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CBRE

CBRE Asia Pacific Business Services Sdn. Bhd

INDUSTRIAL TRAINING REPORT

Bachelor of Business Administration (Hons.)
Human Resources Management (BA243)
Human Resource Internship (HRM666)
1st September 2023–9th February 2024

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EXECUTIVE SUMMARY

This internship report stresses the work experience I have gathered as an intern in the People Operations (Singapore Team) of CBRE Bangsar South from August 28, 2023, until February 27, 2024. CBRE offers the best services and investments in business real estate around the world. With data, services, and insights that cover every part of the industry. CBRE finds answers for clients of all sizes, in all fields, and all over the world. In this report, I will explain the responsibilities assigned to me throughout the six months of my internship. I was given the responsibility of People Operations for the Southeast Asia Unit. The Offer Management Team and Operation Team are two subdivisions under People Operations. I am participating in Operation Team to support Singapore. People Operations are generally referred to as Human Resources. I was given the job of helping with the probation and offboarding processes. The amount of work I must do is less than what a permanent role would require because of some limits. For People Ops, CBRE is known for doing work via the ticketing system, which is called as (ServiceNow). I must process and respond to employee and manager inquiries via the ticketing system (ServiceNow) and email through Outlook related to probation and offboarding processes. I need to make sure that the ticket goes to the right subject person and assignment group. This is because employees do not always know which assignment group to send things to, such as payslips, annual leave, email passwords, and claims, via (ServiceNow) so most of the problems that come up should be taken care of by other assignment groups. As part of the offboarding process, the People Platform Team will let me know every day when an employee has resigned. I have to create a ticket, send an email through (ServiceNow) and then follow up through Outlook. It was very important that I kept an eye on employees who were on probation or termination by emailing their manager every two days after creating the first email follow-up through (ServiceNow). If an employee has sent a resignation request to their manager, I will follow up on it. Once the manager agrees to the resignation, my team in People Operations will keep checking their leave balance.

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3.0 COMPANY'S PROFILE

3.1 Name, Background, Location



Figure 1.0 CBRE Logo

CBRE Group provides integrated commercial real estate services to investors and occupiers. It caters to the needs of commercial real estate tenants, owners, lenders, and investors in office, retail, industrial, and multifamily properties. Facility management, project management, real estate sales and leasing, loan origination and servicing, investment management, valuation and development, and workplace solutions are just some of the many services offered by CBRE to both tenants and owners. The organization caters to a wide range of industries, including manufacturing, logistics, data centres, energy, oil and gas, banking, retail, healthcare, legal services, educational institutions, dormitories, and the media and telecommunications industries. It reaches customers throughout the Asia-Pacific, Europe, the Middle East, and Africa. CBRE is held in Dallas.

CBRE began in 1906 in San Francisco. By the 1940s, that corporation and its subsidiaries were one of the largest in the West. The company became public in the 1960s and 1970s and expanded its services and geographic reach to become a full-service provider with a national presence. Sears-Roebuck owned it in the 1980s. CBRE provides investors with property sales, business mortgage broking, loan origination and servicing, leasing, investment management, property management, valuation, and development.

CBRE has four core principles to guide its growth. Principles known as RISE values. RISE stands for Respect, Integrity, Service, and Excellence. Respect is created by considering others' thoughts and beliefs and communicating openly to foster trust and collaboration. Next, Integrity stresses that the organization prioritizes its employees' ideals and devotion. All CBRE employees tackle customer issues with excitement and diligence by developing enduring relationships by connecting the proper individuals, funding sources, and business prospects.

Serving all stakeholders and its value are linked. Finally, excellence fosters effective results for clients, employees, and other stakeholders.

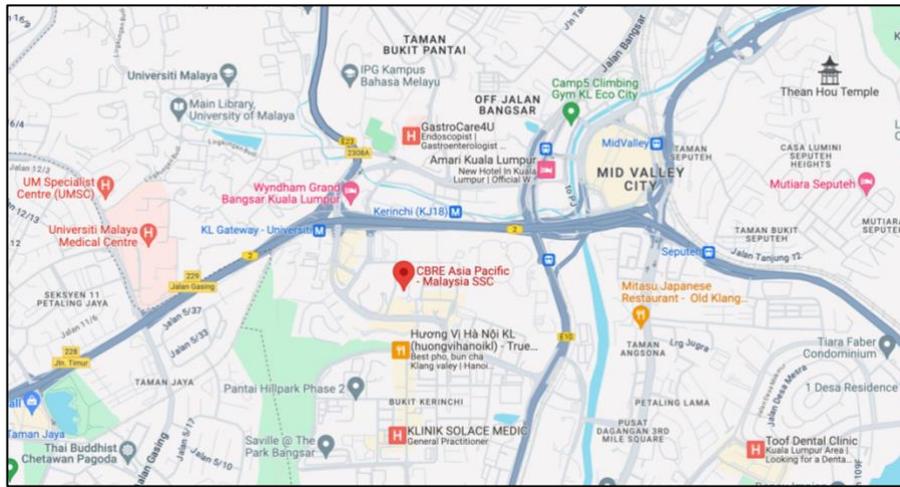


Figure 2.0 Location of CBRE

CBRE Asia Pacific Business Services Sdn Bhd (1099369-K) was located at Level 15, UOA Corporate Tower, Avenue 10, Bangsar South No.8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia. It is 1.4 km from my house. It took 21 minutes for walking and 6 minutes for driving to arrive at the office. The estimated time of arrival from my house to the office depends on the traffic that day.