



اَوْنُوْرَسِيْتِي تِيْكْنُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
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

Located in the heart of Malaysia's administrative capital, Putrajaya Marriott Hotel is a premier five-star establishment renowned for its exceptional hospitality and world-class facilities. Managed by Marriott International, the hotel combines modern luxury with Malaysian charm, catering to both leisure and business travellers. Its prime location in IOI Resort City places it close to Putrajaya's key attractions, government offices, and Kuala Lumpur International Airport, making it an ideal choice for guests seeking convenience and comfort.

The hotel boasts 488 elegantly designed rooms and suites, each equipped with modern amenities to ensure a comfortable stay. Complementing its luxurious accommodations are a range of dining options, including award-winning restaurants that serve local and international cuisines, offering an exceptional culinary experience. The hotel is also well-equipped with recreational facilities such as a spa, fitness centre, outdoor pool, and lush landscaped gardens, allowing guests to relax and rejuvenate.

With an extensive range of meeting and event spaces, Putrajaya Marriott Hotel is a preferred venue for conferences, weddings, and other special occasions. Its grand ballroom and state-of-the-art meeting rooms are supported by a dedicated team to ensure seamless event execution. Upholding the values of sustainability, the hotel integrates eco-friendly practices in its operations, reflecting its commitment to environmental stewardship and community engagement.



1.4 Organizational Chart



Figure 1.2 show the organizational chart for Putrajaya Marriott Hotel in Putrajaya

The above diagram shows that the company has 9 departments, namely front office, food and beverage, kitchen, engineering, housekeeping, sales and marketing, security and safety, human resources, and finance. Each department has its own scope of work. With the organizational chart, each employee will find it easier to communicate with one another to seek guidance from each department.

CHAPTER 2

JOB RESPONSIBILITIES

2.1 Work Schedule

Office Hour Operation:

Monday – Friday (9.00 a.m. – 6.00 p.m.)

There are three categories of shift times:

1. Morning
 - 8.00 a.m. – 5.00 p.m.
2. Evening
 - 3.00 p.m. – 12.00 a.m.
3. Night
 - 12.00 a.m. – 9.00 a.m.

2.2 Task Execution

2.2.1 Aircond Maintenance

The process of servicing an air conditioner filter in a guest room begins with thorough preparation. Essential tools such as a screwdriver, soft brush, and a clean cloth should be gathered, along with a replacement filter if needed. For safety purposes, the air conditioner must be turned off and unplugged to eliminate any risk of electrical shock. The front panel is then carefully opened by unlocking clips or removing screws, and the air filter, which is usually located at the front or side of the unit, is gently removed. If the filter is reusable, it should be cleaned with a vacuum or air blower to remove any dust and debris, washed with mild soap and water if necessary, and left to dry fully in a shaded area. For disposable filters, a new filter that matches the specifications should be inserted.

During the filter removal, the interior of the air conditioner is inspected and cleaned to ensure there is no accumulated dust or blockages. Once the filter is cleaned or replaced, it should be reinstalled securely in the same position. The front panel is then closed and locked or screwed back into place, and the unit is plugged