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**KAMPUS BANDARAYA MELAKA BACHELOR OF
BUSINESS ADMINISTRATION (HONS.)
OFFICE SYSTEMS MANAGEMENT (BA232)**

INTERNSHIP (MGT666)

AeroDarat

**INDUSTRIAL TRAINING REPORT
at AERODARAT SERVICES SDN BHD**

PREPARED FOR	MADAM NOR MASLIA BINTI RASLI SAMUDIN
GROUP	BA2326A
PREPARED BY	NUR AINA AFIEQAH BINTI MD ZULAZLI
STUDENT ID	2022841706

SURAT KEBENARAN

Tarikh : 26 OGOS 2025

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196
Email : praktikalfppmelaka@uitm.edu.my

Maklumbalas (!)



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Nama Pelajar	NUR AINA AFIEQAH BINTI MD ZULAZLI		
No. Matriks	2022841706	Nama Program	BA232
Tajuk Laporan	INTERNSHIP REPORT	Nama Syarikat	AERODARAT SERVICES SDN BHD

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Yang Benar



Nama Pegawai : Eugene Khoo
Jawatan : Manager Passenger Services
No. Tel. : 012-2188834
No. Faks :

Cop jabatan/organisasi:

Eugene Khoo
Manager Passenger Services
AeroDarat Services Sdn Bhd

EXECUTIVE SUMMARY

This report reflects my six-month residential with the AeroDarat Services Sdn. Bhd. which is a mature business of ground handling services, subsidiary of the Malaysia Aviation Group (MAG). The MGT666 course assumed that this industrial training was a necessity and supposed to provide students with some practice in the workplace operations and prepare them for their future work.

Being an intern, I was able to work in most of the departments of the airport, which allowed me to learn more about ground handling in general, including baggage handling services, passenger check-in, flight documentation, and safety measures. What is more, I received the first-hand impression of how every job has its role in smooth airport performance by collaborating with professional and cooperative employees.

Besides equipping me with skills in technology, this experience let me know the art of being confident and focused in a busy environment which also granted me more self-belief in my capacity to handle my duties and communicate to others. especially the passengers and pay utmost attention to details. I learned in AeroDarat how dependability and teamwork really matter under a challenging and enriching environment.

On the whole, such internship has been an important and satisfactory academic milestone of my academic life. It boosted my motive to start my career in the field and gave me a clear picture of how it feels like to be in business in this industry. The knowledge and skills later obtained during these six months will certainly be good foundation to anything further.

ACKNOWLEDGEMENT

Alhamdulillah, I would like to thank God by all means that He has blessed me with His infinite mercy, which provided me with the health, strength, and stamina to complete this report and my industrial training, fulfilling all requirements of the course MGT666.

I would like to say massive thanks to Mr. Eugene Khoo Teng Eu who is my supervisor who has granted me this opportunity to pass through my internship days at AeroDarat Services Sdn. Bhd. He has been very instrumental in encouraging me and other students through his helpful insights and critical comments and suggestions throughout the six-month training.

I would like to thank the personnel at AeroDarat who were very welcoming and tolerated taking time to impart their knowledge and experience, particularly, to the Business Units and Operations. Their professionalism, cooperation, and support led to creating a favorable learning environment, which helped me develop both professionally and personally.

I would also like to give out my Thanks to my University Supervisor who was Madam Nor Maslia and to the Faculty of Business and Management in Universiti Teknologi MARA (UiTM) who provided a platform to the students to have this exposure which made us have practical experience of working out in the real world.

Lastly, I would like to thank my family, friends, and my heartfelt thanks to them since they have encouraged me throughout this adventure, prayed with and stood by me. I strongly appreciate all people, who helped to make this internship successful and made it a significant and eye-opening experience.

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