

**UNIVERSITY TECHNOLOGY MARA**  
**FACULTY OF ADMINISTRATIVE SCIENCE &**  
**POLICIES STUDIES**



**PRACTICAL TRAINING REPORT (ADS667)**  
**HOCK PENG REALITY SDN BHD**

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**(2016376139)**

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# CHAPTER 1

## INTRODUCTION

### 1.1 Chapter Review

This chapter focused on the background of the Hock Peng Organisation as a wholly. In section 1.2 the trainee will explained on the Hock Peng Organisation. Meanwhile, Section 1.3 focused on the Hock Peng Organisation's vision and mission followed by the section 1.4 that explained on the organisation's logo. Sections 1.5 trainee show the organisation's chart and also describe the responsibilities of the employees in the Hock Peng Reality Sdn Bhd Mukah, Sarawak. Next section 1.6 trainee explained on the services and facilities provided by Hock Peng Reality organisation and last section 1.7, trainee provides the brief organisation information.

### 1.2 Hock Peng Organisation Background

Hock Peng Organisation is a diversified group of companies with interests in property development, building and civil engineering construction, marine dredging, land reclamation, retail business, hotels, service station, trading and plantations.

The Group started their business as a small furniture manufacturer in Sibul in the 1960s which is Toh Boo Khim laid as a founder for the establishment of a leading real estate and housing development group of companies in Sarawak. The company slowly expanded during the 1970s, venturing into construction work and property development in Bintulu and Sibul. Spurred on by the successful completion of numerous projects, the Group expanded the scope of its construction and property development business in the 1980s and at the same time diversified into hotel business and trading activities.

As Sarawak's economy and infrastructure development accelerated in the 1990s, Hock Peng further expanded its civil engineering operations and ventured into marine dredging and land reclamation work. Hock Peng is now one of the few local contractors with its own dredging equipment and experienced dredging team. The Group's construction arm is a PKK, UPK and JKR registered Class A-A-A and CIDB registered Grade G7 contractor.

The Group's increased capabilities and strong track record over the years led to its being awarded numerous government contracts and joint-venture development projects with statutory authorities throughout Sarawak. Hock Peng today continues to participate actively in the development of Sarawak with its headquarters in Sibul and a regional office in Kuching, as well as branch offices in Miri, Bintulu and Mukah.

### **1.3 Hock Peng Organisation's Vision and Mission**

#### **1.3.1 Organization's Quality Policy**

Hock Peng focusing on developing various industries in Sarawak and backed up by a group of dedicated employees in itself. This organisation is committed to provide construction and property development services to their clients in a timely and cost effectiveness manner and to meet their client's requirements. Hock Peng strive to comply with the statutory, regulatory and client's requirement and continually improve the effectiveness of the QMS through reviews, audits and initiatives.

In measuring the achievement of this policy, quality objectives are established and reviewed during Management Review Meeting at least once a year to ensure continuing suitability. These quality policies are communicates to all levels of the organisation to ensure their understanding in working towards common goals.

#### **1.3.2 Organisation's Functional Quality Objectives**

##### **1. Resource Management**

- ❖ To ensure the competence of our employees, our management will allocate resources for training assistance to all permanent staff for eight hours per year, if required.
- ❖ 70% of the machineries and equipment for each project to be serviced as per scheduled.

<p><b>2. Project Administration</b></p> <ul style="list-style-type: none"> <li>❖ 90% of the purchased materials to be delivered on time.</li> <li>❖ Submission of the progress claim to client on monthly basis or as per scheduled instalment.</li> <li>❖ To have minimum 70% of satisfied customer achieved through Customer Surveys.</li> </ul>
<p><b>3. Quality Management</b></p> <ul style="list-style-type: none"> <li>❖ At least have one improvement to QMS per management review.</li> </ul>
<p><b>4. Construction Management</b></p> <ul style="list-style-type: none"> <li>❖ Minimum 80% QC inspection for Roofing, Plastering and Painting achieved Good (G) grades for each project.</li> <li>❖ Maximum 5% of wastage for overall concrete quantities for each project.</li> <li>❖ Maximum 8% of wastage for overall steel quantities for each project.</li> <li>❖ Minimum 4 times usage per piece of plywood formwork for each project.</li> </ul> <p><b>5. 90% of the projects to be completed on schedule.</b></p>

Table 1.1 Organisational's Functional Quality Objectives



## 1.4 Organization's Logo

A logo is a symbol used by the companies in which to represent and identify of what the organisation literally do. Hock Peng Organisation's logo has the potential to communicate and reinforce a brand's core values in order to generate business profits. Hock Peng Organisation's logo;



Figure 1.1 : Hock Peng Organisation Logo

Hock Peng Organisation logo represents by the Chairman's name which are Datuk Toh Chiew Hock and his younger brother Dr. Francis Toh Chiew Peng. After their late father, Toh Boo Khim died which the founder of the organisation, Hock Peng is now fully led by both of his sons. Their organisation's logo plays an important role in their business to achieve until this level. Not only easy to understand but their logo also easy to remember.

## 1.5 Organizational Chart and Employees' Responsibilities

### 1.5.1 Hock Peng Reality Sdn Bhd Organisational Chart

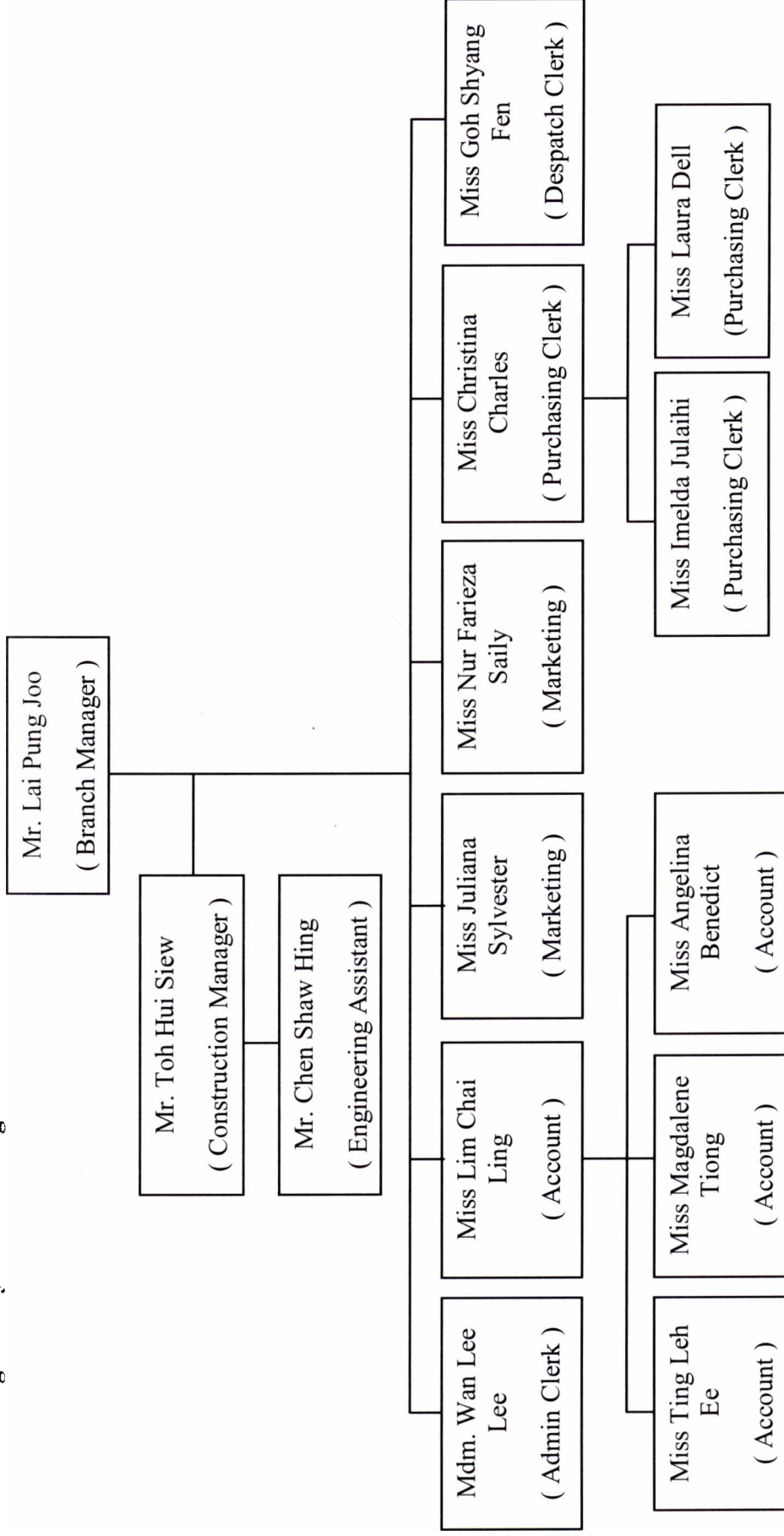



Figure 1.2 Hock Peng Reality Sdn Bhd Organisation Chart

## 1.5.2 Employees' Responsibility

<b>POSITION / TASKS</b>	
	<p><b>Mr. Lai Pung Joo</b></p> <ul style="list-style-type: none"> <li>• Branch Manager.</li> <li>• Responsible for managing and administering the affairs of the organisation on a day-to-day basis covering all angles of the branch formation in order to achieve the organisation's goal.</li> <li>• Acts as a supervisor to the students who undergo their industrial training in this organisation.</li> </ul>
	<p><b>Mr. Toh Siew</b></p> <ul style="list-style-type: none"> <li>• Construction Manager.</li> <li>• Managing on site's activities such as overseeing and directing construction projects from conception and completion and negotiating with or hiring subcontractors and workers.</li> </ul>
	<p><b>Mr. Chen Shaw Hing</b></p> <ul style="list-style-type: none"> <li>• Engineering Assistant.</li> <li>• Conducts inspections and analytical tests.</li> <li>• Involved in engineering and administration of the projects.</li> </ul>
	<p><b>Mdm. Wan Lee Lee</b></p> <ul style="list-style-type: none"> <li>• Administration and Human Resource clerk.</li> <li>• Responsible in coordinating office activities and operations to secured efficiency and compliance to company policies.</li> <li>• Responsible in keep stock of office supplies and place orders when necessary.</li> </ul>



**Miss Lim Chai Ling**

- Accountant.
- Verifying the accuracy of invoices and other accounting documents or records.
- Handling the check payment made by the organisation.



**Miss Ting Leh Ee**

- Accountant.
- Reconciles records with internal company employees and management or external vendors and customers.
- Update business transactions such as expense vouchers and receipts.



**Miss Magdalene Tiong**

- Accountant.
- Responsible in budgeting and bookkeeping.
- Prepare report.



**Miss Angelina Benedict**

- Accountant.
- Gather and monitor financial data.
- Enter data in computer system.



**Miss Juliana Sylvester**

- Marketing.
- In charge of buying and selling property such as commercial shop house and residential housing.
- Helps Engineering assistant to do inspection for roofing, plastering and painting.
- Promoting organisation's brand to the public and target customers.



**Miss Nur Faziela Saily**

- Marketing.
- Develop internet advertising and all other forms of sales.
- Promoting organisation's brand to the public and target customers.
- Any other duties as may be assigned by the superior from time to time.



**Miss Christina Charles**

- Purchasing Clerk.
- Receive orders from department within the organisation.
- Contact suppliers in order to schedule or expedite deliveries and to resolve shortages, missed or late deliveries and other problems.
- Track the status of requisitions, contract and orders.



	<p><b>Miss Imelda Julaihi</b></p> <ul style="list-style-type: none"> <li>• Purchasing Clerk.</li> <li>• Receive orders from department within the organisation.</li> <li>• Contact suppliers in order to schedule or expedite deliveries and to resolve shortages, missed or late deliveries and other problems.</li> <li>• Track the status of requisitions, contract and orders.</li> </ul>
	<p><b>Miss Laura Deli</b></p> <ul style="list-style-type: none"> <li>• Purchasing Clerk.</li> <li>• Receive orders from department within the organisation.</li> <li>• Contact suppliers in order to schedule or expedite deliveries and to resolve shortages, missed or late deliveries and other problems.</li> <li>• Track the status of requisitions, contract and orders.</li> </ul>

Table 1.2 Employee’s Responsibilities

## 1.6 Services and Facilities Provided by Hock Peng

Hock Peng Reality Sdn Bhd is a group of an organisation which specialises in a wide range of fields and that is why it was generally known as a one of big organisation that leads in developing economics in Sarawak. With only starts as a manufacturing business, it managed to growing rapidly, covering variety range of domestic business such as building, marine, dredging and hotel. The most common facilities that Hock Peng offered were the commercial shop house and residential house. However, there are still in plan for upcoming project by next year which is 2019.

Hock Peng are divided into four different entities which are lies to Hock Peng Engineering, Hock Peng Furniture & General Contractor, Hock Peng Reality and Hotel and retail Business. Every sub division carries its own business and site's project. Hock Peng are responsible to design and build most of the site's project cooperate with the other organisation. Below are the lists of site and business handled by Hock Peng division for Mukah branch;

<p><b>Hock Peng Engineering Sdn Bhd</b></p> <ul style="list-style-type: none"> <li>i. Mulok East 2 (ME2)</li> <li>ii. SE2</li> </ul>	<p><b>Hock Peng Associates with Hotel and Business Retail</b></p> <ul style="list-style-type: none"> <li>i. Li Hua Hotel               <ul style="list-style-type: none"> <li>- the first hotel chain of Hock peng Organisation in her maiden venture into tourism and hospitality industry in 1979.</li> </ul> </li> <li>ii. Medan Departmentl Store &amp; Supermarket               <ul style="list-style-type: none"> <li>- the department store commenced business on 26 September 2008, followed by the supermarket on 26 September 2009.</li> </ul> </li> </ul>
<p><b>Hock Peng Reality Sdn Bhd</b></p> <ul style="list-style-type: none"> <li>i. Mukah Project</li> <li>ii. Coal Barging</li> </ul>	
<p><b>Hock Peng Furniture &amp; General Contractor Sdn Bhd</b></p> <ul style="list-style-type: none"> <li>i. BPC1/2/9 (Bukut)</li> <li>ii. WK01/2/3/4 (BEM)</li> <li>iii. Mukah Power Generation (MPG)</li> <li>iv. Sarawak Coal Resources (SCR)</li> </ul>	

Table 1.3 List of site and businesses handled by Hock Peng Organisation

## 1.7 Organisation Information

Name of Company	:	Hock Peng Reality Sdn. Bhd.
Address	:	HOCK PENG REALITY SDN BHD, SUBLOT 12, MUKAH NEW TOWNSHIP, 96400 MUKAH, SARAWAK, MALAYSIA.
Telephone no.	:	084 – 871376
Facsimile no.	:	084 – 871390
Website	:	<a href="http://www.hockpeng.org">www.hockpeng.org</a>
Company Registration no.	:	20235 – D
CIDB Reg. Grade	:	Grade 7

Table 1.4 Organisation's Information


## 1.8 Chapter Summary

Throughout this chapter, trainee had briefly explained on the background of the Hock Peng Organisation as a wholly with the organisation's vision and mission especially the Hock Peng Reality Sdn Bhd Mukah whereby it is where the trainee doing her practical training for 8 weeks. In addition, trainee also identified the services and facilities provided by Hock Peng Organisation together with the organisation's information.



## 2.3 PRACTICAL TRAINING SCHEDULE

Trainee was provided with the logbook by UiTM Samarahan. All duties and tasks done by trainee was recorded in the logbook as well as signed and approved by the supervisor weekly.

Weeks (2018)	List of Activities (Weekly)
<p><b>Week 1</b> (24<sup>th</sup> July – 28<sup>th</sup> July)</p>	<p>a) Report Duty</p> <ul style="list-style-type: none"> <li>• Trainee report duty at the ground floor office and meet with Mdm. Wan Lee Lee, supervisor during the practical training.</li> <li>• Mdm. Wan Lee Lee asked the trainee to fill in the form of trainee’s personal information.</li> <li>• Introduce trainee with other staff and trainees from different University and asked the trainee to sit with other trainees at level 1 office A to ensure that the trainee can cooperate well with other trainees in the organization.</li> <li>• Besides, the trainees who have start their practical earlier explained what should be done and what shouldn’t be done in the organisation as the beginning of the practical training.</li> </ul> <p>b) Administration task</p> <div data-bbox="759 1568 1159 1823" style="text-align: center;">  </div> <p>Figure 2.1 Employees’ Work Cards, Overtime Paper &amp; Employees’ List</p> <ul style="list-style-type: none"> <li>• The trainee was given the Hock Peng’s employees’</li> </ul>

work cards from different project to be separated between local and non-local employees.

- The employees' work cards also must be separated from overtime paper which has been compiled behind the work cards. This is to ensure that it is easy to do photocopy on each work cards and overtime paper. Besides that, the employees' list also needs to be photostatted.
- Miss Imelda asked to double check the amount of wages, EPF, SOCSO and etc from the work cards and compared to the name list given to make sure exact amount has been key in at the list.



Figure 2.2 Photostat Duties on each Employees' Work Cards, Overtime Paper and Employees List

- Miss Imelda at level 1 office A asked the trainee to do the photocopy on each employees' work cards, overtime paper and employees' list and teach how to the photocopy one by one. The local and the non-local employees' work cards should be separated during the photocopy.
- After the photocopy, the employees' work cards and overtime paper need to be compiled together again as before it was separated and gives the original and photocopy to Miss Imelda.

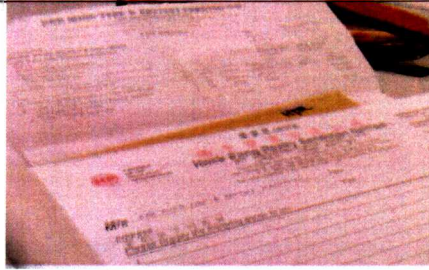


Figure 2.3 Invoice

- Writing an invoice asked by Miss Laura and get signature from Hock Peng Reality's manager, Mr. Lai Pung Joo on;
  - Transportation spare parts
  - Good purchased
- Check invoice number and amount of money on the resit to make sure it is correct as stated in the cheque.



Figure 2.4 Name list cutting to be attach to the envelope

- Miss Imelda asked to cut the list name one by one and attach each name to each envelope. Then, the envelope need to be compiled with the employee's work cards based on their name on each envelope and work cards. The enveloped will be used to pay the employee's wages who work at the site. Thus, the task given by Miss Imelda repeated as she handled several Hock Peng Reality's employees at different site.
- In addition, the envelope that has been compiled with employee's work cards will also be compiled with employee's pay slip. Each employee has two pay slip that will be compiled in front of the envelope.

c) Data Processing



Figure 2.5 Software application

- Miss Laura asked to key in employees' wages based on what has been written at the employees' work cards such as working hours and teach how to key in the data using the software application which is Microsoft Excel.

d) Outdoor task

- Mdm. Wan Lee Lee asked to send items at Sheng Yi Stationary & Trading to be post using GDeX.

**Week 2**  
(30<sup>th</sup> July – 4<sup>th</sup>  
August)

1. Counter Service

- Answered any phone call and connect it to the other staff to which they are asking for.

2. Administration task

- Sending document that has been signed by the manager, Mr. Lai Pung Joo from ground floor office to the level 1 office to be passed to the staff.
- Sending document to be sign by Mr. Toh Hui Siew, construction manager in his office at level 1 office A.
- Mdm. Wan Lee Lee asked to do a photocopy on resit of purchasing goods.
- Mdm. Wan Lee Lee asked to arrange the petty cash voucher based on their reference number for January 2018 and February 2018.


### 3. Financial task

- Few trainees asked to go for financial room to help the staff with budgetary process such as double check the amount of employees' wages one by one to make sure the amount is correct before being put into the envelope that has been prepared the day before the budgetary process. The task given repeated with different employees from different site.

### 4. Outdoor task

- Mdm. Wan Lee Lee asked to go the several places such as:
  - Sheng Yi Stationary & Trading : to buy some stationary such as file, books, A4 paper and A3 paper that ordered from another office site, Sarawak Coal Resources (SCR).
  - Pejabat Tenaga Kerja Mukah : to take a non-authorized employment payroll under Hock Peng Furniture & General Contractor Sdn Bhd (license renewal).
  - Yong Brothers : to get the sign at some document and voucher provided on purchasing goods, pay for the goods purchased by cash and get red receipt of the invoice from the owner.
  - Syarikat SESCO Berhad : pay July 2018 electricity charges.
  - HongLeong Bank : bank in some amount of money using cash deposit machine ATM to Hii Loo Ning.

<p style="text-align: center;"><b>Week 3</b> (6<sup>th</sup> August – 11<sup>th</sup> August)</p>	<ol style="list-style-type: none"> <li>1. Counter Service <ul style="list-style-type: none"> <li>• Answered any phone call and connect it to the other staff to which they are asking for.</li> </ul> </li>   <li>2. Administration task <ul style="list-style-type: none"> <li>• Sending document to be sign by the manager from level 1 office to the ground floor office.</li> <li>• Key in tax invoice or purchasing order into Daily Received System software to ensure that the tax invoice and purchasing order was recorded in the system.</li> <li>• Key in the advance request by the employees in data provided using Microsoft Excel for Mulok Site.</li> </ul> </li> </ol>
<p style="text-align: center;"><b>Week 4</b> (13<sup>th</sup> August – 18<sup>th</sup> August)</p>	<ol style="list-style-type: none"> <li>1. Counter Service <ul style="list-style-type: none"> <li>• Answer any phone call and connect it to the other staff to which they are asking for.</li> </ul> </li>   <li>2. Administration task <ul style="list-style-type: none"> <li>• Sending document or parcel from ground floor office to the staff at the level 1 office and to the engineer room to get the sign on the document.</li> <li>• Doing photocopy on petty cash voucher, employee's advances and overtime paper from different sited asked by Mdm. Lee Lee as a copy before the original one send to the headquarters.</li> <li>• Issue and print out a new employee's work cards at the site BPC9, Mulok East 2 and Sarawak Coal Resources for the month</li> </ul> </li> </ol>

	<p>September 2018.</p> <ul style="list-style-type: none"> <li>• Calculate the working hours of the employee from the work card provided so that it will be easier to calculate the wages of the employees.</li> </ul> <p>3. Outdoor task</p>  <p>Figure 2.7 Parcel to be sent to the Bus Terminal</p> <ul style="list-style-type: none"> <li>• Went to bus terminal to send some parcel to be post to Hock Peng Sibul and Hock Peng Kuching asked by Miss Goh Shyang Fen.</li> <li>• Went to Sheng Yi Stationary &amp; Trading to buy some stationary for office use at the site that will be collect by one of the staff from the site.</li> </ul>
<p><b>Week 5</b> (20<sup>th</sup> August – 25<sup>th</sup> August)</p>	<p>1. Counter Service</p> <ul style="list-style-type: none"> <li>• Answered the phone call and connect it to the other staff to which they are asking for.</li> </ul> <p>2. Administration task</p> <ul style="list-style-type: none"> <li>• Sending document from level 1 office to ground floor office.</li> <li>• Photostat water bil from 10 different subplot which consist of ground floor, level 1 and level 2 in one subplot to be fax to the staff at the JKR staff due to certain issues arise,</li> <li>• Recheck the cheque information and</li> </ul>

	<p>amount of money whether it is correct asked by Mdm. Lee Lee.</p> <ul style="list-style-type: none"> <li>• Recheck and photostat the claim made by the manager as a proof before sending the original copy to the CEO.</li> <li>• Recheck the amount of overtime of the employee and then calculate the amount of wages for the food reimbursement and travelling to ensure the amount is correct for the employees at the ship (HP25, HP27, HP33 and Isabella).</li> </ul>
<p style="text-align: center;"><b>Week 6</b> (27<sup>th</sup> August – 1<sup>st</sup> September)</p>	<ol style="list-style-type: none"> <li>1. Counter Service <ul style="list-style-type: none"> <li>• Answer any phone call and connect it to the staff to which they are asking for.</li> </ul> </li> <li>2. Administration task <ul style="list-style-type: none"> <li>• Sending a document from the first floor office to the ground floor office to get a sign from the manager and also sending the document from ground floor to first floor to the engineering room to get his sign.</li> <li>• Calculate the working hour of the employees based on their work cards.</li> </ul> </li> <li>3. Outdoor task <ul style="list-style-type: none"> <li>• Sending some parcel to Terminal Bus Mukah to be delivered to Hock Peng Kuching and Hock Peng Sibiu.</li> </ul> </li> </ol>





Figure 2.8 Office used bought from Medan Supermarket Mukah

- Went to Medan Supermarket to buy office used for the next month.

4. Financial task



Figure 2.9 List of name and wages of the employees from different sites

- Few trainees asked to go for financial room to help the staff with the budgetary process such as recheck the amount of employee's wages one by one to make sure the amount is correct before being put into an envelope that has been prepared the day before the budgetary process. The task given repeated with different employees from different site.

**Week 7**  
(3<sup>rd</sup> August – 8<sup>th</sup> August)

1. Counter Service

- Answered any phone call and connect it to the other staff to which they are referring to.

2. Administration task

- Sending document from level 1 office to ground floor office to get the sign from the manager and also sending the document to the staff at the first floor office and to the engineer room to get the sign.
- Make a phone call to certain organization asked by Ms. Magdalene to ask them to fax the statement for the month of August 2018.
- Arrange the invoice based on their invoice number and recheck the amount of purchasing good asked by Mdm. Lee Lee.
- Doing a photocopy on petty cash voucher of the employees from three different Hock Peng which are Hock peng Reality, Hock Peng Furniture and Hock Peng Engineering. Then, recheck the name, invoice number, date and reference number to make sure it is correct and there is sign at the petty cash voucher asked by Mdm. Lee Lee.

3. Outdoor task

- Went to Labor Department to send a document request by them and get the sign and take it back to give to Hock Peng staff, Ms, Juliana.
- Went to Celcom center to pay the bil used by the engineer, Mr. Toh asked by Mdm. Lee Lee.

	<ul style="list-style-type: none"> <li>Went to Exca Machinery Parts Sdn. Bhd to ask for date amendment and price listing with company cop at the purchasing order asked by Ms. Nur.</li> </ul>
<p><b>Week 8</b> (10<sup>th</sup> August – 14<sup>th</sup> August)</p>	<ol style="list-style-type: none"> <li>Counter Service <ul style="list-style-type: none"> <li>Answered any phone call and connect it to the staff to which they are asking for.</li> </ul> </li> <li>Administration task <ul style="list-style-type: none"> <li>Sending document from level 1 office to the ground floor office to get a sign from the manager.</li> <li>Arrange petty cash voucher based on their reference number for the month of March 2018.</li> <li>Key in the advances made by the employees that will be taken on Friday or Saturday by the site’s manager in data, Microsoft Excel.</li> </ul> </li> </ol>

Table 2.1 Practical Training Schedule

## 2.4 Chapter Summary

Throughout this chapter, trainee had concisely listed down and explained the duties and tasks that were carried out during the 8 weeks of practical training at the Hock Peng Reality Sdn Bhd Mukah, Sarawak, together with the figure that has been taken while completing the tasks. It gives trainee the new experienced in conducting various task that is worthy beneficial knowledge.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.1 Chapter Review**

Chapter 3 trainee will be discussing on the task analysis in which trainee had experienced during the 14 weeks of practical training at Hock Peng Mukah Sdn Bhd. Section 3.1 will discuss on the task given by the staffs to the trainee and explaining its for better understanding. Meanwhile, section 3.2 will shows the tools that has been used to do the task given with some explanation. Thus, section 3.3 will summarize what the used of conducting the task given during the practical training period at the organisation.

#### **3.1 Task given during the practical training**

##### **3.1.1 Counter service**

Trainee has been asked to answer any phone call while sitting at the counter service. Ahead of time, the trainee had been teaching on how to answer the phone call properly. As Hock Peng Mukah Sdn Bhd has a lot of site, a phone call was necessary every day. Beforehand, the list of connection number has been given to the trainee. Trainee will answer the phone call by asking the caller who are they looking for and connect directly the phone call to the staff needed. For example, "Hello, Hock Peng Mukah" was used when answering the phone call and automatically the dialler will give the name of the staff who they wanted to talk to.

Besides, the trainee should know when the staffs are on leave so it will easy for them to give answer to the customer who comes to the counter. Trainee should ask for the customer's name and from where so that it will be easier to tell the staff needed in the future. When it comes to the phone call, that information will help the staff to make a call back to those staffs or customers who needed their service.

### **3.1.2 Working on the employees' workcard**

Workcard is very crucial in which each employee should have a when working with Hock Peng Mukah Sdn Bhd. As a trainee, we also had given the workcard to ensure that we are able to get the allowances at the end of the month. Workcard is actually for the employee's attendance and it helps the staff to count the wages of the employees for the current month.

The trainee has given the opportunity to create workcard for the employees at the site. Hock Peng Mukah Sdn Bhd has a lot of employees since they have variety site which conduct different project. At the end of the month, the trainee will be asked by the staff to make the new workcard for the employees to be used for the upcoming month. The staff will give the list of name and which site the employees are working for. There were special computer which already connect with the printer for the workcard and every folder and information in the computer. The trainee only need to find the folder and key in the employee's name, position, site's name and identity card number and print them out.

Moreover, the trainee also has been asked to recheck and calculate the amount of overtime made by the employees from the workout. This is to ensure that no mistake has occurred during calculating the employee's wages based on the workcard provided. It is very important for the employees to write down how many hours they have work a day because it give differences in their wages. For your information, the employee's wages were based on their working hours not by day. The more overtime work they made, the more wages they will get at the end of the month.

Furthermore, the trainee also had given the opportunity to use the organisation software to key in the advance made by the employees before the wages given to them at the end of the month. The software used was basically Microsoft Excel. This software helps the staffs in calculating employee's wages in which the wages will be automatically appears when some data has been key in into it. However, the staffs also calculate the waggess manually to ensure the rightfulness of the data provided in the software. Therefore, the employee who made an advance will not get the full wages during the month because some has been used to pay back their advance before.

### **3.1.3 Outdoor task**

During the practical training period, trainee also had been exposed to outdoor task. Basically, trainee will be doing outdoor staff with one or more trainee especially when the trainee has no license to drive organisation's car to do the outdoor task. Trainee had been asked to pay bills at the SESCO and Post Office. There will be some document that needs to be taken in order to do the payment that need to be signed. Since Hock Peng Mukah Sdn Bhd rent a building for their office, the organisation needs to pay the bills such as electrical and water supply. Besides, the organisation also needs to pay the bills of the subplot they owned at the Mukah area.

Apart from that, trainee also went to Stationary store and Medan mall to buy offices uses necessities. At the stationary store, trainee will be asked to buy office equipment such as file, books, A4 paper and vice versa to be used at the site's office. The admin clerk at the site's office will informed the branch admin clerk what they need and they will send someone to pick up the things that have been bought from the branch office. Meanwhile, at the Medan mall the trainee will be asked to take offices necessities such as foods, cleaning tools and vice versa. As Medan mall was owned by the organisation, the necessities taken only be recorded in the system to be send to the main branch.

Besides, the trainee also has been asked to send and take some parcel or document at the Bus Central Mukah. The parcel or document normally sent to the other Hock Peng Sdn Bhd branches which are Hock Peng Sibul and Hock Peng Kuching. This task will be done 3 to 4 times a week. The despatch clerk will make sure that the parcel or document that need to be sent out to be sealed properly so that the parcel or document will be safely arrive to the staff at the other branch.

### **3.1.4 Payroll**

Payroll needs to be process before 24<sup>th</sup> of the month. The employees' salaries will be given in cash for every site. Trainee will help the staffs to recalculate the money to make sure the amount counted by the staffs was correct. This process normally tense because there were a lot of money and we cannot make a wrong count because it will affect all the process. For example, the money has been calculated

earlier before dividing it to each employee based on their salaries for the amount. Then, if the money was not enough for the last employee, we need to recheck by opening each envelope from the beginning until the amount is completed. Thus, payroll process is the most extreme because it need to be done carefully.

### 3.3 Tools that have been used to finished the task



Figure 3.1 Telephone

✓ Telephone that has been used by trainee to answer any phone call and connect it to other staffs and also to answer any phone call asking about the Hock Peng Reality Sdn Bhd Mukah, Sarawak.



Figure 3.2 Photostat Machine

✓ Photostat machine that has been used by the trainee to do a photocopy on employees' workcard, petty cash boucher, cheque, water bills and vice versa.



Figure 3.3 Computer and Printer

- ✓ Computer and printer that has been used to print out a new workcard for the site's employees' for the next month.

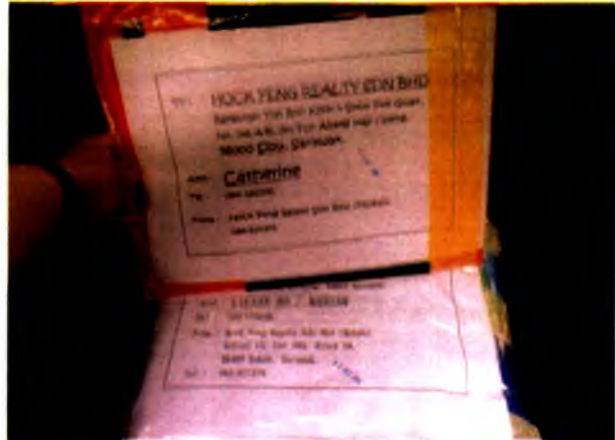


Figure 3.4 Document and Parcel

- ✓ Example of the document and parcel that is going to be sent off to the Bus Terminal to be post to Hock Peng Sibul and Hock Peng Kuching.

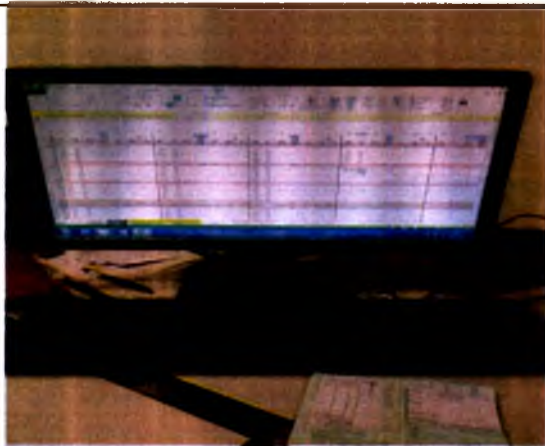


Figure 3.5 Daily Received System ( DRS )

- ✓ Daily Received System is the system used by every Hock Peng's employees to key in their daily activities such as invoices.



Figure 3.6 Payroll

- ✓ Money that need to be recounted before the financial process started in order to avoid miscalculation happened during the process.

Table 3.1 Tools that have been used to finished the tasks



### **3.4 Chapter Summary**

In this chapter, the trainee has explained thoroughly the task that has been done during the practical training period. Trainee gained a lot of experience and knowledge especially to the working environment. Besides, trainee can understand well how the Hock Peng Mukah Sdn Bhd conduct their functions toward the employees' itself and to the other Hock Peng Sdn Bhd branches. Experienced and knowledge gained can be used well in the future and it will help the trainee to be more competitive during the working period letter.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 Chapter Review**

This particular chapter will describe about the strengths and weaknesses of the job or task assigned during the practical training as discussed in Chapter 3 of this practical report. Besides, this chapter also encompass on the recommendations and also improvements for the organisation, Hock Peng Reality Sdn Bhd Mukah.

#### **4.2 Strength and Weaknesses Analysis**

Being a trainee at the Hock Peng Reality Sdn Bhd Mukah has given me the opportunity to gain experienced and improves the skills in various aspects. Below are the strength and weaknesses that has been discovered while being a trainee during my practical training at Hock Peng Reality Sdn Bhd Mukah.

##### **4.2.1 Strength**

###### **4.2.1.1 Good communication among the staff and trainee**

During the practical training, I has discovered that the staffs at the Hock Peng Reality Sdn Bhd Mukah have a great relationship between each other whereby they talk and help each other when some unexpected problem occurred and handled it in professional ways. Moreover, the staffs also have a great communication with the trainees itself as I am one of them, they really concerned about the trainees. For example, the will asked the trainees whether they have eaten or not before giving the task to be done by the trainees. This shows that regardless of who you are in the organisation, you will always be treated they ways you should be treat.

###### **4.2.1.2 Giving allowance to practical student**

As one of the trainee at the Hock Peng Reality Sdn Bhd Mukah, I am eligible to get allowances during my practical training period which is two months.

The amount of the allowances has no different between Bachelor Level's students and Diploma students. This shows that the organisation was being fair between the students. Every student gets the same amount of allowances unless if the trainees apply for a leave then the amount of allowance will be differ since the allowances was counted based on days working. Besides, the organisation also provides KWSP to the trainees in which the amount deducted was 11% of the allowances. This is very fortunate to the trainees because they already have the KWSP account during practical training and it will help us in future.

#### **4.2.1.3 Explanation given to the trainee on the task given**

As the trainee who has been assigned under administration department, I have been given the opportunity to experience administration task such as key-in the data into the organisation's software which called as Daily Receive System (DRS). This system kept all the data such as purchasing order, delivery order and vice versa to make sure that all the data can be referred in case if some problem regarding to the data occurred.

### **4.2.2 Weaknesses**

#### **4.2.2.1 Lack of infrastructure for practical students**

As the organisation has a lot of trainees who's doing their practical training at the Hock Peng Reality Sdn Bhd, the organisation faced a problem of having lack of infrastructure such as table and computer for their trainees. The trainees were asked to share their table and computer with other trainees during the meantime since there will be some trainees who finish their practical training earlier. This situation will make the trainees feel uncomfortable to do their work since they shared the table and computer with other trainee in the organisation itself.

#### **4.2.2.2 Rarely given task accordance to the major field of study**

Some of the task given to the trainees is not accordance to the major field of the studies. This means that trainees were given the task in which the task is

not on their major of studies. For example, I am a student who's majoring in administration task but then the staffs also asked me to do some financial task such as calculate by doing a double check on employees' salaries that has been done by the staff to make sure that the amount was correct.

#### **4.2.2.3 Lack of security measure**

During my practical training at Hock Peng Reality Sdn Bhd Mukah, I have discovered that this organisation was lacking on security measure such as CCTV in the office area. This can be dangerous things since during the end of the month, there will be a lot of money being kept in the office which consist of site employees' salaries. If the outsiders found out that there is no CCTV at the organisation, there will be robbery happened at the organisation. Moreover, most of the staffs were woman and it is very dangerous to stay at the office alone especially during the lunch time.

### **4.3 Recommendation**

#### **4.3.1 Provide more infrastructures for practical students**

In this part, I would like to recommend the management of Hock Peng Reality Sdn Bhd Mukah ;

a) to provide more infrastructures to the practical students such as :

- Table
- Computer

There are a lot of students who apply this organisation for their practical training as during my time of practical training there were eight students from different universities doing their practical training at the organisation. Therefore, some of the trainees need to share the table and computer until the other trainees finished their practical training at the organisation. It was a pleasure if the organisation can provide more facilities such as table and computer to the trainees. This will help the trainee to feel more comfortable in doing their task given. This is because lack of facilities

given to the trainees will affect their productivity in completing the task given to them during the practical training.

#### **4.3.2 Plan the timeline for the trainees**

I recommend the supervisor who has been assigned or in charge to monitor the trainees in the organisation to ;

- a) Prepared a timeline for each trainee so that there will be work given to the trainee every day.

This is to ensure that the trainee has gain a lot of experienced in completing various tasks during the practical training. The supervisor itself should know how to divide the task among the trainees since there will be a lot of trainees in the organisation. Besides, the timeline will help the supervisor to monitor who should do the task given for the day. It will be easier to control the trainees in the organisation if there is timeline prepared before the trainees come to do their practical training at the organisation.

#### **4.3.3 Invest in the security measure of the organisation**

Besides, in order to secured the safety of the employees and trainees at the organisation, the branch manager should prepared ;

- a) a security measure in each office such as :
  - Closed-circuit television ( CCTV )
  - Alarm System

Those security measure should be placed at the each offices so that any wrongful activities can be recorded and summon the authorities who have been doing the wrongful activities. Besides, it helps the staffs to feel more secured while doing their work in the organisation. Any activities will be recorded and it will be easier for the organisation to detect any loss of inventory and increase the protection of the staff in the organisation.

#### **4.4 Chapter summary**

In this chapter, trainee has stated and explained the strength and weaknesses encountered during the practical training period of 14 weeks at Hock Peng Mukah Sdn Bhd. Besides, trainee also includes some recommendation that can help the organisation to be more effective and efficient in the future.

## CHAPTER 5

### CONCLUSIONS

#### 5.1 Chapter Review

In this chapter, Section 5.2 begins with the introduction of the subject itself. Following with Section 5.3 which indicates the summary of chapter 1, Section 5.4 summarizes chapter 2, Section 5.5 explains chapter 3 as well as Section 5.6 highlights the summary of chapter 4. Last section which is Section 5.7 is on the Report Summary.

#### 5.1 Overall Summary

In the first chapter, trainee was briefly highlighted and elaborates on the background of the organisation which is Hock Peng Reality Mukah Sdn Berhad. Besides, trainee also provides the organisation vision and mission, the objective of the company, organisation's chart and the staff's responsibilities in the organisation. There are also the projects and site's name which owned by the organisation itself. That information was given by the staffs itself and some of them can be found in their website. Trainee also provide the organisation's logo and the organisational function that the organisation withhold. Thus, this chapter is explaining on the background that the trainee observed and examine during the practical training period.

Meanwhile, in the second chapter, trainee was discussing on the routine during the practical training period which is 8 weeks at the Hock Peng Reality Sdn Bhd. Various tasks have given to the trainee to be executed and trainee has gained new knowledge and experienced in conducting various task. Besides, trainee also includes some figures that has been taken during completing the task given. Thought there were not all the task that has been done is relating to the studies but it is useful for the trainee future use. Thus, this chapter discuss on the task that has been executed with relating figures for better understanding.

In the chapter three, trainee was explaining the analysis on the task given during the practical training period. There are various tasks that have been completed and each task was very crucial to the organisation itself. Staffs at the organisation

trust that the trainee can help them in doing some work and asked them to do it in which they want the trainee to experience something during the practical training at the organisation. The staffs were very kind and helpful because they help the trainee in completing the task given by teaching the trainee on how to do the task before they hand in the task to the trainee. Besides, trainee also has given some figures on the tools used to complete the task. Thus, this chapter explained more on the task that have been done by the trainee at the organisation.

Furthermore, in the chapter four, trainee has summarized on the recommendation for the organisation to improve on the strength and limitations in the future. It can be taken in order to improve the performance of the organisation in order to achieve their objectives. It is very crucial to take action on the limitations that has been given by the trainee because it is very important for the organisation safety in future. Thus, recommendation given helps the organisation to be more effective and efficient in completing and conducting their function very well.

Throughout the period of internship, trainee had successfully completed the practical training at Hock Peng Organisation Sdn Bhd Mukah in 8 weeks. A lot of information and knowledge were supplied during the practical training period which supervised by Mdm. Wan Lee Lee the administration staff at the organisation. There were many valuable experienced given to the trainee for future use which are professionalism workplace environment between the staff and the customers and the staff towards staff itself. It helps the trainee to enhance their current skills and knowledge. The advantage of having practical training is that the trainee can learn and prepare themselves before entering the real working environment. It helps to teach the trainee to be able to communicate with the professional workers and this can develop contact with them. It will benefits the trainee in some ways as trainee are able to have connections and build network with the working professionals in the workplace.



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APPENDICES



Hock Peng Reality Mukah



Medan Mall Mukah

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 Fax: 016-899 7061 / 016-899 5903

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Mukah Coal Stockyard

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 Wakil Fakulti (Latihan Industri AM228)  
 Fakulti Sains Pentadbiran dan Pengajian Polisi  
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 94300 Kota Samarahan  
 Sarawak

Tel: 082-678485 / 013-8231312  
 Faks: 082-678091 / 678064

Tuan

**KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)**

NAMA PELAJAR: NURUL AZIDA BINTI RAUAN

NO KAD MATRIK: 2016376139

KOD PROGRAM: AM 228

Dengan hormatnya permohonan tuan menerusi surat bil ..... bertarikh ..... mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / TIDAK BERSETUJU\*** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 23 JULAI 2018 hingga 14 SEPTEMBER 2018 berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar



*[Handwritten signature]*

Tandatangan Pegawai dan Cop Organisasi

\* Potong mana yang tidak berkenaan



UNIVERSITI TEKNOLOGI MARA  
CAWANGAN SARAWAK

**PRACTICAL TRAINING  
LOG BOOK**

1. Student's Name : NURUL AZIDA BT RADUAN  
2. Date & Place of Birth : 18 FEBRUARY 1995 / HOSPITAL BESAR SIBU  
3. UTM I/C No. : 2016376139  
4. Course : AM228  
5. Year : 2018 Part 5  
6. Home Address : KAMPUNG PENDAM CINA, 96410 OYA, SARAWAK

7. Address During Practical Training : No 119, TAMAN PELITA FASA 4,  
96400 MUKAH, SARAWAK.

8. Place of Training : HOCK PENG REALITY SB

9. Name of Supervisor In-Charge : MR. LAI PUNG JOO

10. Duration of Training  
From : 23<sup>rd</sup> JULY 2018 To : 14<sup>th</sup> SEPTEMBER 2018

**FOR OFFICE USE ONLY :**

11. Remarks : [Dean / Course Tutor]

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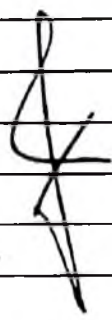
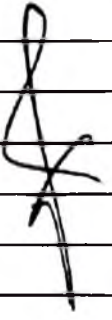

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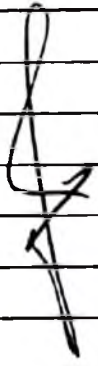
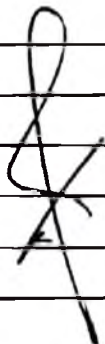

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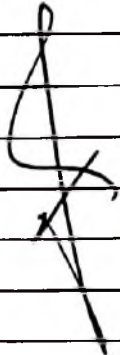

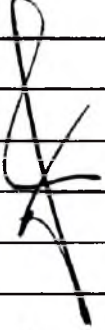
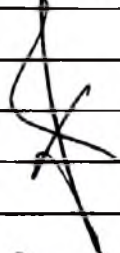

Date	Exact Nature Of Work Done	Supervisors Remarks
24.07.18	- Separate the Hock Peng's employees work	
(TUESDAY)	cards between local and non-local employees.	
8-5pm	- Arrange the work cards of the employees of	
	the two groups (local and non-local) in alphabet.	
	- Then, separate the work cards and the OT	
	paper to do a photocopy on each work cards and	
	OT paper.	
	- Writing an invoice of transportation spare parts	
	so that the item can be delivered.	
25.07.18	- Separate Hock Peng's employees work cards	
(WEDNESDAY)	between local and non-local employees.	
8-5pm	- Arrange the work cards of the employees of	
	the two groups (local and non-local) in alphabet.	
	- Then, separate the work cards and the OT	
	paper to do a photocopy on each work cards	
	and OT paper.	
	- Key-in the working hours of each employees	
	by using software application which is Excel.	
26.07.18	- Separate Hock Peng's employees work cards	
(THURSDAY)	between local and non-local employees.	
8-5pm	- Arrange the work cards of the employees of	
	the two groups (local and non-local) in alphabet.	
	- Then, separate the work cards and the OT paper	
	to do a photocopy on each work cards and OT	
	paper.	
	- Double check the amount of salary, epf, socso	
	and etc from the employee's work cards with the	
	name list given by the admin staff.	
	- Combine the pay slip and work cards based on	
	the employee's name.	





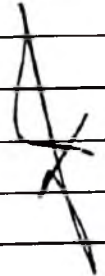



Date	Exact Nature Of Work Done	Supervisors Remarks
30.07.18	- went to Sheng Yi Stationary & Trading to buy	
(MONDAY)	some stationaru such as file , books and A4 paper	
8 - 5 pm	to be used at the another office site .	
	- answered the telephone and connect it to the other staff.	
	- helping the other staff to do double check by counting the salaries of emplacees and put them inside the envelope . The salaries counted followed by each site in each project . Then , putting the envelope that has been staple together with pay slip into the drawer provided to be collected next day .	
31.07.18	- answered the telephone and connect it to the	
(TUESDAY)	other staff.	
8 - 5 pm	- helping another trainee to do a photocopy on resit of purchasing goods asked by our supervisor .	
	- sending some document from ground floor office to the level 1 office include document that need to be sign by the engineer in office A .	
01/08/18	- answered the telephone and connect it to the	
(WEDNESDAY)	other staff .	
8 - 5 pm	- went to 4 places asked by Mdm. Wan Lee Lee , my practical suspervisor with other trainee from unimas .	
	1. Pejabat Tenaga Kerja Mukah	
	- to take a non-authorized employment payroll under Hock Peng Furniture & General Contractor Sdn Bhd ( license renewal ) .	
	2. Yong Brothers	
	- asked for a sign at some document regarding on purchasing goods and at voucher und pay .	

Date	Exact Nature Of Work Done	Supervisors Remarks
	3. Syarikat SESCO Berhad - to pay July 2018 electricity charges	
	4 Hong Leong Bank (ATM) - bank-in some amount of money using cash deposit ATM to Hii Loo Ning.	
	- asked to get sign from the manager and send the document from ground floor office to the other staff at level 1 office.	
02/08/18 (THURSDAY)	- sending some document from ground floor office to the level 1 office.	
8 - 5 pm	- Mdm. Wan Lee Lee asked me to help one of the trainee to do a photocopy on some document to be compiled together.	
	- Arrange the petty cash voucher based on their reference number from January 2018 and February 2018.	
03/08/18 (FRIDAY)	- Continue arranging the petty cash voucher based on their reference number from January 2018 and February 2018.	
8 - 5 pm	- Answered the telephone and connect it to the other staff.	
04/08/18 (SATURDAY)	- Answered the telephone and connect it to the other staff.	
8 - 3:30 pm		

Date	Exact Nature Of Work Done	Supervisors Remarks
06/08/18 (MONDAY)	- Answered the telephone and connect it to the other staff.	
8-5 pm	- Sending document from level 1 office to ground floor office.	
07/08/18 (TUESDAY)	- Taking a day off to settle on family matters.	
cuti		
08/08/18 (WEDNESDAY)	- Answered the telephone and connect it to the other staff.	
8-5pm	- Sending document from level 1 office to ground floor office.	
09/08/18 (THURSDAY)	- Sending document from level 1 office that has been signed by Mr. Toh, Engineering manager to the ground floor office.	
8-5pm	- Key in Daily Received System data using software application to ensure that every tax invoice or purchasing order is recorded in the system.	
10/08/18 (FRIDAY)	- Key in the advance of each employees that will be taken tomorrow in data, Microsoft Excel for Mulok site under Miss Imelda.	
8-5pm		
11/08/18 (SATURDAY)	- Answered the telephone and connect it to the other staff.	
8-3 30 pm	- Sending document from level 1 office to ground floor office.	

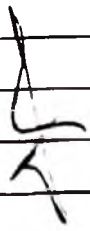




Date	Exact Nature Of Work Done	Supervisors Remarks
13.08.18 (MONDAY)	- Recheck the employee's identification number and amount of share given.	
8-5 pm	- Went to Post Office to pay the bill ASTRO.	
	- Sending document from ground floor office to level 1 office to the other staff and to engineer room to get the sign on the document.	
	- Photostat petty cash voucher and employee advances from different site for Mdm. Lee Lee.	
	- Went to bus terminal to send some parcel to be sent to Hock Peng Sibu and Kuching asked by Ms. Goh Shyang Fen.	
14.08.18 (TUESDAY)	- Answered the telephone and connect it to the other staff.	
8-5 pm	- Went to Sheng Yi Stationary & Trading to buy some stationary for office use at the site.	
	- Sending parcel and document to level 1 office to the staff.	
15.08.18 (WEDNESDAY)	- Answered the telephone and connect it to the other staff.	
8-5 pm	- Sending document and parcel to the level 1 office to the staff.	
16.08.18 (THURSDAY)	- Issue and print out a new employee's work cards at the site, BPC9, Mulok East 2 and Sarawak Coal Resources for September 2018.	
8-5 pm		

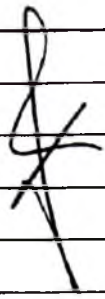


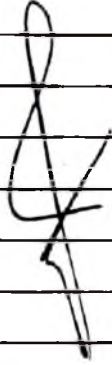



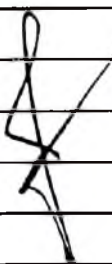
Date	Exact Nature Of Work Done	Supervisors Remarks
20/8/18 (MONDAY)	- Answered the telephone and connect it to the other staff.	
8-5 pm	- Issue and print out a new employee's work cards at the site, Mukah New Airport, Mulok East 2, SE 2 for September 2018.	
21/8/18 (TUESDAY)	- Answered the telephone and connect it to the other staff.	
8-5 pm	- Sending document from office level 1 to ground floor office.	
22/8/18 (WEDNESDAY)	- CUTI HARI RAYA AIDILADHA.	
		
23/8/18 (THURSDAY)	- Answered the telephone and connect it to the other staff.	
8-5 pm	<ul style="list-style-type: none"> <li>- <del>Photostat bil untuk 10 sublot gang ber</del></li> <li>- Photostat water bil for different subplot to be fax to the staff at JKR due to certain issue.</li> <li>- <del>Recheque</del> Recheck the cheque information and amount of money.</li> <li>- Photostat the claim made by the manager as a proof before sending the original copy to the CEO.</li> <li>- Recheck the amount of claim made by the manager so that the amount is right.</li> <li>- Sending document to the level 1 office.</li> </ul>	

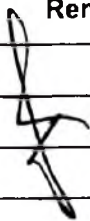
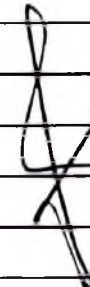
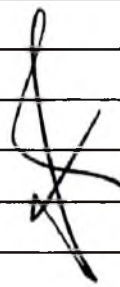

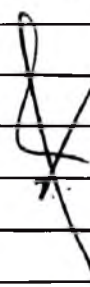




Date	Exact Nature Of Work Done	Supervisors Remarks
27/8/18 (MONDAY)	- Answered the telephone and connect it to the other staff.	
8-5pm	- Sending some parcel at Terminal Bus Mukah to be send to Hock Pang Kuching and Sibui.	
28/8/18 (TUESDAY)	- Answered the telephone and connect it to the other staff.	
8-5pm	- Sending document from first floor office to the ground floor office.	
	- Calculate hour of working of the employees referring to their work cards.	
	- Went to Medan Supermarket to buy office used.	
29/8/18 (WEDNESDAY)	- Answered the telephone and connect it to the other staff.	
8-5pm	- Sending document from ground floor office to the staff at first floor office.	
	- Sending document to engineering room to ask for a sign at the document.	
30/8/18 (THURSDAY)	- Answered the telephone and connect it to the other staff.	
8-5pm	- Went to accounting room to count the salary of the employees at variety site as they will received their salary by hand from site's manager.	
<del>31</del> 31/8/18 (FRIDAY)	- NATIONAL DAY (PUBLIC HOLIDAY)	
1/9/18 (SATURDAY)	- Taking a day off.	

Date	Exact Nature Of Work Done	Supervisors Remarks
3/9/18	- Answered the telephone and connect it to	
(MONDAY)	the other staff.	
8-5pm	- Sending document from level 1 office to the ground floor office.	
4/9/18	- Answered the telephone and connect it to the	
(TUESDAY)	other staff.	
8-5pm	- Sending document from ground floor office to the staff at level 1 office.	
	- Make a call towards certain organisation to ask for the statement of August 2018.	
	- Arrange the invoice based on their invoice number and recheck the amount of purchasing goods.	
5/9/18	- Answered the telephone and connect it to the	
(WEDNESDAY)	other staff.	
8-5pm	- Sending document from ground floor office to the staff at level 1 office.	
6/9/18	- Answered the telephone and connect it to the	
(THURSDAY)	other staff.	
8-5pm	- Sending document that has been signed by the manager to the staff at level 1 office.	
	- Photostat the petty cash voucher of the employees from 3 different Hock Peng which are Hock Peng Reality, Hock Peng Furniture and Hock Peng Engineering.	
	- Went to labour department to send a document asked by them and get the sign and give it back to the Hock Peng's staff.	

Date	Exact Nature Of Work Done	Supervisors Remarks
7/9/18 (FRIDAY)	- Answered the telephone and connect it to the other staff.	
2-5pm	- Sending document from ground floor office to the first floor office.	
	- Recheck the petty cash voucher whereby the name, invoice number, date and reference number must be correct and the sign <del>is</del> is there.	
	- Went to Celcom centre to pay the bill.	
	- Went to Exca Machinery Parts Sdn Bhd to ask for date ammendment and price listing with company chop.	
8/9/18 (SATURDAY)	- Answered the telephone and connect it to the other staff.	
8-3 30pm	- Sending document from ground floor office to level 1 office.	

Date	Exact Nature Of Work Done	Supervisors Remarks
11/9/18	- PUBLIC HOLIDAY	
(TUESDAY)		
11/9/18	- Answered the telephone and connect it to the	
(TUESDAY)	other staff.	
	- Sending document from ground floor office to	
	level 1 office.	
	- Arrange the petty cash voucher based on their	
	reference number for March 2018.	
12/9/18	- Answered the telephone and connect it to	
(WEDNESDAY)	the other staff.	
	- Sending document from level 1 office to the	
	ground floor office.	
13/9/18	- Answered the telephone and connect it to the	
(THURSDAY)	other staff.	
	- Key in the advances made by the employees	
	that will be taken on Friday or Saturday in data	
	Microsoft Excel asked by Ms. Imelda.	
14/9/18	- Answered the telephone and connect it to the	
(FRIDAY)	other staff.	
	- Sending document from level 1 office to ground	
	floor office.	