



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka



HOTEL GRANADA

HRM666

3rd march - 15th august 2025

HOTEL GRANADA
BY CARE LUXURY HOTELS & RESORT

INTERNSHIP REPORT

FACULTY BUSINESS ADMINISTRATION [BA243 6A]
HONS. HUMAN RESOURCES MANAGEMENT

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EXECUTIVE SUMMARY

According to the course calendar, the internship is the final course for all undergraduate programs under faculty Business Management. All students are required to complete an internship or on-the-job training in a field relevant to their academic discipline and area of concentration. This internship course provides a practical learning platform for students to acquire real-world experience, professional competencies and a sense of accountability in performing tasks assigned by the host organization. It also aims to enhance students' knowledge, technical skills and attitudes related to HR.

As a final semester HRM degree at University Teknologi MARA (UiTM), I required to complete a 24-week Industrial Training. I undertook my internship at Hotel Granada Johor Bahru under Care Luxury Hotels & Resorts, from 3rd March 2025 to 15th Aug 2025. My placement was within the HR department under supervision of Ms. Najwa Suliman, HR Executive, while my academic supervisor was Ms. Fariha Aiza. This internship allowed me to gain exposure to various HR functions, including recruitment, documentation, leave and attendance management, staff welfare and performance tracking.

A significant component of the report is the SWOT Analysis of Hotel Granada. SWOT Analysis is a strategic tool widely used in business and organization planning. In this context, it is used to analyze the internal strengths and weaknesses of Hotel Granada as well as external opportunities and threats that may impact its operations. The analysis serves as a foundation to propose practical recommendations that can enhance the effectiveness and efficiency of the department.

This internship report is divided into five major sections to provide a concise and organized review of the entire experience. Part 1 introduces the student's profile, which includes their academic background, professional goals, and internship objectives. Part 2 details the company's background, organizational structure, and business operations. Part 3 focuses on training activities and reflections, highlighting the tasks completed, skills acquired, and personal insights obtained throughout the internship. Part 4 includes a SWOT analysis that identifies important strengths, weaknesses, opportunities, and threats encountered during the internship, as well as pertinent findings and practical recommendations. The last section includes a conclusion, references, and appendices that summarize the internship experience and provide extra documentation to support the report.

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ACKNOWLEDGEMENT

First and foremost, I would like to express my heartfelt gratitude to Miss Fariha, my HRM666 course advisor, for her unwavering support, encouragement, and valuable guidance throughout the internship reporting process. Her insightful feedback and dedication have been incredibly helpful in shaping this report.

I would also like to sincerely thank Ms. Najwa, my internship supervisor, for her supervision, mentorship, and continuous encouragement during my industrial training. Her guidance helped me stay focused and grow both personally and professionally throughout this journey.

A special appreciation goes to Ms. Fatimah Tajudin, the Senior Human Resource Executive at Hotel Granada Johor Bahru, for giving me the opportunity to undergo my internship in the Human Resource Department. I am deeply grateful for her trust, patience, and for generously sharing her knowledge and experience with me during my time at the hotel. To my beloved family, especially my parents and siblings, thank you for always standing by my side with unconditional love, motivation, and endless support throughout my studies and internship period.

Lastly, I would like to thank myself for having the determination, resilience, and discipline to complete this internship successfully. I am proud of the progress I have made and the experiences I've gained throughout this journey.

