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UNIVERSITI
TEKNOLOGI
MARA



INTERNSHIP REPORT

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Part 1: Preliminary pages

1.1 Executive summary

This report is about my industrial training which I have done as a requirement for my degree program, Bachelor of Business Administration (hons.) Finance. This report is based on my industrial training at Aloft Langkawi Pantai Tengah, ALPT for 26 weeks starting 15th August 2022 to 10th February 2023. During my industrial training, I examined about every aspect of the company that I observed and perceived. Throughout my industrial training, I was assigned in the Finance Department, and Sales and Marketing Department where I was given a variety of tasks to work on.

The main objective of this industrial training is to learn and gain experience by working in a practical environment, as well as to apply knowledge gained during studies in a real-world context to solve problems while utilizing the knowledge and skills gained. This report contains a complete examination of the company, with all financial, technical, management, and strategic factors affecting the company's current condition.

This internship report contains a variety of important topics, the majority of which are linked to the SWOT analysis, wherein I examined the company's strengths, weaknesses, opportunities, and threats. Find out what works well for the company and what doesn't while explaining new understandings of the study after taking the findings into account in this part. Finally, by evaluating positive and negative factors within and outside the company, the conclusion of the SWOT Analysis component would help readers understand why the analysis is important after reading this report.

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Part 3: Company’s Profile

3.1 Name, Location and Background

Aloft Hotel was originally owned by Starwood Hotels and Resorts where the brand owned Westin, Sheraton, The Luxury Collection, and St. Regis hotels among others. Aloft hotel first opened in 2008. It was dubbed as “A Vision of W Hotels” where the building designs, naming of the basic amenities and spaces closely follows that of W hotels. Aloft’s lobby, for example named as Re:Mix Lounge where guests could relax and enjoy live performances and games while connecting with people.

In 2013, Starwood opened another Aloft hotel in Kuala Lumpur, Malaysia. This property have 482-room making it the largest Aloft property in the world. In 2016, the brand became a part of Marriott International when Marriot acquired Starwood among other brands as shown in Figure 3.1. Currently, there are over 210 Aloft properties around the world where 31 properties are in Asia, 11 properties in Europe, and over 165 properties in North America (Aloft).

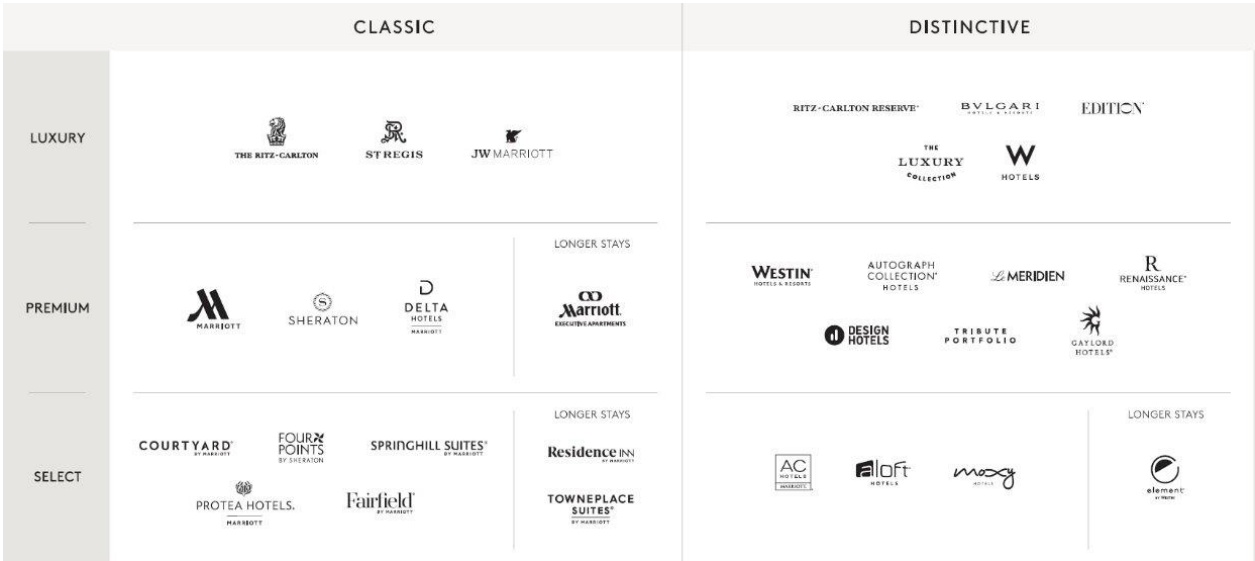


Figure 3.1 Marriot International’s Brands

Aloft Langkawi Pantai Tengah was opened by Marriott International on November 2018, which is located in the western coastline of Langkawi Island, near the famous Pantai Cenang beach. The hotel shows a good example of how the brand evolves to cater the need of Asia Pacific travelers.

Its open concept lobby, Re:mix Lounge, offers guest Aloft Langkawi's special drink made by the staffs to them upon arrival, a mini bar called W XYZ Bar, where guest could enjoy drinks, a game of pool with day-to-night lighting and music to switch up the vibe. Besides, Live@Aloft, an area adjoining the lobby where young musicians are invited to showcase their talents. Then there is Re:fuel by Aloft, where guests could have snacks and drinks on the go or make their own coffee with the available coffee makers. Thus, this shows that Aloft Langkawi successfully cater to guest who wants to drop their luggage bags and continue on to new adventures in Langkawi.

The 208-rooms property have four types of guest room. The first one being the Rainforest Room which consist of 16 rooms. This type of room faces toward a large rainforest where guest could ease their mind and relax while enjoying the beautiful landscape of forest and animals. Next, the Garden Room which consist of 38 rooms that face a layout of serene city view with trees accommodating it. Besides, the Seaview Room which have 150 rooms that showcase an exquisite view of Andaman Sea. Not only that, guests could spend their evening watching the sun set while having dinner at the balcony. In addition, the 4-Suite Rooms is the same as the Seaview rooms except it is two times larger, which is 66 square meters, have a bigger balcony and are furnished with more amenities in the room. All rooms have Intuitive Passive Infrared (PIR) motion sensor, which allows for automatic activation and deactivation of the power supply whenever a guest enters or leaves the room. Moreover, all rooms are also equipped with motion detection, where if a guest opened the balcony door, the air conditioner would automatically turn off, and turn back on when the balcony door is closed.

Apart from that, Aloft Langkawi also comes with event rooms, Tactic 1, Tactic 2, and Grand Ballroom where the latter having the largest space at 462 square meters. It could also be separated into two distinctive rooms, Sunset and Sunrise room. Furthermore, Tactic 1 is the second largest room at 72 square meters and Tactic 2 being the smallest at 54 square meters. There is also a banquet area surrounding the rooms called 'Foyer'. Additionally, the rooms are catered to hold events such as weddings, meetings, dinners and many more. Finally, the layout that could be set in these rooms are namely, theater layout, conference, banquet, half-moon or crescent moon tables layout, classroom layout, the U,E,T and I-shape layout, as well as Aloft's playful layout.

3.2 Vision, Mission, Objective and Goals

3.2.1 Vision

*“We are Langkawi’s designed destination, crafting awesome experiences through
Our sassy, savvy attitude.”*

3.2.2 Mission

Mission (Talents)

*“We create a fun, energetic environment where Talents are passionate and motivated to discover
their potential, dreams and success together, with Marriot.”*

Mission (Guests)

*“We consistently craft awesome experiences by hacking the mindset of our guests, passionately
delivering sassy, savvy efficiency.”*

Mission (Company/Owner)

*“We generate progressive revenue and maximize profitability through dynamic efficiency,
maintaining long term relationships with our stakeholders.”*

Mission (Community)

*“We enrich our community by creating opportunity and practicing sustainability to protect and
cherish our environment.”*

3.2.3 Values

“Respect / Integrity / Fun / Passion / Consistency / Teamwork”

3.3 Organizational Structure

The organizational structure of Aloft Langkawi has different levels of hierarchy that has their own authority and responsibility. This organization grouped their employees based on their qualification and job scope. Figure 3.3.1 below shows a summarization of the organizational structure particularly in Finance and Sales & Marketing departments.

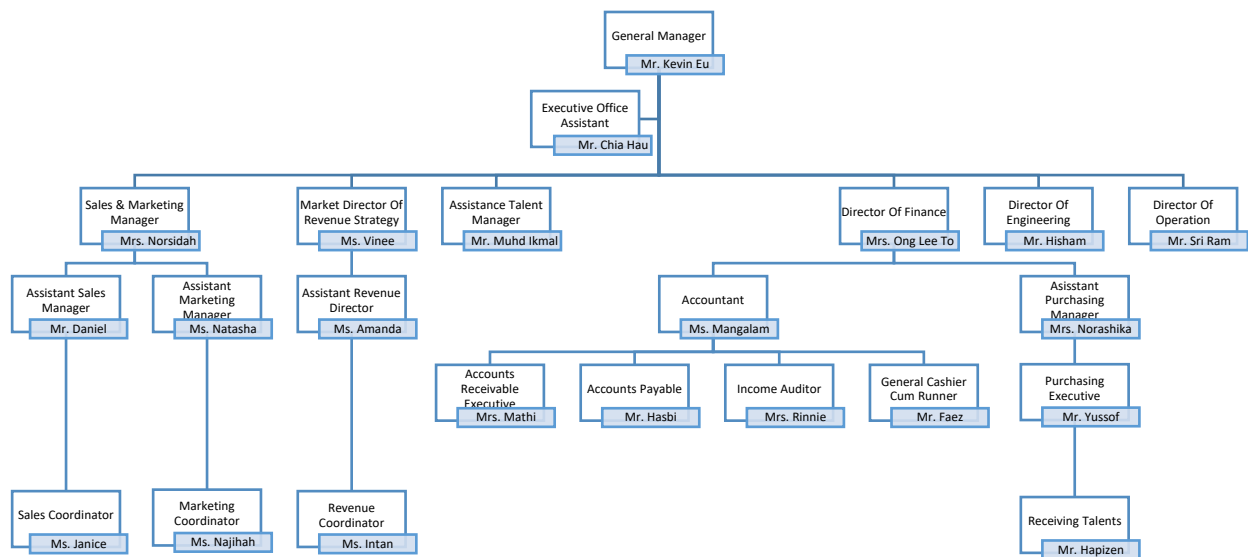


Figure 3.3.1 Aloft Langkawi’s Organizational Chart

Part 4: Training's Reflection

4.1 Training's Duration

It is a prerequisite for every student who enroll in Bachelor of Business Administration (Hons.) Finance to complete their internship in the last semester before being able to graduate. The duration of my industrial training was 26 weeks. I started my industrial training on Monday, 15th August 2022 and ended on Friday, 10th February 2023 at Aloft Langkawi, Kedah. My working hours start from 9.00 am to 6.30 pm a day from Monday to Friday and from 9.00 am to 6.00 pm starting from 1st January 2023.

4.2 Training's Details

Upon receiving an offer letter from Aloft Langkawi a month prior to the internship, I was thoroughly informed regarding the department that I will be placed in, the allowance I get per month, and working hours per week. Throughout my industrial training there for 26 weeks, I was assigned to work and learn in Finance department for the first three months. Madam Ong Lee To, the Director of Finance, was my Supervisor. On 1st November 2022, I was transferred to Sales & Marketing department to work there. Mrs. Norsidah Ahmad, the Sales & Marketing Manager, was my Supervisor during that remaining period.

Firstly, in Finance department, I was assigned to assist Mrs. Mathi, the Account Assistant Receivable, to reconcile credit cards' reports and verify CTAC using excel for agents (Booking.com, Agoda, Expedia, etc) commission payment. Next, I was also tasked to assist Mrs. Maizatul, Account Payable cum General Cashier, to post invoices in Birch Street System (BSS) that automatically pays supplier. Besides, I was given the responsibility to map image on the said invoices into People Soft Account Payable (PSAP), a system which is used to show evidence of payment during yearly company auditing. Furthermore, I assisted Mrs. Celine, the Accountant, on verifying part timer's payroll slip and pay them. Finally, I assisted Mr. Hapizen, a receiving talent, to receive food and beverages at the hotel's loading bay. I then proceed to key in the invoices received into Birch Street System (BSS) and adjusted the invoices that have discrepancies with the purchase order made by Purchasing staffs.

Moreover, In Sales and Marketing department, I was assigned to assist Mrs. Amira, the Event Specialist, to create Banquet Event Order (BEO), a printable document containing all related information of an event or group events in Opera, a system which help manages Marriot's property in one database. Apart from that, I was also tasked to create sale's proposal based on information gathered from prospecting clients, to send to the said client, and to assist Mr. Daniel and Miss Janice during a client's site inspection. Additionally, I assisted Mrs. Hidayah, the Reservation Manager, and Mrs. Ainin, the Reservation Coach, in charging customers' credit card for room prepayment. If there is any discrepancy, I would follow up with customers in regards to the credit cards charging process. Finally, I also assisted them in checking CTAC for agent commission payment using Opera system before handed it to Finance Department.

4.3 Training's Gains

Having the chance to complete this industrial training in the private sector was definitely a great and enjoyable experience for me. Being tasked to work and learn under the finance department, and sales and marketing department have teach me the essential elements I need to have to pursue or continue my career path after my industrial training is complete.

Firstly, in finance department, I learnt that attention to details is very important. This is because every mistake that we make would lead to more mistakes and might affect the operation or management of the business. Thus, attention to everything is a key to a successful finance work. Next, it is better to admit if we were to make mistake rather than just not admitting it as other staffs can help to offset the mistake done before it leads to more mistakes. Besides, always have and keep a record of every task we do either in form of photos or written as it could be used as evidence in the future in case there is a problem with the tasks we did. Furthermore, tasks in the department generally needs to be completed within a scheduled time within a day such as works done under account payable and receiving sections. Thus, being able to manage time accordingly would benefit oneself in the long run. Finally, I learnt that being able to communicate effectively within and out of the finance department is a necessary skill to have forthe department to operate smoothly.

The culture or work environment in Sales & Marketing department is different than in Finance department. Firstly, I learnt that it is beneficial to know and understand the product of

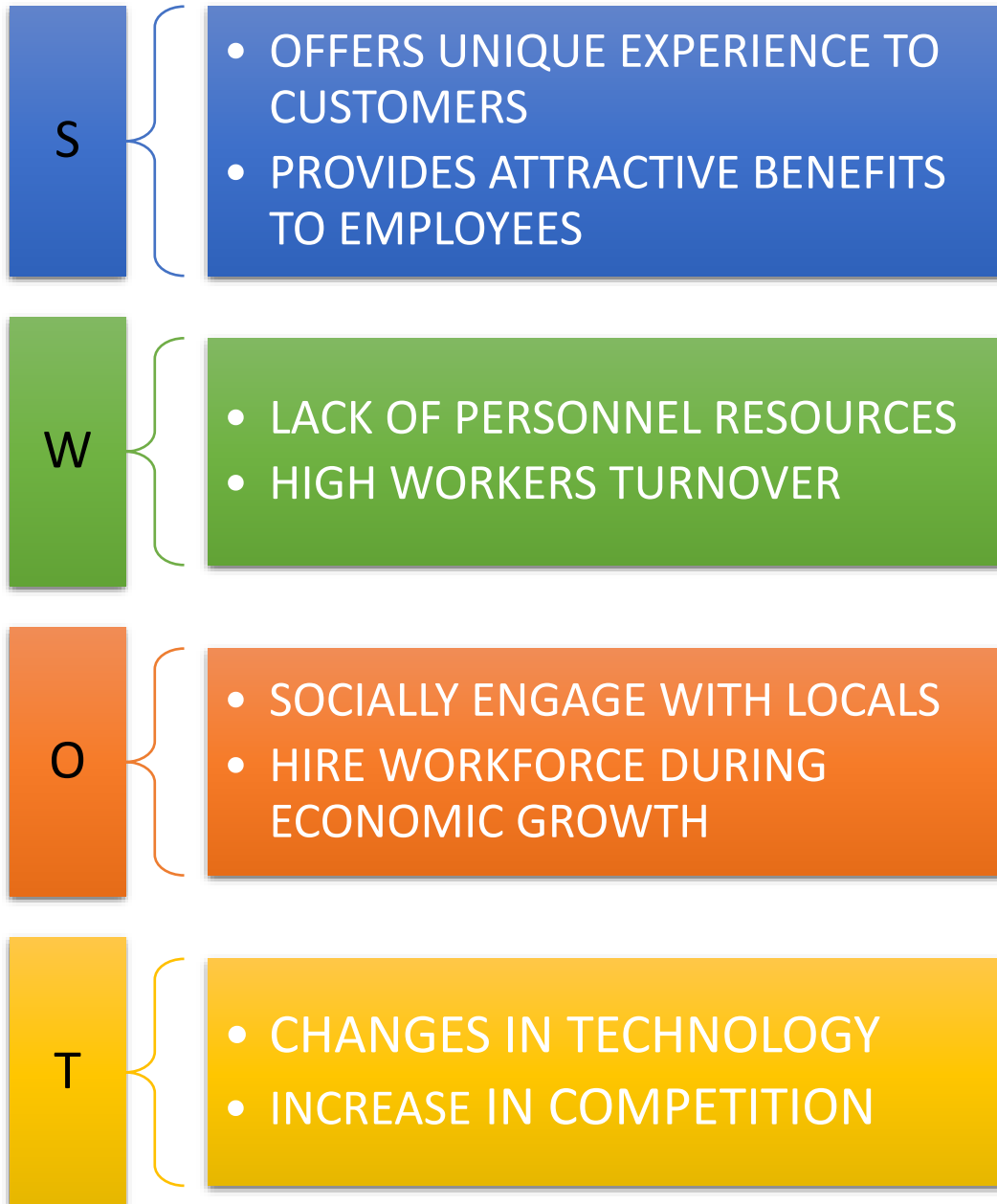
Aloft Langkawi. The product here refers to the room specification, event halls, activities held, and benefits or amenities that Aloft Langkawi provides. Thus, by understanding the product itself, I was able to assist members of the department in a variety of tasks such as creating sales proposals, assist in hotel's site inspection, and talk to guests. Moreover, I learnt that communication is a must between each members of the department. This is because every process, starting from Sales team which handle group clients to the Reservation Specialist which cater to client's specific needs during events, and to Reservations which would need to update rooming lists created by Sales team into Opera system and to create bookings of guest in the Reservation App. Finally, I recognized an improvement in terms of my confidence, teamwork, and communication skill as I work hand in hand with the team on how to close deal with clients during site inspection, involve in event management and engage with guests on call.

Part 5 : Analysis

In this section, a critical analysis has been done using a SWOT analysis. SWOT analysis refers to a compilation of company's strengths, weaknesses, opportunities, and threats which is used to assist companies in exploring new initiatives and altering a plan midway through its execution (Schooley, 2023). Besides, Kyle Peterdy, the author at Corporate Finance Institute, said in his article that a SWOT analysis would help an organization to assess and understand the internal and external forces that could create opportunities and risks to that organization (Peterdy, 2022).

SWOT analysis has a lot of importance to company. Firstly, it assists in improving business operations. Analyzing a company weakness could help to identify a more specific area in the company in which they will be able to improve that particular area. For example, a company having a lack of workforce in administration department. Next, SWOT analysis would help company to discover new opportunities. By having a PESTLE analysis, company can search for external factors available to assess new ideas. Not only that, Cristian Oana, the Global SEO director for NSUS Group, in his article, 'Why Is SWOT Analysis Important', said that businesses would gain competitive advantages in the industry if they could recognize any opportunity and avoid future threats that may affect their operations(Oana, 2022).

5.1 SWOT Analysis



5.2 PESTLE Analysis

The PESTLE analysis, also known as PESTEL analysis is as framework used by companies to assess the market's environment which can produce and assist them in recognizing any opportunities and threats. The PESTLE analysis stands for political, economic, social, technological, legal, and environmental factors. It could help managers to prioritize certain company activities and achieve specific goals within time limit, allowing them to have better performance (Paredes, 2022).

P

POLITICAL

- Backed by labor law.

E

ECONOMIC

- Potential of hiring new employees due to economic growth.

S

SOCIAL

- High revenue due to hotel's amenities suit tourist lifestyle.

T

TECHNOLOGY

- Operating system do not match the changes in technology.

L

LEGAL

- Take seriously of employment laws during work.

E

ENVIRONMENT

- Turn food waste into compost to reduce climate change.

Part 6 : Discussion and Recommendation

6.1 Strengths

6.1.1 Offers Unique Experience to Customers

Aloft Langkawi is one of the hotel brand owned by Marriott International that are designed to cater to the new generation of tourists who are tech savvy and those who wants to unpack their bags and enjoy different sceneries in Langkawi. This is one of Aloft's strengths. Firstly, they offer welcome drinks to guests made specially by the staff upon their arrival at the hotel. This is to give a good first impression of the hotel's great service to all of their guests. Next, the hotel also has Re:Mix Lounge which offers customers to relax and enjoy the scenery of a rainforest while watching Live@Aloft which presents new talents to show their musical skill. Besides, the Re:Mix Lounge also has a pool table, and Xbox 360 with adjustable lighting to change the vibe when guests play games.

Besides, the hotel has four distinctive type of rooms namely the Loft Rainforest which show the view of a rainforest, Loft Garden which show the view of urban city landscape and Loft Seaview and Suite rooms which presents guests the view of Andaman sea. Apart from that, all rooms have a balcony with two bean bags provided. The rooms have twin bed and super king bed which is different than the standard king bed. April Mayer, a sleep expert at Amerisleep, stated in her article that super king bed are excellent for couples who wants the comfort of a king bed without feeling too cramped in a room (Mayer, 2023). Thus, Aloft Langkawi has catered the need for their guest especially couples who would love the comfort of the mattress without feeling overwhelmed with the size of the bed. The rooms come with the latest technology that automatically detects when a guest enters and leaves the room which can assist in turn on and off the appliances in the room.

6.1.2 Provides Attractive Benefits to Employees

The next strength own by Aloft Langkawi is the attractive benefits that they provide to employees. Firstly, they provide Sick Leave, Hospitalization Leave, Annual Leave, and insurance coverage to its employees. Next, the company also collaborate with a panel clinic to provide free medical benefits to its employees including the trainees. Besides, they also provide quarters for staff to stay apart from providing one meal a day on working days to all personnels. Additionally, one of the best benefits provided by Aloft is the Talent Recognition Program, in which a staffs that demonstrate a good performance will receive vouchers to spend. RM50 per recognition with no limitation. It is also done every month.

In addition, after the new amendment that took place after 1st January 2023, Aloft Langkawi give all employees a free one-night stay at the hotel inclusive of breakfast during their birthday celebration month. They would also be able to choose their desired type of cake in which the culinary staffs would make for them. Not only that, during the month of Ramadhan, Muslim workers are given the ability to leave half an hour earlier. They also organize monthly event such as bowling tournament, futsal tournament, and running events.

6.2 Weaknesses

6.2.1 Lack of Personnel Resources

Like other organization, Aloft too has its weaknesses. One of it is the lack of manpower in its administration team. During the course of my internship in finance department, I observed that the tasks sometime can be hard to handle by the staffs especially during month end closing. They would have to finish filing, monthly payments, inventory and linen checking before month end while following the HOD directions and instructions. Besides, having too much workload and less staffs in the administration department led to them going back late. I found that having to go back late frequently even when it is not month end closing is unhealthy and unfulfilling, even with the amount of salary paid to its workers. This is undeniably true as overworked employees tend to suffer from high level of stress which could lead to risk of high employee turnover and accidents occur (Divincenzo, 2022). A study conducted in America in 2019 stated that over 50% of workers does not engage with other employees as a result of stress and overworking (Daily Life, 2019).

As for Aloft Langkawi, the administrative staffs already have their fixed working time, which is 9.00 am to 6.00 pm after the new employment act in early January of 2023. Therefore, having the extra manpower in the administration department is beneficial as it could ease tasks delegation, one's workload, and enable employees to go back home on time. Apart from that, Aloft encourage its employees to perform multitask role. Here, multitask role refers to an employee that is able to do two main job within one position held. With this, they could generally reduce the cost of hiring and paying its employees. However, due to this, the workload sometime could be too much for the employees to handle which would led to down in staff's morale and finally resulted to staff's resignation. Thus, by having an adequate number of employees for each department could help to offset the issues mentioned above.

6.2.2 High Workers Turnover

Aside from that, Aloft Langkawi has another weakness which is high workers turnover. Employee turnover affects a company long term performance. It is a good indicator to know an organization's work culture, the effectiveness of hiring policies, and the overall employee management (Shweta, 2022). Aloft has high employee turnover since the last six months. According to Kelly Main, in her article, replacing an employee is more expensive than retaining them as the whole recruitment process would need to be start again and require time and resources (Shweta, 2022). Former Aloft employees leave the company for different reasons mainly due to poor workplace culture, overworking, lack of recognition, and inefficient management.

Firstly, when there is a misconduct or mistake done in the workplace, they do not have the accountability to admit the mistake done which led to other employees got the blame. Not only that, sometimes the work distribution is not equal among the staffs which decrease their morale and led to them leaving the company. Next, Angela Robinson, the Team building content expert, in her article stated that a recent survey found that 84% of respondents in the survey reported burnout and over half of these respondents agreed that overworking being the reason for quitting (Robinson, 2022).

6.3 Opportunities

6.3.1 Socially Engage with Locals

The first opportunity that this organization should pursue is by engaging socially with the locals. Being one of the highest rated hotels in Langkawi ought to show that customers like the hotel's service. Hence, the most appropriate strategy that can be implemented is to increase their social engagement with the locals. This should be done to improve their branding recognition among the local community. Ian Mitchell King, a business consultant at Kings Consulting LLC in California, stated in his article that community involvement is an excellent marketing strategy where companies engaging in local events and activities can build brand awareness (King, 2022). This is true as participating in local events could improve relationship among the locals, boost customer loyalty and differentiate the company from competitors.

Apart from that, the company can secure the good materials and source of products by involving in community events where they can improve social relation with local suppliers. This includes culinary resources which the company can gain at lower prices as compared to suppliers that offer higher price. Not only that. Employees like to volunteer in their communities and are more loyal to a company that cares about the community besides improving their social skills which in turn leads to better productivity in the company.

6.3.2 Hire Workforce During Economic Growth

The second opportunity that can put this organization into a stronger position is by hiring workforce during country's economic growth. During this endemic Covid-19, the economy of the country is moving upward. Former Finance Minister, Tengku Datuk Seri Zafrul Tengku Abdul Aziz stated in an interview that Malaysia's gross domestic product (GDP) growth to be in the range of 5.3% to 6.3% and it may exceed that forecast(Lim, 2022). Therefore, with the economy expected to move forward, the supply of goods increase which lead to more revenue companies gain. Thus, Aloft would be able to hire more working personnels since they have the necessary budget.

Apart from that, when international events are held in multiple places to bring in tourists from overseas to gain more revenue. For example, the Langkawi International Half Marathon which was held in mid-December 2022 to bring people from all over country to join the event. This indirectly is done to improve the economic growth of Malaysia. With that, Aloft should take the opportunity to increase hire more workforce to assist with the operation and administration of the hotel in order to operate smoothly. Not only that, the LIMA 2023 event will also bring a lot of people to Langkawi where Aloft would have visitors and participants of LIMA staying at the hotel. Thus, by taking advantage of the economic growth, Aloft Langkawi is able to increase the overall revenue and profit in year 2023.

6.4 Threats

6.4.1 Unable to Adapt with The Shifts in Technology

Aloft Langkawi uses many systems for their daily operation and administration. The importance of technology in the workplace cannot be understated. Having a modern technology would enhance communication and teamwork between all departments in the company(Buchanan, n.d.). As such, for Aloft Langkawi to perform at their best, having a smooth and reliable platform is a must in order to deliver an excellent service.

Firstly, Aloft's Reservation department use five major systems namely Opera system, Reservation App, Marsha, CTAC system, and Sertifi. The first three system could create bookings, update or adjust the bookings made, CTAC is used to check and pay commission to agents and Sertifi is used to create payment links for guests to make secure payments. Too many systems used by the company to create the same booking is unnecessary. The personnels also would have to spend more time to learn on how to use all the software. Not only that, with the rapid changes in technology, Aloft will soon one day become obsolete in terms of the system and technology the company use. Finally, Finance department also has multiple system they use to finish daily tasks.

6.4.2 The Shortfall of Suppliers in Langkawi

The second threat that Aloft Langkawi is currently facing is the lack suppliers that provide materials and resources around Langkawi Island. This caused problem to the company as there are only few suppliers may own certain types of material or resource. Due to a smaller number of suppliers in Langkawi as compared to other state, there is an undersupply of materials whereas demand for it increase every season especially during the Chinese New Year and the upcoming LIMA event. Besides, suppliers would increase their price of certain materials that is hard to get in Langkawi due to high demand and low supply of the said materials. This would result in higher cost of obtaining certain items or materials.

Apart from that, Aloft Langkawi would need to maintain a good relationship with the suppliers around Langkawi as there is a limited number of suppliers. DP Taylor, in his article, asserted that if a company loses access to supply, they are unable to satisfy customer needs and would risk having them flee to their competitors which may offer alternatives to customers (Taylor, 2022). Therefore, having lost the interest of suppliers to renew contract with the company would lead to the operation of the company to become inefficient.

6.5 Weighted Analysis

6.5.1 Promote Products and services to the local

The first recommendation is Aloft needs to promote their products and services to the local community. Firstly, promoting locally would reduce the cost of marketing the products and services. Local marketing offers low-cost channels for advertising such as word-of mouth, testimonial requests and suggestion boxes. These would increase the brand awareness of Aloft products and services among the people. Besides, Vincent Aguirre, in his article stated that local marketing can help make the brand reach people who are able and willing to get the products offered (Aguirre, 2020). Not only that, local advertising also allows the company to reach specific demographics where Aloft could define which target audience they want to promote their services to. Finally, this could also enable local community to learn more about Aloft Langkawi's services and become familiar with it which eventually they would promote it to foreigners or tourists (Clear Channel UK, 2022).

6.5.2 Incorporate new system to manage multiple tasks that benefits employees.

Next, Aloft Langkawi is recommended to integrate a new system that could manage multiple tasks at once. This would improve employees' performance. Not only that, having an integrated system would ease data processing and fetching apart from lead to higher accuracy since the chance of employees accessing outdated data are minimized or eliminated. Furthermore, due to the latest data being easily accessible. Additionally, an integrated system would help to achieve higher efficiency by eliminating the need for repetitive manual data entry (Reeves, 2021). Finally, with a centralized system, data breach would be less likely to occur as it uses powerful security tool or algorithm.

6.5.3 Hire workforce during peak season

Furthermore, Aloft Langkawi should hire workforce during the peak season. Payroll is a costly expense in any company. By hiring seasonal workers, Aloft is able to reduce payroll expense. Seasonal employees can be offered a lower pay rate as long as they meet the requirements of the workplace. For example, part-time employees and internship trainee. Besides, hiring workers during peak season offers less risk. If they are not fit for the tasks, they would leave at the end of the peak season and the company has no obligation to rehire them (Kappel, 2022). Not only that, peak season can be used as a test to know which employees perform at their best. If the employees performed during the peak season, Aloft could offer them extended employment for off season.

6.5.4 Organize and participate in social events

Lastly, Aloft is recommended to organize events or involve in the execution of it. Relationship between the employees can be formed and strengthen. These events would also help to encourage the employees of Aloft to interact and speak more which would lead to better communication during the operation of the company. In addition, employees should be involved in the making of the event to promote social skill. These events would lead the better efficiency of the management in the long run. Cvent Guest, in his article stated that social events are the perfect opportunity to build positive relationships between the brand and its employees (Guest, 2022).

Part 7 : Conclusion

In conclusion, the six months industrial training offers first-hand working experience that is valuable and helpful for me that are jumping into working scene after graduating. It is expected that organization's vision and missions could help to shape the direction of its employees to achieve the same goals.

The discussed SWOT analysis in this report could help to identify the core strengths, weaknesses, opportunities, and threats of Aloft Langkawi, which can be a source of their organization's strategic planning. It also allows the company to exploit their strengths and view their opportunities that lie ahead. Despite a number of weaknesses and threats observed in in Aloft, having to acknowledge all these can help the organization to take quick corrective actions and what deem to be necessary.

Besides that, with the inclusion of PESTLE elements in analyzing the opportunities and threats of the company, it provides a framework to examine the external factors of the organizational nature. Both of these SWOT and PESTLE tool certainly contribute in generating several inclusive recommendations that are beneficial for Aloft Langkawi.

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Appendix

Industrial Training Report

by Muhamad Hasbi Bin Bahador

Submission date: 30-Jan-2023 12:22PM (UTC-0900)

Submission ID: 2002797921

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Industrial Training Report

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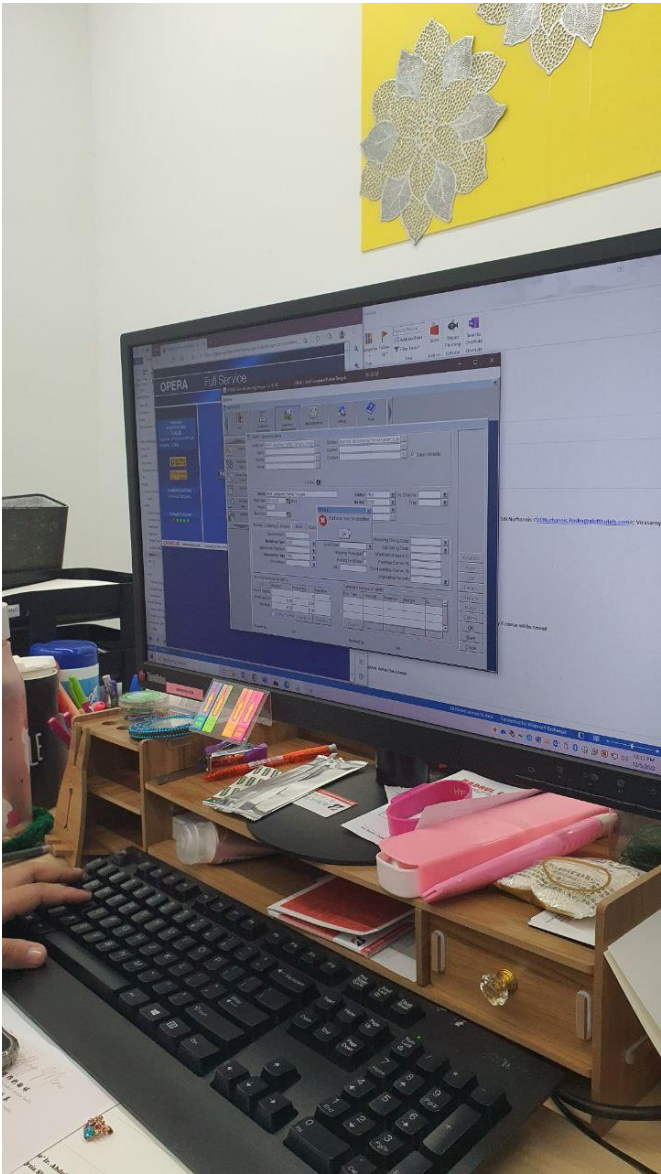
Site Inspection with Russian Group



Preparation for event



Posting AP payment into Opera system



Picture with Aloft General Manager during Staff Annual Party



Top 10 for Road To Give Event representing Aloft Langkawi



Road To Give Event



Sending Inkjet to every department (Assistant Sales Manager)



Blood Donation Day

