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Teknik Pengucapan

BARACK OBAMA

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CRAFTING *Success* INSIDE THE RESTAURANT SERVICE PRE-WORLD SKILLS COMPETITION

Jazira Anuar, Faliza Mahamed Ali, Wan Nor Bayah Wan Kamarudin, Azlina Samsudin, Haslina Che Ngah, Mohd Hazrin Iman Noorkhizan, Razlan Adli Zain, Azahar Adzmy, Mohammad Hafizi Md Rus, Fauziah Deraman, Amanina Mat Ghani, Norazlina Rahmat, Wan Nazriah Wan Nawawi, Malina Hanum Mohd Kamal & Nazarudin Derani

FACULTY OF HOTEL AND TOURISM MANAGEMENT
UITM CAWANGAN TERENGGANU

The WorldSkills Competition (WSC) is widely regarded as the preeminent global platform for acknowledging and celebrating the exceptional talents and abilities of young individuals who have attained a remarkable degree of skill proficiency. The competition is accessible to all member nations of WorldSkills International (WSI). Malaysia has been granted membership in the World Standards Institute (WSI) since 1993. Skills areas are assessed based on global norms of skill proficiency, covering 27 areas or fields from several backgrounds including restaurant services, bakery, patisserie & confectionary, additive manufacturing, cabinet making, heavy vehicle technology, car paintings, mobile robotics, prototype modelling, floristry, and electrical installation to name a few.



It is an honor for the Faculty of Hotel & Tourism Management, UiTM Terengganu being appointed as the host of Restaurant Service in 2022 Pre-World Skills Competition. It covers two (2) categories comprise of WorldSkills Malaysia Belia (WSMB), open to all Malaysians not more than 21 years old and WorldSkills Malaysia Pengajar (WSMP), open to all lecturers with minimum four (4) years of teaching in hospitality field. As chosen venue for the prestige event being held from 28-31 May 2022, meticulous strategizing and groundwork from the Hotel Management Department and faculty members are in need to ensure its overall success execution starting from moments before the event, during the event and after the event. Miss Azlina Samsudin and Mr Mohammad Hafizi lead the Restaurant Service team. We started to be on duty as early as 7am and stayed till 9pm at night. Though it was very tiring, all faculty's lecturers and students involved demonstrated strong dedication and commitments to ensure a flawless and outstanding event experience for contestants, participants, and judges. The effective teamwork shown among all individuals involved is commendable. Collaborative efforts with many stakeholders such as Department Skills Development, local authorities and sponsors were imperative to guarantee the success of the event.



**THE RESTAURANT
SERVICE PRE-WORLD
SKILLS COMPETITION**



Hotel Management's Team

The organization of this Pre-WorldSkills Competition necessitates a multifaceted endeavor that demands the commitment of a proficient team (lecturers and students), meticulous preparation and meticulous attention to particulars. With the professional judges in line, the objective of this event is to assess and evaluate the proficiency of the country's young individuals, with the ultimate goal of cultivating a highly trained workforce that meets global standards. Contestants that qualify in Pre-WorldSkills Competition round, will then go to the final round for Malaysia WorldSkills Competition and the winner will represent Malaysia to compete with other countries.

The task at hand involves the coordination of the overall event arrangements including provision of meals and refreshments for participants, judges and staff members. The restaurant service Pre-WorldSkills Competition took place in the Dewan Aspirasi, UiTM Terengganu Campus Dungun. While the mise-en-place venues involved all Faculty's block: Mock Restaurant, Bayu Grill, Barista, Café Creative and Kitchen. All these locations possess the basic requisite infrastructure and services for the event. Nevertheless, other units and departments in UiTM Terengganu were also involved such as Communications Department (to raise the visibility of UiTM Terengganu), Bahagian Pengurusan Fasilitas, Polis Bantuan (PB) (to safe guard the well-being of participants, employees and guests), Infrastructure Unit in terms of technical infrastructure, encompassing internet access, power supply and specialized equipment tailored to restaurant service skill domain and Unit Kesihatan (UK) (to promptly attend to any health-related concerns or unforeseen crises that may occur throughout the duration of the event).



Generally, by hosting this prestigious event, it can yield substantial economic advantages. Looking at a bigger prospect, by having participants, contestants and judges coming to Terengganu, it has the potential to enhance tourism sector, generate employment opportunities, drive the demand for hospitality and food & beverage services and support the growth of local companies. In conjunction with that, it can facilitate the establishment of collaborative relationships among educational institutions, industry partners and government organizations. These collaborative alliances have the potential to result in enhancements to the curriculum and a more effective alignment with the demands of the industry. The WorldSkills Competitions serve as a catalyst for motivating young individuals to embark on professional paths in the fields of skilled hospitality. Moreover, the participation of judges in this event can serve as a means for them to augment their own skills and knowledge, so making a valuable contribution to the overall progress and improvement of their respective disciplines.

We hoped that this Pre-World Skills Competition event managed to create a favorable and enduring impact on both: UiTM Terengganu as the host site and individuals who participate in the competition. Feedback were gathered from competitors, judges and attendees in order to evaluate the successes and shortcomings of the event. This feedback will serve to identify areas for development and inform future iterations of the event. On top of that, sustainability and environmental considerations were also being prioritized to mitigate the event's ecological footprint. We adopted eco-friendly methods such as trash minimization and recycling during the overall event, in line with UiTM's efforts to support SDG Goals specifically SDG12: Responsible Consumption and Production.

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Audiences



Professional Judges



Creating Happiness in Work and Life in Society 5.0: A Religious Perspective

Ardian Adhiatma
 Dept. of Management, Faculty of Economics,
 UNISSULA, Indonesia



According to the World Happiness Report, Finland has been named the happiest country in the world for the fifth year in a row. The rankings are based on Gallup World Poll scores between 2019 and 2021 from 146 countries. Nordic countries tend to exhibit higher levels of personal and institutional trust. This World Happiness Report uses data reports to explain the “often overlooked and underappreciated” factors of balance and harmony. Therefore, people in the Nordic countries have a higher level of balance and harmony. Happiness is a choice and a decision from the heart. Sometimes the level of happiness is measured by life and the things it has. However, true happiness tends to be a state of mind and feeling that is characterized by a sense of gratitude or contentment to moderately intense pleasure, love, or joy. Someone who feels unhappiness in his life, namely when he has bad relationships with other people, whether with work relatives, work bosses, neighbors, family members, or partners, and has difficulty controlling their emotions and being relatively unproductive, should consider that happiness is not only about getting what you want but also about being able to accept what you don't want. However, the current generation, especially the millennial generation, views happiness based on career stability, financial security, self-satisfaction through achievement, and the ability to balance personal life with the demands of work.



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Faculty of Business and Management
Universiti Teknologi MARA Cawangan Terengganu, Kampus Dungun
Sura Hujung, 23000 Dungun, Terengganu, MALAYSIA
Tel: +609-8400400
Fax: +609-8403777
Email: biznewzuitm@gmail.com