



اُنِيْوَرْسِيْتِيْ تِيْكَنُوْلُوْجِيْ مَآرَا
UNIVERSITI
TEKNOLOGI
MARA

**UNIVERSITI TEKNOLOGI MARA (UTM) CAWANGAN MELAKA
KAMPUS BANDARAYA MELAKA**

FACULTY OF BUSINESS AND MANAGEMENT

BA232 – BACHELOR'S IN OFFICE SYSTEM MANAGEMENT (HONS)

MGT666: INTERNSHIP



STAFFIELD COUNTRY RESORT

DEPARTMENT: FINANCE

PREPARED BY:

NUREEN NABIHAH BINTI NOORULAZMAN

2023165191

PREPARED FOR:

MADAM GLADYS SEBI BINTI ENTIGAR

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SURAT KEBENARAN

Tarikh : 18/08/2025

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

Tuan/Puan

Maklumbalas (/)



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Nama Pelajar	NURREEN NABIHAH NOORULAZMAN		
No. Matriks	2023165191	Nama Program	BA232
Tajuk Laporan	INTERNSHIP	Nama Syarikat	STAFFIELD COUNTRY RESORT

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Yang Benar



Nama Pegawai : TAM LUY PHUN
Jawatan : ASSISTANT FINANCE MANAGER
No. Tel. : 010-205 9089
No. Faks :

Staffield Country Resort Berhad

Reg No. 198101010967 (77094-M)

Batu 13, Jalan Seremban-Kuala Lumpur

71700 Mantin, Negeri Sembilan Darul Khusus

Tel No: 013-87666117/8/9 Fax No: 03-87667173

Cop jabatan/organisasi:

PART 1: PRELIMINARY PAGES

EXECUTIVE SUMMARY

The 24 – week Industrial Training (MGT666) I completed at Staffield Country Resort in Beranang from 3 March 2025 to 15 August 2025, is summarised in this internship reflection. Through the completion of actual tasks assigned by the organization, this internship aimed to give students real – world experience and enable them to apply their theoretical knowledge in a professional setting. I wanted to use this opportunity to improve task execution, strengthen my practical skills, and improve my communication abilities.

An overview of Staffield Country Resort is given at the start of the report, including its background, vision, mission, organizational structure, and range of goods and services. Moreover, I will describe my practicum experiences during my internship with my supervisor Mr. Tam Lup Hun as well as describes how he guides me, counselled and supported me during the 24 weeks of my internship. Mr. Tam Lup Phun's supervision was quite reflective of my professional growth during the internship.

The second part of the report provides a SWOT analysis of the organization – strengths, weaknesses, opportunities, and threats. Also in this section, the challenges faced by the organization and my recommendations are also identified to help give direction to the non – structured portion of the analysis that would show the potential for addressing weaknesses, taking advantage of opportunities, or mitigate for external threats.

ACKNOWLEDGEMENT

First, all praises to Allah SWT who gave me the motivation, patience, and good health to endure and complete this Industrial Training. I am truly grateful to Him for allowing me to undertake and complete this internship journey despite the commitment and resilience required.

I would like to take this opportunity to sincerely thank Stafffield Country Resort, Beranang, for the opportunity does not only give me opportunity for my internship but also be able to get the experience of real – world situation in a professional setting. Being an organization was not only a chance to develop practical abilities, but it also offered me vulnerability and consideration towards my working environment.

I would also like to make special mention of my supervisor, Mr. Tam Lup Phun, for his ever – encouraging words, advice, and constructive criticism during my internship. His instructions and support, in my opinion, gave me the best chance to acclimatize at the workplace and discharge my role with confidence and clarify.

I would also like to express appreciation to the Stafffield Country Resort workers, especially staff in my department, for their warm welcome, open sharing of knowledge, and friendly environment. Working with such a large group of knowledgeable and supportive was wonderful and help to enhance my internship experience overall.

In addition, I would like to appreciate Universiti Teknologi Mara (UiTM) of Office Management and Technology as well, on this exposure and experience and the acceptable knowledge that has assisted me all through this internship of the course MGT666. I sincerely to appreciate my advisor lecturer, Madam Gladys Sebi binti Entigar with deep gratitude since she always supported, encouraged, and professionally advised me to be committed up to the internship time.

Finally, I would like to appreciate my friends and family, who supported, understood, advised, and encouraged me through the hardships that I underwent as well as keeping my thoughts open throughout the internship.

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