asia Awards 2012 in Bangkok
- -TM's first data centre outside Malaysia opens in Hong Kong
- -TM gears up for IPv6 adoption with an IPv6-ready network
- -TM's broadband subscriber base hits the 2-million mark
- -MylContent portal, a national repository of local content developed by TM, is launched
- -TM organise the Team Malaysia Fan Run 2012 to rally support for Malaysian Olympians
- -Launch of TM Convention Centre Prime Minister Dato' Sri Najib Tun Haji Abdul Razak
- -UniFi surpasses the 400,000 subscribers mark ahead of its year-end target
- -TM extends the Program Sejahtera to Kelantan
- -Cahaya Malaysia, TM's latest submarine cable system, starts carrying traffic to Hong Kong
- -HyppTV launches its first dedicated live sports channel HyppSports HD
- -Membership of the TM Rewards loyalty programme hits 1,000,000
- -TM introduces UniFi BIZ30 and BIZ50 packages as well as HyppTV for UniFi Biz packages
- -TM signs collaborative agreements with relevant parties towards the creation of a Smart and Connected Nusajaya

-VADS extends its TelePresence reach worldwide via collaboration with AT&T

2013 : January

-TM introduces the new 8Mbps bandwidth speed for Streamyx and Business

Broadband packages

-UniFi surpasses the 500,000 subscriber mark

February

-Cahaya Malaysia, TM's first private international submarine cable system, completes

its connectivity route, connecting Malaysia with Japan and Hong Kong

March

-Prime Minister Dato' Sri Najib Razak pays TM employees a visit in appreciation of -

TM's contribution to the nation

-TM celebrates UniFi's third anniversary

-HyppTV wins Best Live Online TV service at the prestigious TV Connect Industry

Awards

April

-TM seals Wholesale Ethernet deal with REDtone International Bhd's (REDtone)

wholly-owned subsidiary, REDtone Telecommunications Sdn Bhd for access to all

TM's Metro-E infrastructure nationwide

-TM is named the Best Broadband Carrier at the 16th Telecom Asia Awards for the

second year running

-TM enters into an agreement with UEM Land to provide Internet connected homes in

Nusajaya

-HyppTV introduces three new exciting packages - HyppTV Mega Pack, HyppTV

Platinum Pack & HyppTV Sports Pack

-TM joins hands with regional telco players for the establishment of the Bay of Bengal

Gateway (BBG) submarine cable system

May

-VADS becomes the first Malaysian Cloud service provider to receive the ISO 27001

certification from SIRIM QAS International TM is awarded the Fixed Broadband

Service Provider of the Year at 2013 Frost & Sullivan Asia Pacific ICT Awards –

again!

-TM is also recognised as the Telecom Service Provider of the Year at 2013 Frost &

Sullivan Malaysia Excellence Awards for the second year running since the demerger

-TM introduces its latest marketing campaign - "Life Made Easier"

June

-Dato' Sri Ahmad Shabery Cheek, the new Minister of Communications and

Multimedia, makes his inaugural visit to TM

July

-VADS takes Managed Security Services to the next level with the launch of two new

web security products: VADS Managed Unified Threat Management (MUTM) and

VADS Managed Web Application Firewall (MWAF)

-TM concludes new and enhanced Collective Agreements with its employee unions – the National Union of Telecommunications Employees (NUTE), the Union of Telecoms Employees Sarawak (UTES) and the Sabah Union of Telecommunication Employees (SUTE)

#### August

-HyppTV is made available nationwide via 4Mbps and 8Mbps Streamyx packages and on multiscreen devices via HyppTV Everywhere

-TM and Astro enter into a landmark collaboration for local and international sports content, enabling Barclays Premier League (BPL) to be available on HyppTV

-TM's 'Ramli' from Mencari Ramli Season 2 goes to Manchester

#### September

-The Ministry of Communications and Multimedia collaborates with TM to launch SaveME 999 for people with disabilities

#### October

-TM continues to empower Malaysian SMEs with the launch of enhanced UniFi packages with Microsoft® Office 365

#### November

-TM launches three new initiatives to enhance Malaysia's connectivity – My1Hub, Iskandar International Gateway (IIGW) and Cahaya Malaysia

-TM signs a High Speed Broadband (HSBB) service agreement with Formis Development Sdn Bhd (Formis), a member of Formis Resources Berhad for the provision of HSBB (Access), HSBB (Transmission) as well as Wholesale Internet

-Access services

TM continues to extend the reach of HyppTV, with the launch of Business Broadband

with HyppTV enabling TM's 8Mbps and 4Mbps Business Broadband subscribers to

enjoy triple-play service - Voice, Internet and IPTV

-VADS becomes the first Managed Security Services provider in Malaysia to offer a

comprehensive security solution utilising Cloud technology with the launch of VADS

Cloud

-TM signs up Putrajaya Shangri-La as its first Hospitality Entertainment Solution

customer to enable hotel guests to enjoy the latest ICT and entertainment solution via

TM's HSBB network connectivity)

December

-TM Team Malaysia Fan Run goes into its second edition, garnering Malaysians'

support for athletes bound for SEA Games in Myanmar

-VADS makes TelePresence available to all with the VADS Managed TelePresence

Public Room (TP Public Room)

-Three key industry players - TM, Celcom and DiGi - ink a wholesale bandwidth

collaborative deal for TM Next-Gen Backhaul™ Services

2014: January

-TM kick starts the year with "The Best Ever Hypp-Normous Deal" campaign,

offering UniFi and Streamyx customers the opportunity to upgrade their broadband

speeds up to 20 times

February

-TM teams up with Etisalat for SmartHub Data Centre, enhancing TM's reachability

in the Middle East and Africa

-TM turns in a solid performance for the financial year 2013 with a 6.4% rise in Group

revenue, outstripping mobile industry growth

March

-TM joins hands with regional and global telco players for the establishment of the

South East Asia – Middle East – Western Europe 5 (SEA-ME-WE 5) submarine cable

system, connecting three continents: Asia, Africa and Europe

-Menara Kuala Lumpur launches its commemorative book in conjunction with the

Visit Malaysia Year 2014

-TM signs a partnership with Green Packet Berhad and SK Telecom Co Ltd for the

acquisition of interest in Packet One Networks Sdn Bhd

-HyppTV creates history by being the first Malaysian IPTV service to be recognised

for two consecutive years at the prestigious TV Connect Industry Awards winning the

Best Component or Enabler Award

April

-TM is crowned the Telecom Service Provider of the Year at the 2014 Frost &

Sullivan Malaysia Excellence Awards for the third Time

May

-TM obtains approval for its final single-tier dividend at its Annual General Meeting

(AGM), making the total dividend payout of 26.1 sen per share or RM933.7 million,

the highest payout to date since its demerger

-Season 3 of "Mencari Ramli", TM's football talent search TV show, draws its curtain

with six winners

-KPJ Rawang Specialist Hospital becomes the first hospital to sign up for TM's

Hospitality Entertainment Solution

-HyppMe - TM's first voice and mobile messaging application service - enters the

market

June

-TV Direct Showcase, Malaysia's first 24-hour dedicated home shopping channel, is

made available on HyppTV

-VADS and IBM Malaysia Sdn Bhd work together to launch Malaysia's first Virtual

Private Cloud (VPC)

July

-TM collaborates with UEM Sunrise and Iskandar Investment to provide Smart City

infrastructure and services in Nusajaya

-HyppTV launches AlHijrah On Demand, Malaysia's first Islamic On Demand content

August

-TM launches its first 4G broadband service offering – TMgo – in Kedah

-TM's special Merdeka-themed documentary, "Ceritera Tanah Airku" airs on TV

September

-TM Team Malaysia Fan Run returns for the third year in gathering support for

Malaysian athletes to the 17th Asian Games in Incheon, South Korea

-HyppTV introduces its first, home-grown Bahasa Malaysia entertainment channel in

High Definition – HyppSensasi

-TM launches Shop in a Box, another new innovative retail solution for Malaysian

**SMEs** 

-TM completes its investment agreement with Green Packet Berhad and SK Telecom

Co Ltd for ownership and collaboration on the future growth of P1

October

-TM announces P1's new Board members and key management line-up

-TM R&D receives the Chairman's Award at the World Information Technology

Services Alliance (WITSA) Global ICT Excellence Awards

November

-TM and Net2One Sdn Bhd, a member of Altel Holdings, seal a partnership for

wholesale services

-MYTV Broadcasting Sdn Bhd and TM ink a Memorandum of Agreement for Digital

Terrestrial Television's (DTT) infrastructure and network facilities services

December

-TM sweeps across all major categories at the National Annual Corporate Report

Awards (NACRA) 2014, including the Platinum Award for the Most Outstanding

Annual Report of the Year – for second consecutive year

-"Mencari Ramli" returns for its fourth season

-TM wins the contract to establish a new submarine cable system connecting

Peninsular Malaysia with Sabah and Sarawak, called Sistem Kabel Rakyat 1Malaysia

(SKR1M) via an open tender process

1.1.2 Mass Market - Consumer Selangor (Consumer Sales Selangor Barat)

In order to know what mass marketing is, you must first understand the concept of

marketing. Think about the last product you purchased. Now think about what

influenced you to make that purchase. It's likely that you saw a commercial or some

sort of advertisement that sparked your desire to make that purchase. That is an

example of marketing.

Now, think about the most popular product in the world. Where and how many times

have you seen this company's logo and/or product throughout the week? It is likely

that you have seen it on a commercial, billboard, a sticker on a friend's car, or at the

stadium of your favorite sports team. Odds are you have seen this company's logo or

its product so many times that you can't keep count. This is an example of mass

marketing. Mass marketing is the advertising or promotion of a product, good or

service to a wide variety of audiences with the expectation of appealing to as many as

possible.

Consumer sales is a marketing technique that is used to entice customers to purchase a

product. The promotions typically last for a set period of time and are used to achieve

a specific purpose, such as increasing market share or unveiling a new product. A

number of promotional techniques are commonly used by product manufacturers and

sellers.

Moreover, the practical trainee (Mohd Khairul Firdaus Bin Mohd Zain) was

personally assigned to the mass-market department in the consumer selangor barat

team under Kulbra. The practical trainee's supervisor which is Mr. Zulfahmi Ismail

was the asisstant manager of the kulbra team. There are three sub departments under

mass-market department in the consumer selangor barat department which is Kulbra,

Zbc Klang and Salban. The manager under the Kulbra team is Mr.Jauwad

Kamaruddin.

1.1.2.1 Vision, Mission And Logo

Vision

To make life and business easier, for a better Malaysia.

Mission

Advertising and promoting of a product, good or service to a wide variety of

audiences with the expectation of appealing to as many people as possible.

#### Company & Division's Logo



Figure 1.4

#### Company Logo's

#### 1.1.2.2 Kulbra, Zbc Klang and Salban Divisions

#### Kulbra

Kulbra is mainly involved in the marketing, event and promoting of a product, and support of customer relationship with the clients. Kulbra is specifically responsible for whole the area of Kuala Selangor and Bukit Raja.

#### Zbc Klang

Zbc Klang is mainly involved in the marketing, event and promoting of a product, and support of customer relationship with the clients. Zbc Klang is specifically responsible for the whole area of Klang.

#### Salban

Salban is mainly involved in the marketing, event and promoting of a product, and support of customer relationship with the clients. Salban is specifically responsible for the whole area of Shah Alam and Banting.

#### 1.2 Organizational Structure



Figure 1.5

Telekom Malaysia Berhad Board of Directors

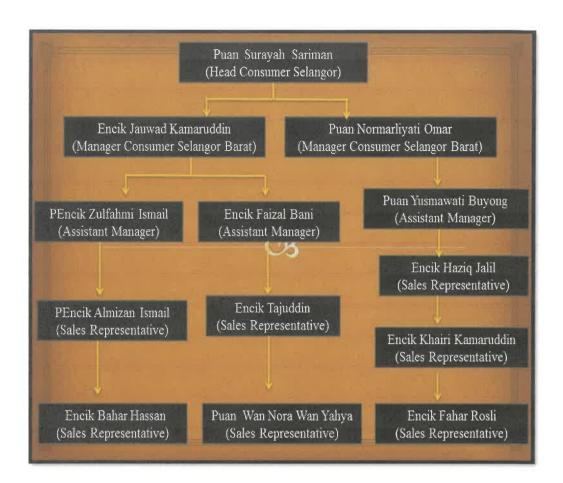


Figure 1.6

Consumer Sales Selangor Barat Unit Organizational Chart

# CHAPTER 2: ORGANIZATION INFORMATION

#### **CHAPTER 2**

#### ORGANIZATION INFORMATION

#### 2.0 Introduction

Consumer sales selangor barat is a unit department where marketing technique is used to entice customers to purchase a product. The promotions typically last for a set period of time and are used to achieve a specific purpose, such as increasing market share or unveiling a new product. A number of promotional techniques are commonly used by product manufacturers and sellers. The trainee, Mohd Khairul Firdaus Bin Mohd Zain, is assigned to this department for a period of 5 months (1 August 2016 till 31 December 2017).

#### 2.1 Departmental Structure

Consumer sales selangor barat is the department that has a few of divisions and units that works under one leader which that is Mrs.Surayah Sariman, the Head of Consumer Selangor. Figure 2.1 below is the departmental structure of Consumer Sales Selangor Barat unit. This division consists of 1 unit which is Consumer Sales (CS).

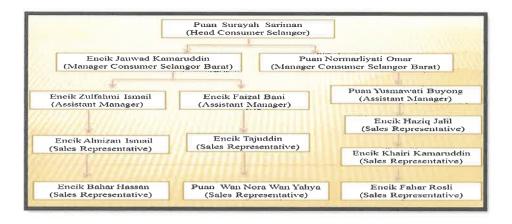


Figure 2.1

#### **Departmental Structure of Consumer Sales Selangor Barat**

This unit is divided in three sub units which are Kulbra, Zbc Klang and Salban and technically based on area covered. Each unit is powered by the Managers and conducted by the Assistant Manager and will be assisted by the Sales Representative. The Consumer sales department technically also involved with the Installation Department which is lead by the Assistant Technical Officer and assisted by the Technician.

#### 2.2 Departmental Function

#### Manager

- A Consumer Manager is a decision support system (DSS) function to help assistant managers in the decision-making process.
- Providing easy access to vital information needed to attain strategic goals in an organization.

#### **Assistant Manager**

- 1. Refers to the strategies, approaches, and tools intended at updating, combining, and organizing the upcoming step in an enterprise.
- Typically, an enterprise has present legacy applications and databases and wishes to remain to use them while adding or migrating to a new set of applications that exploit the Internet, e-commerce, extranet, and other new technologies.
- 3. Also may include emerging a new total understanding of an enterprise's commercial and its applications.

#### Sales Representative

- 1. Finding customers for various packages introduced in TMs Market.
- Creating event specifically for sales activity and also managing customers order.
- Understanding customer problems and finding best solution in resolving and retaining customers.
- Assist with technical calls pertaining Telekom Malaysia products and also arrange technician for repair of faulty lines or signals in customer's house or store.

# CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

**CHAPTER 3** 

INDUSTRIAL TRAINING ACTIVITIES

3.0 Introduction

Within the five months of the industrial training period, the trainee (Mohd Khairul

Firdaus Bin Mohd Zain) is assigned into the Consumer Sales Selangor department

under Consumer Sales Selangor Barat. The trainee devotes the whole industrial

training period in this department with different assignments given whereby some are

related to his degree while others is with the end goal of experience to different fields

that are semi-related.

Besides that, the trainee has occupied a great deal to improve his soft skills and in

addition management method when dealing with superiors, subordinates, project

managers and the overall population.

3.1 Log Book

For recording purposes, the trainee is given a log book by the University as an

obligation. The log book is used as a journal that covers all tasks and assignments

given to the trainee.

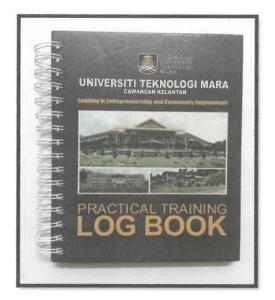




Figure 3.1

#### **UiTM Log Book**

#### 3.2 Time Sheet & Evaluation Form

#### 3.2.1 Time Sheet

The organization had given the trainee a time sheet for recording purpose in the company. The time sheet is similar as the log book provided by the University only that it must be filled in all the responsibilities given and handed to the Human Resource every month with the organization supervisor signature in the time sheet.

The figure below displays the time sheet that had been provided by the Human Resource Executive for the trainee.

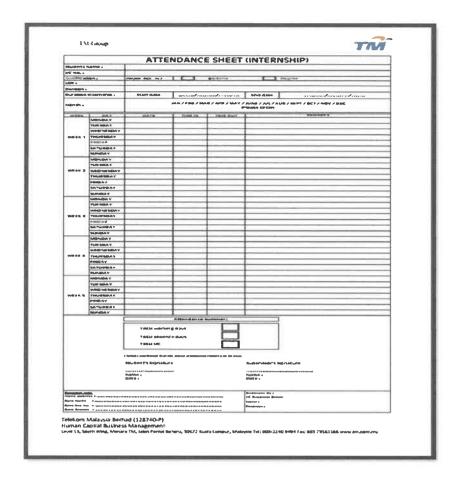


Figure 3.2

#### **Internship Student Time Sheet**

#### 3.2.2 Evaluation Form

The university, UiTM had also provided an evaluation form for the students to give to their supervisor to fill in their overall mark for the five the months of internship at the organization and then give it back the university to key in their industrial training marks of the trainee in the system. The evaluation form is to notify the organization about the trainee's development and also to reflect whether the trainee deserve to be given allowance based on their attitude and performance during the industrial training period. The form also needs to have

the supervisor's signature to show that the form is true. Otherwise, the trainee's overall mark is not verified and approved by the lecturer.

The figure below shows the evaluation form that had been provided by the University for the trainee to pass on to their supervisor to give the overall mark for the trainee.

				MANAGEMENT UNIVERSITI TEKNO MALAYSIA INDUSTRIAL EVALUATIO			PRIVATE & C	COMPINE
Student Name				Program Code :	Bachelor of Informa	tion Science (Hons)		
						Management - IM245		
DITM 10				Course Code .	IMC690			
						"Presented in addition "K" (for	tark, Generally models.	then joint a
Criteria	Morks	Pen	Para contract contract	Marks (M)		Acces 1 access		Start of
	Allcoated	E.ont.	MonettidesSncs.	Satisfactors	Skepd	Excellent.	Mark Geren	Obtaine
Application of knowledge	mirys	Demonstrate no knowledge	Demonstrate little knowledge at workplace	Demonstrated some ability to relate theory and practices to real life work situation	Demonstrated adequate ability to relate theory and practices to real life work, situation.	Demonstrated competence and capability in work life situation		0
Acquiring of knowledge at workplany	20%	Unable to demonstrate work, place learning	Minimal ability to demonstrate work place learning	Demonstrated new learning capabilities as work, place	Good demonstration of fearning at workplace	Excellent demonstration of learning et workplace		0
Habit of self- learning	Soc	Did no demonstrate self-learning habit	Demonstrate minimal self- tearning habit	Demonstrate adequate self- learning habit	Demonstrate active self- learning habit	Outstanding self-learning leabit		0
Paritolpation	10%	Did not participate at workplace	Minimal participation at workplace	Adequate participation ar wortplace	Active participation at workplace	Outstanding participation at workplace		0
Teamwork	9514	trabiling to work with others	Manimat involvement with others	Adequate involvement with others and teams	Active involvement with others and projects	Outstanding treits of a team plager		0
Commitment	1036	Not committed at workplace	(vinimal commitment at workplace	Some commitment at workplace	Shows positive commitment at workplace	Outstanding commitment at workplace		0
Communication	90%	5º oot verbal and written skills at worknings	Minimal verbal and written skills at workplane	Adequate verbal and written skills at workplace	Show some verbal and written skills at workplace	Outstanding in verbal and written skill at workplace		
Positive Thinking	5%	Demonstrate no positive thinking attitude	Demonstrate lose positive thinking attitude	Demonstrate adequate positive thinking attitude	Demonstrate good positive thinking attitude	Outstanding positive thinking attitude		o
Responsibility	2008	Demonstrate no responsibility artitude	Demonstrate low responsibility attitude	Demonstrate adequate responsibility attitude	Demonstrate good responsibility attitude	Outstanding responsibility attitude		0
		Demonstrate bad	Demonstrate low	Demonstrate adequate	Demonstrate good	Outstanding punctuality		0
Penetuality	504	punctuality athrude	punctuality attitude	punctuality attitude	punctuality attitude	attitude		1
Overall	100%		punctuality attitude			attitude		0
Overall Assessment Allocated From Overall			punctuality attitude			attitude		0
Overall Assessment Allocated From Overall Assessment	100%		punctuality attitude			arraude		Ť
Overall Assessment Attoated From Overall Assessment	100%		panotuskiy attitude	punctuality attitude		actitude		Ť
Diverall Assessment Attorated From Overall Assessment Signature Supervisor Name	100%		panotuality attitude	punctuality attriude		amtude		Ť
Penctuality Decrail Assessment Altocated From Overall Assessment Signature Supervisor Name Designation Official Stamp	100%		panotuality attitude	punctuality attriude		amrude		Ť
Overall Assessment Attorated From Overall Assessment Signature Supervisor Name Designation	100%		parvotuality attitude	punctuality attriude		attitude		Ť

Figure 3.3

Internship Student Evaluation Form

#### 3.3 Training Activities

This section contains all the tasks and assignments given to the trainee with pictures as evidence.

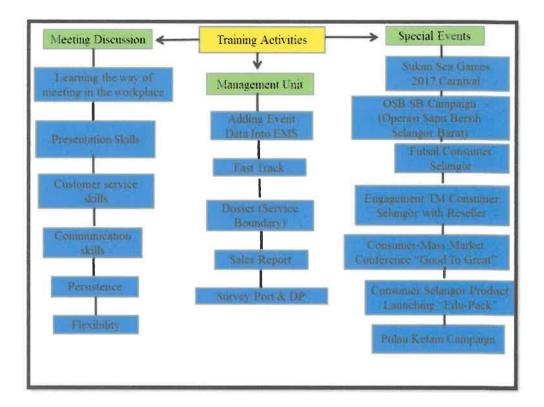


Figure 3.4

Training Activities

#### 3.3.1 Meeting Discussion

Within the internship period, the division regularly directs a meeting between their staff to monitor the project, remarks and share knowledge on the business operation among the coworkers. Furthermore, every coworker of each project will reliably direct a meeting discussion to check the progression and make a comment on the project for

enhancement. These meetings are to confirm that the project can be

handled well and can be done before the closing date.

3.3.1.1 Learning The Way Of Meeting In A Workplace

Mr. Zulfahmi Ismail, the Supervisor, had requested the trainee to join

a meeting to give the trainee an experience in a meeting room to make

the trainee acquainted with the way they direct a meeting and also to

view and acquire the procedure of the meeting held. The meeting had

been directed by the Assistant General Manager which is at that time

had held a meeting to discuss the purposes of the meeting about the

lease line that the company had delivered to their customer.

3.3.1.2 Presentation Skills

The supervisor had given a task to the trainee to present a presentation

on work related topics. The objectives of the presentation are to identify

the strength and weakness in presenting in the workplace among

coworkers and superiors. For that reason, the department had invited the

trainee, Mohd Khairul Firdaus Bin Mohd Zain to conduct a presentation

on work related topics to boost the confidence and identify the strengths

and weaknesses of the trainee to improve and maintain when

conducting a presentation.

3.3.1.3 Customer Service Skills

A task was also given which includeon how to handle the customer or

client. It is very familiar that the customer is always right. The trainee

learned that it is neccessary and indeed will need to be able speak in a

friendly way to customers and potential customers, listening to their needs and helping communicate options for them. Patience is important to customers, who often reach out to support when they are confused and frustrated, but it's also important to the business at large. Therefore great service beats fast service every single time.

#### 3.3.1.4 Communication Skills

General communication skills are critical for regular communication in all circumstances when you are trading discussion with another person. They are useful from casual chitchat to profound discussion. Great communication skills are conductive to creating more social connections and friendships. Some have the hardest time with communication when emotions are heated during a disagreement. Which is why we need to be clear and concise. Avoid using filler or superfluous words. Instead, use as little wording as possible when conveying a message. Also, be clear about what you want if you are requesting something. Get to the point. Communication is the lifeblood of any organisation which is why communication is the pivot of any business venture, from start-up to global corporation.

#### 3.3.1.5 Persistence

Not every customer is going to be a sale. Being able to bounce back if you lose a sale will be key for this job. This is the quality that the trainee learned that which allows someone to continue doing something or trying to do something even though it is difficult or opposed by other

people. Challenges is good where it pushes yourselves to go further. What doesn't kill you simply makes you stronger.

#### 3.3.1.6 Flexibility

The trainee might have to work long hours, nights or weekends. Being flexible when it comes to work is worth a lot. Employees who approach their job with a flexible mindset are typically more highly valued by employers. Flexibility on the job includes the willingness and ability to readily respond to changing circumstances and expectations. It does look tiring but from the bright side it gives the trainee the flexibility that is rarely can be learned. This will teaches the trainee to get used with work on long hours or weekend, in a short note it is good for future up ahead by all means physically and mentally ready.

#### 3.3.2 Management Unit

The supervisor had given some tasks to be done in order to learn and demonstrates the type of works in Consueales Selangor Barat unit as the supervisor's objective is that the trainee will study and recognize more about the unit and be ready if the management wants to take the trainee as their employee.

#### 3.3.2.1 Adding Event Data Into EMS

EMS is technically stands for Event Management System. This is the system which is used by the consumer sales department to updated and measure about their event calendar. Usually the consumer department will be filled and fulled with event and campaign which is why the

EMS is important in order to keep the event calendar is well arranged

by each unit.

3.3.2.2 Fast Track

Fast track is the process that is used to updated the date of installation

of unifi with the customer. The process can be done with email or

through call. Usual process is conducted by email but through call is

also recommended because the result is way much faster. By discussing

the agreed date the installation team can provide a much more faster

and uncomplicated services.

3.3.2.3 Dosser (Service Boundary)

Dosser is technically prepared for the agent that make the sale. The sale

is technically have various of type sale methods for example door to

door. Dosser is actually available for the agent that conducted the door

to door sale because it has the address of the customer. This method

require the agent to go home to home by door to door for the sale. Each

agent will received dosser by the consumer department with different of

zone and area boundaries.

3.3.2.4 Sales Report

Sales report is the gathered sales which accomplished from the various

type of event that is held. The report sales will be divided by each zone

and area. The department usually uses the Microsoft Excel to conduct

all of the sales report detail. It is much more easy to use and convenient.

#### 3.3.2.5 Survey Port & DP (Distribution Point)

There are many request by the potential customer or client that requested unifi by TM. Which is then the survey of the requested area begin. The area must be survey first because in order to install the unifi the port and dp mush be check first. If the dp is full then another port must be reinstalled so that adding more free dp is available for another requested unifi. After checking the port and dp there are still various of procedure that is still need to be considered for example the Mbps range between the customers house and the dp and how high can the mbps provided to the requested location.

#### 3.3.3 Special Events

Special events are different from other task given to the trainee because special events are planned by the company and the practical students were asked to join numerous events. This is to make sure that the practical students know on how to manage an event or how the company manages an event so that the trainees would gain as much knowledge and experienced the moment along the industrial training period.

#### 3.3.3.1 Sukan Sea Games 2017 Carnival

Telekom Malaysia Berhad plays the role of partnership in conjunction with the Sukan Sea Games 2017. Telekom Malaysia holds the Plantinum Sponsorship for that enormous event. A great and huge carnival is held outside the National Bukit Jalil Stadium. Many vendor

from various type of sales who also involved with the Sukan Sea Games carnival.



3.5 Sukan Sea Games 2017 Carnival



3.6 Sukan Sea Games 2017 Carnival



3.7 Sukan Sea Games 2017 Carnival

### 3.3.3.2 OSB SB Campaign (Operasi Sapu Bersih Selangor Barat Campaign)

Osb Campaign is held in order to increase the sales of TM's product especially the Unifi and Webe product. These product is highly requested by the customer so our department take the initiative to brings the product to the customers. Customers sometimes have some limited time to spare due to they work schdule and they have to visit the TM branch in order to subscribe our product. The method that the consumer produce is highly convenient to the customer by bringing the service to them. Which is the Osb campaign is born. The campaign is to cover the whole selangor barat zone and area in order to bring the product service to the customer while increasing the consumer sales target and goals.



3.8
OSB SB Campaign



3.9
Briefing before starting the OSB SB Campaign



3.10
OSB SB Campaign at Klang Lama



3.11
OSB SB Campaign at Setia Alam

#### 3.3.3.3 Futsal Consumer Selangor

The futsal friendly match is held at U One Sport Center, at Bandar Baru Klang. The event was organized by the Consumer Selangor unit to create this friendly match among the Consumer Selangor Unit. This match is to give the employees in this unit to have some free and fun time and to leave their thought about work for one good moment. The friendly match is also to strengthen the bond between every superiors and employees in this unit to create a friendly environment always in the workstation for futures to come.



3.12
Futsal Consumer Selangor

#### 3.3.3.4 Engagement TM Consumer Selangor with Reseller

This engagegement event is held at Kfc Sekseyen 13 at Shah Alam in order to appreciate the reseller that involved with the campaign which has been arranged by the Consumer Sales Department. Each year the

consumer department will have their target and goals due to the sales accomplished by the agent or reseller. This engagement will relate and boost the motivation of reseller in order to add more consistency and increasing more sales of the product services. This event holds the bond and trust between the Consumer Sales Department and Reseller.



3.13

#### Engagement TM Consumer Selangor with Reseller at KFC S13

#### 3.3.3.5 Consumer Mass-Market Conference "Good To Great"

This conference is usually held once per-month. This conference is a very much nessessary event because this event is all about positive vibes. This event usually held at the TM Wisma at Seksyen 11. The event usually involved about motivation and inspiration in order to boost the employees which will fill the company's growth and achieved the target and goals required by the company.



3.14

Consumer Mass-Market Conference at Wisma TM S11



3.15
"Good To Great" Quotes at Consumer Mass-Market Conference

#### 3.3.3.6 Consumer Selangor Product Launching "Edu-Pack"

The Edu-pack product launching is held at Wisma TM at Seksyen 11 Edu-pack is one of the newest product introduced by TM Company. This product is especially addressed to the student community. As you can see in this brand new technology world consist internet in order to gain new knowledge and information which is somehow internet becomes one of the most important element for student to gain new information and knowledge. That is when TM Company take the initiative to help the student community by offering the Edu-pack product with high quality services at the most lowest price which can be consider affordable for student and supplies convenient services to the student community.



3.16
Product Launching "Edu-Pack"



Product Launching "Edu-Pack" with

Dato' Hajah Zuraidah Mohd Said (State Vice President TM Selangor)

3.17

#### 3.3.3.7 Pulau Ketam Campaign

Pulau Ketam campaign is one of the most special event ever held. Pulau ketam is technically is based from the Klang zone but located in an island, which the consumer sales is in need to cross the sea in order to reach the sited. This campaign is also greatfully joined by the Head of Consumer Selangor which is Puan Surayah Sariman and also added with the excellent reseller. The pulau ketam community is technically having problem when it comes to the internet connection yet we have the perfect solution where we do provide the Streamyx services. Streamyx is positively can provide the internet connection up to 10mbps. Our services do can approach a well convenient services by providing internet connection to the pulau ketam community which can

ease the pulau ketam population to stay up to date with the current world news, information and knowledge.



3.18

Pulau Ketam Campaign

3.4 Special Project

The trainee required to develop a special project during five months of internship.

Based on the practical training objectives and requirement to the organization, the

trainee has to develop the special project based on this concept "PADIM" planning,

analyse, design, implementation, and maintenance. By using this method, the

trainee can manageable to be more effective and productivity that follow the

workflow.

Special project is a project that had been given to the practical students from UiTM to

produce or develop any appropriate project to be suggested to the industrial supervisor

or faculty supervisor. The kind of projects that must be done by the practical student of

Information System Management containing whether the student want to develop a

website, application, multimedia applications, corporate video, user manual, or

improvement of process and method that can benefit to the organization. Video

production is also is as one of the company's marketing strategy or to promote

particular company products.

The trainee had been given a special task or project by the organization supervisor

which is to create an Infographic Video of promoting one of the TM's product. By this

task a large company such as TM can see what an outsiders such as the practical

student can offer by bringing a brand new idea and a new fresh concept of advertising

and promoting the product services produce for the TM.

3.4.1 Problem Statement

Problem statement is one of the methods to investigate problem that occur in

the organization of a way to deliver information. Nowadays, there are various

ways to deliver massage and information. It does include magazine, video, radio and television. Below are several problem that occur:

 Verbally deliver organization information to the guest. For example, every guest that comes to the organization, the staffs will explain about the organization itself.

No interactive medium to summarize about the organization.For example, if anyone wants the see the real situation of the organization, they need to see it by coming to the organization.

3. The way to deliver information does not interesting. For example, the way of information deliver might be boring to be hear might be because of a lot of words.

#### 3.4.2. Objectives

The project has been developed with the objective of:

- To give interesting way to deliver information of organization.
- To make easier for the staff to do simple explanation for the client.
- To reduce sentence in information presentation to the client in form of picture and video.

#### 3.4.3 Planning

For the planning process, the trainee need to identified the flow of work process which the objectives of the project and goals. The trainee has prepared the schedule for the special project development to ensure the design or development is on the track and can finishes at right time given during the timeline. The project must be discussed with organization supervisor to establish the project which the project good or not to the organization.

#### 3.4.4 Analysis

Based on the analysis, it is important to ensure the special projects that wants to develop is not have a problem and it is suitable and needs by the organization. Besides, trainee needs to analyse the hardware and software requirement during projects development process.

#### 3.4.4.1 The hardware and software requirement

#### i. Laptop

As for the hardware, the trainee used a laptop to complete the process of developing the system. The trainee has used the ACER laptop. The laptop has 2 gigabyte of RAM, Intel ® Pentium ® CPU N3540 and OS used is 64-bit Operating system window 10.

#### ii. Google Chrome

Google Chrome is a freeware web browser developed by Google. It used the WebKit layout engine until version 27 and, with the exception of its iOS releases, from version 28 and beyond uses the WebKit fork Blink.

#### iii. Animaker

Animaker is a most suitable to create an infographic videos. This software is a user-friendly software that can easily use by trainee. It is also can runs at the all computer even though with a basic specifications.

#### iv. KMP Media Player

KMP Media Player is amazing software that can plays all the song, videos and others audio visual effects with perfectly and no need to major IT knowledge to plays a video using this software.

#### v. Picasa

This software is to view the image. Using this software brings the user the new experience when viewing the picture besides use the others software.

#### 3.4.5 Design

In PADIM concept, project design is the third phase after analysis phases. In these phases is required the trainee to design the important element that required in the project. During design phases, all the analysis detail is identified. The problem

statement based on the analysis process.

3.4.6 Implementation

In implementation phases, trainee doing the projects installation.

Besides, trainee perform the initial testing to make sure the

projects is can be function well in a compatible hardware.

3.4.7 Maintenance

The last phase of PADIM is maintenance. Trainee identify if

projects have issues. If the issues found, trainee need to

troubleshoot what is factor of that problem. Trainee also doing a

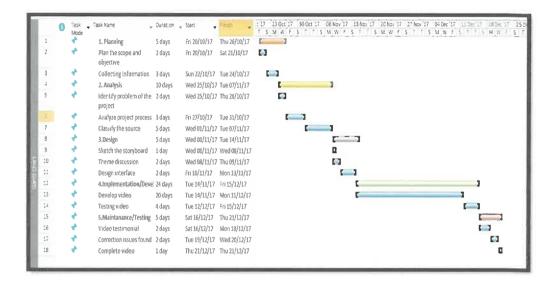
major test for a double times of test to make sure the projects is

functioning well during operations.

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Page 55

#### 3.4.8 Gantt Chart



3.19

#### **Gantt Chart**

## CHAPTER 4: CONCLUSION

**CHAPTER 4** 

**CONCLUSION** 

4.0 Conclusion

Within my time as a practical student here in Consumer Sales Selangor Barat of

Telekom Malaysia Berhad (TM), I have been viewing and recording each vital subtle

component to complete my coursework. This chapter will cover my application of

knowledge, abilities and experience in undertaking the task (Knowledge gained). More

than that, personal thoughts and opinion, lesson learnt, as well as limitations and

recommendations also contained within this chapter.

The five months spent in TM has been an amazing experience to me. It was an eye-

opener to how real tasks are coped and the experience to both on-field and office work

was a fascinating practice. Being in the Consumer Sales Selangor Barat Unit with

different sort of works all through the practicum course figures out how to indicate me

about numerous management abilities, hard and delicate skills that cannot be learnt in

classrooms.

In a nutshell, industrial training program provides an excellent exposure and

knowledge to the students about actual workplace environment, how people in the

organization communicate, how they solve problems together and how their culture in

managing/handling/organizing works. In addition, industrial training will able to

enhance student communication skills for outside world and in the organization itself

and to have good problem solving skills and how to adapt and fit themselves in the

new place.

Furthermore, industrial training provides to the student the actual feel and the real situation in working environment that mixed with many types of people and to work with the various age of people. This experience will able to help the students on how to adapt and adopt with the working environment and will not awkward or feeling uncomfortable in the future organization if one day they will get an opportunity to work.

### 4.1 Application of knowledge, skills and experience in undertaking the task

The increase of knowledge that I had gained through the degree studies in Information System Management had been useful during the industrial training period at Telekom Malaysia Berhad. In addition, what I like the most about this internship is because the industrial training course is a decent phase for the student to hunt for knowledge, skills and capabilities as well as experience in order for the student to organize a real working life. Moreover, I can also learn and be familiar with the nature of working either it is the place or the people because it is certainly distinctive difference with the university environment. All the knowledge gained during the short-term internship period will be the working experience and can be used for the working life in the near future.

The key knowledge that I had exploited during my internship period was the knowledge of communication and team work. Communication is the process by which information is exchanged between individuals. It requires a shared understanding of symbol systems, such as language and mathematics. Communication is much more than words going from one person's mouth to another's ear. In addition to the words, messages are transferred by the tone and quality of voice, eye contact, physical closeness, visual cues, and overall body language.

A part from that, during internship program students also required to perform their job duties and responsibility according to the position held in the organization. I'm glad to have undergone internship program in this company because it taught me a few important things such as on how to deal with a multiple of different customers and also got me to explore my own interests. Other than that, the knowledge I acquire in Information Technology has helped me in a significant measure for my industrial training in the company. Skills in using the laptop and internet had made my everyday task routines in the organization easier and faster to handle. I have to use my own laptop to do the tasks given by my supervisor.

Therefore, There is a lot of knowledge that had been learnt and taught during studies time that can be exploited during the short-term period of the internship. I should know how to systematically relate the knowledge in the industrial training so that the evaluation given by the organization would be promising in light with their need.

### 4.2 Personal thoughts and opinion

From my opinion, the 5 months of this industrial training is perceived to be truly paid off. Industrial training is for the students that could get some experience of the genuine working life and figure out how to be a real grown-up in the near future. Moreover, there is a method to teach the students towards working life and this Industrial Training Course is a great technique to expose them. Considering the amount of the working period allotment, it should be all that can probably be desired for the students to get the spirit of the genuine working life.

In my experience, I found that my Internship at Consumer Sales Selangor Barat of Telekom Malaysia Berhad gave me some change of culture differs from students life. The employees were very supportive all the time during my five months of internship there. Furthermore, industrial training could give new and more adventure in terms of

knowledge, skills, and experience. In the five months of internship, the students could

obtain knowledge from their organization and gain some experience. For me, this is

reflected as another development for the students to be responsible grown-ups.

Industrial training course could actually be beneficial for the students to have an actual

working experience enlightens the fact that throughout the internship period, the

students can observe and learn how the staffs do their tasks and figure out how they

execute their work. I had gained new experience taking care of tasks in faster and

easier methods. From what I know, the staffs in my unit reliably find quicker ways of

finishing their tasks regardless of the fact that they intend to complete their task by the

last minute. This is one poor behavior that should not happen because it can affect the

excellence of the employments.

Therefore, the employees in my department complete the work exactly as the

management desires. So they teach me how to complete the task with excellence in a

brief time-frame and also the job given to me was vital and needed to be completed on

time for the developers to check and test. Unlike from what I perceived about people

giving their thoughts about the working life, the organization that I had my internship

were like a family to me. They were all very pleasant to me and really friendly too. I

figured out how to speak well and fluently with the grown-ups and become a more

established staff.

On top of that, the environment in my internship organization is really open and

calming. There is not much pressure in the place where I had my internship. The

managers of the consumer sales selangor barat department are near the place of the

working area of their employees. This is exactly what the managers desire as they

INDUSTRIAL TRAINING REPORT: TELEKOM MALAYSIA BERHAD

Page 60

want to get in touch with all of their employees and also the employees can make a

strong relationship with the managers in this department. Even though there are some

of the head of the organizations whom might need a special workplace for their work

but they also need to make a strong connection with their staffs if they want their

organization to last longer and attain more achievement in the future. Therefore, taking

care of staffs in an organization is one of the good approaches in having a successful

organization and the staffs always like to have a decent working atmosphere to do

their work which is if the organization could not deliver it, they will face on losing

their organization's staffs and the organization might not be in an established form.

Lastly, the Industrial Training will make the students happy and enjoy doing their job

because it is more practical learning rather than theories like the students learn in the

university. This could be more obliging for the students whom dislike learning in

theories.

4.3 Lesson learnt

Industrial Training at Consumer Sales Selangor Barat of Telekom Malaysia Berhad

had given me a lot of lesson to learn. I had acquired such a huge amount of knowledge

since training in the organization. The lesson that I had learnt was enlarged through

the five months of the short-term job period which I will apply it as preparations for

the future working life.

The main lesson learnt in the working business is dependability. In time of my

internship in the Consumer Sales Selangor Barat of Telekom Malaysia Berhad, all of

the staffs are available and capable in completing their jobs and other jobs given by the

manager of the technical architecture department. Dependability taught me to be more

disciplined and respect others no matter what the cause. Moreover, I had realized that

INDUSTRIAL TRAINING REPORT: TELEKOM MALAYSIA BERHAD

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the staffs in the office are always on time. This is revealed when they constantly submit their tasks on time without any postponements which could mean that punctuality is vital in the organization. In the event that we could oversee the timeliness, the job given is difficult to be completed easily and will give more awful appearance.

The next lesson that I learnt is time management. In the time of the industrial training, I had discovered that each and every stage of the task has its length of time and as a decent employee, I should make sure that the task is truly on track. In addition, the Manager of the department consistently leads meeting talk with the staffs that are associated with the task to check the progression of the task given where the Manager will make it clear of the task's objective so that the other team members would not commit any ridiculous mistakes. Furthermore, I am needed to complete my task before the next meeting held for dissertation so that the following process of the task can be continued. This means that I figured out how to deal with my time thoroughly to make sure that the task was submitted on time.

Also, a large portion of staffs in the organization can speak really well in English and have good communication skills. Even though they mostly speak in Malay language when talking among them in the office and some point even in meetings, yet when they are required to communicate in English language, they can speak it correctly. I am also starting to learn to communicate in English in the workplace among my team mates. This was shown by my supervisor who constantly communicates in Malay when helping me with the task but when we are in a meeting, she spoke very good and clear English. Moreover, during meeting discussions, every one of the employees in the technical architecture department are discussing in English. In addition, every task

given to me is in English language. This sort of atmosphere had improved my English language and also my communication skill.

### 4.4 Limitations and Recommendations

As a practical student, I am obligated to identify the constraints that can affect the performance in Telekom Malaysia Berhad organization. The problems that I specified here is not to dishonor my organization and carries negative effects to the reputation of the organization, but I just want to inform the students to take only the positive concept for their future working life.

Limitation: Late payment of salaries, allowances, and offsite work was a typical issue of the drawback in all organizations that handles a lot of staffs. It is similar in the Telekom's organization with more than 1000 employees in the organization. In the time of my short-term internship at the Telekom Malaysia Berhad, I had found that several problems concerning the late payment of salaries. This is revealed when I was one of the practical students in the organization to get my allowance late for a month and the similar thing occur to the other practical students. Not to indicate the claim for the offsite labor where the staffs there would get their payment 2 to 3 months late and sometimes even a year for them to get it. Usually the Human Resource Department had accepted their payment yet the Financial Department constantly delaying their works which was the cause behind why the staffs get their payments late.

Recommendation: The Financial Department is vital for protecting the reputation of Telekom Malaysia Berhad as well as keeping the organization established regularly. The whole organization depends on their works to give a decent impression to the staffs in the organization as well as the clients that are dealing with the organization. My commendation for this department is to perform well on handling their businesses

with the staffs as well as the clients and not delaying their works so that the strength of the organization would last. This is the purpose that I would like to urge the students to not complete any jobs on the last minute of time since it would be troublesomeness for the accomplishment of the organization growth.

# **APPENDICES**

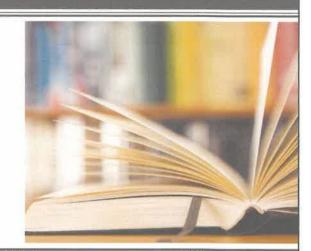


## INDUSTRIAL TRAINING PRESENTATION

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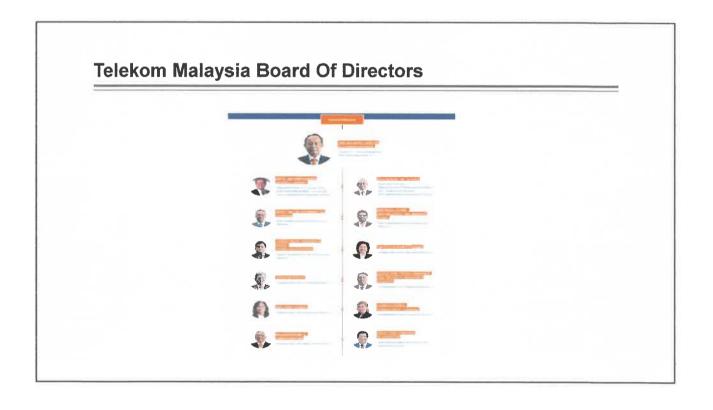
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### **Presentation Overview**

- Introduction About Company
- Training Activities
- Special Project
- Lesson Learned
- Conclusion



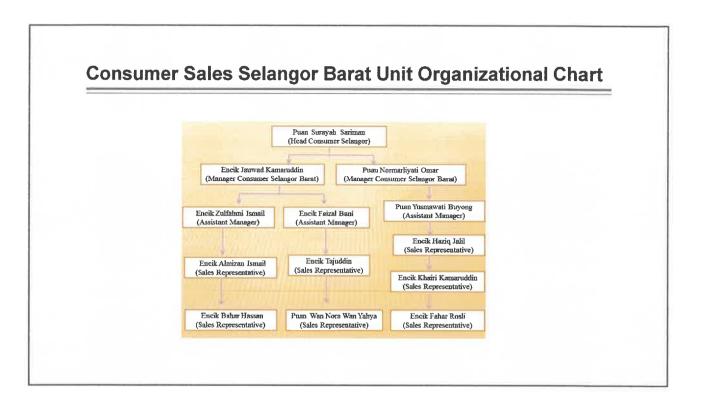


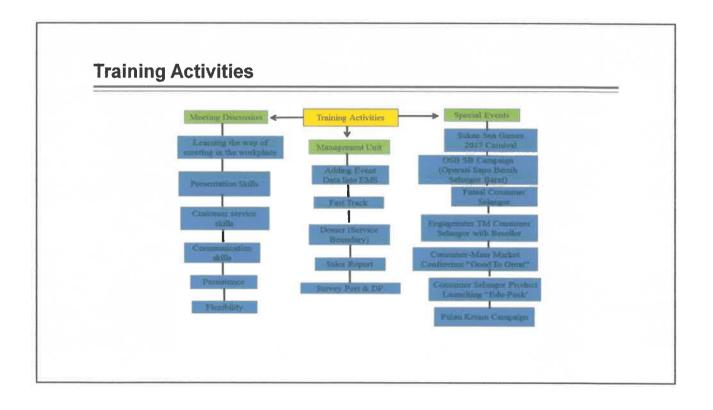
### **Consumer Sales Selangor**



### **Consumer Sales Selangor Barat**







### **Activities**



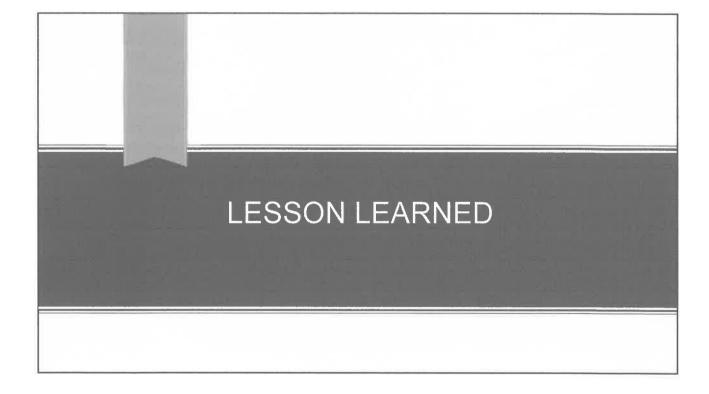


### **Special Project**

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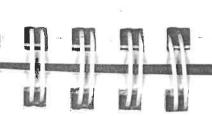
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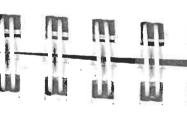
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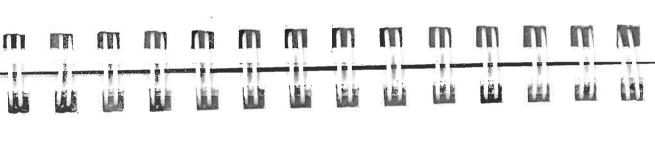
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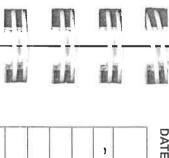
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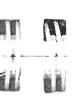
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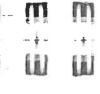


























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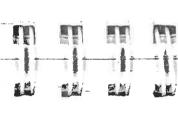
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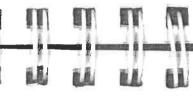


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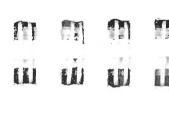
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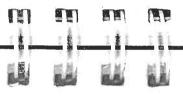




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DATE: 25 Augus 12017

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Consumer Selanger Telekom Malaysia Berhad	Cons Telek
ASSISTANT MENAGER	ZUL 1
	KSIMC
	D'F
	5.00 : Pinchcard then go
	2.00 DOCK IN IT OF ICE.
	Profest.
-	12.30: Lunch brook and friday
	Office
	and Consumer Sales Unit
	8:30; Puncheard and enter
REMARKS	EXTRACT NATURE OF WORK DONE



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Puncheard

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EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

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PRACTICAL TRAINING
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DATE: 29 August 2017

Telekom Malaysia bernet Kompleks TM Bukit Raja 41050 Kiang, Selangor	Te Ko 41
Assistant Manager Cor sumer Selanger	ASS CD
FAHMI ISMAIL	7(1)
	homis
	Dunchward and a
*	
	Unit at BUKIT ROW.
	Condumer Nales
	2.30; Arrived back at
	for reguested until
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	12.00 : Surveying Port
	q
	5t5.
	Ubiedus) Eje Aso
	JA V
	a.m. Supplying cyulpmant.
	10.00 Heading to Klang
	ourse cord.
	8.30: Fater office and
REMARKS	EXTRACT NATURE OF WORK DONE





























































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MARA



DATE: 5 September 2017

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aysia Berhad	Kompleks Ti
Consumer Selanger	s -aumsury) W Juessee
ISMAIL	ZUL FAHMI
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	75
	5.30: Punchcord and go home,
	P. M. Prayers
	1.00 : Lunchhour brook don
	3
	8.15; Inter office and Punchcard
SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE

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5:30 2.36 1.00 10,00 108.7 3 3 7.3 3 EXTRACT NATURE OF WORK DONE 04 Meeting せかたか Lunch e 古ら uncheord Purcheau 4 General Manager OF Pug DES UNICE Consumer 1 3cc+ Consumer break arrice. Short Durayah, Contribo 04+ the Assistant Soles Ha alam hading Soles and Soles Chaff 500 go home Proyer 5 いらけ Chari ZUL FAHMI ISMAIL Assistant Manager Consumer Splangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Kland, Selangor SUPERVISOR REMARKS

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DATE:

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September 2017

DATE: 7 September 2017

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	Assistant Manager Consumer Salansa
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	dota.
	(2.m) Manageracrit System)
	3.00 : Entering EMS ( Event
	(2.13 Vin
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	1:00: Lunchour and training
	This of Cherry Carden
	TOTAL COLONIA
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	punchicond
	8.21: Inter Office and
SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE

DATE: 8 September 2017

DATE: 11 September 2017

Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja A105h Klang, Selangor	Assist Consu Telak Konij 4105
ZIII ENHMI ISMAIL	TORSIC.
	D. 15: Cunchard and go
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	as the Consumer Soles
	Pin the Executive Manger
	4.00: QAA Session with
	とさし
	Pin provided by tekkon
	3.00: Studying about the product
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	nour break
	Evert.
	Majoysia Bortrad
	up comircy (clekeon
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	and Flore Horoide ment
	9.86 : Fretzering data in the
	8xx: Interes office and
SUPERVISOR	EXTRACT NATURE OF WORK DONE



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1050 Klang, Selangor	
Telekom Malaysia Berhad	t
ZUL FAHMI ISMAJL	5.36 Dincheord and go hand
	Ray
	South of BULL
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	400: Highted with the
	Good for the Consumor
	pin son some hinted
	3.00 : Going out boking .
	p.m break.
	1.00: Lunchour and prayers
	berhad.
	the teleton melausia
	am System's Used In low
	11.00: Learning about the
	event LOSB SB)
	and tools for tomorrous
	C1.30 Proposing equipment
	a.m punchcost
	8.30; Fotored Office and
REMARKS	EXTRACT NATURE OF WORK DONE
SUPERMEDE	



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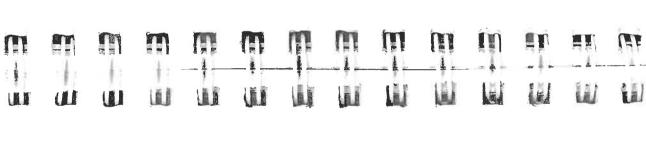
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DATE: la September 2017

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DIFFERENCE OF WORK DONE  Consumer Soles and  Puncheosa,  Preparing equipment  and needs for the  mini creat Casis as  britishing to Setua along  Falekoen mobusic bestor  agent authorised  The agents, needs to  the agents.		*
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EXTRACT NATURE OF WORK DONE  Diffice of  Consumer Soles and  Puncheosa,  Preparing equipment  and needs for the  mini creat Casis ass  bricking to Setua along  talekoon mobusic bester  talekoon mobusic bester  resciler.		a: Hooding to
EXTRACT NATURE OF WORK DONE  Diffice of  Consumer Soles and  Puncheosel,  Preparing equipment  One needs for the  minicular Costs SB  O: Heading to Setua alan-  For Setup and  telekoon mobusic bester  agent authorised  reseller.		
EXTRACT NATURE OF WORK DONE  O : Fritz Office of  Consumer Soles and  Puncheosa,  Preparing equipment  and needs for the  minicular to Setia along  o: Heading to Setia along  bricking to Setia along  telekosa mobusic besta  agent authorised		
EXTRACT NATURE OF WORK DONE  Consumer Soles and  Puncheosal,  Preparing equipment  and needs for the  mini cuent (Costs along)  Ci. Heading to Setua along  For Setup and  telekoon mobusia besta	**	/ authorised
DI FATER OF WORK DONE  Consumer Soles and  Puncheosel,  Preparing equipment  and needs for the  miniculant COSES SES  C: Heading to Setua along  brileting to Setua along  O: Heading to Setua along		mobusica
EXTRACT NATURE OF WORK DONE  Diffice of  Consumer Soles and  Preparing equipment  and needs for the  miniculant (Costs also)  O! Heading to Setua along		to car
EXTRACT NATURE OF WORK DONE  Diffice of  Consumer Soles and  Puncheosel,  Preparing equipment  One needs for the  mini event (OSB SB)  O! Heading to Setua along		Xctup and
EXTRACT NATURE OF WORK DONE  O ! Inter Office of  Consumer Soles and  Puncheosar  Puncheosar  Preparing equipment  one needs for the  mini event (OSB SB)		Heading to Situa
EXTRACT NATURE OF WORK DONE  District Coffice of  Consumer Soles and  Preparing equipment  and needs for the  mini char (Costs SB)		
EXTRACT NATURE OF WORK DONE  O ; I nter coffice of  Consumer Soles and  Puncheosar  Puncheosar  Ond needs for the		CHENT COSB 5
EXTRACT NATURE OF WORK DONE  O ; I takes coffice of  Consumer Soles and  Puncheosar  Puncheosar		needs for
TARTURE OF WORK DONE  TARTER OFFICE OF  Consumer Soles and  Puncheosar	45	Preparing equip
TATES OFFICE OF  Consumer Soles and		
Trater office of		
TATES OFFICE OF		Soles
		Inter Office
	REMARKS	EXTRACT NATURE OF WORK DONE



DATE: 13 September 2017

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जेते. 	8.30 : Inter office and punchical
REMARKS	WORK DON



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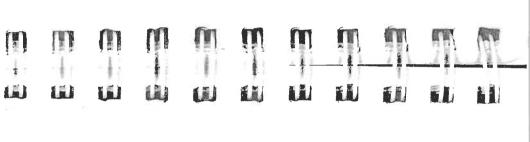
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DATE: 14 September 2017

	Consumer Selangor Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja	ZUL FAHMI ISMAIL	12-m Purchased and go home.	at knotal Salargor	2.30: Preparing equipment	Pin break , and provers	am with Intership Report	Sales Unit Octo	Apriler Occident the	٠٩٠٠
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DATE: 15 Systember 2017

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How Malaysia Berhac How Rang, Selangor	UL FAHMI ISMAII Assistant Manager Onsumer Selanger										REMARKS

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DATE: 18 Suptember 2017

DATE: 19 September 2017

Telekon Twa Kompleks TW Angu Kanno	ZUL F/HMI ISMALL						birchicond and go home	whos prak	Enter office and	RE OF WORK DONE
Kompleks TM Bukit Raja	JSMAIL Selangor									REMARKS

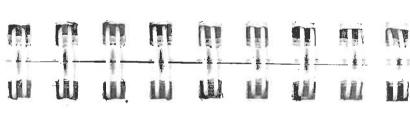
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41050 Kla	Kompleks	Consume	ZUL FAH			C									ر	,	2		moch sock.	
ng, Setangor	Kompleks TM Bukh Barbad	Consumer Selangor	ZUL FAHMI ISMAIL			And the second s														SUPERVISOR



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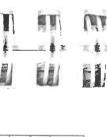


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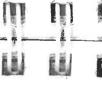
DATE: 20 Scatember 2017

MAIL Angor Angor Selangor Selangor	ZUL FAHMI ISMAIL ASSISTANT Manager  ASSISTANT Manager  Consumer Selangor Telekom Malaysia Berhad Kompleks TM Buku Raja 41050 Klang, Selangor	.2
	5.30 ! Dunchword and go home	• •
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	Cos proved Se	
	Dec : West hack to	
	1.00 : Lundhour and proyers	
	Sclonger from lest week	
	Event at Tesico Kuda	
	and the CSPS SPS Almi	
	10.00: Create report for	
	CYECL	
	st osas s	
	C'm South to with the	
	9:00: Meeting and brighting	
	8.30: Furcheard and entr	
REMARKS	EXTRACT NATURE OF WORK DONE	
SUPERVISOR		-







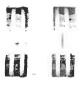






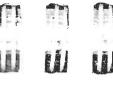
















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	5.50: Punchcard and
	ch (Bukit Rober
	Con Nersumer Daks Unit
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	FOR Consumer Soles
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	1145 On course to Schagen
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	CAUDINGS
	wisher proking up
	am Malayin Berhod
	10-30: Hooding to Telekon
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	The agent.
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	9.00: On route to Setia
	8.30: Interest office and punchase
SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE



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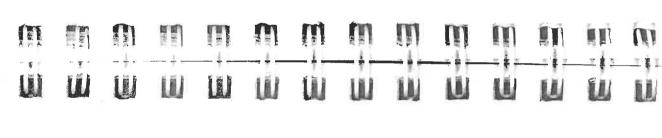
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DATE: 22 Suptember 2017

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Teleko Konto	ZUL FA Assista							14 Sept 2017	Yor eventate	to	o Cost Costaces	d od Con		
Telekom Malaysia bering Kompleks Tri Buyut Raja Kompleks Tri Buyut Raja 41050 Klang, Selangor	ant Manager ant Manager													



DATE: 25 September 2017

41050 Klang, Selanger	41050
Telekom Malaysia Berhad	Telekhr Kranski
ZUL PAHMI ISMAIL Assis ant Manager	ZUL 7
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	pon burchour break.
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	0. 20 Cockede 12 for Consumer
REMARKS	EXTRACT NATURE OF WORK DONE



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ASSITANT MANAGER
CONSUMER Selangor
TEH-KOTH MALAYSIA BERTHAD
KOMPIEKS TM BUKIT RAJA
A 1550 Klang, Selangor SUPERVISOR



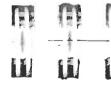
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... 2 September 2017

1050 Klang, Selangor	AL TRAINING 《 MARCHINE
m Malaysia Berhad	Komp
mer Selanger	Cons
AHMI ISMAIL	
	6.00: Purchased of go home.
	compares temorracy.
	- 3
	ort
	4.00: Setting up booth
SUPERVISOR	EXTRACT NATURE OF WORK DONE

DATE: 27 September 2017

Kompleks TM Bukit Raja 41050 Klang, Selangor	Komponent Al Tablando	
ZUL EAHMI ISMAIL ASSISTANT Manager Consumer Selangor Tolorom Malaysia Berliau	ZUL F ASSISI Const	.\$
	5.30; Punch cord ong ge hours	* **
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	bus assignment because your	
	bonak.	
	ary pro	
	11.00; Got as assistances	
	10.00; Loundhing Webs Compary	
	touch 1	
	Odding Some little	
	9.00; Cortinue Setting 192	
	Punchaors.	
	8:30; Enter Office and	
REMARKS	EXTRACT NATURE OF WORK DONE	

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DATE: 28 Soptember 2017

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kit Raja	41050 Kland Bukit Raja
igor a Berhad	Telekom Madysia Berhari
Jer JAIL	
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	7.3
	,
	2.00: Back to the office.
	93
	1.00; Lunchbreak and prayers.
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	odding
	a) q
	9.30: Studying Thy exchange,
	8.30: Inter office and punchage.
SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE
- Carpenting and Control of the Cont	

DATE: 201 September 2017

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	DATE:
EXTRACT NATURE OF WORK	7 October 2017

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er Selanger	Consumer S
ISMAIL	ZUL FAH MI ISMAIL.
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	FA CUCOT
	as the LBAED Sta City
	11.30! Dismont Hem Acon
	U,
	City Park Ivent
	a.m for BUED Sotia
	9,00 : Making Sales report
	a.w
	8.25; Inter office and purchase
SUPERVISOR	EXTRACT NATURE OF WORK DONE

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530 000 6:3 てき Lunchous Puncheard Sreak つった ZU FAHMI ISMAIL
Assistant Manager
Consumer Selanger
Telekom Majaysia Selande
Kumpleks TM Bukit Raja
4 JUSU Kiang, Selanger



1 October Del)

**EXTRACT NATURE OF WORK DONE** 

SUPERVISOR REMARKS

DATE :

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October 2017

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EXTRACT NATURE OF WORK DONE

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## No. DATE:

SUPERVISOR REMARKS



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ZUL FAHIJI ISN ATT ASSISTANT Manager CONSUMER Selandor Telekom Malaysia Berhad Kompleks TM Bilkit Raja

1050 Klang, Selangor





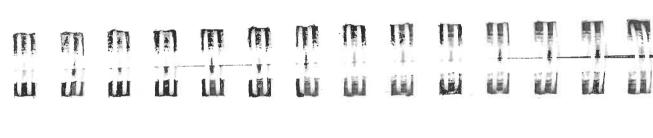






DATE: 5 October 2017.

ZUL FAHMI 15 mer Assistant Manager Consumer Selangor Consumer Selangor Talerom Malaysia Berhad Talerom Malaysia Berhad Kompleks Tw Burki Roya Kompleks Tw Burki Roya	ZUL FI
HAMAK	
	5.30 : Porcheced out one
	2.00: Sethera up poster
	Pim break.
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,	Marrie Daks
	9.30: Accessing with the
	purchases "17"
	V.OC. Interest Office and
SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE



DATE: 6 October 2017

CML FAHMI ISMAIL Assistani Manager Cursumer Selangor Telekom Malaysia Berhad Kompress TM Bukit Raja 41050 Klang, Selangor	D.30: Durchous break ond  Don Friday Drayers hereak.  Don Durchoad out.  Pin   Pin   Pin   Aussian   College   Aussian   Aussian   Aussian   College   Aussian    Aussian   Aussian   Aussian   Aussian   Aussian   Aussian   Auss
	9.00: Meeting with all the a.m Lorsamer Soles Unit
REMARKS	EXTRACT NATURE OF WORK DONE  B.30: Entered office one





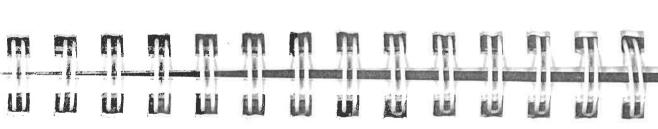
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DATE: 9 October 2017.

KompleXs A1050 N	Assistant Co Isumei	ZUL FAHM							Ortice.	: Pundreard out of the	4	Pin Court hour ord	4.10	8.30: Lucheres in.	EXTRACT NATURE OF WORK DONE
TM BUKIT Keje	Assistant manager Co Isumer Selangor Co Isumer Selangor	ISMAIL													REMARKS



DATE: 10 October 2017

Selangor Raja	41050 Klark
FIRE DEMAN	Kompleks
elangor	Consumer's
ISMAIL	ZUL FAHVI ISMAIL
	5.30: Purchasers Out of the
	at .
Luciani	1.00: Lunch how and prayers
	and contact office
	8-30: Dissahrate in one
SUPERVISOR REMARKS	EXTRACT NATURE OF WORK DONE



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PRACTICAL TRAINING

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DATE: 11 Gerobur 2017.

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elekom Malaysia Bernac Telekom Malaysia Bernac Hompleks TW Bukit Raja Adnso Klang, Selango	Assistant Manager										-	REMARKS



































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PRACTICAL TRAINING WEDGEN

DATE: 12 October 2017.

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Bukit Raja	Kompleks TM Bukit Reje
kngor Kngor	Consumer Schange Pages
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	5:30 p.3
	\$ 1039
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	Pin and information in the
	2.00: Key in event details
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	.cc: Lunchour brook.
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	8.30: Purchased in.
REMARKS	EXTRACT NATURE OF WORK DONE

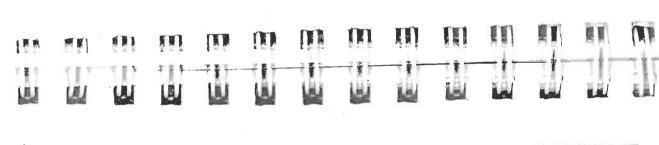
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DATE: 13 October 2017

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ZUL FAHMI ISMAIL Asstrant Manager Consumer Selangor Telekom Malaysia Berhad						SUPERVISOR	



DATE: 14 October 2017

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a sia Berhad	
Sellingor	Consumer
ZUL FAHMI ISMAJI ASSISTANI MANHOEF	ZUL FAHM Assistant P
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	Event.
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	a.m /Losa.
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REMARKS	EXTRACT NATURE OF WORK DONE
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DATE: 16 October 2017.

Telekom Malaysia Berhad Kompleks TM Bukit Raja 4 1050 Klang, Selangor	Telek Kanna 4105
ZUL FAHMI ISMAIL ASSISTANT Manager ASSISTANT Manager	201.F Assist
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	5.30: Punchcord Out and
	de postment
	Survey V
	3:00! Moving book to
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	appe
	11.30; Mobile to Somerta
	4.00
	1 Dourston
	9.00; Making dosser
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	and pu
	2:30: Acorde of The Bokh
REMARKS	EXTRACT NATURE OF WORK DONE

DATE: 17 October 2017,

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EXTRACT NATURE OF WORK DONE  REMARKS







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DATE : 19 October 2017

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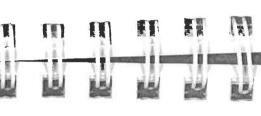
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ZUL FAHMI ISMAII
ASSISTANT Manager
Consumer Selandor
Telektorh Malaysia Berhad
Kompleks TM Bukit Rala
\$1080 Klang, Selangor

DATE: 20 October 2017

**EXTRACT NATURE OF WORK DONE** 

SUPERVISOR REMARKS

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DATE: PRACTICAL TRAINING
OR BOOK N EXTRACT NATURE OF WORK DONE I mergered W October 2017 以近期高級的 Universiti Teknologi Mara Leave. ZUL FAHMI ISMAIL
Assistant Manager
Consumer Selangor
Telekom Malaysia berhaKompleks TM Bukit Raja
Kompleks TM Bukit Raja SUPERVISOR REMARKS -A A 1 m H 1 1 U U W U W W W Ш U DATE: LOG BOOK X 150 EXTRACT NATURE OF WORK DONE Hwe racher October 2017 MISORIAGO
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MARA ZUL FAHMI ISMAIL
ASSIStant Manager
Consumer Selangor
Teleforn Malaysia Berhad
Kompleks TM Birkit Raja
11050 Klang, Selangor SUPERVISOR REMARKS

No.

DATE: 25 October 2017.

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	C. Ort and	bock at TM	(3)	Reseller.		purchard in.	WORK DONE
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DATE: 26 October 2017.

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Kompleks TM Buking Berhad	Kompl
mer Selangor	
ant Manager	1828
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	7.00 : Bad in the office.
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	Pin projes break
	1.00: Lunchhour break are
	OF Ultan Purcoik Alan.
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	9.30: Framing and planning
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	8.30! Punchcord in at Consumer
SUPERVISO	EXTRACT NATURE OF WORK DONE

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DATE: 27 October Jan

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ZUL FAH MI ISMAIL ZUL FAH MI ISMAIL ASSISTANT MANAGER CONSUMER Selangor Consumer Selangor Consumer Selangor	REMARKS



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October 2017

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	1.00; Lunchous break and
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Assistant Manager
Consumer Setangor
Telekom Malaysia Berhad
Kompleks The Butt Raja
41050 Klang, Selangor

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DATE: 31 October 2017.

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Consumer Selangor Telekom Nalaysia Berhad Kompleks TM Bukit Raja 11650 Klang, Selangor	ZUL FAHMI ISMAIL														REMARKS

DATE: 1 November 2017.

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41050 Klanc, Selangor	41050
Telekom Malaysia Berhad	Telekor
ZUL FAHMI ISMAIL Assistant Manager	5
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	31/ >
	9.00 : Heading To Wisma
	Coon Kodo.
	Date in the
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REMARK	ű



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DATE: 2 November 2017.

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		8.30: Arrived and Punched in.  4.00: Arrived at Customer  4.00: Arrived back of  Pom Consumer Back of  Pom Consumer Back of
Consumer Selangor Telekom Malaysta Berhad Kompleks TM Bukit Raja 41050 Klarig, Selangor	TUL FAHMI ISMAIL	REMARKS

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DATE: 3 November 2017

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Malaysia Berhad	relekom Komplek
ZUL FAHMI ISMAII Assistant Manager	ZUL FA
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	30 : 63
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	1.00: Lunchour break.
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	9.00: Reaching to leason
	8.30: Arrived and puncheord in
REMARKS	Ш

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DATE: 6 November 2017.

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ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor									REMARKS



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**EXTRACT NATURE OF WORK DONE** 

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DATE:

November 2017

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Lunchout

break









































































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ZUL FAIMI ISMAIL
ASSISTAN Manager
Consumer Selangor
Telekom Malaysia Berhad
Kompleks Thi Eurit Raja
41050 Klang, Salangor



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DATE: 9 November 2017

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sumer Selangor	Con
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	2.00: Back in the Office.
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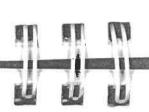
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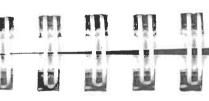


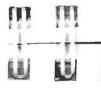


DATE: 10 Nokonber 2017

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Consumer Selandor Chekom Malaysia Berhad Tulekom Malaysia Buthad Kompleks TM Bukh Raja 41050 Klang, Selangor	ZUL FAHMI ISMAIL							SUPERVISOR REMARKS



























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DATE: 13 November 2017

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Kland Selande	41050
Telekom Malaysia Berhad	Teleko
Assistant Manager	ASSE ASSE
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	1.00 : Lunchour break.
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	11.00: Making Key-in to
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	8.30 1 Punchesses into the
REMARKS	EXTRACT NATURE OF WORK DONE

DATE: 14 November 2017

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DATE:

ITE: 15 Nelsember 2017.

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Selangor alaysia Berria	Consume Telekom N
ASSISTANT MARIAGES	ZUL FAH)
the state of the s	
	)
	5.30 Durcheof J Chy
	(2)
L	2.00 Fost Trock Customer
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	1.00 ! Lundhour Break
	a'in de partment.
	8.30; Duncheose into the
REMARKS	EXTRACT NATURE OF WORK DONE

DATE: 16 November 2017

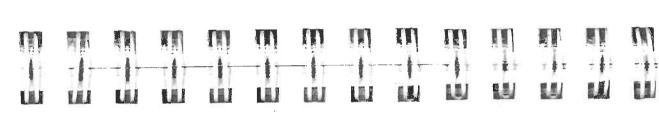
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	of WORK DONE  Into the  Into the  Tost Into  Tost Into  Costoner  Trace  Trace
ZUL F Assista Consu Teleko Komplo	
ZUL FAHMI ISMATI. Assistant Manager Consumer Selbrigor Telekom velbestia Berhar Kompleks TM Buktr Raja 41050 Klang, Selangor	REMARKS

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DATE: 17 November 2017

41050 Klano Selanger	41
KONIDIEKE TO MELEVISIE BETTE	Z.
onsumer Selangor	
ASSISTANT ISMAIL	A
	5.00 : Ruschesora Cut.
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	For tast trace action
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	P.M Och Consumer depostreen
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	P'm proyers break.
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	the Compus
	up comits exert joset
	meeting obout
	and Alam Vitas For
	10:00 : Hooding to twoch
	an Ottice
	8.30 : Pinch card loto the
REMARKS	EXTRACT NATURE OF WORK DONE
SUPERVISOR	

DATE: *0* November 2017.

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			5.30; Puncheard Out Jean the	P.M tast track for	D. oc! Lucheur ord prayers	10.00 Making Toot Track	8.30 Huncheases in to the Consumer	EXTRACT NATURE OF WORK DONE
Assistant Manager Consumer Stangor Telekom Malaysia Berhad Telekom Malaysia Berhad Tonphes Th Bukit Daja A 1050 Klang, Selangor	EAHMI ISPIAIL							SUPERVISOR









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1.30 Making Fost trock  The Cortice break on  Print Continue Medical  Test trock  The Cartice Medical  The Cartice
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Pim Continue Moking Tast Track  The Coffice.  The Coffice.
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41050 Klang, Selanger

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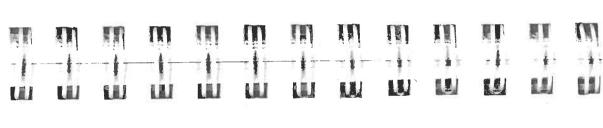
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DATE: 16 November 2017

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Consumer Selarigor Telekom Mataysia Berhar Kompleks TM Bukit Raja #1050 Kland, Selangor	ZUL FAHMI ISMAII. Assistant Manager														SUPERVISOR REMARKS



DATE: 17 November 2017

ZUL FAHMI ISMAIL ASSISTAN MANAGE ASSISTAN MANAGE CICKSIMPE Selangor Telekom Malayda Berna Kompleks TM Bukit Raja 41050 Kiang	7 A A A A A A A A A A A A A A A A A A A
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	p.n the Costenes
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	1 1~
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SUPERVISOR	EXTRACT NATURE OF WORK DONE



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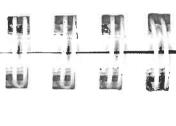
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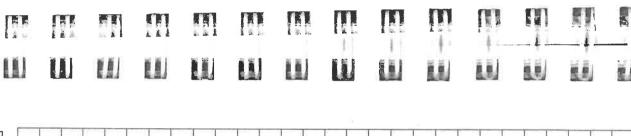
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MARN.\*\*



DATE 20 November 2017.

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UL FAHMI ISMATI SSISTANT Manager SSISTANT MANAGER ONSUME SULANDO IELEKOM MAIAYSIA BERHAD COMPLEX TH BURK KAJA A 1050 Klang, Selangor	REMARKS	SUPERVISOR





DATE: 21 November 2017

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Sia Berhad	Kompleks TM Buidt Raja
elanger	Consumer Selanger  Consumer Selanger  Televron And Selanger
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	5.30 Puncheord Out From
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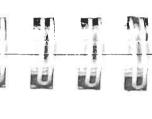






DATE: 22 November 2017.

9		
ZUL Assi Cor Tele Kor	the way opening event  of Setien lam.  1.00! Lunchour break ord  P.m proyers break.  2.00! Continue making the  p.m (nultation Calls.)  5.30! Durchoold Cot	WORK DONI
ZUL FAHMI ISMALL ASSISTANT Manager Consumer Selangor Telekom Malaysia Berhasi Kompteks The Bunk Pagir And So Kland, Selangor		REMARKS





















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DATE: N November 2017

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1.00 : Lurehour break ant
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9.30: Continue making invitation
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EXTRACT NATURE OF WORK DONE

DATE: 24 November 2017

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Telekom Komple 41050 k	ZÜL FA	1 Jour Till of Schion	p.n Office.	2.30: Continue proportion	P. 50 Lunchour and prayers	9.30! Preporting gift on the	a. 30 : Cherros into the	EXTRACT NATURE OF WORK DONE
Telekom Malaysia Berihad Komple S TM Bukit Baja +1050 Klang, Selangor	ZUL FAFMI ISMAII Assistart Manager							SUPERVISOR

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DATE: 27 November

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	( or the Consumer
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	P. N. with the Customer.
	2.30: Processing Fost Trock
	5.3 Office
	2.00 : Back in the Consumer
	break
	1.00: Lunchour lorrok and
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REMARKS	EXTRACT NATURE OF WORK DONE





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DATE: 28 November 2017

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Consumer Setanger Consumer Setanger Telekom Mataysia Berhad Kompleks TM Bukit Saja 41050 Klang, Setanger	NAT ISMAIL						REMARKS

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DATE: 29 November 2017

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SUPERVISOI REMARKS	EXTRACT NATURE OF WORK DONE

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DATE: 30 November 2017 EXTRACT NATURE OF WORK DONE Fine ed wood Leave. ZUL FAHMI ISMAII.
Assistant Managet
Consumer Selangor
Telekom Malaysia Berhad
Kompleks TM Bukit Raja
4,056 Klang, Selangor SUPERVISOR 8 u ð 

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DATE: 4 December 2017

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Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41.050 Klang, Selangor

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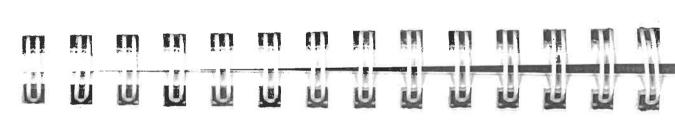






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DATE: 6 Dicimber 207

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Hangor	Telekom Mar
nager	Assistant Manager
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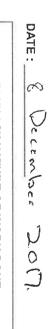
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December 2017.

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	4.45 Dismontaling counter equipment
	12:30 : Friday proyers break
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DATE: 12 December 2017

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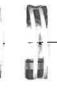












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	P. 5 proyers break.
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	8.30! Purcheors into the
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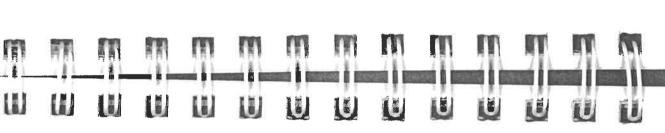
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DATE: 4 December 2014.

Telekom Malaysia Berhad Kombleks TM Bukit Raja	Tele Kon
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	to the Customes
	): Making
	13/7
	8.30' Arrived and Puncheord
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DATE: 15 December 2017

41050 Klang, Selangor	41050 Kla
Kompleks TM Butte Berhad	Telekon i Kompleke
Assistant Manager	https://www.
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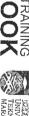
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DATE: 18 Occamber 2017

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Counter.	and Fool's for events	11.30: Proposing equipment		the Sea Lion Hotel.	Hotel Check in at	and proceed with	1.0.50: Actives ext Pulou lectors	4	Dogona.	about 45 minutes of	a.m by firmy which takes	10.00: Heading to Pulou heron	1	د لداههم	arm team plus accent at	9.15: Breakfast with the whole	مد لدد	2	Rose by Ferry proceding	9-30 withe the Consumer (Sull)	8.30. Mobile to port klong	4	events and open Counter	2	7.	8.00 . Arrived on The Bukit Rada.	EXTRACT NATURE OF WORK DONE
Kompleks TM Bukit Nave 41050 Klang, Selangor	Assistant Selangor Consumer Selangor Berbad	TUL FAHMI ISMAIL.																									SUPERVISOR

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DATE: 18 December 2017.

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DATE: 19. Do combac 2017

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DATE: 20 December.



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DATE: 21 De combee 2017

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DATE : 22 December 2017

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Assistant Manager
Consumer Selangor
Telekom Malaysia Berhad
Kompleks TM Bukit Raja 41050 Klang, Selangor 7 開開 TT! T. TTI ==] 5 U Ų Ü U U U 4 Lil DATE : V 1.00 σÙ 10 0 0.3 3 iv C 2 **EXTRACT NATURE OF WORK DONE** - Salas Arrived December 2017 Turchcord DEC. S headed 7030 brock しいっていついい 050 C purchand 000

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Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor

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DATE: 27 December

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DATE: 28 December 2017

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	1.30: Lunchaux and proyers
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	10.00: Proposing equipment and
	6.30 Assived of Consumer
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SUPERVISO	

DATE: 29 December 2017

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## Office Environment

