



UNIVERSITI
TEKNOLOGI
MARA

R
RENAISSANCE®
KUALA LUMPUR
HOTEL & CONVENTION CENTRE

**FOUR
POINTS**
BY SHERATON
Kuala Lumpur
City Centre



INDUSTRIAL TRAINING REPORT AT RENAISSANCE KUALA LUMPUR HOTEL & CONVENTION CENTRE AND FOUR POINTS BY SHERATON KLCC

MARCH 2024 - AUGUST 2024

NAME: NURFARAH HANEEM BINTI MOHAMMAD

STUDENT ID: 2022745839

**PROGRAM: BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCES MANAGEMENT**

ADVISOR:

SUPERVISOR: INDERJIT KAUR

EXECUTIVE SUMMARY

One of the fundamental courses within the Bachelor of Business Administration (Human Resources Management) program at Universiti Teknologi MARA (UiTM) is HRM666 Industrial Training. This course provides students with the opportunity to undertake a temporary position in a professional work environment for a minimum duration of twenty-four weeks. My transformative and educational twenty-four-weeks mechanical training commenced at Renaissance Kuala Lumpur Hotel & Convention Centre and Four Points by Sheraton KLCC, the hospitality industry under Marriot International.

My industrial training began at first March 2024 and end on 9th August 2024. The objectives of this internship are able to apply business concepts and theories to real-world decision-making and perform the standard procedures or techniques related to the tasks given by the organization. Next, the aim is to cultivate personal potential, self-awareness, and qualities such as integrity, creativity, academic skills, employability skills, professional capabilities, entrepreneurial skills, and personal development.

Ms. Inderjit Kaur, my supervisor. She is Director of Learning and Development. I was assigned as Human Resources and Learning & Development Intern. My job description including HR administration, recruitment and learning and development.

Through this industrial training, student has obtained priceless learning opportunities as well as chances for career and personal development. It is very useful knowledge for me as I can applied it to the real working life in the future. In this industrial training report, I have stated my resume in the student profile which includes all details about me. Besides, I have included my company profile like vision, motto and core value. I also included my roles, responsibilities, benefits and skills that I have gained. I am very grateful to be a part of Renaissance Kuala Lumpur Hotel and gained these priceless experience.

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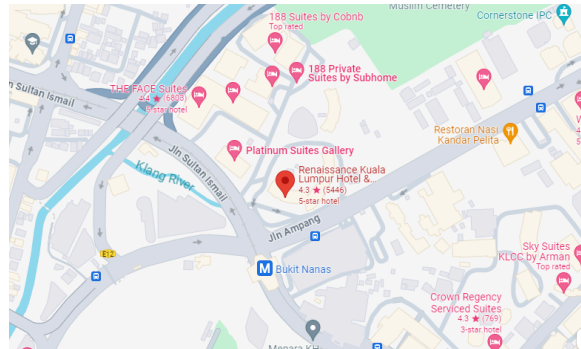
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COMPANY'S PROFILE



COMPANY ADDRESS

Corner Of Jalan Sultan Ismail, &, Jln Ampang, 50450 Kuala Lumpur



COMPANY VISION, MISSION AND CORE VALUES

Marriott's vision is "To be the World's Favorite Travel Company". The company's objective is straightforward: to establish a legacy of excellence within the service industry. Marriott International strives to become the preferred travel company worldwide. It is this vision, combined with a strong work ethic and corporate culture, that has enabled the company to achieve its current success.

LOCATION

Corner of Jalan Ampang and Jalan Sultan Ismail. Nearby with Monorail Bukit Nanas and LRT Dang Wangi

PRODUCT & SERVICES

Marriott International Inc (Marriott) is a hospitality service provider that operates hotels and restaurants. It operates, franchises, and licenses hotels, residential, and timeshare properties under several luxury, premium, and select brand names. Its brands include the Ritz-Carlton, JW Marriott, St. Regis, Westin, Renaissance, Marriott Hotels, Le Meridien, Four Point by Sheraton

In Malaysia, Marriott have 38 hotels branches and accounted for 8,785 properties worldwide in 2023.

VISION

The preferred Urban Resort in the city that celebrates and connects people from the heart.

MOTTO

Take care of associate, the associate will take care of guest, and guest will be coming back.

COMPANY'S PROFILE



PUTTING PEOPLE FIRST

To build strong customer loyalty, focus on understanding your customers' needs and establishing rapport. Start by asking them questions about themselves during your initial interactions. This approach demonstrates your genuine interest in their preferences and experiences, which helps build trust and long-term relationships beyond just your product or service.

PURSUING EXCELLENCE

It's logical that a multinational luxury chain like Marriott would prioritize this value. It's important to keep in mind that pursuing excellence takes time.

EMBRACING CHANGE

Embracing change as a normal part of the workday offers an opportunity for progress and improvement, rather than something to fear or avoid. It allows companies to move forward and evolve positively.

ACT WITH INTEGRITY

Trust is fundamental to the success of all good relationships. People make purchases on trust. Word of mouth, one of the most powerful marketing tools is powered by trust.

SERVING OUR WORLD

Focusing on individuals who give their best naturally involves supporting those around you. Serving and assisting others in a charitable manner showcases your dedication to community diversity, health, education, and overall well-being.