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UNIVERSITI
TEKNOLOGI
MARA

GRAND LEXIS[®]
PORT DICKSON

INDUSTRIAL TRAINING REPORT (HRM666)

1ST MARCH-15TH AUGUST 2023



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS). HUMAN RESOURCE MANAGEMENT**

**PREPARED BY:
PUTRI NUR IRDINA BT MOHD HILME**

**STUDENT ID:
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**PREPARED FOR:
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EXECUTIVE SUMMARY



For my internship journey, I would like to share and expose how it feels like working in a hospitality and hotel industry. My memorable and enlightening 6-month industrial training began here at Grand Lexis Port Dickson. I am writing this report based on my experiences from that internship. This internship report details my internship period that I have finished in Grand Lexis Port Dickson under the Human Resources Department, which started on March 1st, 2023.

The Grand Lexis Hotel, located 500 yards from Tanjung Gemok Beach, offers beautiful villas with private pools. The Grand Lexis Port Dickson offers a resort and hotel service to the guests. Grand Lexis Port Dickson is also encouraging new graduates, unemployed people, and job seekers to start a career in the hotel industry because of its many job opportunities and can be assigned to many departments.

I have been assigned to work in the Human Resources department and assisting others Human Resources staff. Here, I have learnt how to succeed in every task given to me by my supervisor, Mr. Badrulzaman bin Satibi (HR Manager). This report that has been assigned to me I have written about all of my new brand experiences either positive or negative. In general, it was an interesting experience, and I learnt a lot from this internship, which I am excited to use for my future careers.



ACKNOWLEDGEMENT



ACKNOWLEDGEMENT

Assalamualaikum w.b.t
Greetings to all,

Alhamdulillah, praise to Allah SWT, our creator. I consider myself extremely fortunate to have successfully completed my internship trip with Allah's blessings. I'd like to express my gratitude to Him for blessing me with excellent health and the ability to complete my internship calmly and successfully.

I am especially indebted to my advisor for internship Puan Nani Shuhadah for assisting me and the rest of my course mates throughout our internship session by giving a helpful review as well as abundance of information that make us grateful and ease our internship period. I also want to take this chance to thank my supervisor from the company, Badruzaman bin Satibi, the Human Resources Manager, for giving me an opportunity to undergo my internship in Grand Lexis Port Dickson. I would like to dedicate my time to all the staff in the HR department in Grand Lexis Hotel for the hospitality they have given to me to make sure I feel comfortable until the end of my internship.

Furthermore, this work would not have been possible without the support of my friends as they provided me with mental support throughout my internship journey. A task like this would be impossible to execute without the assistance of several individuals. I am deeply grateful to everyone who helped make it happen, and I wish them to know how much their words impacted me during the process.

Other than that, nobody has been more important to me in the pursuit of this project than the members of my family. I would like to thank my parents, whose love and guidance are with me in whatever I pursue. They are my ultimate role models. Most importantly, I wish to thank all people that directly or indirectly help me when I am in trouble or lost.

Sincerely,
Putri Nur Irdina bt Mohd Hilme
2021166845

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2.0 STUDENT'S PROFILE



CONTACT



EDUCATION BACKGROUND

- **Bachelor of Business Administration (Hons.) Human Resource Management**
Universiti Teknologi MARA, Bandaraya Melaka
2021- Present
- **Diploma in Business Administration**
Universiti Teknologi MARA, Rembau
2018-2020

SOFT SKILLS

- Communication
- Teamwork
- Time Management
- Multitasking
- Empathy

HARD SKILLS

- Microsoft Excel
- Microsoft Word
- Microsoft Power Point
- Copywriting
- Computer Software
- Data Entry

REFERENCES

BADRULZAMAN BIN SATIBI

HR Manager (Internship Supervisor)

Contact: 017-372 1398

Email: hrm@grandlexis.com

PUAN NUR HIDAYAH BT ZAINI

Academic Advisor

Contact: 019-3511503

Email: hidayah096@uitm.edu.my

PUTRI NUR IRDINA BT MOHD HILME

HUMAN RESOURCES INTERN

OBJECTIVE

A highly dedicated undergraduate student seeking an employment opportunity in Human Resources field in the company where I may advance my career while gain useful experience.

WORK EXPERIENCES

GRAND LEXIS PORT DICKSON

HR ASSISTANT TRAINEE 2023

- Assisting other HR staff which remind them regarding any update including hostel defects, staff complain, any concern issues and etc.
- Double check on every department overtime summary each months for payroll.
- Manage documentation of staff personal files, leave form duty roster and more.
- Update training attendance for trainee summary allowance for every months.
- Assisting candidates before interview with HR manager.

TADIKA & TASKA TNB PORT DICKSON

BABYSITTER 2018

- Maintain accurate records of each child's activities, meals, and medication.
- Complete administrative tasks, such as documenting children's details and any special requirements and signing them in and out.
- Change diapers as necessary; prepare and clean bottles for feeding as directed; dress children as necessary; and assist with their snacks, drinks, and meals.

ACTIVITIES AND INVOLMENTS

Involve in project with a primary school students as an organizer-2020

- An organizer that managed the project with a classmate involving a primary schools students.

Being a participant in business innovation competition-2019

- Entered a business competition with a group of 5 classmates that build a mock prototype of business.

EXCO IN SEVERAL EVENTS (UITM, 2021-2022)

- Organizer of Programme Webinar "Malaysia Labour Law Reform: The Good and Bad from Industrial Relations" - 2022 (EXCO PUBLICITY)
- Organizer of Programme Webinar "Issues In Equity and Discriminations: Hiring Ex-Convicts" - 2022 (EXCO INVITATION)
- Organizer of Programme Webinar "Learn to Excel" programme - 2021 (EXCO ACTIVITY)
- Participate in a "MASMED YOUNG ENTREPRENEUR" programme -2018

3.0 COMPANY'S PROFILE

COMPANY'S NAME	Grand Lexis Port Dickson
LOGO	 The logo for Grand Lexis Port Dickson features the words "GRAND LEXIS" in a bold, red, sans-serif font. The letter "X" is stylized with a red, multi-pointed starburst shape behind it. Below this, the words "PORT DICKSON" are written in a smaller, red, sans-serif font.
LOCATION	Batu 2, Jalan Pantai, 71000 Port Dickson, Negeri Sembilan, Darul Khusus
OPERATION HOURS	9:00 AM – 5:30 PM (Monday-Friday) 9:00 AM – 1:00 PM (Saturday Alternate)

3.1 VISION

“Malaysia Hospitality We Strive to Serve”

3.2 MISSION

Hospitality is our passion

- We strive to do things right the first time itself
- We are Proactive
- We anticipate all our guests needs
- We pay attention to details
- We are committed to meet the high expectation of our guests at all times

3.3 GOALS

- Demonstrate honesty and care in all our relationship
- Maintaining consistent high quality in our delivery of services and products
- Providing in-house training and career advancement opportunities to team members
- Making it easier for our guests to do business with us
- Encouraging decision making to be made at guests contact points

- Encouraging innovative and creative ideas
- Ensuring fair return for our stakeholders

3.4 BACKGROUND OF ESTABLISHMENT

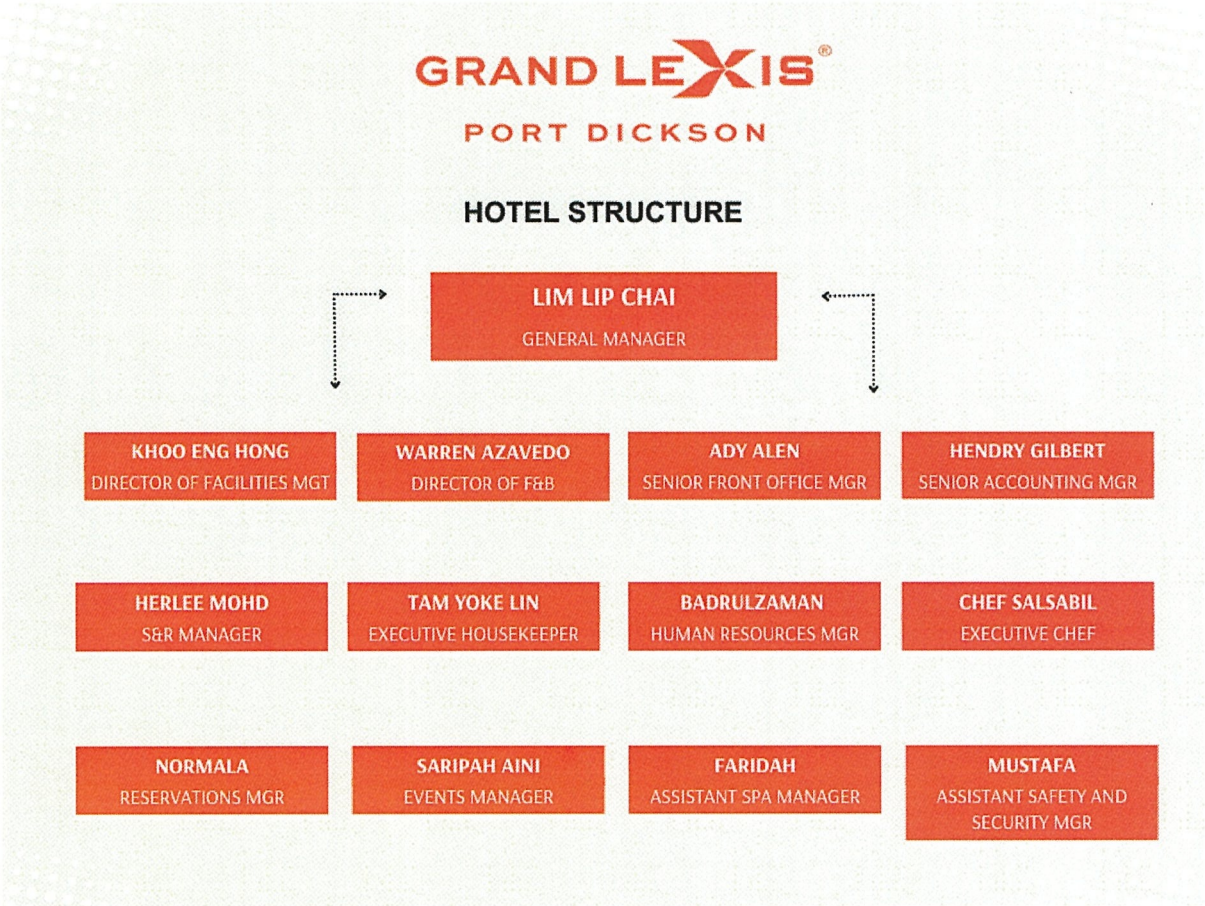
I am spending my time doing my internship at Grand Lexis Port Dickson (GLPD) which is the trading company under KL Metro Hotel Management Sdn. Bhd. On July 3, 2006, KL Metro Hotel Management Sdn Bhd the Accommodation and Food Services business was formed as a Malaysian firm having its headquarters in Kuala Lumpur. The legend of international water homes is the inspiration of the idea which created Lexis Hotel Group. Grand Lexis has been open since November 2009 and the company succeeded in gaining recognition.

GLPD is owned by KL Metro Hotel Management Sdn. Bhd and managed by Lexis Hotel and Resorts Sdn. Bhd. The president of Lexis Hotel Group, Dato' Mandy Chew Siok Cheng is a successful hotelier with over three decades of expertise in the hospitality sector (*About Us | Lexis® Hotel Group Management Team*, n.d.). Dato' Mandy Chew is now in the reins of Lexis Hotel Group, which operates a portfolio of Malaysian hotels and resorts. Furthermore, Dato' Mandy Chew played a crucial role during her career in the hospitality industry in advocating attempts to increase vacations to Malaysia, collaborating with Tourism Malaysia (*About Us | Lexis® Hotel Group Management Team*, n.d.).

The President of Lexis Hotel Group joined the Group as the President, the operator of the Lexis hotel brand, in order to establish Lexis Hibiscus. Dato' Mandy Chew has seen over the years that today's hotel customers are highly picky and always connected on their cellphones, sharing every good and poor experience with their networks. As a result, her team considers these elements while collaborating with developers to create a successful idea for Lexis Hotel Group properties that cater to sophisticated hotel visitors (*MANDY CHEW, ASIA ICON HOTELIER-RIDING THE CREST OF SUCCESS*, 2021).

In Port Dickson, the Group operates three hotels: Lexis Hibiscus Port Dickson, Grand Lexis Port Dickson, and Lexis Port Dickson. Lexis Hotel Group also has other branches which are Lexis Suite Penang, Imperial Lexis KL, Lexis Hibiscus 2 PD and Lexis Ultima PD. The Malaysian Book of Records recognised the Lexis Hotel Group, Grand Lexis Port Dickson because of the special feature which is private pool in every unit and awarded the largest number of pools in a resort, and each of the 317 Balinese-inspired villas comes with its own private pool for unrivalled privacy and convenience. Guests may enjoy serenity, calm, and rejuvenation while being pampered in the resort's luxury pleasure (*KL METRO HOTEL MANAGEMENT SDN BHD*, n.d.).

3.5 ORGANIZATIONAL STRUCTURE



3.6 PRODUCTS/ SERVICES OFFERED

Any hotel in the nation or throughout the world offers products or services to guests that visit the hotel. The tourist industry has undeniably supported Malaysia's economic prosperity. Since the widespread of the virus Covid-19, the effects towards Malaysia's economics on the tourism sector is the worst ever. Thus, in order to ensure the tourism sector planning can go smoothly with the highest dedicated effort by all parties involved, especially Ministry Tourism, Arts and Culture.

In order to attract more guests Grand Lexis Hotel offered a gym, karaoke room, spa, gaming area, and additional amenities. Grand Lexis will try their best to offer all visitors convenience and warmth on holiday or vacation. It does not matter, perhaps they are here for a business or for a holiday in Port Dickson. Other than that, the company also delivers a range of amenities and services to ensure the guests' level of comfort while staying at Grand Lexis Hotel. This is because providing excellent service might entice tourists to return to the hotel.

Guests who would like to eat and dine can look forward to our services at Roselle Coffee House, which has a breakfast buffet and is also open for lunch and supper. Not to mention, Umi Japanese Restaurant specialised. Adults may unwind in the gazebo while the youngsters swim in the pool. Guests who are feeling brave can attempt archery or the Segway obstacle course. Families may participate in a gigantic snake and ladder game. The 24-hour desk staff will gladly assist you with room service and laundry. A spa, a gift store, and a tour desk are all available on-site. ng in traditional Japanese fare. Also, Lanun Bar and Pool Cafe serve drinks and snacks (*Grand Lexis Port Dickson, Port Dickson – Updated 2023 Prices, n.d.*).

Meanwhile, for business people, Grand Lexis Hotel provides meeting and banquet facilities (*About Us | Lexis® Hotel Group Management Team, n.d.*). Surprisingly, this hotel also provides a business centre and office room that is available for you to utilise daily from 9 am until 5 pm in case any business demands occur while you are staying with us. This business centre provides printing and internet services. For kids, they might like the idea of arcade games that allow them to have fun with various fun games. Other than that, in the sports and recreation department, they serve a variety of indoor and outdoor activities that can be enjoyed by the guests, especially kids and youths. As a service company, Grand Lexis Hotel should ensure they deliver the best services as one of the 5 Star holders.

4.0 TRAINING'S REFLECTION

I started my training on 1st March 2023 and ended on 15th August 2023. My working day will be from Monday to Friday and Saturday (alternate). I will be placed at the Human Resources Department (HR). In terms of roles or responsibilities on daily office administration work I was assigned to provide medical sheets for the staff, responding to emails, handling phone calls such as calling candidates to update regarding the interview and more.

From the information that I received from the HR department regarding benefits that I will receive, I will be paid worth RM 500 a month. As a trainee, we can only claim for a paid public holiday, however if we would like to apply for a leave, the trainee needs to fill in a leave application form as an unpaid leave. The company also provides accommodation which are hostel and transportation (bus). Since my home is only 10 minutes away from Grand Lexis Hotel, I decided not to apply for a hostel. Another benefit that I received as a trainee is, they provided us with 4 duty meals per day which will be the same as a student trainee.

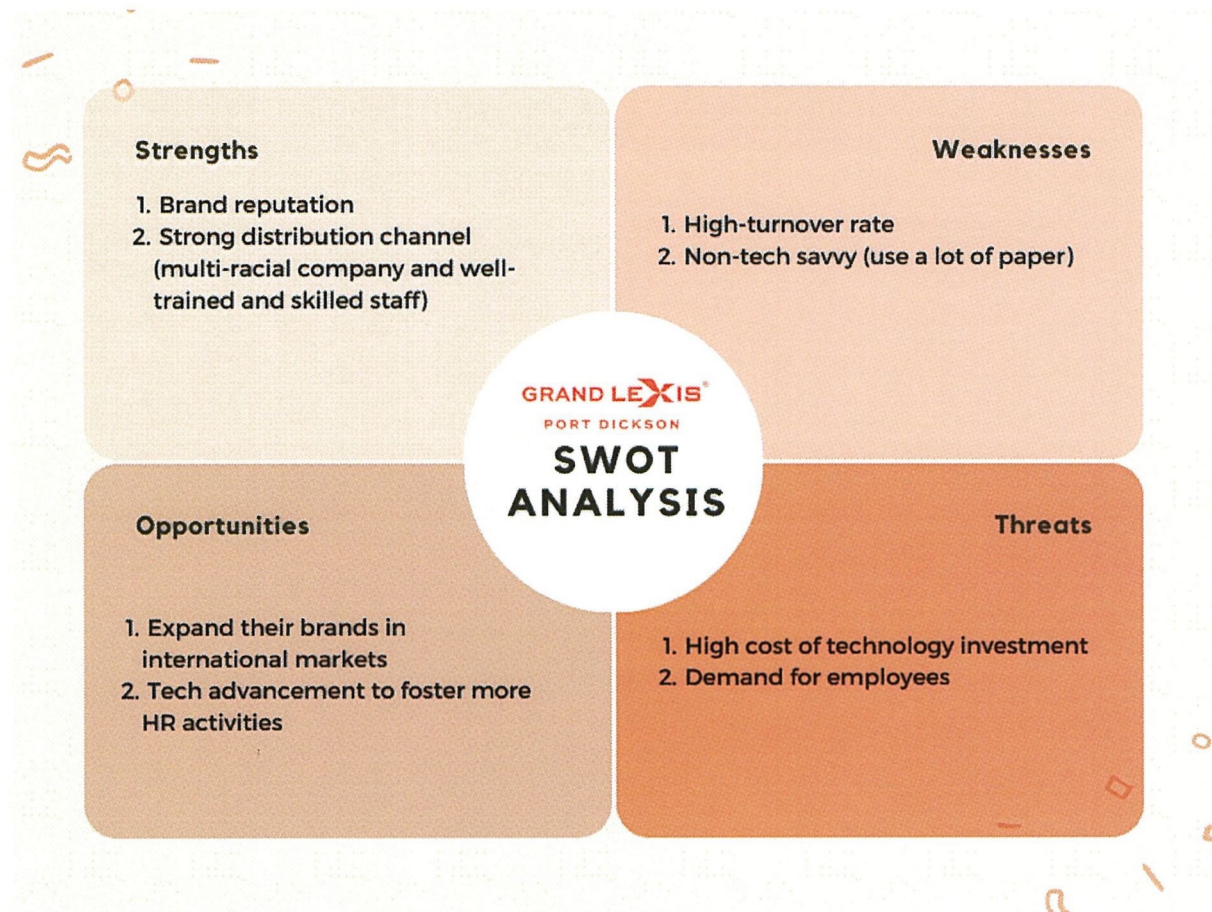
While I undertake my internship in Grand Lexis, I will learn how they take staff and trainee attendance, sorting leave application forms for each department for documentation, assisting potential candidates before an interview by filling in the application of employment forms and more. I received a specific specialization task based on the HR department where I need to contact several institutions from Negeri Sembilan, Melaka and Selangor to ask about the availability of the students for internship. I also need to follow up with the institutions that I already contact in order to update with my supervisor.

Throughout my internship period, I also have experienced various kinds of things as a trainee. A trainee may be limited to certain things while they are practical, however, here they don't limit us to learn new things. Staff here would try their best to ensure trainees get as many experiences as possible. My first meeting with the HR team department was a priceless experience that I shall never forget. From my first meeting with the HR department, I realised that preparation is essential for us to be equipped prior to beginning a meeting. An emergency meeting might occur when we least expect it. Aside from that, another experience that I will cherish is when I needed to assist the food and beverages department as they were short-staffed especially during public holidays.

My communication skills especially get better as I need to interact with staff everyday. This is because I also have to handle a phone call daily that I often receive, such as from a training company and students that ask for internship placement. Another skill that I realised after working here is being a multitask. As someone who works in the hotel industry in the human resource department, they are busy handling more than hundreds of staff and they shall be adapted for multitasking. Moreover, having someone as your guide played a crucial role in order for trainees to learn more. Without guidance, I will be confused and it will be hard for me to learn. On the other hand they also can monitor our work and correct our mistakes. Hence, from all the experiences I had, it increases my knowledge and skills in a wide range little by little, and I need to continue learning and learn to take risks or challenges in future.

About software that I learned while undergoing internship is UNIS Remote Manager. UNIS is a software mainly running here at GLPD. The software is used to perform daily administration as a HR staff. By using the software, they can check for staff attendance . Key in overtime. The tools that are available in the UNIS are real-time monitoring, terminal management, user management, visitor management, blacklist user management, access control management and site map monitoring. All these tools are necessary in order to run the software. However there are also several weaknesses while using UNIS. The access to the software can only be enabled to several staff. This is because they restricted the access of authorization in order to avoid the clash when using the software at the same time.

5.0 SWOT ANALYSIS



6.0 DISCUSSIONS & RECOMMENDATIONS

6.1 STRENGTHS

1. Brand Reputation

The company is one of the largest hotel chains in Malaysia and recognized by most people for the water chalet hotel rooms. Grand Lexis Hotel also one of the hotels that received a Grand Award from international back in 2016. As a 5-star holder, the hotel must ensure that the quality of the management and operation is balanced. It is an act of balancing to manage the organization's reputation. In this globalization era, we can see how competitive the employment market is when it comes to branding their companies' names. Specifically in the HR field, an organization's image is becoming more essential in finding and keeping talent, making reputation management a vital aspect of HR's duty.

In Grand Lexis Hotel, they implement engagement programs or tools. Engagement is important in order to bring all the employees together which can increase their performance. For example, they keep track of everyday issues and have a briefing every morning except on Sunday. Every head of departments will update the General Manager regarding any issues either it has been solved or need to be solved. This is because the organization should always be ready to react successfully to emergencies while also strategically building consumer trust. As for the Human Resources department (HR dept), they shall win employee trust and loyalty.

Recommendation

Based on my observation, in order to sustain their brand reputation specifically in the HR dept, they should increase employee satisfaction. In the article, stated that employee satisfaction is frequently overlooked when firms build brand reputation plan management. The HR department should take action by working on employee engagement programs. It can begin with an employee volunteering programme, create an identical giving programme, poll workers about workplace happiness, and make improvements depending on their comments. All of these actions might give good feedback towards the staff as they will be happy with the engagement programmes.

Employees' compliment is very crucial for brand reputation as it will affect the company's image. Once the employees are happy with HR actions, they inform other people

about how amazing it is to work at the company. Publicity will get around and your brand's reputation will improve over time. Other than that, Thus, HR should play a crucial role because a satisfied employee will perform better.

2. Strong Distribution Channel

Distribution channel refers to the method by which a corporation delivers its products to customers. The phrase is also used to describe how customers pay for goods and services (Tarver & Kindness, 2023). In this case, in the HR department, the consumers are the employees themselves. This hotel is a multi-racial company where they have a network from Indonesia, Philippines, Bangladesh, and Nepal. Other than that, in the HR department of Grand Lexis Hotel they have a well-established learning and development program ensures high-quality staff training. There is no doubt they have a well-trained and skilled staff as they provide the staff with training before starting their job.

Based on my observations, Grand Lexis Port Dickson creates opportunities of employment for foreign workers to work in the organization. Other than that, they have a strong distribution channel as the company always engages in marketing and branding. The company engages in marketing initiatives to raise industry awareness and visibility by having a visually appealing web page, implement content marketing via blogs or articles, take use of social media channels, and attend professional meetings or conferences.

Recommendation

My suggestions on what the HR team can do to sustain their distribution channel is continuous enhancement by monitoring and enhancing the distribution channel plan on a regular basis. HR roles are to keep an eye on key performance measures including retaining employees and the happiness of the staff. Especially, direct workers from foreign countries as investing in them might affect the Malaysian tourism sector's economic state in a positive way. Then, seek input from employees and adjust your services to meet their changing demands. There is also a need to study your rivals on a regular basis and adapt your plans accordingly.

Moreover, HR can wide spread the creation of employment in the hotel to China and even Taiwan. It stated in an article , this Hotel Group has had visitors from 106 countries to date, with the bulk coming from China and Taiwan. The president explains that the influx of

Chinese visitors demonstrates the success of our efforts to raise brand awareness in China and Taiwan (MANDY CHEW, ASIA ICON HOTELIER-RIDING THE CREST OF SUCCESS, 2021). They like the uniqueness of our products, which include villas built on top of water, private swimming pools, and steam rooms within each room in a modern design. (MANDY CHEW, ASIA ICON HOTELIER-RIDING THE CREST OF SUCCESS, 2021) By this, the Hotel can keep a good relationship with both China and Taiwan as well as strengthen a distribution channel.

6.2 WEAKNESSES

1. High Turnover Rate

The turnover rate is high especially during the holiday season. This is because, the burden of overwork that they need to catch up. Another reason is because they don't have the opportunities to get promoted which will be bad for their career development. The turnover rate will affect the company monthly report. At Grand Lexis Hotel, the kitchen department has the highest rate of turnover. In the Hotel industry, the kitchen department plays one of the crucial roles in operating the Hotel. The reason is they don't get promoted and do not have the opportunities to develop their career here.

Another reason that has been observed is because there is no standardized system as they need to take care of two properties which are Grand Lexis Port Dickson and Lexis Port Dickson at the same time. For example, kitchen staff from Lexis Port Dickson have to commute to Grand Lexis Port Dickson to take several pieces of equipment for the use of preparations for a banquet event and serve guests. This shows both properties do not show a clear direction of job tasks when working. The high occupancy was another reason the staff cannot handle the overload of work as they lack manning. Without standards, there is no control, resulting in an atmosphere marked by unpredictability and disorganization.

Recommendation

In this case, one of the ways to reduce turnover should have been by offering competitive pay and benefits. It is a basic thing but when HR decides on employee salary, it's a good idea to conduct wage market research. It is necessary for HR to learn how much your competitors pay their staff. Investigate a competitive compensation range based on comparable occupations in your region. (Kappel, 2017). This is because companies ought to anticipate paying more for employees with in-demand talents. Another way to lessen turnover rate is HR should hire the right talent. The recruiters bear some of the burden for bad hiring. Thus, even when facing a lack of manning issue and they are really in need of using talent, HR recruiters shall carefully consider the candidates before hiring them right away.

Recruiters have to employ people who are culturally and behaviourally appropriate for the position. Based on Luther, 2021, a key part of hiring the right individual is ensuring that recruitment is looking for the appropriate person from the start. Research by Jobvite

stated that, less than half of workers feel that job titles accurately represent real job requirements, and almost one third have left a job within the first ninety days because it was not what they expected (Luther, 2021).

2. Non-Tech Savvy

Even when holding a 5-star title, Grand Lexis Hotel still does not adapt with advanced technologies which make it hard for the Human Resource Department to keep track with staff records. This hotel still uses a lot of paper for a lot of things such as when applying for a leave. Even though there are benefits to using a paper when keeping a record, it is not safe especially for the environment. Other than that, keeping a paper as a record is also wasting your time when they will need to find the previous record as it is probably going to lose after a long time keeping the record paper. Other than that, they do not have a software designated for all employees in the Hotel to keep their performance and attendance by themselves. Thus, it is hard for both parties to keep track of each other. For example, the person in charge in the HR department needs to give a sign in the logbook for leave forms that they have been receiving as a record and proof.

Recommendation

My suggestion to overcome these weaknesses is to develop or buy a software specifically for employees record attendance so the staff does not have to come to the HR office every time they want to check the balance of their leave such as annual leave, public holiday and more. By having a system or software, they will not waste time and will be efficient in working more than before. Not to mention a paperless system definitely could increase the performance and motivation of employees. By buying software, there will never be any inconvenience in the future between both parties.

The software shall not restrict the authorization only to management staff and everyone has an access to the software. Moreover, even small companies today rely solely on software. If the Hotel wants to sustain its position in the tourism sector, the headquarters branch must take responsibility for overcoming this deficiency as soon as feasible. Perhaps they can work with a small firm to create or purchase software which they can consider an e-commerce firm.

6.3 OPPORTUNITIES

1. Expand their brands in international markets

Lexis Hotel Group has gained worldwide attention by winning an award, and it is now time to extend their business abroad. Especially in China and Taiwan as they gained many guests from both countries. The president, Mandy Chew also mentioned in *Mandy Chew, Asia Icon Hotelier-Riding The Crest Of Success*, 2021 that since 2006, the Hotel Group has collaborated with partners to bring in chartered planes, particularly among China's secondary cities. On top of that, China has one of the largest markets related to tourism, thus entering their world would give a big impact towards the Hotel group.

By international expansion, it can result in cost savings by gaining access to lower-priced vendors as well as taking advantage of economies of scale. Furthermore, the Hotel can improve their understanding of local markets as it is figured out that expanding overseas is a critical mechanism for gaining access to a profitable new market for your goods and services. There are a lot of things to consider whilst extending into overseas markets as it has various advantages, there are also possible hurdles and dangers.

Recommendation

In my opinion, one method on how the organization can take advantage of this opportunity is franchising, which implies that the Hotel group enters the global market under their own brand name and can raise brand recognition. Moreover, when growing abroad, hotels must select the ownership and management plan that will best retain the firm's brand identity and reputation.

This also can be a new experience and challenge towards the HR industry. This way, HR also can acquire fresh talent as the global growth allows for the acquisition of global talent, which can offer unique perspectives and abilities to the Hotel (Donnelly, 2023). Acquiring global talent will benefit from a diverse range of expertise and cultural origins. This is because, in the globalisation era, it is critical for the Hotel group to be able to interact with clients from all over the world. Thus, to ensure all employees can interact with all clients, expanding globally may be an effective method.

2. Tech-Advancement

It has long been established that Information and Communication Technology (ICT) in HR, such as the Internet, mobile communication, emerging technologies, and furthermore, may significantly help to the fulfilment of the organization's staffing policy (Impact of Information Technology on Human Resource Management, 2020).

As a well-known hotel, Grand Lexis HR department should strive to ensure the organization to strengthen its internal processes, core capabilities, relevant markets, and overall organizational structure. The HR department should step up their game ahead of time by applying a digitalization system. Based on my observation, the system they use is limited only to management staff which are restricted for operation staff to have the access. It is not only about the convenience of both parties, but also how HR can take advantage of tech-advancement to perform better jobs.

Recommendation

The company has the opportunities to advance their technology to ensure the speed of their work and also to ensure efficiency of the staff work as they also lack manpower. In my opinion, to foster more HR activities, HR needs to find a way to develop a unique online system specific for their staff which will be convenient for both Grand Lexis Hotel employee and HR staff department. Having an online system can improve data management since it enables the HR department to access employee performance, track KPIs, and produce reports for strategic planning and forecasting.

Furthermore, it can enhance the recruitment and selection process where it can be operated to screening applicant resumes, tracking applicants as well as evaluating candidates. Also, digital job boards and tracking systems for applicants make it easier to find, analyze, and recruit top personnel. This tech not only increases staff productivity but can also improve the performance of the staff as the technology becomes advanced. Therefore, it is critical to select and execute the appropriate technological solutions to meet the demands and objectives of the Hotel as well as goals of the HR department.

6.4 THREATS

1. High-Cost of Technology Investment

Investment into technology, such as a complete business management system, can be costly. But all of the above points can lead to two things, an increase in revenue and a reduction in costs. When combined, this means an increase in profit. However, if the company wants to improve their efficiency, they should retain it and invest in technology. Lexis Hotel Group should be able to take a risk as one of the strongest hotels in Malaysia to ensure the efficiency of all branches of Lexis Hotel Group.

According to my observations, they attempted to conserve money or decrease costs for the hotel's essentials rather than investing in management concerns. Aside from that, they have a restricted budget since they must spend it on staff well-being. For example, a monthly budget for housing, transport, duty meals and allowances for personnel and trainees. Thus, they have a tight budget to invest in technology.

Recommendation

The Hotel should consider developing a technology strategy which can be aligned with overall organization strategy. This plan should identify the organization's technological needs and assess its preparedness to embrace new technologies. As an example, HR could collaborate with other departments to identify the technology needs of the organization (Willie & Mbaya, 2020). By understanding the pain points and challenges faced by employees, HR can help determine the specific technology solutions that can address those needs. Afterwards, they can monitor and measure the impact on the technology that they invested in (Zielinski, 2021). HR may track and assess the impact of technology investments on key HR indicators such as employee engagement, retention, productivity, and satisfaction. HR can discover areas for improvement and make data-driven decisions to optimize the usage of technology by monitoring the outcomes (Zielinski, 2021).

Moreover, before investing the Hotel should make the right amount of investments to ensure they are not in a risk of loss. Also, implementing technology will also help in cost-saving where it can lower HR administrative duties, increase productivity, and optimize HR operations. It can also reduce the requirement for paper documentation and manual record-keeping.

2. Demand for Employees

There is a huge demand for skilled and experienced professionals, and other companies may poach your employees. This is because they can offer the employees better benefit, remuneration. This means, this Hotel should carefully consider the best for their employees so they do not lose them to other Companies. Just like investing in technology, this Hotel shall also invest in order to retain the best talent in the Hotel. The better the offer, the employee will contribute more to the company. In a competitive market, recruiting times may be longer than usual, resulting in higher expenses. Increasing wages for present employees is frequently less expensive than dealing with high turnover, and it is less stressful than coping with a staffing shortage (*11 Ways to Retain Employees in a Competitive Market*, 2023). Since the headquarters (HQ) of the Hotel is in Kuala Lumpur, they need to wait for approval from the HQ branch to take any action regarding employees as well as others concerning issues.

Recommendation

The thing is, they cannot avoid this problem as this threat is a long term issue that will never settle unless with the cooperation of all staff which is impossible. They will never be satisfied unless their demand is fulfilled. As a result, HR must keep it and bear full accountability. To begin, HR must provide competitive pay by assessing and revising salaries on a regular basis to ensure they are competitive within the sector (Nolan, 2020). Examine the salaries for comparable occupations and the benefits provided by other businesses. Aside from that, HR might provide opportunities for career advancement whereas create defined professional development paths inside the company. Such as, give employees opportunities for progression and advancement, as well as aid and guidance in reaching their professional goals. The reason is, the majority of people looking for jobs desire to develop themselves and offer value while doing so.

As mentioned, invest in employee development by offering chances for professional development and progress (*11 Ways to Retain Employees in a Competitive Market*, 2023). As an illustration, HR can do more training programmes, upgrade the workshops, and instructional materials. Investing in staff education can assist in the retention of talent and intellectual property. Also, HR should not bias towards people who do not have enough experience when planning for a career path.

7.0 CONCLUSION

Ultimately, spending my internship in the Hotel makes me aware of how the Hospitality industry is fast-paced. It is also crucial knowing in depth the SWOT of the business since it allows them to make better judgments, build a complete understanding of all elements, and remain ahead of the competition. The Hotel has a really big chance to enter the international market and contribute to Malaysia's economy. I am really grateful for doing my internship as it gave me the opportunity to communicate and work with a variety of individuals that I never thought I would meet and know. The act of reading theory will never be adequate for us all since we must develop real skills in a real-working environment.

What surprised me more about myself is that my self-esteem improved a bit by bit because we didn't learn how to communicate and converse with clients in class, especially in English, therefore the internship has provided us the opportunity to do so. Because of what you gained from talking with all sorts of individuals, particularly from individuals who seek employment opportunities as well as staff of the Hotel. That is how I boost my self-esteem, by meeting and facing people everyday where we need to expose ourselves. Then, documentation is part of my daily routine, filing work, and of course photocopy plenty of paper. Went to other departments for work, and meetings that provide you much to be beneficial for you in your future life, and to be honest, I was really unskillful before that.

I also got to be friends with other departments such as from Finance, Housekeeping, Front Office, Sports & Recreation as well as the Food & Beverages department. From them, I learned a lot of different perspectives from their job scope and to some extent I got to learn how employees from the operation do their work. After my internship, I want to be a better version of myself even more; there is always room for improvement. Consider every danger or struggle as a chance to learn and improve in the future. I also want to reach my objectives after 5 years of working in the Human Resources profession. Consequently, I encourage all students to utilize the benefit of the internship programme, as it will assist us in identifying your talents, strengths, and limitations, as well as enhancing your knowledge in a real-life working setting.

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APPENDICES



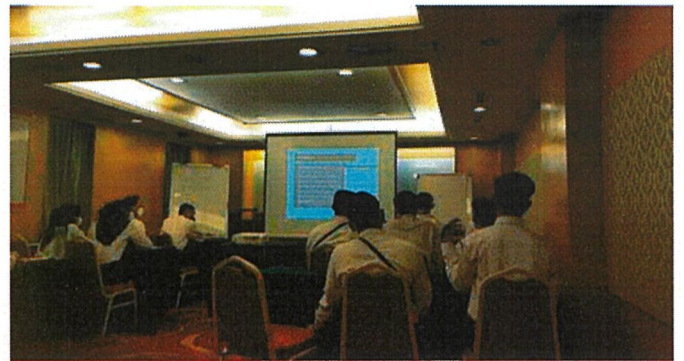
"First attend of English Class. Supervise the class and taking the attendance."



"Attend the farewell gathering of Innovative International College (IIC) and supervise the event."



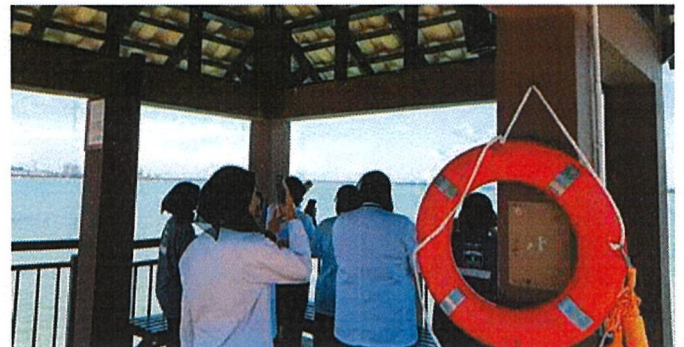
"Attend futsal MAH-NS INTER-HOTELS to supervise and update info of the games to supervisor."



"Indonesian Trainees from Lombok arrived, and supervise ice-breaking programme and show them staff canteen."

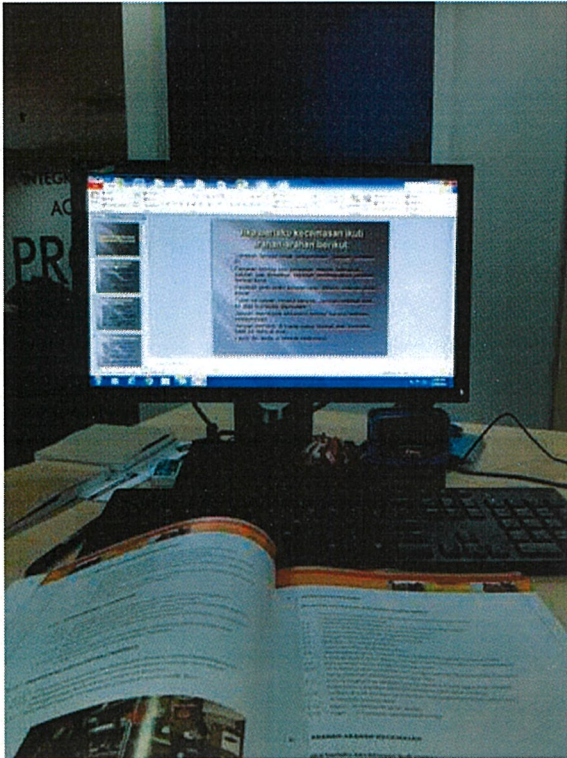


"Attend Emergency Training Response (ERT) briefing and taking the minutes of meeting."

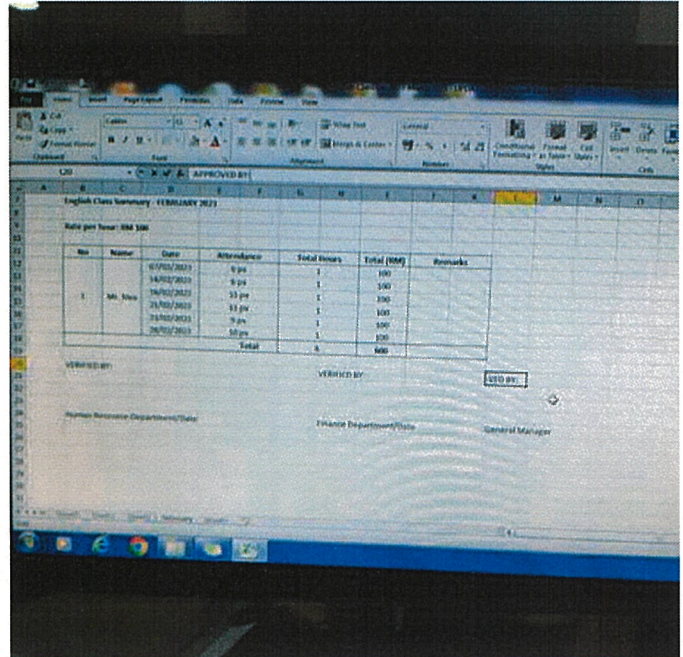


"Responsible to give trainees from UiTM Dungun a tour within area of both Grand Lexis and Lexis PD Hotel."

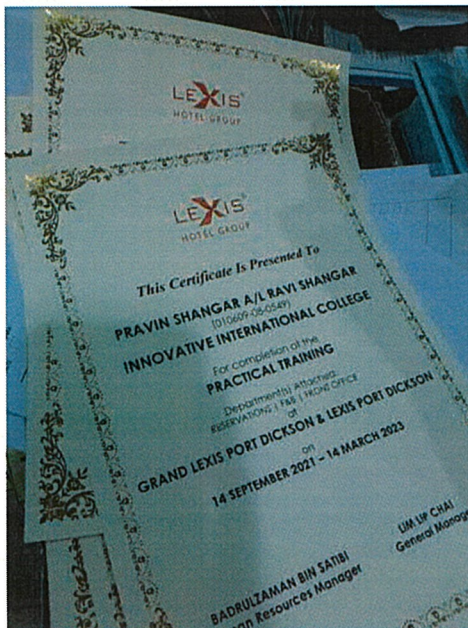
APPENDICES



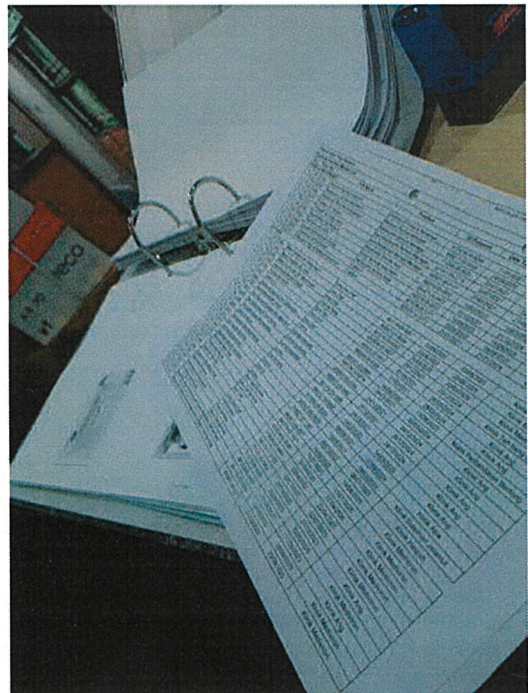
"Prepare a slide show for the use of briefing ERT."



"Update english class attendance in Excel database and the total fees for the class."



"Everytime a trainees completed their practical here, the trainee need to edit the certifications and asks the signs from General Manager and HR Manager."



"Check on masterlists name of typhoid injections and food handling certs of Kitchen, Steward and Food & Beverages department to confirm."

APPENDICES



"Attend and responsible to supervise as students from Innovative International College (IIC) make a visit to Grand Lexis PD Hotel."



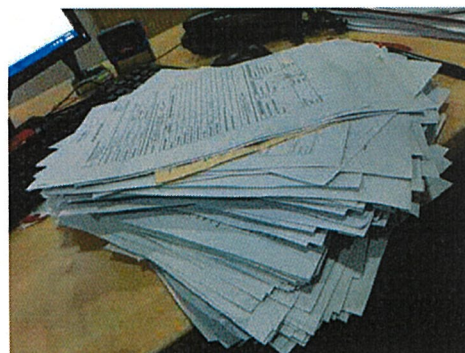
"Went to Food & Beverages department to send the training documents."



"Update items and discard finished or expired items of 1st aid kit as per usual."



"Sorting every department personal files to separate with the resigns staff."



"Sorting and filing every departments leave forms into their respective document."

APPENDICES



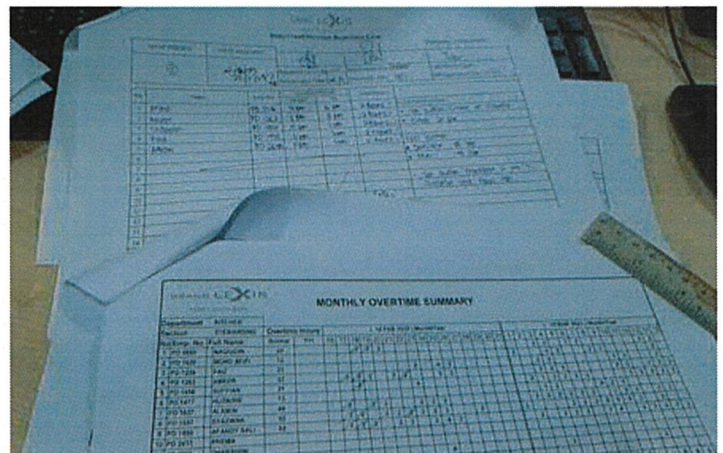
"Sorting leave forms of every department (Housekeeping, Front Office, Food & Beverages, Security, Management, Sports & Recreation, Maintenance, Security and etc. into the document)"



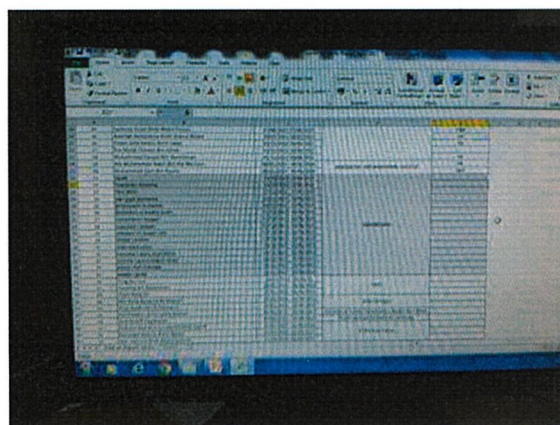
"Put the job offer letter in the envelope"



"Print out and write on the birthday card for staff every month."



"Check overtime and claim hours for every department for monthly."

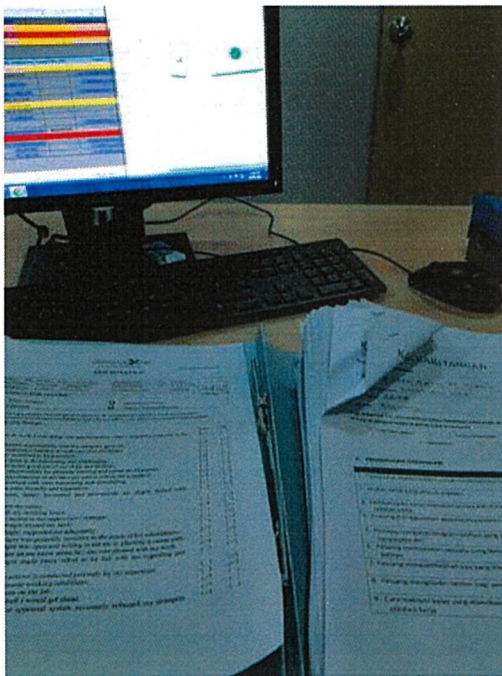


"Check the current department of every trainees to update for the '**trainee masterlist monthly report**' and calculate the breakdown of every department "

APPENDICES



"Operations cleaning HR's department old office at Lexis Port Dickson, throw away unused items, and sort usable items to take to HR's upper store."

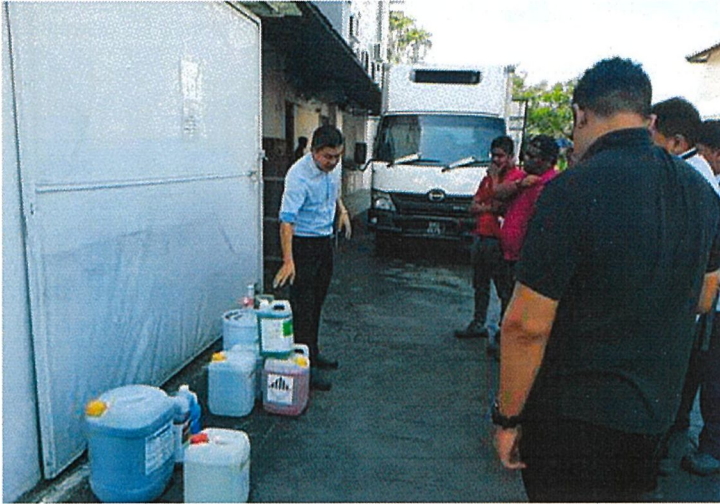


"Key-in the input of Employee Survey into Excel Database for softcopy record."

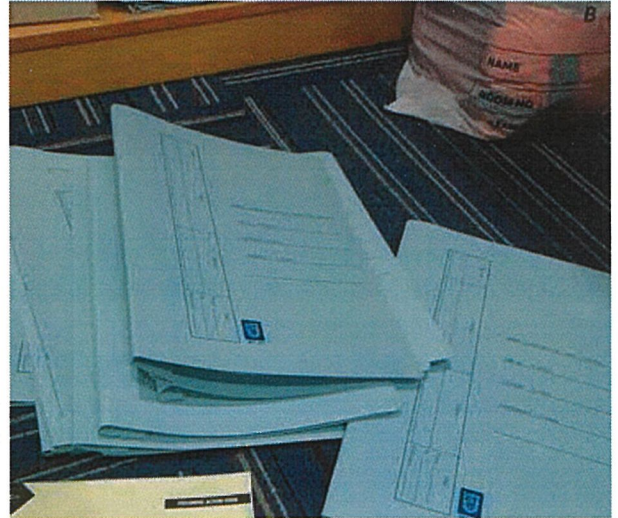


"Assisting new trainees into their respective departments which is SPA and Food & Beverages. Every time new trainees reporting, I responsible as a person in-charge such as giving them company T-shirt, make a nametag, sending them to their department and explain certain rules."

APPENDICES



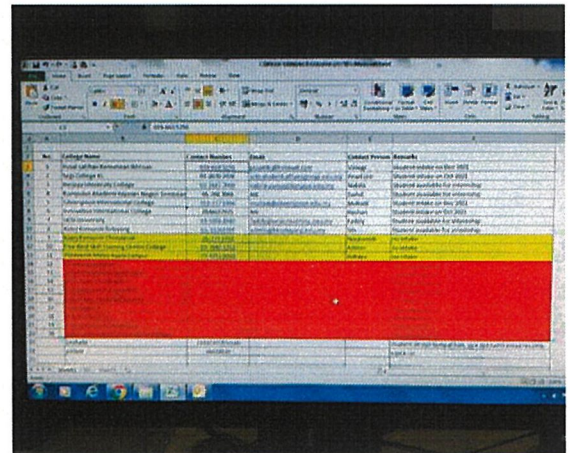
"Supervise ECOLAB-Chemical Training programme and taking attendance."



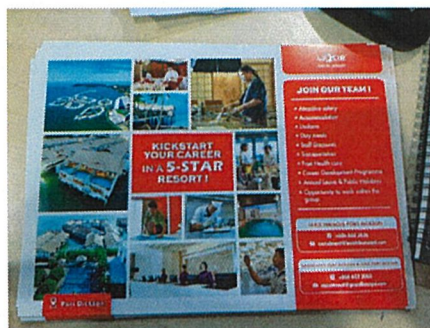
"Open new hires personal files for filing their Personnel Action Form (PAF)."



"Every department will send in their 1st aid kits and the trainee will have update and discard expired or finished items. The trainee will add new items in and key in into the department 1st aid kit logbook "

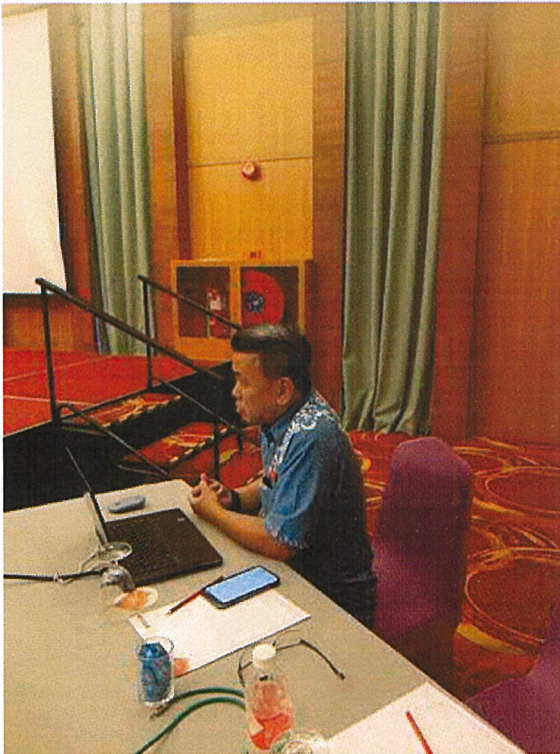


"Find the institutions to contacts to ask regarding the available of Hotel Management students to undergo internships."

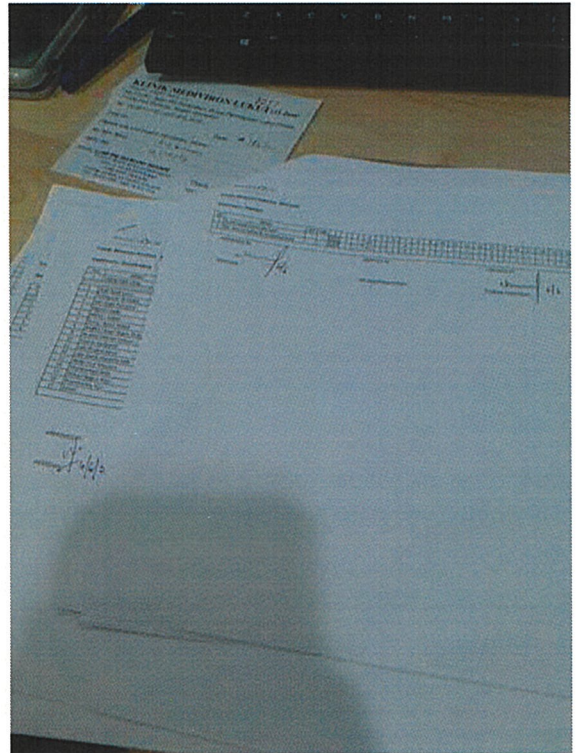


"Folding brochures for the use of promotions."

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"Check the equipment's and tools prior the start of the event."



"Every month, the trainee required to went to Housekeeping, Front Office, Sports & Recreation, Food & Beverages and Finance departments to ask a sign from respective Head of Department to approved the trainees allowance summary."



"Attend and supervise the programs of Cara Hidup Sehat: Bahaya Rokok & Vape and taking attendance."



"If necessary, the trainee need to take an invoice of utility bills at Lobby Hotel."