



GCB COCOA MALAYSIA SDN BHD  
(22 SEPTEMBER 2025 – 6 MARCH 2026)



Prepared By

NUR SABRINA BINTI SALEHUDDIN

2023696244 (BA2736D)

Prepared For:

MADAM NOR TASIK BINTI MISBAH

HRM666

# INDUSTRIAL TRAINING REPORT



## SURAT KEBENARAN

Tarikh : 4/2/2026

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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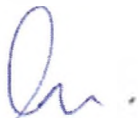
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| No. Matriks   | 2023696244                          | Nama Program  | BA273                |
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Nama Pegawai : Mohd Saiful Nizam  
Jawatan : HR EXECUTIVE  
No. Tel. : 07-2513961  
No. Faks :

Cop jabatan/organisasi:



# EXECUTIVE SUMMARY

This report summarizes the **24-week industrial training experience at GCB Cocoa Malaysia Sdn Bhd**, conducted from **22 September 2025 until 6 March 2026** in the **Human Resource and Administration Department**. This company operates in the **food and beverage manufacturing industry** and specializes in **cocoa-based ingredients** such as cocoa powder, cocoa butter, cocoa mass and cocoa cake, serving mainly multinational and industrial B2B clients.

Throughout the journey, I was involved in **various HR and administrative functions**, including recruitment support, onboarding documentation, attendance tracking, uniform inventory management, discipline documentation, and general office administration. These tasks provided practical exposure to real HR operations and strengthened technical skills, especially in Microsoft Excel, HR procedures and documentation handling. It also **improved personal competencies** such as communication, teamwork, professionalism and confidentiality in handling employee information, while deepening understanding of HR's role in supporting organizational efficiency.

A **SWOT analysis highlighted** the company's strengths in financial growth and product diversity, alongside weaknesses in work-life balance, employee turnover, and cybersecurity. Opportunities exist in flexible work practices and digital improvements, while threats include cocoa price volatility, economic uncertainty, and evolving workforce expectations. Overall, this experience provided beneficial industry exposure, practical human resources knowledge, and significant professional growth.



# ACKNOWLEDGEMENT

I would like to express my sincere appreciation to **GCB Cocoa Malaysia Sdn Bhd** for giving me the opportunity to complete my industrial training at the **HR & Admin Department** from **22 September 2025 to 6 March 2026**. This experience has provided me with beneficial exposure to organizational practices and enhanced my understanding of the professional working environment.

I am deeply grateful to **Mr. Mohd Saiful Nizam Bin Hajeli**, HR & Admin Executive, who is my supervisor, for his valuable guidance, constructive feedback, and continuous support throughout the internship period. His willingness to share knowledge greatly contributed to my learning process and personal development. I would also like to extend my appreciation to **Madam Nortasik Binti Misbah**, my advisor, for her guidance, advice, and encouragement during the internship period and the completion of this report.

Next, my sincere thanks go to **all members of HR & Admin Department** at GCB Cocoa Malaysia Sdn Bhd for their assistance, cooperation, and support. Their teamwork and professionalism created a positive working environment that made my internship more meaningful. Lastly, I would like to express my deepest gratitude to my **friends and family** for their continuous encouragement and moral support, which motivated me to complete this report successfully.



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