

CROWNE PLAZA®

— BY IHG —

Kuala Lumpur City Centre



HRM666

INTERNSHIP REPORT: INDUSTRIAL TRAINING

Program:

BA243 (Human
Resources Management)

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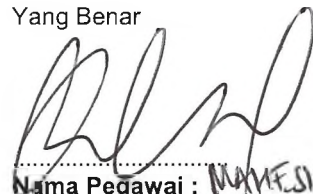
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EXECUTIVE SUMMARY

Crowne Plaza Kuala Lumpur City Centre, IHG Hotels & Resorts offered me a great experience of the practical HR function in the hospitality industry. As a Bachelor in Business Administration (Hons.) Human Resources, I did my internship in the HR department and acquired valuable skills related to practical work in this sector.

I help with the internship on recruiting, orientation & training, employee relations and HR administration throughout my time within. My duties involved arranging interviews, setting up interview rooms, processing applications and calling on suitable applicants. I helped the new hires I supported through onboarding by enrolling staff in the face scan system, facilitating lockers and policy distribution. I also organized employee files and documentation, which developed my organizational skills as well as accuracy.

Through constant cooperation with other departments like Front Office, House Keeping, F&B, Finance, Security and Sales & Marketing I got a broad view of hotel operations and enhanced my ability to communicate with various local cultures.

Based on my observations, I would draw up a SWOT analysis that included strong teamwork and clear processes in the “strength” category, together with standard challenges in hospitality such as high turnover and workload peaks. The growing tourism market provides growth prospects and the industry competition and trained staff availability are ongoing challenges.

All in all, it was such a meaningful and beneficial internship to me throughout the bond period with Crowne Plaza Kuala Lumpur City Centre. I learned a lot of new things that helped me gain confidence, improve my HR skills and mainly understand the expectations in a hotel. This has prepared me for future Human Resources positions.



ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Alhamdulillah, All praise on to the Almighty Allah for giving me the knowledge and skills to accomplish this internship report. It was not without difficulties but I am thankful that I could overcome all of them with my strength and determination.

During the period I have been compiling this report there are so many people who had been a source of continuous support and guidance to whom I am much in debt. Their support whether direct or indirect has added much to the accomplishment of this internship report.

First and foremost, I would like to record my special thanks and appreciation to Miss Jolin Norshyme Binti Hashim, my workplace supervisor in UiTM Raub, Pahang for her constant support, constructive criticism and helpful advice. Her patience, support and commitment in both my consultations over the web and discussions face-to-face have been really useful for me in this internship period. I am very grateful for Her dedication that has allowed me to be where I am personally and academically.

I also wish to thank all of my teammates and staff members that have encouraged me through this internship. The assistance, advice and encouragement from them are very important to build up this report. Thanks to them my internship was meaningful, fun and full of great learning experiences.

Finally, my thanks to all who have helped in any way with this report. Your support has been very meaningful.

Thank you.

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