



FACULTY OF BUSINESS AND MANAGEMENT

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE
MANAGEMENT (BA243)**

HRM666: INTERNSHIP

INDUSTRIAL TRAINING REPORT:

IMPIANA HOTELS & RESORTS MANAGEMENT SDN BHD



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EXECUTIVE SUMMARY

This internship report summarizes my industrial training experience at Impiana KLCC Hotel, a distinguished four-star business hotel located in the heart of Kuala Lumpur. The internship took place from 3rd March to 15th August 2025, offering over five months of hands-on exposure to daily hotel operations and professional practices in the hospitality industry. The main objective of this placement was to apply classroom knowledge in a real-world environment, while gaining a deeper understanding of hotel management, service delivery, and guest satisfaction.

Throughout the internship, I was assigned to various departments including front office, housekeeping, and food and beverage. This allowed me to observe the operational flow, interact with guests, and support the team in delivering quality service. A SWOT analysis was carried out to examine the hotel's performance. Key weaknesses such as outdated room furnishings and housekeeping inconsistencies were identified, along with external threats like strong competition and the impact of negative online reviews. However, several promising opportunities were also highlighted, such as improving food quality and forming partnerships with property developers to boost long-term growth.

Overall, the internship was an insightful and valuable experience that enhanced my technical knowledge and interpersonal skills. It also helped me develop a greater appreciation for teamwork, adaptability, and professionalism in the service sector. This report concludes with strategic recommendations aimed at helping the hotel address existing challenges and maintain its competitiveness in the hospitality industry.

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First and foremost, I would like to express my sincere gratitude to Impiana KLCC Hotel for giving me the opportunity to undergo my internship from 3rd March to 15th August 2025. This experience has been incredibly valuable in providing real-world exposure to hotel operations and strengthening my understanding of the hospitality industry.

I would like to extend my heartfelt thanks to my industrial supervisor and all staff members at Impiana KLCC Hotel for their kind guidance, professionalism, and continuous support throughout my internship. Their willingness to share knowledge and involve me in daily operations has helped me develop new skills and build confidence in a real working environment.

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