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UNIVERSITI  
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MARA

# **INDUSTRIAL TRAINING FINAL REPORT**

## **PUTRAJAYA MARRIOT HOTEL**

**IOI RESORT CITY**

**62502 SEPANG**

**WILAYAH PERSEKUTUAN PUTRAJAYA**

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# CHAPTER 1

## INTRODUCTION

### 1.1 Company Profile

The Putrajaya Marriott Hotel, nestled within IOI Resort City in Malaysia's administrative capital, is a premier 5-star destination offering luxurious accommodations and world-class amenities. Just 25 minutes from Kuala Lumpur and conveniently located near Kuala Lumpur International Airport, the hotel features 488 elegantly designed rooms and suites equipped with modern conveniences like air conditioning, high-speed internet, and in-room safes. Culinary options include the vibrant Zest Lifestyle Restaurant, Cantonese fusion at Summer Palace, and authentic Japanese cuisine at Midori. Guests can also enjoy leisure facilities like a sprawling outdoor pool, a children's pool, a well-equipped health club, and a rejuvenating spa.

Catering to both business and leisure travellers, the hotel boasts 13 versatile meeting rooms and an expansive event space of over 32,000 square feet, ideal for conferences, weddings, and grand celebrations. Adjacent to the Palm Garden Golf Club, the hotel offers seamless access to premier golfing experiences. As part of Marriott International, the Putrajaya Marriott Hotel ensures a perfect blend of modern sophistication and local charm, making it a standout choice for visitors seeking luxury and convenience in the heart of Malaysia.



Figure 2.1 Marriott Logo

### **1.1.1 Objective and Scope of Putrajaya Marriott Hotel**

The primary objective of the Putrajaya Marriott Hotel is to provide exceptional hospitality services that cater to the diverse needs of both leisure and business travellers. The hotel aims to deliver an unparalleled guest experience through world-class accommodations, exceptional dining options, state-of-the-art event facilities, and top-tier recreational amenities. By offering a blend of modern sophistication and authentic local charm, the hotel positions itself as a premier destination for luxury stays, successful business engagements, and memorable social events.

The scope of the Putrajaya Marriott Hotel encompasses a wide array of services and facilities designed to meet the varied preferences of its clientele. From hosting large-scale conferences and elegant weddings in its expansive event spaces to providing relaxing retreats with its luxurious rooms, pools, and spa services, the hotel caters to a global audience. Its strategic location in Malaysia's administrative capital, coupled with proximity to major transportation hubs and attractions, ensures convenience and accessibility for its guests. By continuously upholding Marriott International's standards of excellence, the Putrajaya Marriott Hotel sets a benchmark for luxury hospitality in the region.

## **1.2 Objective and Scope of the Engineering Department**

The Engineering Department at Putrajaya Marriott Hotel is dedicated to ensuring operational excellence by maintaining the hotel's facilities, systems, and equipment at peak efficiency to deliver a seamless and high-quality guest experience. The department plays a vital role in guaranteeing safety and compliance by adhering to local and international standards for building maintenance, fire safety, and environmental regulations. It also supports the hotel's sustainability goals through energy-efficient solutions, resource optimization, and the adoption of eco-friendly technologies.

The scope of the department encompasses comprehensive facilities maintenance, including the inspection and repair of plumbing, HVAC systems, electrical systems,

## **CHAPTER 2**

### **JOB RESPONSIBILITIES**

#### **2.1 Task Execution**

##### **2.1.2 Aircond Maintenance**

Servicing an air conditioner filter in a guest room begins with thorough preparation. This includes gathering tools such as a screwdriver, soft brush, and clean cloth, while also ensuring a replacement filter is available if needed. For safety, the air conditioner must be turned off and unplugged to prevent electrical hazards. The front panel is carefully opened by unlocking clips or screws, and the air filter, typically located at the front or side of the unit, is gently removed. If the filter is reusable, it is cleaned using a vacuum or air blower to remove dust and debris, washed with mild soap and water if necessary, and allowed to dry completely in a shaded area. For disposable filters, a new one with matching specifications is installed in its place.

While the filter is removed, the interior of the air conditioner is inspected and cleaned to remove accumulated dust or blockages. After the filter is cleaned or replaced, it is reinstalled in its original position, ensuring it is securely fitted. The front panel is then closed and locked or screwed in place. The unit is plugged back in, and its functionality is tested to confirm smooth operation and effective cooling. Servicing details, such as the date, room number, and any observations, are meticulously recorded. Additionally, waste materials, such as discarded filters or collected debris, are disposed of in accordance with hotel protocols.

Throughout the process, several precautions must be observed to ensure safety and optimal performance. Always power off and unplug the air conditioner before starting to avoid electrical hazards. Wear protective gloves and a mask when handling dusty filters or using cleaning tools to prevent skin irritation and inhalation of particles. Avoid applying excessive force when removing or reinstalling components to prevent damage to the unit. Reusable filters must be thoroughly dried before reinstallation to avoid moisture-related issues. Following hotel safety protocols and maintenance