



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
TELEKOM MALAYSIA BERHAD (SELANGOR)  
UNIT CONSUMER SALES SELANGOR  
TINGKAT 1 TM POINT BUKIT RAJA  
JALAN MERU 41050 KELANG SELANGOR**

**SPECIAL PROJECT : INFO GRAPHIC TM'S PRODUCT  
PROMOTION VIDEO**

**BY :  
MOHD KHAIRUL FIRDAUS BIN MOHD ZAIN**

**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION  
SYSTEM MANAGEMENT  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 AUGUST 2017 – 31 DECEMBER 2017**

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**FACULTY SUPERVISOR :  
MADAM NURUL ANNISA BINTI ABDULLAH**

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INDUSTRIAL TRAINING REPORT 1 AUGUST 2017 - 31 DECEMBER 2017

## DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

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Mohd Khairul Firdaus Bin Mohd Zain

2015263234

Date of submission:

## ABSTRACT

The Industrial Training report writing paper is based on the period from 01 August 2017 to 31 December 2017 at Consumer Sales Selangor Barat of Telekom Malaysia. In the time of the short-term internship position, I had been revealed with the real organization of work and environment. First of all, the first chapter of the report is overview of the organization which is Telekom Malaysia background, vision and mission and additionally the organizational charts. Next, the second chapter is the overview of my internship division. In this part, I offer assistance about the division's services, division's charts as well as the vision and mission of the division. Other than that, the third chapter is the details of my internship duties and work related routine activities in the time of my short-term internship position in the division. One of the examples of the duties given is more to setting up and event in order to increase the sales of services produce by the company. This division holds the responsibility to maintain the profit of the TM Company. Each event that is held is precisely well plan and organized. Most of the sales is also been contributed by the official reseller of the TM company. My special project for the industrial training is the Info graphic Video Promotions of TM's product. Lastly, the final chapter of this report is about the knowledge gained, personal thoughts, lesson learnt and also recommendation during the five months of the internship period.

***Keywords: Consumer Sales Selangor Barat, Telekom Malaysia, Event, , video, promotions***

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In the name of Allah S.W.T, The Most Gracious, Most Merciful and Most Powerful, I was very grateful and thank to Him, because He the one who plans and destined all of this. God has helped me to finish my task smoothly and properly. Any inconveniences are come from me but all the goodness and perfections are from Him.

I would like to take this opportunity to express my appreciation to my industrial organizational supervisor, Mr. Zulfahmi Ismail for his supervising and guidance during my internship in the organization. Furthermore, I also would like to thank all my colleagues in the organization for their guidance and experience.

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I would like to thank my family because they are my inspiration in everything. They will never stop encouraging me by giving me moral support and always advise me to do the very best. Thanks to all of my family members for their prayers on us.

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# CHAPTER 1 : INTRODUCTION

# CHAPTER 1

## INTRODUCTION

### 1.0 Introduction to the Company

Telekom Malaysia Berhad (TM), Malaysia's Convergence Champion and No. 1 Converged Communications Services Provider, offers a widespread range of communication services and solutions in broadband, data and fixed-line. As a market leader, TM is determined by stakeholder value creation in a very competitive environment. The Group places emphasis on bringing an improved customer understanding via continuous customer service quality enhancements and innovations, whilst concentrating on better operational efficiency and productivity.

### 1.1 Background of the Organization

#### 1.1.1 Telekom Malaysia Berhad

Leveraging on our wide global connectivity, network infrastructure and collective skill, TM is well situated to drive Malaysia as a regional Internet hub and digital gateway for South-East Asia. TM remains steadfast in its change into a new generation communications provider to provide an improved and combined digital lifestyle to all Malaysians, and opening up options through connection, communication and collaboration, towards our shared vision of inspiring the nation into a high-income economy.

As a model corporate citizen devoted to good governance and transparency, TM continues its pledge to guarantee the integrity of our procedures, people and reputation as well as the sustainability of our operations. Our Corporate Responsibility (CR) ethos strengthens accountable behavior in the four main domains of the marketplace,

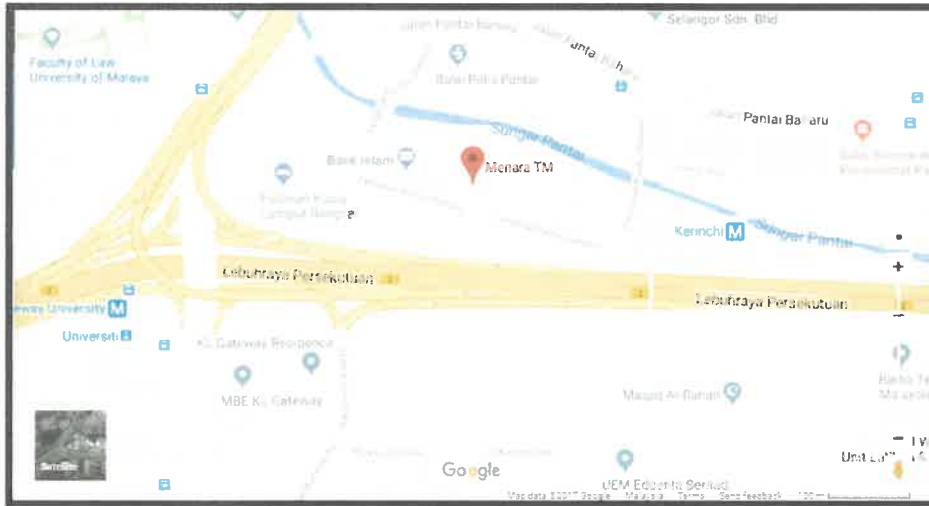
workplace, the community and the environment. With a focus on ICT, the Group further promotes 3 major platforms i.e. education, community/nation-building and environment, through our Reaching Out programs.



**Figure 1.1**

**Telekom Malaysia Main Building**

TM looks forward to remain serving customers with its complete suite of offerings, providing a seamless digital practice and combined business solutions to meet their lifestyle and business communication requirements - towards making “Life and Business Made Easier for a Better Malaysia”.



**Figure 1.2**

**Location of Telekom Malaysia Berhad**

**1.1.1.1 Vision, Mission and Logo**

***Vision***

To make life and business easier, for a better Malaysia.

***Mission***

We deliver life made easier

- Converged lifestyle communication experiences to customers
- Collaborating with and supporting them with integrated solutions to businesses
- Supporting socio-economic development through education, innovation and social initiatives to the nation.

*Company Logo*



**Figure 1.3**

**Telekom Malaysia Berhad Logo**

**1.1.1.2 Telekom Malaysia Corporate Milestones**

**1800s**

1874: The telephone makes its debut in Perak

1882: Perak and Penang are linked by telephone via a submarine cable

1891: The first telephone exchange is commissioned in Kuala Lumpur

1894: A submarine cable links Labuan with Singapore and Hong Kong



## **1900s**

1908: Incorporation of postal and telegraph services.

1926: Advent of radio communications in the country.

1946: Establishment of the Telecommunications Department in Malaya.

1962: Introduction of Subscriber Trunk Dialing (STD) between Kuala Lumpur and Singapore via the first long distance microwave link.

1963: Expansion of the microwave network throughout Malaysia

Launch of television services in Peninsular Malaysia.

1968: The Telecommunications Department of Sabah and Sarawak merge with that of Peninsular Malaysia forming the Telecommunications Department of Malaysia.

1970: The first international standard satellite earth station is commissioned in Kuantan, marking the advent of live telecasts in Malaysia.

1975: Establishment of the Automatic Telex Exchange.

1979: Introduction of International Direct Dial (IDD) facilities.

1980: Introduction of Telefax and International Maritime Service.

1982: Introduction of Telefax and International Maritime Service.

1983: Introduction of data communications.

1984: Introduction of packet switch technology, leading to Malaysia's own public data network.

1985: The Multi Access Radio System, providing rural customers with easier access to telephone services, is introduced

1987 Jabatan Telekom Malaysia (JTM) is corporatized, forming Syarikat Telekom Malaysia Berhad (STMB), the nation's first privatized entity.

1988: Introduction of digital INTELSAT Business Service 1989 Introduction of the 800 toll-free services.

1990: The first magneto telephone service is introduced in Kudat, Jesselton (KK) and Sandakan.

1990: Introduction of international toll-free and prepaid card phone (Kadfon).

Listing of STMB on the Main Board of Bursa Securities and introduction of the new company logo.

1991: Introduction of Malaysia Direct, Home Country Direct.

The Company rebranded its name to Telekom Malaysia.

1992: Introduction of Video Conferencing and CENTREX.

1993: Introduction of ISDN services.

1996: Introduction of 1800 MHz digital TMTOUCH cellular services.

1997: Introduction of Corporate Information Superhighway (COINS), Telekom Malaysia's state-of-the-art, high-capacity enterprise solution.

## 2000s

2001: Launch of BlueHyppo.com, Telekom Malaysia's lifestyle Internet portal, which records more than 290 million searches a year.

-Introduction of broadband services.

-Telekom Malaysia becomes a major partner in the launch of the state-of-the-art submarine cable Asia Pacific Cable Network 2 (APCN2).

-Establishment of TM Net as the largest Internet Service Provider in the South-East Asian region.

-Launch of CDMA service fixed wireless telephony.

2002: Award of the 3G spectrum to Telekom Malaysia

2003 : Merger of Celcom and TMTouch forming Malaysia's largest cellular operator

2004 :Restructuring of TM TelCo into two Strategic Business Units (SBUs) – TM Wholesale and TM Retail

-Telekom Malaysia undergoes a major re-branding exercise and TM is adopted as the new brand

-Launch of 3G Services – first in Malaysia

-Acquisition of 27.3% interest in PT Excelcomindo Pratama Tbk of Indonesia 2006

-TM forges strategic partnership with Vodafone, becoming a Vodafone Partner Network with a global reach of an estimated 179 million mobile customers worldwide

-TM implements its second phase restructuring exercise that organises the Group's business into 4 groupings – Malaysia Business, Celcom, TM International and TM Ventures

-XL, TM's Indonesian subsidiary secures 3G licence while Dialog,

-TM's subsidiary in Sri Lanka launches South Asia's first 3G services

-Acquisition of the remaining 49% in Telekom Malaysia International (Cambodia) Company Limited, (formerly known as Cambodia Smart Communications Ltd), Cambodia and 49% interest in Spice Communications Private Limited, India

-TM initiates consortium to develop an undersea cable system, Asia-America Gateway, linking SE Asia and the USA

2007 : TM Group undertakes Demerger exercise resulting in two distinct entities – TM (FixedCo) and TMI (RegionCo)

-TM becomes the first Malaysian company to be named Service Provider of the Year at 2007 Frost & Sullivan Asia Pacific ICT Awards

-The first commemorative book titled "Transforming a Legacy", was launched by YAB Dato' Seri Abdullah Hj Ahmad Badawi, Prime Minister of Malaysia

-Divestment of TM's Payphone business to Pernec Corporation Berhad

-TM's affiliate in India, Spice Communications Limited commences trading on the Bombay Stock Exchange and receives the National and International Long Distance licences

-TM Group undertakes Demerger exercise resulting in two distinct entities - TM and TMI

2009 : TM discloses Indicative Terms & Conditions for HSBB (Wholesale) service

-TM wins three awards at the 2009 Frost & Sullivan Malaysia Telecoms Awards, including Broadband Service Provider of the Year for the fifth year

-MMU makes the Top 200 Asian Universities in QS.com Asia Universities Rankings 2009

-TM signs Wi-Net on as its first HSBB (Wholesale) customer

-TM joins a new submarined cable consortium to develop the Asia Pacific Gateway (APG)

-TM's core network infrastructure is upgraded to Next-Generation-Network (NGN) technology

-TM commences physical work for HSBB access infrastructure

-Asia-America Gateway (AAG), a new undersea cable linking South-East Asia to USA, starts commercial traffic

-TM wins four awards at NACRA 2009, including Gold for Overall Excellence, Corporate Social Responsibility and Best Annual Report in Bahasa Malaysia

2010 : TM inked Partnership Agreement with five (5) state-backed telecommunications tower facility operators for the provision of Connectivity Services to network operators residing in the respective telecommunication tower facilities.

-TM records 2009 Full Year profit of RM643.0 million, up 180.4% from 2008

-TM launches TMpoint on Wheels (TMOW) to reach out to more customers

-TM sealed Partnership Agreement with PDC Telecommunication Services Sdn Bhd (PDC Telco), a state-backed telecommunications tower operator in Penang for the provision of Connectivity Services to network operators residing in its telecommunication tower facilities.

-TM collaborates with The Red Devils to be the Official Integrated Telecommunications Partner of Manchester United in Malaysia

-TM wins StarBiz-ICR Malaysia Corporate Responsibility Awards 2009 for Community category

-TM receives Prime Minister CSR Awards 2009 for its workplace practices

-Launch of TM Earth Camp, a nature camp for students at 6 zones nationwide

-TM signs with 20 content providers for IPTV offerings

-Prime Minister launches TM's High Speed Broadband (HSBB) service, UniFi

-TM wins "Anugerah Majikan Prihatin" in conjunction with the 2010 Labour Day Celebration

-TM walks away with double honor at 2010 Frost & Sullivan Malaysia Telecoms Awards – Data Communications Service Provider of the Year and Managed Service Provider of the Year awards

-TM signs Collective Agreements with its unions for non-executives – NUTE, SUTE and UTES

-TM sealed Partnership Agreement with MysysNet Sdn Bhd (MysisNet), for the provision of TM's Metro Ethernet Connectivity Services for the Johor e-Government project.

- TM brings UniFi to 18 more areas, making it available at 22 areas nationwide
- TM provides infrastructure and services for 1NS\*Net and 1NS Wireless City projects for Negeri Sembilan
- TM unveiled 7 new premium channels to HyppTV
- TM continues with the 2nd phase of PINTAR school adoption programme
- TM, in collaboration with the Ministry of Information, Communications and Culture, Polis DiRaja Malaysia (PDRM) and Perbadanan Putrajaya officially launched MSAFE Putrajaya
- TM accorded ‘First Runner Up Overall’ Award at the Malaysian Business – CIMA Enterprise Governance Awards 2010
- TM collaborates with Johor-based developer, Mudra Tropika Sdn. Bhd. for the first deployment of HSBB service outside the scope of the Public Private Partnership agreement
- 2011 : TM collaborates with NTT to establish a new submarine cable system, Cahaya Malaysia, connecting Malaysia to Hong Kong and Japan.
- TM records profit of RM1,206.5 million in 2010, an increase of 87.6% from the previous year, and meets all three Headline KPIs.
- Menara Kuala Lumpur Sdn Bhd signs a 10-year concession agreement with the Government of Malaysia for the operation, management and maintenance of Menara Kuala Lumpur.
- UniFi celebrates its first anniversary!

-TM clinches four awards at the 2010 Frost & Sullivan Malaysia Telecoms Awards – Broadband Service Provider of the Year, Data Communications Service Provider of the Year, Managed Service Provider of the Year and Managed Security Service Provider of the Year.

-TM galvanises the nation's sports spirit with the launch of Team Malaysia.

-TM offers the first Managed Telepresence services in Malaysia in collaboration with Cisco.

-UniFi's 100,000th customer receives the trip of a lifetime to Wembley Stadium, London, to watch Manchester United FC's Champions League match.

-As part of its environment conservation activities, TM plants 200 trees at Zoo Negara and adopts two Malayan tapirs.

-VADS becomes the first Malaysian cloud provider by partnering with MIMOS to offer cloud computing services.

-TM further entrenches its support for national football by becoming the official partner of the national football team.

-TM signs a partnership with NAZA TTDI to install HSBB in the first UniFi township project in the Central region.

-UniFi reaches Melaka and Kedah, ahead of schedule.

-TM partners with Google to offer Google AdWords to SMEs in Malaysia.

-TM introduces its geomatic application – TM SmartMap.



-TM inks HSBB Wholesale service agreements with Celcom Axiata Berhad and Packet One Networks Sdn Bhd.

-TM establishes a strategic partnership with Akamai to host Akamai's NetStorage on TM's network.

-Launch of Gemuruh Suara song and music video, as part of Team Malaysia's campaign, ignites the passion of sports fans.

-TM launches its point-based loyalty programme, TM Rewards.

-TM signs its second HSBB service agreement with Dynasty View Sdn Bhd to install HSBB in a new phase of the Seri Austin residential development in Johor Bahru.

-TM takes home top honours at NACRA 2011 with the Overall Excellence Platinum Award for its annual report.

-TM is honoured as the ICT Organisation of the Year and also wins the ICT Personality of the Year at -PIKOM's 25th Anniversary Gala Dinner and ICT Leadership Awards 2011.

-TM signs a deal with GJH Avenue Sdn Bhd to install HSBB in Phases 1 and 2 of Taman Paya Rumput Perdana, making these the first UniFi-equipped townships in Melaka.

-TM clinched the Best Wholesale Ethernet Service APAC 2011 award by Metro Ethernet Forum (MEF) at the Carrier Ethernet Service Provider Awards APAC 2011 in Singapore.

-TM adds Office 365 to its suite of world-class ICT solutions through a partnership with Microsoft.

-The Batam-Dumai-Melaka (BDM) submarine cable system goes live, ready to carry commercial data traffic.

2012 : UniFi reaches Perak, Terengganu and Pahang

-TM launches Integrity Pact, strengthening the Company's commitment to total integrity across the Group

-TM turns in a strong full-year performance for the financial year 2011, with revenue of RM9.15 billion and exceeding all three headline KPIs

- TM inks HSBB Wholesale service agreement with REDtone

-UniFi turns two

-Capital TV, Malaysia's first local business television channel, is launched and comes on board HyppTV

-TM holds the first TM Career & Education Fair 2012

-TM embarks on a nationwide Cable Theft Prevention campaign

-SK Pendidikan Khas Pekan Tuaran, Sabah becomes the first school for special needs children to be adopted under TM's PINTAR School Adoption Program

-TM clinches 4 awards at the 2012 Frost & Sullivan Malaysia Excellence Awards, including the coveted Service Provider of the Year award, which was won for the first time since the 2008 demerger

-4 new HyppTV channels ; EC Inspirasi, Outdoor Channel HD, UTV Stars and Kids - Co ; are added to HyppTV's growing stable

- TM bags the Best Broadband Carrier award at Telecom Asia Awards 2012 in Bangkok
- TM's first data centre outside Malaysia opens in Hong Kong
- TM gears up for IPv6 adoption with an IPv6-ready network
- TM's broadband subscriber base hits the 2-million mark
- My1Content portal, a national repository of local content developed by TM, is launched
- TM organise the Team Malaysia Fan Run 2012 to rally support for Malaysian Olympians
- Launch of TM Convention Centre Prime Minister Dato' Sri Najib Tun Haji Abdul Razak
- UniFi surpasses the 400,000 subscribers mark ahead of its year-end target
- TM extends the Program Sejahtera to Kelantan
- Cahaya Malaysia, TM's latest submarine cable system, starts carrying traffic to Hong Kong
- HyppTV launches its first dedicated live sports channel – HyppSports HD
- Membership of the TM Rewards loyalty programme hits 1,000,000
- TM introduces UniFi BIZ30 and BIZ50 packages as well as HyppTV for UniFi Biz packages
- TM signs collaborative agreements with relevant parties towards the creation of a Smart and Connected Nusajaya

-VADS extends its TelePresence reach worldwide via collaboration with AT&T

2013 : January

-TM introduces the new 8Mbps bandwidth speed for Streamyx and Business Broadband packages

-UniFi surpasses the 500,000 subscriber mark

February

-Cahaya Malaysia, TM's first private international submarine cable system, completes its connectivity route, connecting Malaysia with Japan and Hong Kong

March

-Prime Minister Dato' Sri Najib Razak pays TM employees a visit in appreciation of - TM's contribution to the nation

-TM celebrates UniFi's third anniversary

-HyppTV wins Best Live Online TV service at the prestigious TV Connect Industry Awards

April

-TM seals Wholesale Ethernet deal with REDtone International Bhd's (REDtone) wholly-owned subsidiary, REDtone Telecommunications Sdn Bhd for access to all TM's Metro-E infrastructure nationwide

-TM is named the Best Broadband Carrier at the 16th Telecom Asia Awards for the second year running

-TM enters into an agreement with UEM Land to provide Internet connected homes in Nusajaya

-HyppTV introduces three new exciting packages – HyppTV Mega Pack, HyppTV Platinum Pack & HyppTV Sports Pack

-TM joins hands with regional telco players for the establishment of the Bay of Bengal Gateway (BBG) submarine cable system

May

-VADS becomes the first Malaysian Cloud service provider to receive the ISO 27001 certification from SIRIM QAS International TM is awarded the Fixed Broadband Service Provider of the Year at 2013 Frost & Sullivan Asia Pacific ICT Awards – again!

-TM is also recognised as the Telecom Service Provider of the Year at 2013 Frost & Sullivan Malaysia Excellence Awards for the second year running since the demerger

-TM introduces its latest marketing campaign – “Life Made Easier”

June

-Dato’ Sri Ahmad Shabery Cheek, the new Minister of Communications and Multimedia, makes his inaugural visit to TM

July

-VADS takes Managed Security Services to the next level with the launch of two new web security products: VADS Managed Unified Threat Management (MUTM) and VADS Managed Web Application Firewall (Mwaf)

-TM concludes new and enhanced Collective Agreements with its employee unions – the National Union of Telecommunications Employees (NUTE), the Union of Telecoms Employees Sarawak (UTES) and the Sabah Union of Telecommunication Employees (SUTE)

#### August

-HyppTV is made available nationwide via 4Mbps and 8Mbps Streamyx packages and on multiscreen devices via HyppTV Everywhere

-TM and Astro enter into a landmark collaboration for local and international sports content, enabling Barclays Premier League (BPL) to be available on HyppTV

-TM's 'Ramli' from Mencari Ramli Season 2 goes to Manchester

#### September

-The Ministry of Communications and Multimedia collaborates with TM to launch SaveME 999 for people with disabilities

#### October

-TM continues to empower Malaysian SMEs with the launch of enhanced UniFi packages with Microsoft® Office 365

#### November

-TM launches three new initiatives to enhance Malaysia's connectivity – My1Hub, Iskandar International Gateway (IIGW) and Cahaya Malaysia

-TM signs a High Speed Broadband (HSBB) service agreement with Formis Development Sdn Bhd (Formis), a member of Formis Resources Berhad for the

provision of HSBB (Access), HSBB (Transmission) as well as Wholesale Internet  
-Access services

TM continues to extend the reach of HyppTV, with the launch of Business Broadband with HyppTV enabling TM's 8Mbps and 4Mbps Business Broadband subscribers to enjoy triple-play service – Voice, Internet and IPTV

-VADS becomes the first Managed Security Services provider in Malaysia to offer a comprehensive security solution utilising Cloud technology with the launch of VADS Cloud

-TM signs up Putrajaya Shangri-La as its first Hospitality Entertainment Solution customer to enable hotel guests to enjoy the latest ICT and entertainment solution via TM's HSBB network connectivity)

December

-TM Team Malaysia Fan Run goes into its second edition, garnering Malaysians' support for athletes bound for SEA Games in Myanmar

-VADS makes TelePresence available to all with the VADS Managed TelePresence Public Room (TP Public Room)

-Three key industry players – TM, Celcom and DiGi – ink a wholesale bandwidth collaborative deal for TM Next-Gen Backhaul™ Services

2014 : January

-TM kick starts the year with “The Best Ever Hypp-Normous Deal” campaign, offering UniFi and Streamyx customers the opportunity to upgrade their broadband speeds up to 20 times

## February

-TM teams up with Etisalat for SmartHub Data Centre, enhancing TM's reachability in the Middle East and Africa

-TM turns in a solid performance for the financial year 2013 with a 6.4% rise in Group revenue, outstripping mobile industry growth

## March

-TM joins hands with regional and global telco players for the establishment of the South East Asia – Middle East – Western Europe 5 (SEA-ME-WE 5) submarine cable system, connecting three continents: Asia, Africa and Europe

-Menara Kuala Lumpur launches its commemorative book in conjunction with the Visit Malaysia Year 2014

-TM signs a partnership with Green Packet Berhad and SK Telecom Co Ltd for the acquisition of interest in Packet One Networks Sdn Bhd

-HyppTV creates history by being the first Malaysian IPTV service to be recognised for two consecutive years at the prestigious TV Connect Industry Awards winning the Best Component or Enabler Award

## April

-TM is crowned the Telecom Service Provider of the Year at the 2014 Frost & Sullivan Malaysia Excellence Awards for the third Time



## May

-TM obtains approval for its final single-tier dividend at its Annual General Meeting (AGM), making the total dividend payout of 26.1 sen per share or RM933.7 million, the highest payout to date since its demerger

-Season 3 of “Mencari Ramli”, TM’s football talent search TV show, draws its curtain with six winners

-KPJ Rawang Specialist Hospital becomes the first hospital to sign up for TM’s Hospitality Entertainment Solution

-HyppMe – TM’s first voice and mobile messaging application service – enters the market

## June

-TV Direct Showcase, Malaysia’s first 24-hour dedicated home shopping channel, is made available on HyppTV

-VADS and IBM Malaysia Sdn Bhd work together to launch Malaysia’s first Virtual Private Cloud (VPC)

## July

-TM collaborates with UEM Sunrise and Iskandar Investment to provide Smart City infrastructure and services in Nusajaya

-HyppTV launches AlHijrah On Demand, Malaysia’s first Islamic On Demand content

## August

-TM launches its first 4G broadband service offering – TMgo – in Kedah

-TM's special Merdeka-themed documentary, "Ceritera Tanah Airku" airs on TV

## September

-TM Team Malaysia Fan Run returns for the third year in gathering support for Malaysian athletes to the 17th Asian Games in Incheon, South Korea

-HyppTV introduces its first, home-grown Bahasa Malaysia entertainment channel in High Definition – HyppSensasi

-TM launches Shop in a Box, another new innovative retail solution for Malaysian SMEs

-TM completes its investment agreement with Green Packet Berhad and SK Telecom Co Ltd for ownership and collaboration on the future growth of P1

## October

-TM announces P1's new Board members and key management line-up

-TM R&D receives the Chairman's Award at the World Information Technology Services Alliance (WITSA) Global ICT Excellence Awards

## November

-TM and Net2One Sdn Bhd, a member of Altel Holdings, seal a partnership for wholesale services

-MYTV Broadcasting Sdn Bhd and TM ink a Memorandum of Agreement for Digital Terrestrial Television's (DTT) infrastructure and network facilities services

## December

-TM sweeps across all major categories at the National Annual Corporate Report Awards (NACRA) 2014, including the Platinum Award for the Most Outstanding Annual Report of the Year – for second consecutive year

-“Mencari Ramli” returns for its fourth season

-TM wins the contract to establish a new submarine cable system connecting Peninsular Malaysia with Sabah and Sarawak, called Sistem Kabel Rakyat 1Malaysia (SKRIM) via an open tender process

### **1.1.2 Mass Market – Consumer Selangor (Consumer Sales Selangor Barat)**

In order to know what mass marketing is, you must first understand the concept of marketing. Think about the last product you purchased. Now think about what influenced you to make that purchase. It's likely that you saw a commercial or some sort of advertisement that sparked your desire to make that purchase. That is an example of marketing.

Now, think about the most popular product in the world. Where and how many times have you seen this company's logo and/or product throughout the week? It is likely that you have seen it on a commercial, billboard, a sticker on a friend's car, or at the stadium of your favorite sports team. Odds are you have seen this company's logo or its product so many times that you can't keep count. This is an example of mass marketing. Mass marketing is the advertising or promotion of a product, good or service to a wide variety of audiences with the expectation of appealing to as many as possible.

Consumer sales is a marketing technique that is used to entice customers to purchase a product. The promotions typically last for a set period of time and are used to achieve a specific purpose, such as increasing market share or unveiling a new product. A number of promotional techniques are commonly used by product manufacturers and sellers.

Moreover, the practical trainee (Mohd Khairul Firdaus Bin Mohd Zain) was personally assigned to the mass-market department in the consumer selangor barat team under Kulbra. The practical trainee's supervisor which is Mr. Zulfahmi Ismail was the assistant manager of the kulbra team. There are three sub departments under mass-market department in the consumer selangor barat department which is Kulbra, Zbc Klang and Salban. The manager under the Kulbra team is Mr. Jauwad Kamaruddin.

#### **1.1.2.1 Vision, Mission And Logo**

##### **Vision**

To make life and business easier, for a better Malaysia.

##### **Mission**

Advertising and promoting of a product, good or service to a wide variety of audiences with the expectation of appealing to as many people as possible.

## Company & Division's Logo



Figure 1.4

### Company Logo's

#### 1.1.2.2 Kulbra, Zbc Klang and Salban Divisions

##### **Kulbra**

Kulbra is mainly involved in the marketing, event and promoting of a product, and support of customer relationship with the clients. Kulbra is specifically responsible for whole the area of Kuala Selangor and Bukit Raja.

##### **Zbc Klang**

Zbc Klang is mainly involved in the marketing, event and promoting of a product, and support of customer relationship with the clients. Zbc Klang is specifically responsible for the whole area of Klang.

##### **Salban**

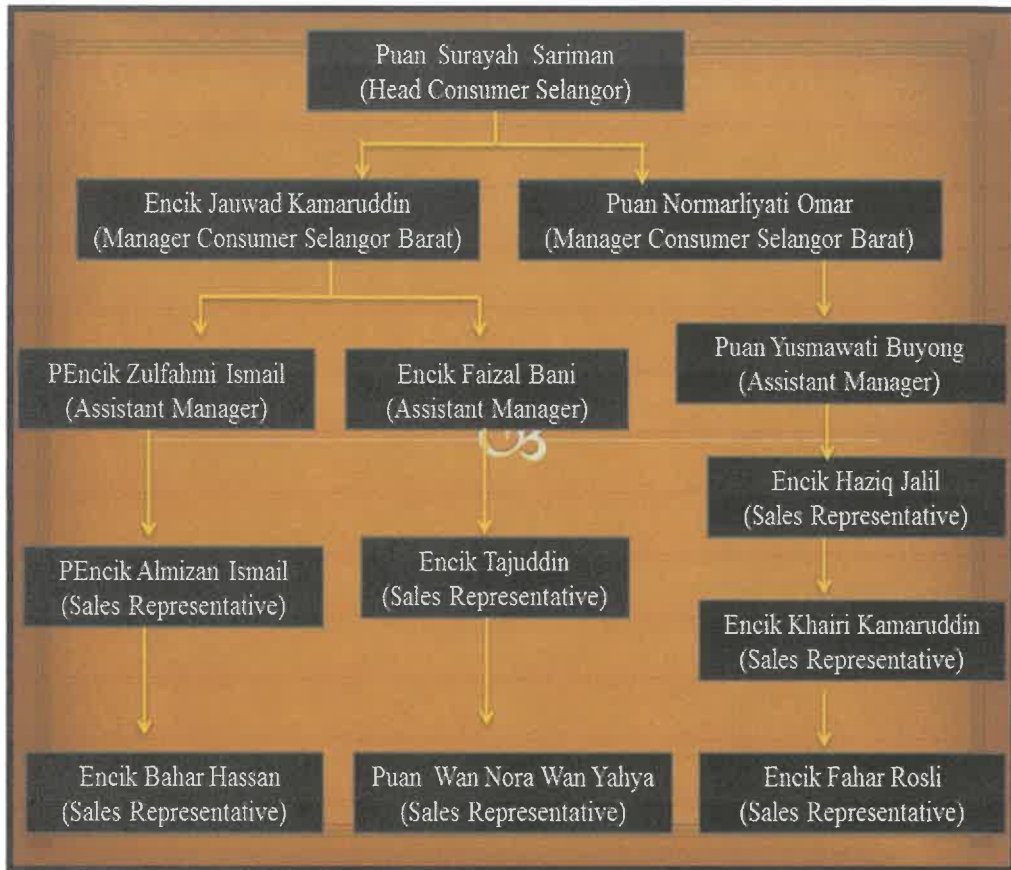
Salban is mainly involved in the marketing, event and promoting of a product, and support of customer relationship with the clients. Salban is specifically responsible for the whole area of Shah Alam and Banting.

## 1.2 Organizational Structure



**Figure 1.5**

**Telekom Malaysia Berhad Board of Directors**



**Figure 1.6**

**Consumer Sales Selangor Barat Unit Organizational Chart**

CHAPTER 2 :  
ORGANIZATION  
INFORMATION



## CHAPTER 2

### ORGANIZATION INFORMATION

#### 2.0 Introduction

Consumer sales selangor barat is a unit department where marketing technique is used to entice customers to purchase a product. The promotions typically last for a set period of time and are used to achieve a specific purpose, such as increasing market share or unveiling a new product. A number of promotional techniques are commonly used by product manufacturers and sellers. The trainee, Mohd Khairul Firdaus Bin Mohd Zain, is assigned to this department for a period of 5 months (1 August 2016 till 31 December 2017).

#### 2.1 Departmental Structure

Consumer sales selangor barat is the department that has a few of divisions and units that works under one leader which that is Mrs.Surayah Sariman, the Head of Consumer Selangor. Figure 2.1 below is the departmental structure of Consumer Sales Selangor Barat unit. This division consists of 1 unit which is Consumer Sales (CS).



**Figure 2.1**

### **Departmental Structure of Consumer Sales Selangor Barat**

This unit is divided in three sub units which are Kulbra, Zbc Klang and Salban and technically based on area covered. Each unit is powered by the Managers and conducted by the Assistant Manager and will be assisted by the Sales Representative. The Consumer sales department technically also involved with the Installation Department which is lead by the Assistant Technical Officer and assisted by the Technician.

## **2.2 Departmental Function**

### **Manager**

1. A Consumer Manager is a decision support system (DSS) function to help assistant managers in the decision-making process.
2. Providing easy access to vital information needed to attain strategic goals in an organization.

### **Assistant Manager**

1. Refers to the strategies, approaches, and tools intended at updating, combining, and organizing the upcoming step in an enterprise.
2. Typically, an enterprise has present legacy applications and databases and wishes to remain to use them while adding or migrating to a new set of applications that exploit the Internet, e-commerce, extranet, and other new technologies.
3. Also may include emerging a new total understanding of an enterprise's commercial and its applications.

### **Sales Representative**

1. Finding customers for various packages introduced in TMs Market.
2. Creating event specifically for sales activity and also managing customers order.
3. Understanding customer problems and finding best solution in resolving and retaining customers.
4. Assist with technical calls pertaining Telekom Malaysia products and also arrange technician for repair of faulty lines or signals in customer's house or store.

CHAPTER 3 :  
INDUSTRIAL  
TRAINING  
ACTIVITIES

## CHAPTER 3

### INDUSTRIAL TRAINING ACTIVITIES

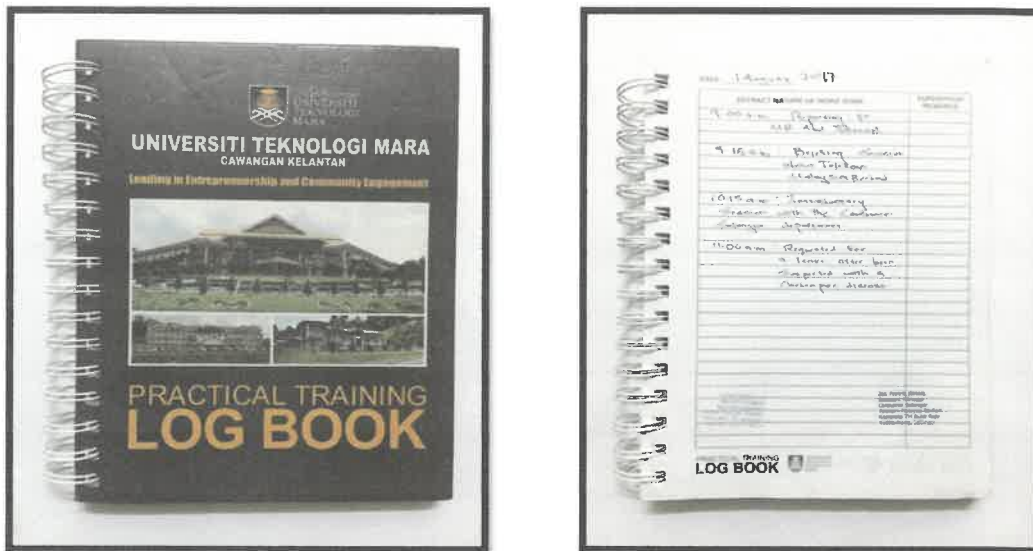
#### 3.0 Introduction

Within the five months of the industrial training period, the trainee (Mohd Khairul Firdaus Bin Mohd Zain) is assigned into the Consumer Sales Selangor department under Consumer Sales Selangor Barat. The trainee devotes the whole industrial training period in this department with different assignments given whereby some are related to his degree while others is with the end goal of experience to different fields that are semi-related.

Besides that, the trainee has occupied a great deal to improve his soft skills and in addition management method when dealing with superiors, subordinates, project managers and the overall population.

#### 3.1 Log Book

For recording purposes, the trainee is given a log book by the University as an obligation. The log book is used as a journal that covers all tasks and assignments given to the trainee.



**Figure 3.1**


**UiTM Log Book**

**3.2 Time Sheet & Evaluation Form**

**3.2.1 Time Sheet**

The organization had given the trainee a time sheet for recording purpose in the company. The time sheet is similar as the log book provided by the University only that it must be filled in all the responsibilities given and handed to the Human Resource every month with the organization supervisor signature in the time sheet.

The figure below displays the time sheet that had been provided by the Human Resource Executive for the trainee.

UiTM Group 

### ATTENDANCE SHEET (INTERNSHIP)

STUDENT'S NAME :							
NIC No. :							
ADDRESS :							
LOA :							
DURABLE :							
START DATE :		END DATE :					
JAN / FEB / MAR / APR / MAY / JUN / JUL / AUG / SEP / OCT / NOV / DEC (PLEASE PRINT)							
WEEK	DATE	DATE	DATE	DATE	DATE	DATE	DATE
WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
WEEK 3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
WEEK 4	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
WEEK 5	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

A Boleh dan di Bolehkan :

YES (Mention 2 Jari)  
 YES (Mention 3 Jari)  
 YES (1/2)

\* Untuk digunakan oleh staf industri yang terlibat dalam latihan.  
 Nama Staf Industri : \_\_\_\_\_ Supervisor's Signature : \_\_\_\_\_  
 Nama : \_\_\_\_\_ Nama : \_\_\_\_\_  
 No. : \_\_\_\_\_ No. : \_\_\_\_\_

Telekom Malaysia Berhad (128740-P)  
 Human Capital Business Management  
 Level 11, Surin Wing, Menara TM, Jalan Pantai Baharu, 50672 Kuala Lumpur, Malaysia Tel: 03-2240 9494 Fax: 03-7361186 www.ttm.com.my

**Figure 3.2**

### Internship Student Time Sheet

#### 3.2.2 Evaluation Form

The university, UiTM had also provided an evaluation form for the students to give to their supervisor to fill in their overall mark for the five the months of internship at the organization and then give it back the university to key in their industrial training marks of the trainee in the system. The evaluation form is to notify the organization about the trainee's development and also to reflect whether the trainee deserve to be given allowance based on their attitude and performance during the industrial training period. The form also needs to have

the supervisor's signature to show that the form is true. Otherwise, the trainee's overall mark is not verified and approved by the lecturer.

The figure below shows the evaluation form that had been provided by the University for the trainee to pass on to their supervisor to give the overall mark for the trainee.

**MANAGEMENT UNIVERSITI TEKNOLOGI MARA, MALAYSIA**  
INDUSTRIAL EVALUATION

**PRIVATE & CONFIDENTIAL**

Student Name: \_\_\_\_\_ Program Code: Bachelor of Information Science (Hons)  
Information System Management - IM245  
UITM ID: \_\_\_\_\_ Course Code: IMC690

\*Please fill in columns 1-5 (Mark) and 6-7 (Remarks)

Criteria	Marks Allocated	Mark (M)					Mark Given	Mark's Obtained
		1	2	3	4	5		
<b>Application of Knowledge</b>	30%	Demonstrate no knowledge	Demonstrate little knowledge at workplace	Demonstrate some ability to relate theory and practice to real life work situation	Demonstrate adequate ability to relate theory and practice to real life work situation	Demonstrated competence and capability in work life situation		0
<b>Acquiring of knowledge at workplace</b>	20%	Unable to demonstrate work place learning	Minimal ability to demonstrate work place learning	Demonstrated new learning capabilities at work place	Good demonstration of learning at workplace	Excellent demonstration of learning at workplace		0
<b>Habit of self-learning</b>	5%	Did not demonstrate self-learning habit	Demonstrate minimal self-learning habit	Demonstrate adequate self-learning habit	Demonstrate active self-learning habit	Outstanding self-learning habit		0
<b>Participation</b>	10%	Did not participate at workplace	Minimal participation at workplace	Adequate participation at workplace	Active participation at workplace	Outstanding participation at workplace		0
<b>Teamwork</b>	15%	Inable to work with others	Minimal involvement with others	Adequate involvement with others and teams	Active involvement with others and projects	Outstanding traits of a team player		0
<b>Commitment</b>	10%	Not committed at workplace	Minimal commitment at workplace	Some commitment at workplace	Shows positive commitment at workplace	Outstanding commitment at workplace		0
<b>Communication Skill</b>	10%	Poor verbal and written skills at workplace	Minimal verbal and written skills at workplace	Adequate verbal and written skills at workplace	Show some verbal and written skills at workplace	Outstanding in verbal and written skill at workplace		0
<b>Positive Thinking</b>	5%	Demonstrate no positive thinking attitude	Demonstrate low positive thinking attitude	Demonstrate adequate positive thinking attitude	Demonstrate good positive thinking attitude	Outstanding positive thinking attitude		0
<b>Responsibility</b>	10%	Demonstrate no responsibility attitude	Demonstrate low responsibility attitude	Demonstrate adequate responsibility attitude	Demonstrate good responsibility attitude	Outstanding responsibility attitude		0
<b>Punctuality</b>	5%	Demonstrate bad punctuality attitude	Demonstrate low punctuality attitude	Demonstrate adequate punctuality attitude	Demonstrate good punctuality attitude	Outstanding punctuality attitude		0
<b>Overall Assessment Allocated From Overall Assessment</b>	<b>100%</b>							<b>0</b>
<b>Overall Assessment</b>	<b>40%</b>							<b>0</b>

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Supervisor Name: \_\_\_\_\_ Comments: \_\_\_\_\_  
 Designation: \_\_\_\_\_  
 Official Stamp: \_\_\_\_\_

\* email to Faculty Supervisor or fax to : 03-15622007 attn: Faculty Supervisor of the respective student.

**Figure 3.3**  
**Internship Student Evaluation Form**



### 3.3 Training Activities

This section contains all the tasks and assignments given to the trainee with pictures as evidence.

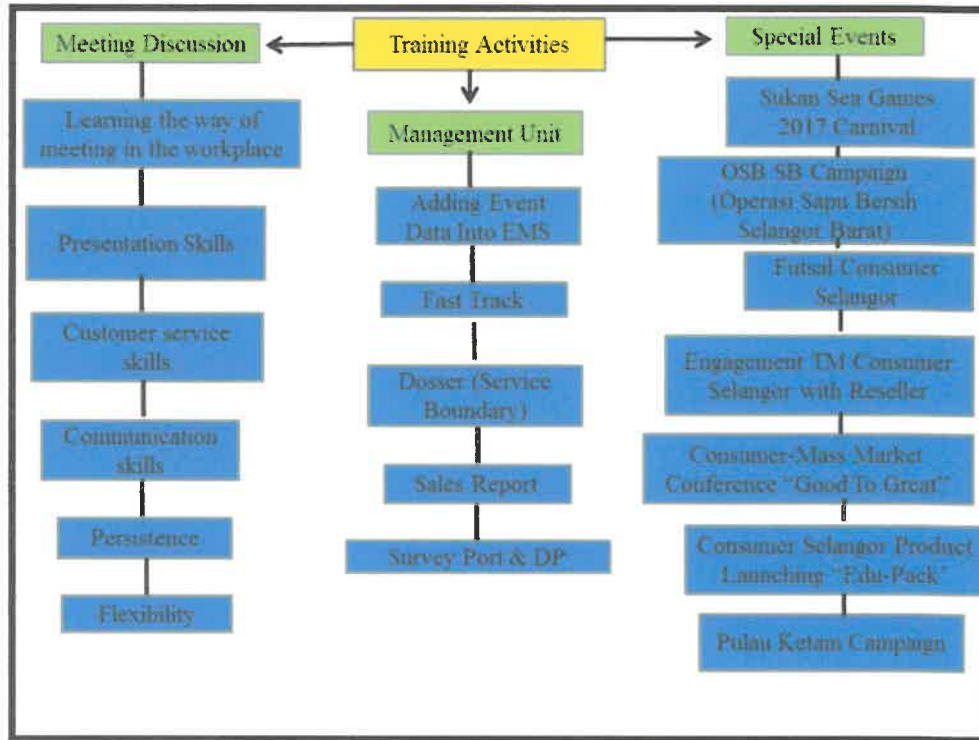


Figure 3.4

#### Training Activities

##### 3.3.1 Meeting Discussion

Within the internship period, the division regularly directs a meeting between their staff to monitor the project, remarks and share knowledge on the business operation among the coworkers. Furthermore, every coworker of each project will reliably direct a meeting discussion to check the progression and make a comment on the project for

enhancement. These meetings are to confirm that the project can be handled well and can be done before the closing date.

#### **3.3.1.1 Learning The Way Of Meeting In A Workplace**

Mr. Zulfahmi Ismail, the Supervisor, had requested the trainee to join a meeting to give the trainee an experience in a meeting room to make the trainee acquainted with the way they direct a meeting and also to view and acquire the procedure of the meeting held. The meeting had been directed by the Assistant General Manager which is at that time had held a meeting to discuss the purposes of the meeting about the lease line that the company had delivered to their customer.

#### **3.3.1.2 Presentation Skills**

The supervisor had given a task to the trainee to present a presentation on work related topics. The objectives of the presentation are to identify the strength and weakness in presenting in the workplace among coworkers and superiors. For that reason, the department had invited the trainee, Mohd Khairul Firdaus Bin Mohd Zain to conduct a presentation on work related topics to boost the confidence and identify the strengths and weaknesses of the trainee to improve and maintain when conducting a presentation.

#### **3.3.1.3 Customer Service Skills**

A task was also given which include on how to handle the customer or client. It is very familiar that the customer is always right. The trainee learned that it is necessary and indeed will need to be able speak in a

friendly way to customers and potential customers, listening to their needs and helping communicate options for them. Patience is important to customers, who often reach out to support when they are confused and frustrated, but it's also important to the business at large. Therefore great service beats fast service every single time.

#### **3.3.1.4 Communication Skills**

General communication skills are critical for regular communication in all circumstances when you are trading discussion with another person. They are useful from casual chitchat to profound discussion. Great communication skills are conducive to creating more social connections and friendships. Some have the hardest time with communication when emotions are heated during a disagreement. Which is why we need to be clear and concise. Avoid using filler or superfluous words. Instead, use as little wording as possible when conveying a message. Also, be clear about what you want if you are requesting something. Get to the point. Communication is the lifeblood of any organisation which is why communication is the pivot of any business venture, from start-up to global corporation.

#### **3.3.1.5 Persistence**

Not every customer is going to be a sale. Being able to bounce back if you lose a sale will be key for this job. This is the quality that the trainee learned that which allows someone to continue doing something or trying to do something even though it is difficult or opposed by other

people. Challenges is good where it pushes yourselves to go further. What doesn't kill you simply makes you stronger.

#### **3.3.1.6 Flexibility**

The trainee might have to work long hours, nights or weekends. Being flexible when it comes to work is worth a lot. Employees who approach their job with a flexible mindset are typically more highly valued by employers. Flexibility on the job includes the willingness and ability to readily respond to changing circumstances and expectations. It does look tiring but from the bright side it gives the trainee the flexibility that is rarely can be learned. This will teaches the trainee to get used with work on long hours or weekend, in a short note it is good for future up ahead by all means physically and mentally ready.

#### **3.3.2 Management Unit**

The supervisor had given some tasks to be done in order to learn and demonstrates the type of works in Consueales Selangor Barat unit as the supervisor's objective is that the trainee will study and recognize more about the unit and be ready if the management wants to take the trainee as their employee.

##### **3.3.2.1 Adding Event Data Into EMS**

EMS is technically stands for Event Management System. This is the system which is used by the consumer sales department to updated and measure about their event calendar. Usually the consumer department will be filled and fulfilled with event and campaign which is why the

EMS is important in order to keep the event calendar is well arranged by each unit.

#### **3.3.2.2 Fast Track**

Fast track is the process that is used to updated the date of installation of unifi with the customer. The process can be done with email or through call. Usual process is conducted by email but through call is also recommended because the result is way much faster. By discussing the agreed date the installation team can provide a much more faster and uncomplicated services.

#### **3.3.2.3 Dosser (Service Boundary)**

Dosser is technically prepared for the agent that make the sale. The sale is technically have various of type sale methods for example door to door. Dosser is actually available for the agent that conducted the door to door sale because it has the address of the customer. This method require the agent to go home to home by door to door for the sale. Each agent will received dosser by the consumer department with different of zone and area boundaries.

#### **3.3.2.4 Sales Report**

Sales report is the gathered sales which accomplished from the various type of event that is held. The report sales will be divided by each zone and area. The department usually uses the Microsoft Excel to conduct all of the sales report detail. It is much more easy to use and convenient.

### **3.3.2.5 Survey Port & DP (Distribution Point)**

There are many request by the potential customer or client that requested unifi by TM. Which is then the survey of the requested area begin. The area must be survey first because in order to install the unifi the port and dp must be check first. If the dp is full then another port must be reinstalled so that adding more free dp is available for another requested unifi. After checking the port and dp there are still various of procedure that is still need to be considered for example the Mbps range between the customers house and the dp and how high can the mbps provided to the requested location.

### **3.3.3 Special Events**

Special events are different from other task given to the trainee because special events are planned by the company and the practical students were asked to join numerous events. This is to make sure that the practical students know on how to manage an event or how the company manages an event so that the trainees would gain as much knowledge and experienced the moment along the industrial training period.

#### **3.3.3.1 Sukan Sea Games 2017 Carnival**

Telekom Malaysia Berhad plays the role of partnership in conjunction with the Sukan Sea Games 2017. Telekom Malaysia holds the Plantinum Sponsorship for that enormous event. A great and huge carnival is held outside the National Bukit Jalil Stadium. Many vendor

from various type of sales who also involved with the Sukan Sea Games carnival.



3.5

**Sukan Sea Games 2017 Carnival**



3.6

**Sukan Sea Games 2017 Carnival**



### 3.7

#### Sukan Sea Games 2017 Carnival

##### 3.3.3.2 OSB SB Campaign (Operasi Sapu Bersih Selangor Barat Campaign)

OsB Campaign is held in order to increase the sales of TM's product especially the Unifi and Webe product. These product is highly requested by the customer so our department take the initiative to brings the product to the customers. Customers sometimes have some limited time to spare due to they work schdule and they have to visit the TM branch in order to subscribe our product. The method that the consumer produce is highly convenient to the customer by bringing the service to them. Which is the OsB campaign is born. The campaign is to cover the whole selangor barat zone and area in order to bring the product service to the customer while increasing the consumer sales target and goals.





3.8

### OSB SB Campaign



3.9

### Briefing before starting the OSB SB Campaign



**3.10**

**OSB SB Campaign at Klang Lama**



**3.11**

**OSB SB Campaign at Setia Alam**

### **3.3.3.3 Futsal Consumer Selangor**

The futsal friendly match is held at U One Sport Center, at Bandar Baru Klang. The event was organized by the Consumer Selangor unit to create this friendly match among the Consumer Selangor Unit. This match is to give the employees in this unit to have some free and fun time and to leave their thought about work for one good moment. The friendly match is also to strengthen the bond between every superiors and employees in this unit to create a friendly environment always in the workstation for futures to come.



### **3.12**

#### **Futsal Consumer Selangor**

### **3.3.3.4 Engagement TM Consumer Selangor with Reseller**

This engagement event is held at Kfc Sekseyen 13 at Shah Alam in order to appreciate the reseller that involved with the campaign which has been arranged by the Consumer Sales Department. Each year the

consumer department will have their target and goals due to the sales accomplished by the agent or reseller. This engagement will relate and boost the motivation of reseller in order to add more consistency and increasing more sales of the product services. This event holds the bond and trust between the Consumer Sales Department and Reseller.



### 3.13

#### **Engagement TM Consumer Selangor with Reseller at KFC S13**

##### **3.3.3.5 Consumer Mass-Market Conference “Good To Great”**

This conference is usually held once per-month. This conference is a very much necessary event because this event is all about positive vibes. This event usually held at the TM Wisma at Seksyen 11. The event usually involved about motivation and inspiration in order to boost the employees which will fill the company’s growth and achieved the target and goals required by the company.



**3.14**

**Consumer Mass-Market Conference at Wisma TM S11**



**3.15**

**“Good To Great” Quotes at Consumer Mass-Market Conference**

### 3.3.3.6 Consumer Selangor Product Launching “Edu-Pack”

The Edu-pack product launching is held at Wisma TM at Seksyen 11. Edu-pack is one of the newest products introduced by TM Company. This product is especially addressed to the student community. As you can see in this brand new technology world, the internet is used in order to gain new knowledge and information, which is somehow the internet becomes one of the most important elements for students to gain new information and knowledge. That is when TM Company takes the initiative to help the student community by offering the Edu-pack product with high quality services at the most lowest price, which can be considered affordable for students and supplies convenient services to the student community.



3.16

**Product Launching “Edu-Pack”**



### 3.17

#### **Product Launching “Edu-Pack” with Dato’ Hajah Zuraidah Mohd Said (State Vice President TM Selangor)**

##### **3.3.3.7 Pulau Ketam Campaign**

Pulau Ketam campaign is one of the most special event ever held. Pulau ketam is technically is based from the Klang zone but located in an island, which the consumer sales is in need to cross the sea in order to reach the sited. This campaign is also greatfully joined by the Head of Consumer Selangor which is Puan Surayah Sariman and also added with the excellent reseller. The pulau ketam community is technically having problem when it comes to the internet connection yet we have the perfect solution where we do provide the Streamyx services. Streamyx is positively can provide the internet connection up to 10mbps. Our services do can approach a well convenient services by providing internet connection to the pulau ketam community which can

ease the pulau ketam population to stay up to date with the current world news, information and knowledge.



3.18

### Pulau Ketam Campaign



### **3.4 Special Project**

The trainee required to develop a special project during five months of internship. Based on the practical training objectives and requirement to the organization, the trainee has to develop the special project based on this concept “PADIM” planning, analyse, design, implementation, and maintenance. By using this method, the trainee can manageable to be more effective and productivity that follow the workflow.

Special project is a project that had been given to the practical students from UiTM to produce or develop any appropriate project to be suggested to the industrial supervisor or faculty supervisor. The kind of projects that must be done by the practical student of Information System Management containing whether the student want to develop a website, application, multimedia applications, corporate video, user manual, or improvement of process and method that can benefit to the organization. Video production is also is as one of the company's marketing strategy or to promote particular company products.

The trainee had been given a special task or project by the organization supervisor which is to create an Infographic Video of promoting one of the TM's product. By this task a large company such as TM can see what an outsiders such as the practical student can offer by bringing a brand new idea and a new fresh concept of advertising and promoting the product services produce for the TM.

#### **3.4.1 Problem Statement**

Problem statement is one of the methods to investigate problem that occur in the organization of a way to deliver information. Nowadays, there are various

ways to deliver message and information. It does include magazine, video, radio and television. Below are several problem that occur :

1. Verbally deliver organization information to the guest. For example, every guest that comes to the organization, the staffs will explain about the organization itself.
2. No interactive medium to summarize about the organization. For example, if anyone wants to see the real situation of the organization, they need to see it by coming to the organization.
3. The way to deliver information does not interesting. For example, the way of information deliver might be boring to be hear might be because of a lot of words.

#### **3.4.2. Objectives**

The project has been developed with the objective of :

- To give interesting way to deliver information of organization.
- To make easier for the staff to do simple explanation for the client.
- To reduce sentence in information presentation to the client in form of picture and video.

#### **3.4.3 Planning**

For the planning process, the trainee need to identified the flow of work process which the objectives of the project and goals.

The trainee has prepared the schedule for the special project

development to ensure the design or development is on the track and can finishes at right time given during the timeline. The project must be discussed with organization supervisor to establish the project which the project good or not to the organization.

#### **3.4.4 Analysis**

Based on the analysis, it is important to ensure the special projects that wants to develop is not have a problem and it is suitable and needs by the organization. Besides, trainee needs to analyse the hardware and software requirement during projects development process.

##### **3.4.4.1 The hardware and software requirement**

i. Laptop

As for the hardware, the trainee used a laptop to complete the process of developing the system. The trainee has used the ACER laptop. The laptop has 2 gigabyte of RAM, Intel ® Pentium ® CPU N3540 and OS used is 64-bit Operating system window 10.

ii. Google Chrome

Google Chrome is a freeware web browser developed by Google. It used the WebKit layout engine until version 27 and, with the exception of its iOS releases,

from version 28 and beyond uses the WebKit fork Blink.

iii. Animaker

Animaker is a most suitable to create an infographic videos. This software is a user-friendly software that can easily use by trainee. It is also can runs at the all computer even though with a basic specifications.

iv. KMP Media Player

KMP Media Player is amazing software that can plays all the song, videos and others audio visual effects with perfectly and no need to major IT knowledge to plays a video using this software.

v. Picasa

This software is to view the image. Using this software brings the user the new experience when viewing the picture besides use the others software.

### **3.4.5 Design**

In PADIM concept, project design is the third phase after analysis phases. In these phases is required the trainee to design the important element that required in the project. During design

phases, all the analysis detail is identified. The problem statement based on the analysis process.

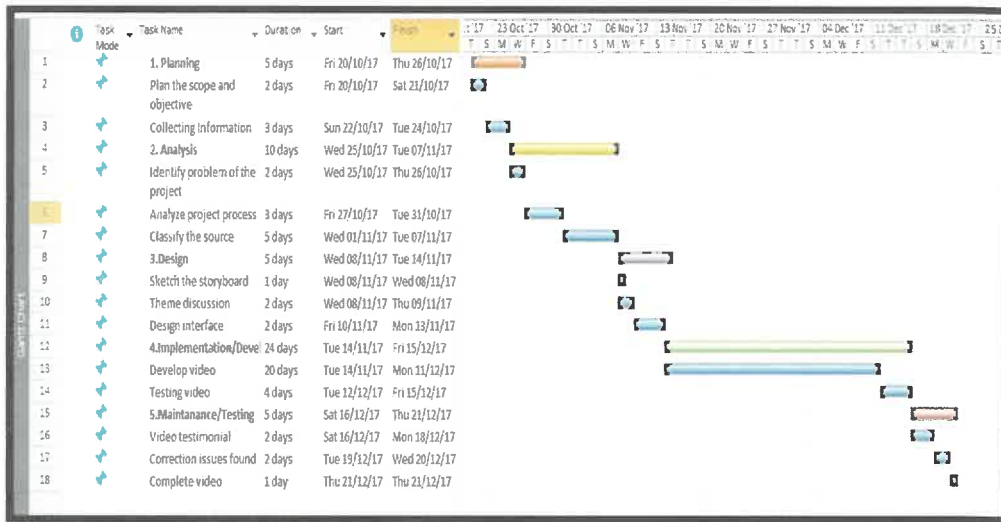
#### **3.4.6 Implementation**

In implementation phases, trainee doing the projects installation. Besides, trainee perform the initial testing to make sure the projects is can be function well in a compatible hardware.

#### **3.4.7 Maintenance**

The last phase of PADIM is maintenance. Trainee identify if projects have issues. If the issues found, trainee need to troubleshoot what is factor of that problem. Trainee also doing a major test for a double times of test to make sure the projects is functioning well during operations.

### 3.4.8 Gantt Chart



3.19

### Gantt Chart

# CHAPTER 4 : CONCLUSION

## CHAPTER 4

### CONCLUSION

#### 4.0 Conclusion

Within my time as a practical student here in Consumer Sales Selangor Barat of Telekom Malaysia Berhad (TM), I have been viewing and recording each vital subtle component to complete my coursework. This chapter will cover my application of knowledge, abilities and experience in undertaking the task (Knowledge gained). More than that, personal thoughts and opinion, lesson learnt, as well as limitations and recommendations also contained within this chapter.

The five months spent in TM has been an amazing experience to me. It was an eye-opener to how real tasks are coped and the experience to both on-field and office work was a fascinating practice. Being in the Consumer Sales Selangor Barat Unit with different sort of works all through the practicum course figures out how to indicate me about numerous management abilities, hard and delicate skills that cannot be learnt in classrooms.

In a nutshell, industrial training program provides an excellent exposure and knowledge to the students about actual workplace environment, how people in the organization communicate, how they solve problems together and how their culture in managing/handling/organizing works. In addition, industrial training will able to enhance student communication skills for outside world and in the organization itself and to have good problem solving skills and how to adapt and fit themselves in the new place.



Furthermore, industrial training provides to the student the actual feel and the real situation in working environment that mixed with many types of people and to work with the various age of people. This experience will able to help the students on how to adapt and adopt with the working environment and will not awkward or feeling uncomfortable in the future organization if one day they will get an opportunity to work.

#### **4.1 Application of knowledge, skills and experience in undertaking the task**

The increase of knowledge that I had gained through the degree studies in Information System Management had been useful during the industrial training period at Telekom Malaysia Berhad. In addition, what I like the most about this internship is because the industrial training course is a decent phase for the student to hunt for knowledge, skills and capabilities as well as experience in order for the student to organize a real working life. Moreover, I can also learn and be familiar with the nature of working either it is the place or the people because it is certainly distinctive difference with the university environment. All the knowledge gained during the short-term internship period will be the working experience and can be used for the working life in the near future.

The key knowledge that I had exploited during my internship period was the knowledge of communication and team work. Communication is the process by which information is exchanged between individuals. It requires a shared understanding of symbol systems, such as language and mathematics. Communication is much more than words going from one person's mouth to another's ear. In addition to the words, messages are transferred by the tone and quality of voice, eye contact, physical closeness, visual cues, and overall body language.

A part from that, during internship program students also required to perform their job duties and responsibility according to the position held in the organization. I'm glad to have undergone internship program in this company because it taught me a few important things such as on how to deal with a multiple of different customers and also got me to explore my own interests. Other than that, the knowledge I acquire in Information Technology has helped me in a significant measure for my industrial training in the company. Skills in using the laptop and internet had made my everyday task routines in the organization easier and faster to handle. I have to use my own laptop to do the tasks given by my supervisor.

Therefore, There is a lot of knowledge that had been learnt and taught during studies time that can be exploited during the short-term period of the internship. I should know how to systematically relate the knowledge in the industrial training so that the evaluation given by the organization would be promising in light with their need.

#### **4.2 Personal thoughts and opinion**

From my opinion, the 5 months of this industrial training is perceived to be truly paid off. Industrial training is for the students that could get some experience of the genuine working life and figure out how to be a real grown-up in the near future. Moreover, there is a method to teach the students towards working life and this Industrial Training Course is a great technique to expose them. Considering the amount of the working period allotment, it should be all that can probably be desired for the students to get the spirit of the genuine working life.

In my experience, I found that my Internship at Consumer Sales Selangor Barat of Telekom Malaysia Berhad gave me some change of culture differs from students life.

The employees were very supportive all the time during my five months of internship

there. Furthermore, industrial training could give new and more adventure in terms of knowledge, skills, and experience. In the five months of internship, the students could obtain knowledge from their organization and gain some experience. For me, this is reflected as another development for the students to be responsible grown-ups.

Industrial training course could actually be beneficial for the students to have an actual working experience enlightens the fact that throughout the internship period, the students can observe and learn how the staffs do their tasks and figure out how they execute their work. I had gained new experience taking care of tasks in faster and easier methods. From what I know, the staffs in my unit reliably find quicker ways of finishing their tasks regardless of the fact that they intend to complete their task by the last minute. This is one poor behavior that should not happen because it can affect the excellence of the employments.

Therefore, the employees in my department complete the work exactly as the management desires. So they teach me how to complete the task with excellence in a brief time-frame and also the job given to me was vital and needed to be completed on time for the developers to check and test. Unlike from what I perceived about people giving their thoughts about the working life, the organization that I had my internship were like a family to me. They were all very pleasant to me and really friendly too. I figured out how to speak well and fluently with the grown-ups and become a more established staff.

On top of that, the environment in my internship organization is really open and calming. There is not much pressure in the place where I had my internship. The managers of the consumer sales selangor barat department are near the place of the working area of their employees. This is exactly what the managers desire as they

want to get in touch with all of their employees and also the employees can make a strong relationship with the managers in this department. Even though there are some of the head of the organizations whom might need a special workplace for their work but they also need to make a strong connection with their staffs if they want their organization to last longer and attain more achievement in the future. Therefore, taking care of staffs in an organization is one of the good approaches in having a successful organization and the staffs always like to have a decent working atmosphere to do their work which is if the organization could not deliver it, they will face on losing their organization's staffs and the organization might not be in an established form.

Lastly, the Industrial Training will make the students happy and enjoy doing their job because it is more practical learning rather than theories like the students learn in the university. This could be more obliging for the students whom dislike learning in theories.

#### **4.3 Lesson learnt**

Industrial Training at Consumer Sales Selangor Barat of Telekom Malaysia Berhad had given me a lot of lesson to learn. I had acquired such a huge amount of knowledge since training in the organization. The lesson that I had learnt was enlarged through the five months of the short-term job period which I will apply it as preparations for the future working life.

The main lesson learnt in the working business is dependability. In time of my internship in the Consumer Sales Selangor Barat of Telekom Malaysia Berhad, all of the staffs are available and capable in completing their jobs and other jobs given by the manager of the technical architecture department. Dependability taught me to be more disciplined and respect others no matter what the cause. Moreover, I had realized that

the staffs in the office are always on time. This is revealed when they constantly submit their tasks on time without any postponements which could mean that punctuality is vital in the organization. In the event that we could oversee the timeliness, the job given is difficult to be completed easily and will give more awful appearance.

The next lesson that I learnt is time management. In the time of the industrial training, I had discovered that each and every stage of the task has its length of time and as a decent employee, I should make sure that the task is truly on track. In addition, the Manager of the department consistently leads meeting talk with the staffs that are associated with the task to check the progression of the task given where the Manager will make it clear of the task's objective so that the other team members would not commit any ridiculous mistakes. Furthermore, I am needed to complete my task before the next meeting held for dissertation so that the following process of the task can be continued. This means that I figured out how to deal with my time thoroughly to make sure that the task was submitted on time.

Also, a large portion of staffs in the organization can speak really well in English and have good communication skills. Even though they mostly speak in Malay language when talking among them in the office and some point even in meetings, yet when they are required to communicate in English language, they can speak it correctly. I am also starting to learn to communicate in English in the workplace among my team mates. This was shown by my supervisor who constantly communicates in Malay when helping me with the task but when we are in a meeting, she spoke very good and clear English. Moreover, during meeting discussions, every one of the employees in the technical architecture department are discussing in English. In addition, every task

given to me is in English language. This sort of atmosphere had improved my English language and also my communication skill.

#### **4.4 Limitations and Recommendations**

As a practical student, I am obligated to identify the constraints that can affect the performance in Telekom Malaysia Berhad organization. The problems that I specified here is not to dishonor my organization and carries negative effects to the reputation of the organization, but I just want to inform the students to take only the positive concept for their future working life.

**Limitation:** Late payment of salaries, allowances, and offsite work was a typical issue of the drawback in all organizations that handles a lot of staffs. It is similar in the Telekom's organization with more than 1000 employees in the organization. In the time of my short-term internship at the Telekom Malaysia Berhad, I had found that several problems concerning the late payment of salaries. This is revealed when I was one of the practical students in the organization to get my allowance late for a month and the similar thing occur to the other practical students. Not to indicate the claim for the offsite labor where the staffs there would get their payment 2 to 3 months late and sometimes even a year for them to get it. Usually the Human Resource Department had accepted their payment yet the Financial Department constantly delaying their works which was the cause behind why the staffs get their payments late.

**Recommendation:** The Financial Department is vital for protecting the reputation of Telekom Malaysia Berhad as well as keeping the organization established regularly. The whole organization depends on their works to give a decent impression to the staffs in the organization as well as the clients that are dealing with the organization. My commendation for this department is to perform well on handling their businesses

with the staffs as well as the clients and not delaying their works so that the strength of the organization would last. This is the purpose that I would like to urge the students to not complete any jobs on the last minute of time since it would be troublesomeness for the accomplishment of the organization growth.

# APPENDICES



IMC 690

# INDUSTRIAL TRAINING PRESENTATION

PRESENTER :

MOHD KHAIRUL FIRDAUS BIN MOHD ZAIN

[2015263234]

D1IM 245



## **Presentation Overview**

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- Introduction About Company
- Training Activities
- Special Project
- Lesson Learned
- Conclusion

## Telekom Malaysia Berhad

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## Telekom Malaysia Board Of Directors

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## Consumer Sales Selangor

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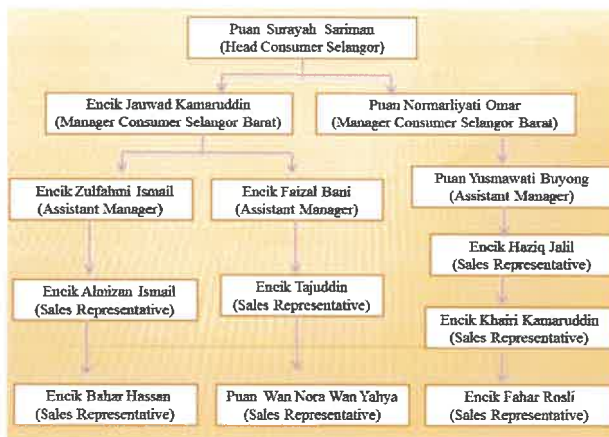


## Consumer Sales Selangor Barat

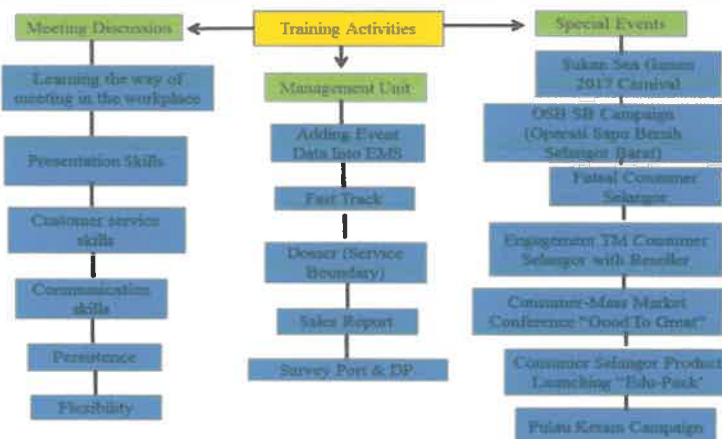
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## Consumer Sales Selangor Barat Unit Organizational Chart



## Training Activities



## Activities

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## Special Project

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INFO GRAPHIC TM'S PRODUCT PROMOTION VIDEO





THE GOOD OF THIS SPECIAL  
PROJECT



LESSON LEARNED



THANK YOU !



DATE: 1 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.00 a.m : Reporting to MR. Abd. Sauced.	
9.15 a.m : Briefing Session about Telekom Malaysia Berhad.	
10.15 a.m : Introductory Session with the Langkawi Selangor department.	
11.00 a.m : Requested for a leave after been Suspected with a Chicken Pox disease.	
Special Agent Inspector Telekom Malaysia Unit 1001, 1002, 1003 Level 10, 11, 12, 13 11050 Klang, Selangor	ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor



DATE: 2 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with Chicken Pox Disease * ML	

ZUL FAHM ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 3 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with Chicken Pox Disease * ML	

ZUL FAHM ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 4 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with Chicken pox disease & ML	
ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor	

DATE: 5 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with Chicken Pox disease & ML	
ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor	



DATE: 8 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Inspected with chicken Pox disease * MLC	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Komplek TM Bukit Raja  
 41050 Klang, Selangor



DATE: 9 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Inspected with chicken Pox disease * MLC	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Komplek TM Bukit Raja  
 41050 Klang, Selangor



DATE: 10 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with Chicken Pox disease * ML	
<p>ZUL FAHMI ISMAIL                      Assistant Manager                      Consumer Selangor                      Telekom Malaysia Berhad                      Kompleks TM Bukit Raja                      41050 Klang, Selangor</p>	

DATE: 11 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with chicken Pox disease * ML	
<p>ZUL FAHMI ISMAIL                      Assistant Manager                      Consumer Selangor                      Telekom Malaysia Berhad                      Kompleks TM Bukit Raja                      41050 Klang, Selangor</p>	

DATE: 12 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with Chicken Pox Disease * ML	
<p>ZUL FAHMI ISMAIL Assistant Manager Consultant Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor</p>	

DATE: 13 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Infected with Chicken Pox Disease * ML	
<p>ZUL FAHMI ISMAIL Assistant Manager Consultant Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor</p>	

DATE: 14 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Punchcard and enter office	
8.45 : Filling report duty form and supervisor details.	
9.00 : Lunch hour	
9.00 : Received official stamp for Report Duty Declaration Form by the Supervisor.	
9.30 : Discussing about Special Project.	
5.45 : Punchcard Out from office.	

ZUL FAHM ISMAIL  
 Assistant Manager  
 Consumer-Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 15 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Punchcard and entering office.	
9.30 : Briefing and preparing for OBS SB client.	
10.30 : On standby position going to clients location.	
1.00 : Lunch hour break and perform prayers.	
2.00 : A little discussion with supervisor regarding the special project for the finance to implement.	
3.30 : A little explanation by Enik Myza on how and about the Consumer Sales department works.	
5.40 : Punchcard out from office.	

ZUL FAHM ISMAIL  
 Assistant Manager  
 Consumer-Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 16 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:39 : Punched and entering 9.m Office	
10.00 : Studying about the 9.m report/thesis details.	
1.00 : Lunch hour break. P.m	
2.00 : Going Out to P.m Shah alam.	
2.15 : Arrived at Telekom P.m Malaysia Berhad Shah Alam Headquarters.	
3.00 : Continuing trip. P.m to Setapak Kuala Lumpur.	
3.40 : Arrived at Consumer P.m Sales Selangor Headquarters at Setapak.	
4.10 : Going back to P.m Bukit Rasa Consumers Sales Department.	
ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor	

DATE: 16 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
5.15 : Arrived at Consumer P.m Sales Department at Bukit Rasa.	
5.40 : Punched Out from. P.m Office.	
ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor	



DATE: 17 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.32 : Purchased and enter the a.m office.	
9.15 : Having breakfast with a.m all the Consumer Sales. Staff at the Telekom Malaysia bukit Raja Center.	
10.00 : Briefing and planning a.m meeting for the Telekom Malaysia agent for the OSB SB Campaign.	
10.30 : Setting up tools, hardware a.m banner and flyers for the Telekom Malaysia agent for the OSB SB Campaign.	
12.00 : Going out to Setra p.m Alam Checking the OSB SB Campaign Outlet.	ZUL FAHMI ISMAIL Assistant Manager Consumer Sentral Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor

DATE: 17 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1.15 : Dividing Report Sales/Sales p.m Lock to the OSB SB Campaign agent.	
3.15 : Taking break for lunch. p.m	
4.00 : Arrived at Telekom p.m Malaysia Berhad at Bukit Raja after Settle inspecting the agent outlet/counter for the OSB SB Campaign.	
5.40 : Purchased Out from p.m Office.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Sentral  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 21 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.33 : Purchased and enter a.m office.	
1.05 : Outside work Survey p.m Part for requested unit.	
4.40 : Arrived back at p.m Consumer Sales Department, Bukit Raja.	
5.30 : Purchased and go p.m home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 22 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.35 : Purchased and enter a.m office.	
9.00 : Heading to Kuala a.m Selangor. Supplying equipment to the Telekom Malaysia Agent.	
12.00 : Continue the trip by p.m heading to Sobak becenam. Supplying equipment to the TM Part Sobak Becenam.	
5.40 5.50 : Arrived back at. p.m Telekom Malaysia, Consumer Sales Department Bukit Raja.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 23 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:27 : Arrived at office 9.m. and purchased	
9.45 : Repairing equipment 9.m for the Telekom. Malaysia agent. For the OSB SB Campaign.	
10.30 : Heading to Bandar. 9.m. Purchase Alam to hard drive the equipment and tools to the Telekom Malaysia Agent.	
11.36 : At Bukit Ceraka, 9.m. Purak Alam. Sueveying Post. for requested .. Unit ..	
5.30 : Arrived at Consumer p.m. Sales Bukit Rasq, Purchased and go home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Services  
Telekom Malaysia Berhad  
Kompleks The Bukit Raja  
41050 Klang, Selangor

DATE: 24 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Purchased after arriving 9.m. at office.	
9.00 : Insert Customer Data, 9.m. into excel.	
10.00 : Heading to setra alam 9.m. For OSB AT OSB SB Campaign.	
1.00 : Lunchbreak. p.m.	
2.00 : Inserting Customer p.m. data. Sales Application Log	
5.30 : Purchased Out p.m.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Services  
Telekom Malaysia Berhad  
Kompleks The Bukit Raja  
41050 Klang, Selangor

DATE: 18 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:40 : Purchased and entered the office. 9.m	
9:00 : Breakfast with the Consumer Sales Department. 9.m Bukit Rasa.	
9:40 : Outside work. Going to 9.m ecorseve Car Setup	
10:30 : Checking Carries at 9.m Section plan.	
12:30 : Break and ready for Friday projects.	
2:00 : Back to Consumer Sales Office Bukit Rasa.	
5:00 : Purchased and go home. P.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tetekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41051 Klang, SELANGOR

DATE: 20 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2:00 : Heading to Stadium National Bukit Jalil for Selan SEA Games 2017 Carnival *TM Booth. P.m	
10:00 : End of carnival for P.m today.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tetekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 25 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Purchased and enter a.m Consumer Sales Unit Office.	
12.30 : Lunch break and Friday p.m Projects.	
2.00 : Back in the office. p.m	
5.00 : Purchased then go p.m homec.	
ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor	

DATE: 28 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Purchased and enter a.m. office.	
9.30: Heading to Klang a.m for OSB SB Campaign.	
12.00: At Bukit Tinggi. p.m Setting up booth for OSB SB Klang Campaign.	
2.00: Lunch p.m	
2.30: Survey part for p.m requested unkl by customer. * Sungai Udang. * Kg Bukit Keman	
5.00: Settle survey part p.m for today. heading back to Consumer Sales Bukit Raja	
5.30: Purchased and go p.m home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 29 August 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Enter office and Purchased. a.m	
10.00 : Heading to Klang a.m Supplying equipment and tools for the OSB SIB Campaign agents.	
12.00 : Surveying Part p.m and Customer houses for requested unit	
2.30 : Arrived back at p.m Consumer Sales Unit at Bukit Raja.	
5.30 : Purchased and get. p.m back back home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 5 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.15 : Enter office and Purchased. a.m	
1.00 : Lunchhour break don p.m progrss	
5.30 : Purchased and go home. p.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 6 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.26 : Enter office and purchase	
10.00 : Meeting / Training with the Consumer Sales Unit.	
1.00 : Lunch break and prayers.	
2.30 : Out to slot alarm heading to meet the Assistant General Manager of Consumer Sales Unit	
5.30 : Purchase and go home.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Sales Unit  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 7 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.21 : Enter office and purchase.	
10.00 : Cleaned the store room in the Consumer Sales Unit at Bukit Raja.	
1.00 : Lunch hour and prayers.	
2.00 : External EVUS (Event Management System) data.	
5.33 : Purchase and go home.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Sales Unit  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 8 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Entered office and Purchases.	
9.30 : Entered data in the Event Management System (EMS) for upcoming Telekom Malaysia Berhad Event.	
12.00 : Linnhour break and Friday prayers.	
3.00 : Studying about the product provided by telkom Malaysia to the community	
4.00 : Q&A session with the Executive Manager at the Consumer Sales Unit at Bukit Rasa.	
5.15 : Purchases and go home	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 11 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Entered office and Purchases	
9.30 : Preparing equipment and tools for tomorrow's event. (OSB SB).	
11.00 : Learning about the systems. Used for by the telkom Malaysia Berhad.	
1.00 : Linnhour and prayers break.	
3.00 : Going out buying Gas some lighted food for the Consumer Sales Unit	
4.00 : Lighted with the Consumer Sales Unit Department of Bukit Rasa.	
5.30 : Purchases and go home	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor



DATE: 12 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Enter office at a.m Consumer Sales and purchased.	
8:45 : Preparing equipment a.m and needs for the mini event (OSB SB)	
9:30 : Heading to Setia alam a.m for setup and briefing for the telekom malaysia basket agent / authorised reseller.	
11:30 : Heading to Klang a.m supplying needs to the agents.	
2:00 : Back at Consumer Sales p.m Unit department at Bukit. Raya * Lunchhour and prayer's break.	
5:30 : Purchased & go home, p.m	

ZUL FAHMI ISMAIL,  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 13 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Enter office and purchased, a.m	
9:00 : Heading to Setia alam a.m and boarder lama kelang for the OSB SB mini event.	
12:00 : Arrived back at Consumer p.m Sales Bukit Raya.	
1:00 : Lunchhour and prayer's p.m break.	
2:30 : Meeting session with p.m the Consumer Sales Unit department about the TM productivity	
5:30 : Purchased & go home, p.m	

ZUL FAHMI ISMAIL,  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor





DATE: 20 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Purchased and enter office. a.m.	
9.00 : Meeting and briefing a.m. Session with the agent team for the last OSB SR Campaign for Bukit Raya area.	
10.00 : Create report for a.m. the OSB SR Mini Event at Tropic Kuala Selangor from last week.	
1.00 : Lunchhour and prayers P.m. Break.	
2.00 : Went back to P.m. Consumer Sales Office and continue with the report.	
5.30 : Purchased and go home. p.m.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selfingor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 21 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Entered office and purchased a.m.	
9.00 : On route to Setra a.m. plan meeting with TM agent.	
10.30 : Heading to Telekom a.m. Malaysia Berhad Wisma, picking up ST equipment and start.	
11.45 : On route to Selkgen a.m. TM, TM automobile for Consumer Sales car service.	
2.45 : Arrived back at P.m. Consumer Sales Unit at Bukit Raya.	
5.30 : Purchased and P.m. go home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selfingor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor



DATE: 26 September 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.08 : Arrived at Consumer Sales Office at Bukit Raja.	
9.30 : Heading to Kelang am Lama newspaper Shop. x Insert ads in newspaper.	
10.30 : Continue trip to am Kuala Selangor to request official Permit for Pencik Alam base at "Pasar Malam" by Melis Perak Kuala Selangor.	
1.30 : Heading back to am Consumer Sales at Bukit Raja.	
3.00 : Arrived at Consumer am Sales Department at Bukit Raja.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tenteram Malaysia Berhad  
Kompleks TM Bukit Raja  
41000 Klang, Selangor

DATE: 26 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
4.00 : Setting up booth am at Td Point Bukit Raja for Water Campaign tomorrow.	
6.00 : Purchased 4 go home. am	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tenteram Malaysia Berhad  
Kompleks TM Bukit Raja  
41000 Klang, Selangor

DATE: 27 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Enter office and punchcards. a.m	
9:00 : Continue setting up bath at TUD Point Bukit Raja and adding some little extra touch up. a.m	
10:00 : Launching Webc Campaign at TUD Point Bukit Raja. a.m	
11:00 : Got an assignment from the manager. a.m	
1:00 : Lunchbreak and prayers. p.m	
2:00 : Continuing doing assignment 'Profile Area', studying and collecting information. p.m	
5:30 : Punchcard and go home. p.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consulmer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 28 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Enter office and punchcard. a.m	
9:30 : Studying TM exchange, Bukit Raja Area. Also continuing adding extra information for assignment given by boss. a.m	
1:00 : Lunchbreak and prayers. p.m	
2:00 : Back in the office. p.m	
5:30 : Punchcard and go home. p.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consulmer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 29 September 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Entered office and purchased.	
9:30: Garry to Setia City Park for setup in the tanglang set at 30 <sup>th</sup> September.	
12:30: Lunchbreak and sunset prayers.	
2:30: Pratik is the consumer sales office at Bukit Raja.	
5:00: Purchased 4 go home.	

ZUL FAHM ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 1 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:25: Enter office and purchased.	
9:00: Making Sales report for LBAUE @ Setia City Park Event.	
11:30: Dismantle item from the LBAUE @ Setia City Park event to the TM Bukit Raja Store.	
5:30: Purchased Out and go back home.	

ZUL FAHM ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor







DATE: 9 October 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Purchased in. a.m.	
1.00: Lunch hour and prayers p.m.	
5.30: Purchased out of the p.m. Office.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia (Faktor)  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 10 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Purchased in and a.m. entered office.	
1.00: Lunch hour and prayers p.m. break.	
5.30: Purchased out of the p.m. office.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia (Faktor)  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor



DATE: 13 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Purchases in cica entered office a.m	
9.00 : Meeting with the Consumer's Unit. a.m	
10.30 : Target Progress p.m and lunch break.	
2.30 : Back in the Consumer Sales Office p.m	
<del>5.30</del> 5.00 : Purchased Out and p.m go home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 14 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Arrived at TM Bukit a.m Rosq.	
"Am I Kompaun Best" Event.	
9.00 : Arrived Home p.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 16 October 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Arrived at TM Bukit 9am Pasar and purchased in.	
9:00: Making dinner 9am (Service Boundary)	
10:00: Having breakfast with 9am Kuz Consumer Unit Statt at Setia Alam	
11:30: Mobile to Screenshot 9am Acca: appointment with customer. Report DP and Lohr problem	
3:00: Moving back to 3pm Consumer Sales Department	
5:30: Purchased Out and 7pm go home.	

ZUL FAHMIL ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 17 October 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Arrived and purchased in. 9am	
9:30: Going out for survey 9am DP and Park, Setia Alam Acca.	
1:00: Lunch hour break. Pm	
2:00: Meeting vendor aggr Pm on shop down	
3:30: Back at the Consumer Pm Department at Bukit Rosa.	
5:30: Purchased Out and Pm go home.	

ZUL FAHMIL ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 19 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Arrived at office and purchased in.	
10:00: Making invitation call to the members of I Love TM or I Love TM will be held at 21 Oct 2017 at Salim Sungai Rasau, Sek 32.	
1:30: Lunchhour and prayers break.	
2:30: Continue Making call # to the I Love TM Member for the invitation.	
5:45: Purchased and go home.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 20 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Arrived at Consumer office and purchased in.	
12:30: Friday prayers & lunchhour break.	
5:00: Purchased Out from the Consumer department.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE : 23 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
* Emergency Leave.	
ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor	

DATE : 29 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
* Emergency Leave.	
ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor	



DATE : 25 October 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.10 : Arrived at Consumer and purchased IN.	
10.00 : Engagement TM with Consumer Selasega with Reseller. * Appreciation Collaboration Celebration. (At KFC Selasega 13)	
3.00 : Arrived back at TM Pm Consumer Bukit Rata	
5.30 : Purchased Out and pm go home.	
	ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor.

DATE : 26 October 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Purchased in at Consumer office department.	
9.30 : Forming and planning for opening event expected to be held at Utan Purcose Alcan.	
1.00 : Lunchhour break and pm Progas break.	
2.00 : Back in the office. Pm	
5.30 : Purchased Out. Pm	
	ZUL FAHMI ISMAIL Assistant Manager Consumer Selangor Telekom Malaysia Berhad Kompleks TM Bukit Raja 41050 Klang, Selangor.

DATE : 27 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 - Punched in. a.m	
12.30 : Fined progress of p.m Lunch break.	
5.00 : Punched Out p.m	



ZUL FAHMI ISMAIL  
Assistant Manager  
Consurmer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE : 30 October 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.00 : Arrived at Consurmer a.m Office and punched in.	
9.30 : Making progress a.m regarding with the up coming event.	
1.00 : Luncheon break over p.m Progress break.	
2.00 : Back in the office p.m	
5.30 : Punched Out p.m go home.	



ZUL FAHMI ISMAIL  
Assistant Manager  
Consurmer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor



DATE: 2 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Arrived and Purchased in. a.m	
10:00: Out to Site. Surveying P.m Pact at Customer houses. Location & keppor.	
4:00: Arrived back at P.m Consumer Bukit Raja.	
5:30 Purchased Out and P.m go home	

DATE: 3 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Arrived and purchased in. a.m	
9:00: Reaching to keppor a.m For mini event.	
1:00: Lunch break. P.m.	
4:30: Back to Consumer P.m Unit at Bukit Raja.	
5:00 Purchased Out and go P.m home.	

DATE: 6 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Arrived at Consumer unit Bukit Rosa and purchased in.	
9.30 : Meeting for the evening "I Love TALI" at Bukit Rosa.	
12.30 : Surveying after 54/ base for the 1 lot in event at Setra Alam.	
1.30 : Lunch break	
3.00 : Back to the Consumer department.	
5.30 : Purchased Car.	

ZUL FAHMAT ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 7 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Purchased in.	
1.00 : Lunch break.	
5.30 : Purchased Car.	

ZUL FAHMAT ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 8 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Purchase \$ in car after arriving at Consumer Unit.	
1:00 : Lunch break. P.M	
5:36 : Pushed Out. P.M	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Services  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor



DATE: 9 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Pushed into the Consumer department.	
10:30 : Making Dosses for the upcoming event. a.m	
1:00 : Lunch break and prayers. P.M	
2:00 : Back in the office. P.M	
5:30 : Pushed Out. P.M	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Services  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor



DATE: 10 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Pushover into the a.m Consumer Unit department.	
12.30 : Luncious break and p.m Friday prayers break	
2.15 : Back in the Consumer p.m Office department.	
3.00 : Prepared <del>letter</del> p.m staff for events.	
6.00 Purcell Cut. p.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telikom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 13 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Pushover into the a.m Consumer Unit.	
11.00 : Making key-in to a.m the FMS.	
1.00 : Luncheon break. p.m	
5.30 : Purcell Cut.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telikom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 14 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Punchcard into the a.m. department.	
1:00 : Lunchhour break. p.m.	
5:30 : Punchcard Out from the office.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 15 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Punchcard into the a.m. department.	
1:00 : Lunchhour Break P.m.	
2:00 Fast Track Customer p.m.	
5:30 : Punchcard Out p.m.	

ZUL FAHMI ISMAIL  
Asisistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor



DATE: 16 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Purchased into the a.m Consumer Unit.	
10:00 : Making Fast Trace a.m for the Customer.	
1:00 : LUNCH BREAK AND p.m Progress break.	
2:00 : Continue making p.m fast trace for the customer.	
5:30 : Purchased Out and p.m go home.	

ZUL FAHMI ISMAIL,  
Assistant Manager  
Consumer Selangor  
Talekom Malaysia Berhad  
kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 17 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30 : Purchased into the a.m Office	
10:00 : Heading to Breakfast a.m Alam Utara for meeting about upcoming event inside the campus	
12:30 : LUNCH BREAK AND Friday p.m progress break.	
2:30 : Back in the office p.m at Consumer department.	
3:00 : Making call to p.m the customer for fast trace action.	
5:00 : Purchased Out. p.m	

ZUL FAHMI ISMAIL,  
Assistant Manager  
Consumer Selangor  
Telikom Malaysia Berhad  
kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 20 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Purchased in to the Consumer a.m. department.	
10.00: Making Fast Track a.m. for the Customer.	
2.00: Luncheon and prayers p.m. break.	
2.00: Continue Making p.m. Fast Track for the Customer.	
5.30: Purchased Out from the p.m. Consumer Office.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TTT Bukit Raja  
41050 Klang, Selangor

DATE: 21 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Purchased in to the Office a.m.	
9.30: Making Fast track a.m. for the Customer.	
1.00: Luncheon break and p.m. prayers.	
2.00: Back into the office p.m. Continue Making Fast Track.	
5.30: Purchased Out from p.m. the Office.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TTT Bukit Raja  
41050 Klang, Selangor

DATE: 16 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Punched into the a.m Consumer Unit.	
10.00 : Making Fast Trace a.m for the Customer.	
1.00 : Lunches break and p.m project break.	
2.00 : Continue making p.m fast trace for the customer.	
5.30 : Punched out and p.m go home.	

ZUL FAHMI ISMAIL,  
Assistant Manager,  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 17 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Punched into the a.m office	
10.00 : Heading to Puncok a.m Alan Utim for meeting about uploading event inside the campus	
12.30 : Lunches and Friday p.m project break.	
2.30 : Back in the office p.m at consumer department.	
3.00 : Making call to p.m the customer for fast trace action.	
5.00 : Punched out. p.m	

ZUL FAHMI ISMAIL,  
Assistant Manager,  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 20 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Purchased in to the Consumer's Department. a.m	
10:00: Making Fast Track for the Customer. a.m	
2:00: Luncheon and prayers p.m	
3:00: Continue Making Fast Track for the Customer. p.m	
5:30: Purchased Out from the Consumer Office. p.m	

ZUL FAHMI ISMATH  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks T1 Bukit Raja  
41050 Klang, Selangor

DATE: 21 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Purchased in to the Office. a.m	
9:30: Making Fast track for the Customer. a.m	
1:00: Luncheon break and prayers. p.m	
2:00: Back into the office p.m Continue Making Fast Track.	
5:30: Purchased Out from the Office. p.m	

ZUL FAHMI ISMATH  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks T1 Bukit Raja  
41050 Klang, Selangor

DATE: 22 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Purchase into the a.m. Consumers Unit.	
9.30 : Malaya invitation call for the Selangor Consumers Unit regarding the upcoming event at Setia Dam.	
1.00 : Lunch break and prayers break.	
2.00 : Continue making the P.m invitation calls.	
5.30 : Purchase Out. P.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raju  
41050 Klang, Selangor

DATE: 23 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.30 : Purchase in to the a.m. Office.	
9.30 : Continue making invitation call for the upcoming event which is 1 Love TM at Setia Alam.	
1.00 : Lunch break and prayers break.	
2.00 : Back in the office, P.m. Continue making invitation call for the upcoming event at Setia Alam.	
5.30 : Purchase Out and go home. P.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 24 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.30 : Purchased into the a.m Office	
9.30 : Preparing gift on the a.m upcoming event at Setia Alam.	
12.30 : Lunch and prayers P.m break.	
2.30 : Continue preparing P.m gift.	
6.00 : Purchased Out from P.m Office.	
* 25 November I Love TM at Setia Alam.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Services  
Telekom Malaysia Berhad  
Kompleks TM-Duta Eaja  
41050 Klang, Selangor

DATE: 27 November

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.00 : Arrived and purchased a.m in.	
10.00 : Making follow up calls a.m with Utara Perak Alam for up upcoming events.	
1.00 : Lunch and break and P.m prayers break.	
2.00 : Back in the consumer P.m Office.	
3.30 : Processing First Touch P.m with the customer.	
5.30 : Purchased out from P.m the consumer department.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Services  
Telekom Malaysia Berhad  
Kompleks TM-Duta Raja  
41050 Klang, Selangor

DATE: 28 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Arrived and purchased. a.m	
10.00: Making Fast track a.m to the customer.	
1.00: Lunches break. p.m	
2.00: Back in the office p.m and continue making Fast track to the customers.	
5.30: Purchased out from p.m office.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 29 November 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Emergency Leave	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE : 30 November 2017

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Emergency Leave.


ZUL FAHMI ISMAIL,  
 Assistant Manager,  
 Cotsumier Selangor,  
 Telekom Malaysia Berhad,  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE : 4 December 2017

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Me, Follow up with Dr  
Order micros Sugengas.


ZUL FAHMI ISMAIL,  
 Assistant Manager,  
 Cotsumier Selangor,  
 Telekom Malaysia Berhad,  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor



DATE: 5 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Arrived our purchases a.m	
10.30 : Heading for various a.m of location searching item to selected	
Counters :-	
- Klang Parade	
- Aeon Bukit Raja	
- Uitm Parade Alam	
- Tesco Parade Alam	
- Setia City Mall	
- Tesco Klang / Setia Alam.	
5.20 : Arrived back at Consumer p.m. Bukit Raja.	
5.36 : Purchased 4 garments p.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telikom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 6 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Arrived at Consumer a.m office our purchases.	
9.00 : Heading to Uitm Parade a.m Alam for open Counter at Faculty Hotel Management and Tourism.	
5.30 : Heading back to p.m Consumer department at Bukit Raja then purchases out.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telikom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE : 30 November 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Emergency Leave.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE : 4 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Mr. Follow up with Dr. after minor Surgeries.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
41050 Klang, Selangor

DATE: 5 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Arrives and purchases a.m	
10.30: Heading for various a.m of POSLAP sending item to Selected Counters:- - Klang Parade - Aeon Bukit Raya - Utm Puncak Alam - Tesco Puncak Alam - Setia City Mall - Tesco Klang/Setia Alam.	
5.20: Arrives back at consumer p.m. Bukit Raya.	
5.36: Purchased a gown p.m.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TTU Bukit Raja  
41050 Klang, Selangor

DATE: 6 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Arrives at consumer a.m office and purchases.	
9.00: Heading to Utm Puncak a.m Alam for open counter at Faculty Hotel Management and Tourism.	
5.30: Heading back to p.m consumer department at Bukit Raya then purchased out.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TTU Bukit Raja  
41050 Klang, Selangor

DATE: 7 December 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 : Arrived out pushcart a.m in	
8.30 : Head to Utta Pirecal a.m Aton at the Hotel	
Management and Tourism For open counter	
Promoting new product Suitable for students.	
6.00 : Heading back to Consumers p.m office at Bukit Raja.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tetapan Malaysia Berniad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 8 December 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.00 : Arrived at Consumers and a.m head straight to TM Wisma for new Product kick off.	
10.30 : Heading to MSA SeclB a.m for open counter.	
12.30 : Foreigna progress break a.m	
4.45 : Dismantling counter equipment. p.m	
5.30 : Heading back to Consumers p.m Bukit Raja.	
6.00 : Purchaser's Cur get home. p.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tetapan Malaysia Berniad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 12 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:00: Arrived at Consumer office and purchased.	
10:00: Assisting agent making calls to the customer about product update.	
1:00: Lunch break and prayers break.	
2:30: Continue the current task/job.	
5:30: Purchased Out.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tetapan Malaysia Bernad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 13 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Purchased into the consumer office.	
9:30: Having breakfast with the consumer department.	
10:30: Making first time action with the customer.	
1:00: Lunch break and prayers break.	
2:15: Continue making communication with the customer.	
5:30: Purchased Out from office and go home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Tetapan Malaysia Bernad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 14 December 2014.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:30: Arrived and Punched 9.30 AM	
10.00: Making Foot Tack to the customer.	
1.00: Lunch break. P.M	
2.00: Continue with the current P.M job.	
5.30: Punched out from P.M the office.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 15 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Punched in to the 9.30 AM office.	
12.45: Friday's progress P.M break including lunch hour breaks	
2.30: Back in the consumer P.M office.	
3.00: Going for Sunday's. P.M at Seksyen 7, Shah Alam.	
5.30: Back in office to P.M punchcard out.	
5.45: Punched out and P.M go home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 17 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8:00: Arrived at TM Bukit Raja and Repairing equipments and tools for Pulau Ketam events and open Counter	
8:30: Mobile to port Klang with the Cosover Bukit	
Reach by ferry proceeding to our target destination Pulau Ketam.	
9:15: Breakfast with the whole team plus agent at port Klang.	
10:00: Heading to Pulau Ketam by ferry which takes about 45 minutes of journey.	
10:50: Arrive at Pulau Ketam and proceed with Hotel check in at the Sea Lion Hotel.	
11:30: Repairing equipment and tools for events and Open Counter.	

ZUL FARIZI ISMAIL.  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 18 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1:30: Repairer's break and Lunch break.	
2:15: Continue with the event per schedule.	
6:30: Closed Counter and dismantled the equipment for event Done for today.	

ZUL FARIZI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE: 19 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
7:00: Breakfast with the team before setting up court for the second day.	
8:00: Preparing to set-up event on Counter, and the process continues.	
1:15: Lunch break and prayers break.	
3:00: Dismantling equipment after the event ends with successful target.	
4:30: Heading back to port Klang by ferry.	
5:30: From port Klang to Bukit Raja and going back home after the event is concluded.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor

DATE: 20 December.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
7:30: Arrived at Office.	
8:00: Purchases in	
9:30: Making Fast Track call to the customer.	
1:15: Lunch break and prayers break.	
2:30: Back in the office proceeding with the current task.	
6:00: Purchases on our way home.	

ZUL FAHMI ISMAIL  
 Assistant Manager  
 Consumer Selangor  
 Telekom Malaysia Berhad  
 Kompleks TM Bukit Raja  
 41050 Klang, Selangor



DATE: 21 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.00 : Purchased in and circuit P.m office	
9.30 : Making first track call P.m with the customer	
1.30 : Lunch break and P.m break	
2.15 : Heading to KPS Jelang P.m visiting Fencik Fizzol Klang Zone leader after have been admitted to hospital.	
4.00 : Back to Consumer office P.m at Bukit Raja.	
5.30 : Purchased one and go home. P.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
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41050 Klang, Selangor

DATE: 22 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.10 : Purchased in to the a.m office.	
9.30 : Preparing equipment a.m for event at Alena, at Fika Dieries, Trade event - Sam Venture with Celcom, maxis, Unabik and digi.	
1.00 : <del>P</del> Friday progress P.m break.	
2.30 : Back at trade event. P.m	
4.30 : <del>Disassembling</del> Disassembling P.m equipment and ready to go back to Consumer office at Bukit Raja.	
5.45 : Purchased one P.m	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
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41050 Klang, Selangor



DATE: 27 December

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30 Purchase in. a.m	
9.00: Setting up equipment for a.m open counter event at Fitted Dieris Factory based on menu.	
9.45: Heading to Fitted Dieris a.m factory by public with 45 staff.	
10.15: Arrived at the factory a.m and straight setting up counter for event.	
1.00 Lunch and prayers Break. p.m	
4.00: Dismantling counter p.m equipment and tools.	
4.45: Heading back to Consumer p.m Office.	
5.40: Purchased Car card p.m go home.	

ZUL FAHMI ISMAIL,  
Assistant Manager  
Consumer Selangor  
Tellekom Malaysia Berhad  
Kompleks TM Bukit Raju  
41050 Klang, Selangor

DATE: 28 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Arrived at Consumer a.m office and purchased in.	
10.00: Preparing equipment and a.m tools for carnival gery music at Puncak Alam. Loading in equipment to the Van	
10.45: Heading to Maxis Puncak a.m Alam.	
11.40: Arrived and setting a.m up counter for received gery music event.	
1.30: Lunch and prayers p.m break	
4.45: Heading back to Consumer p.m office at Bukit Raya.	
5.40: Purchased Car card p.m go home.	

ZUL FAHMI ISMAIL,  
Assistant Manager  
Consumer Selangor  
Tellekom Malaysia Berhad  
Kompleks TM Bukit Raju  
41050 Klang, Selangor

DATE : 29 December 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.30: Purchased 10. a.m.	
9.00: OTE to Wisma TM at a.m. Seksyen 11 for Farewell Ceremony for TM HR LCC. Dato' Cikoo.	
11.00: Heading to Puncak Alam a.m. for karnival Berg Mesjid	
12.00: Arrives at Mesjid Puncak p.m. Alam.	
12.45: Friday's Prayers break. p.m.	
4.00: Heading back to Consumers p.m. office at Bukit Raja.	
5.30: Purchased Cur ods go home.	

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

DATE :

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

ZUL FAHMI ISMAIL  
Assistant Manager  
Consumer Selangor  
Telekom Malaysia Berhad  
Kompleks TM Bukit Raja  
41050 Klang, Selangor

**Office Enviroment**

