



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
PARK AVENUE HOTEL
E-1, JALAN INDAH DUA, TAMAN SEJATI INDAH,
08000 SUNGAI PETANI, KEDAH

SPECIAL PROJECT:
SYSTEM DEVELOPMENT (LEAVE APPLICATION SYSTEM)

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

01 FEBRUARY 2017 – 30 JUNE 2017

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**FACULTY SUPERVISOR
MADAM IZZATIL HUSNA BINTI ARSHAD**

**REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2017 – 30 JUNE 2017

DECLARATION

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Signed by

Norhanim Binti Abu Seman

2013183601

Date of submission: 12th July 2017

ABSTRACT

The industrial training duration based on the period from 1st February 2017 until 30th June 2017 in Electronic Data Processing Department at The Park Avenue Hotel at Sungai Petani, Kedah Darul Aman. The training consumes 5 month in one the department. The trainee have been explores a lot of new things and environment. The trainee has been exposed to technical and networking environment of working. The trainee has been assigns the project to develop new system which is Application Leave System. The trainee has been exposed to the systems that have been used in the department which are Property Management System (PMS) and Epitome Property Management System. The Electronic Data Processing Department is a well department that allows the trainee to explore a lot of things with their guidance. The staffs have a lot of experiences that they have in managing their work at the department.

***Keywords: Electronic Data Processing, Property Management System,
staff, networking***

Acknowledgement

Assalamualaikum w.b.t

Alhamdulillah, thanks to Allah s.w.t for giving me strength and courage to finish my industrial training at Electronic Data Processing at Park Avenue Hotel. Lots of experience and knowledge gain by me through the industrial training. From the industrial training, I would able to learn new thing and able to feel the working environment in government sector. I would able to learn how to communicate with people that are much older than me in asking certain things.

Second, we would like to thank Mara Technology Institute (UiTM) for giving us such an opportunity to further our study in Information System Management (IM 245) in Kelantan. This is once in a lifetime opportunity that we would always appreciate. We would also love to thank Information Management Faculty Head and Information Management Program Coordinator of Kelantan Campus, Dr. Mohd Nasir bin Mohd Ismail and Mr. Mohd Zafian bin Mohd Zawawi, respectively.

We wish to express our eternal gratitude and sincere appreciation to our lecturer of IMC690 Industrial Training, Madam Izzatil Husna Binti Arshad for the valuable guidance, empowering supports and profound advices throughout the preparation of this industrial training this semester.

Besides that, I would like to thank to my supervisor at the industrial training place which is Madam Noor Linda Bt Ismail and Mr Sazali Bin Sidik that always hear my compliment about the difficulty face by me during doing the task given and also for helping me in explaining the real scope needed in the tasks.

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CHAPTER 1: INTRODUCTION

1.1 Background of the Organization



Figure 1: Park Avenue Logo

Back on 1996, the hotel is actually owned by a company called Accor Group. The hotel previously called as Novotel Sungai Petani. After three years, the hotel management was taken over by UG Hotel Property and the company changed Novotel Sungai Petani to Park Avenue Hotel. The management is remain the same until now and been awarded as 4 star hotel by Ministry of Tourism Malaysia which it is the beginning for Park Avenue to become the most demand hotel in Malaysia especially for the Northern Area.

The main vision of Park Avenue to provide a good hospitality services with 204 rooms and suites for customer convenience. Park Avenue offers various types of room and suite which are affordable for everyone such as Deluxe (single/twin), Executive Room (single/room), Royal Suite, Senior and Junior Suite. The lowest price of the room that offered by Park Avenue is starting for RM120. There are various facilities that provided by Park Avenue such as pool, free Wi-Fi, individual air-conditioning, convenience store, television, hair dryer, and safety box.

Others than rooms and suite the Park Avenue Hotel also provides hall that can be rent for any kind of events. The hall can be used as a place for wedding reception, parties, meeting and grand dinner. Generally, the rental halls are used only for 8 hours for full-time and 4 hours for half-time. Every hall has fully equipped with sound system, and there will be staff that will assist the customer on using all audio-visual equipment. The guest can request any kind of arrangement of the hall suit with the guest's event.

There are also two types of restaurants that offered which are Japanese Restaurant and also Asian Restaurant. The Bistro Restaurant is a restaurant that provides Asian foods for breakfast, lunch, high-tea, dinner and buffet meals every day. The guest that staying at the rooms can request a room delivery meals and no need to go to the restaurant to order the meals. The food was prepared according to specific month and schedule.

Park Avenue also provides traditional Japanese foods which are sushi, sashimi, tempura and others. The layout of the restaurant also follows according pure Japanese restaurant to make sure the customers feel like they are at Japan. Park Avenue Hotel also provides live band that will entertain the customers while the customers eating at the Bistro. There are various types of music genre that will surely give a peaceful feeling to the customers.

Other than that, Park Avenue also provides Bowling with 36 lanes that can be considered as a family entertainment for the hotel guest. Bowling is really suite for the guests who love indoor sport activity. Park Avenue Bowling also is the largest bowling center at the northern states. Most of bowling tournaments in Sungai Petani are held at Park Avenue because of the comprehensive equipment provided by Park Avenue.

Align with the motto “Your Trust is Our Strength”, Park Avenue really cares of the customer’s satisfaction to their hospitality services. In order to build customer loyalty, Park Avenue always will ensure the services offer is the most excellent. Park Avenue Hotel also promotes the Malaysian culture that can make the outsiders knows Malaysian culture is one of unique things in Malaysia.

Park Avenue always provides excellent services exceeding customer’s expectation to sustain the trust from the customer. The Park Avenue Hotel always makes sure that their employees establish a good relationship between the staff and the guest. This is because when the internal customer satisfaction is full-filled it will lead to increase the hotel business.

As a conclusion, Park Avenue is an organization that provides hospitality services with affordable charges. Park Avenue also can be considered as one of the oldest and famous hotel in northern area. Park Avenue always welcomes any student that would like to go through internship in any field of study.

There are a lot of accommodations provided by Park Avenue to satisfy their customers. The example of facilities provided by Park Avenue Hotel, are swimming pool, bowling center, gymnasium, convenient store and others.



Figure 2 : Sejati Bowling Centre



Figure 3: Park Avenue Lobby



Figure 4 : Park Avenue Mini-Market



Figure 5 : Japanese Restaurant



Figure 6: Park Avenue Gymnasium



Figure 7: The Lounge Cafe

One of advantages that the Park Avenue Hotel has is the strategic location. Park Avenue Hotel located next to exit tol Sungai Petani Selatan PLUS. The guest can see the hotel clearly from the highway and the location also easy to be reached. The guest can see the main lobby which is designed with beautiful and fascinating view especially in the night.



Figure 8: Park Avenue Road Map

1.2 Organizational Structure

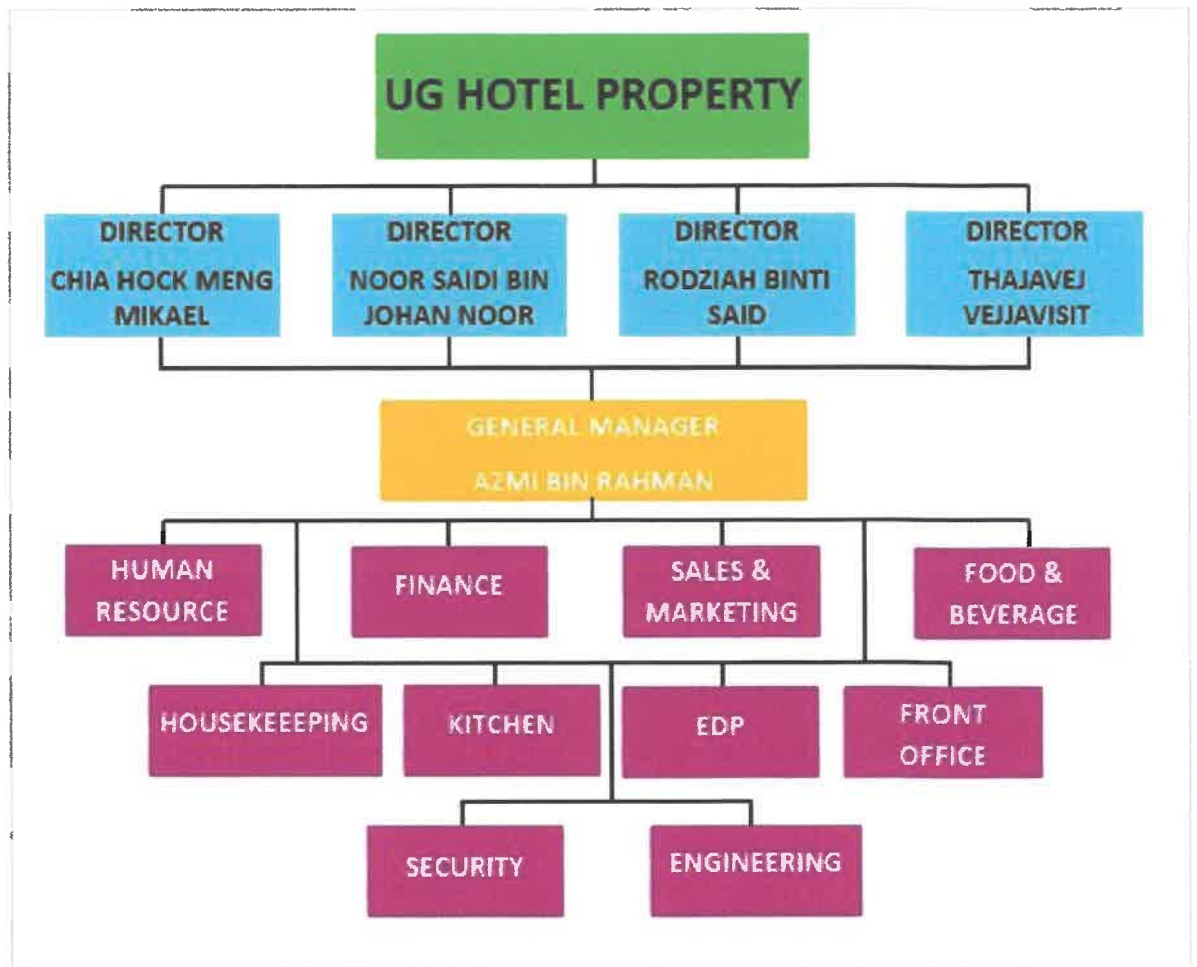


Figure 9 : Park Avenue Organization Chart

As explained in the chapter 1.1, Park Avenue Hotel is fully owned by a company called UG Hotel Property or in the full name called as UniGreen Hotel Property. The top management was led by board of director which consists of four people. They played roles as the top manager in UG Hotel Property and also Park Avenue. Next, Park Avenue is under fully supervised by General Manager Sir Azmi Bin Rahman. He plays roles as the top leader of Park Avenue and becomes an important person to Park Avenue Hotel management. Under Sir Azmi Bin Rahman there are ten head of department that have their own responsibilities in order to rise up Park Avenue Hotel names.

CHAPTER 2: ORGANIZATION INFORMATION

2.1 Departmental Structure

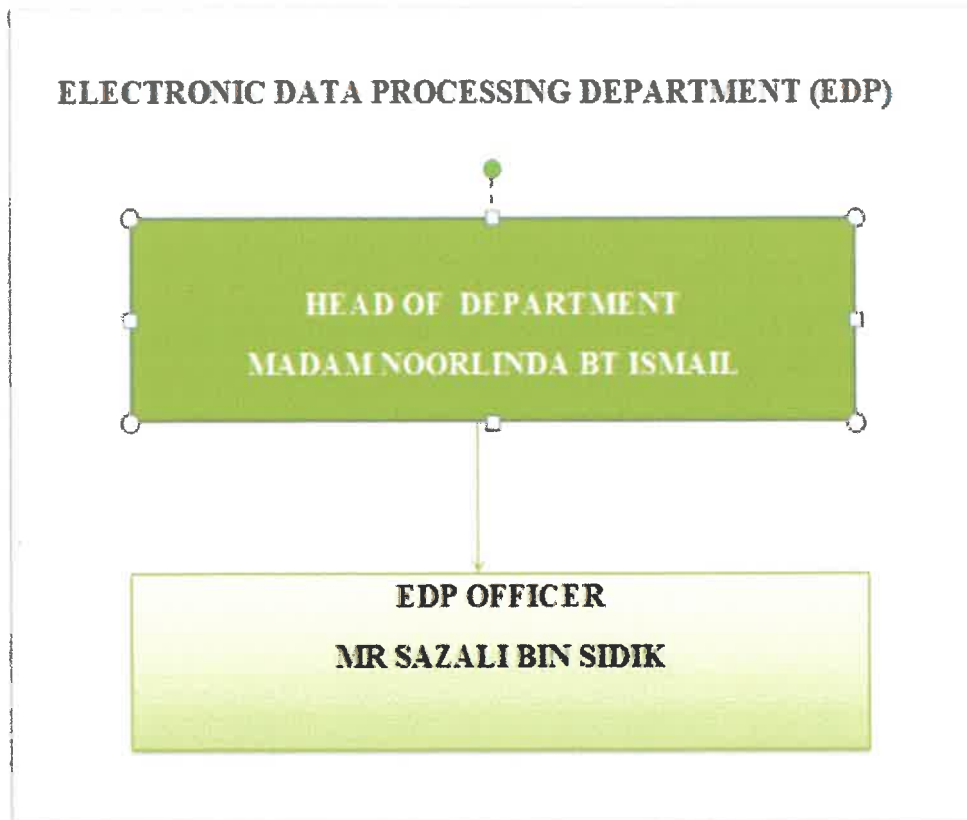


Figure 10: Electronic Data Processing Department (EDP) departmental structure

Electronic Data Processing Department (EDP) is actually a small department that exists in Park EDP is managed by two professional and skillful officer. EDP is under the head manager, Madam Noor Linda. Madam Noor Linda is a head of department for two departments in Park Avenue. The first one is Housekeeping and the second one is EDP.

2.2 Department Function

In Park Avenue, Electronic Data Processing Department (EDP) can be classified as a small department since the permanent staff in this department is only two persons. Even though, the department is small but there are various responsibilities undertaking by this department. The responsibilities of the staff can be beyond of the scope of job. Electronic Data Processing Department can be a flexible department since there are numerous tasks that need to be handled by the department.

The prior role of Electronic Data Processing (EDP) is responsible for all database management. Electronic Data Processing (EDP) needs to ensure that all the data and company transactions are daily backup. The Electronic Data Processing (EDP) also plays roles to installing new system and upgrading the system in the company.

The Electronic Data Processing (EDP) officer is responsible to retrieve the data when the user asked for it. This department also needs to do a monthly backup for the certain department in the office. For example, every month Electronic Data Processing (EDP) will help Account Department to do monthly files backup for Auditing purpose.

Other than that, Electronic Data Processing (EDP) also need to make sure the Wi-Fi and internet coverage in the Park Avenue Hotel is working and satisfied to the guest. Buying new Wireless network and diagnose the problem is the main provision that the Park Avenue Hotel emphasize to the Electronic Data Processing (EDP).

Next, repairing the hardware and software is also is the main focus to this department. Most of other departments will refer to Electronic Data Processing (EDP) when their hardware such as electronic devices is having difficulty or need to be repaired. It is important for the user knows what the real problem is so the Electronic Data Processing (EDP) will easily detect and repair the devices.

Other than that the Electronic Data Processing (EDP) department also responsible to handle all the printers, fax machines and photocopier machines working and try to repair when the machines damaged. If the machines cannot be repaired, the Electronic Data Processing (EDP) is the one who responsible to contact the supplier for repairing purposes. If the machines are really broken, the Electronic Data Processing (EDP) need to deal with the machine's supplier that offered best price with the affordable prices.

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

There are various activities that the trainee has joined since the first day trainee joined the Electronic Data Processing (EDP) Department. As soon after the trainee report on duty at Human Resource Department, a senior trainee from Electronic Data Processing (EDP) fetched trainee and brought me to level 10. The training activities that the trainee has been assigned were on technical task, electronic publishing and networking task.

3.1.1 Technical Task

3.1.1.1 Installation of Ubiquity Network Modem

The staff of Electronic Data Processing (EDP) was at level 10 for new device installation. The device is a modem called 'ubiquity'. As too many complaints received from the guest, EDP staff had made a decision to try using this type of modem, named Ubiquity. It is a router which relatively has wide bandwidth which could cover the entire level. Before buying the device, the supplier gives two weeks to use it as trial and to test the internet speed when using this modem. Continuously every day in two weeks, the staff also trainee check the speed and test the connection, the result are good, and besides that, by using this Ubiquity modem the user know who are the person were using it, and the admin can block the person from being connected, and set the SSID and also the password. Plus, this modem has a light appear to show the strength of the internet connection. If the lights appear in green color it shows that the connection is in good condition.



Figure 11: Ubiquity Devices at level 10

3.1.1.2 Installation of “Ookla” Application

The “Ookla” is a free application that can be downloaded from “Apple Store” and “Google Store” for mobile device. For laptop, the user can download directly from the Ookla official webpage. Basically, Ookla is an application to check the strength of Wi-Fi. The supervisor asked to download the application to ease the process of checking the Wi-Fi connection. The supervisor gave the task to the trainee to download and explore the function of this application.



Figure 12: Ookla Application through Laptop

3.1.1.3 Refresh Wi-Fi

Refresh Wi-Fi is a daily task given by supervisor to the trainee. Every day, the Wi-Fi at whole Park Avenue Hotel need to be checked to ensure it is working properly. The process of refreshing the Wi-Fi is done level by level. The trainee being asked to check the entire router from level 12 until level 1 which is the main lobby of Park Avenue Hotel. From level 3 until level 12 it is important to have a strong connection of Wi-Fi because these all level contains suites and room of the hotel's guest. Wi-Fi is a free service that provided by Park Avenue. All the guest and customers can use the Wi-Fi without being charges with additional cost.

The process of checking the Wi-Fi was started from level 12 and going down level by level. The process of checking Wi-Fi connection takes about two hours to finish all level. The trainee needs to get the key of Maintenance & Electrical Room (M&E) from the security department before enters the room that stores the switch of Wi-Fi. The process of taking the key is a bit strict since the key only can be retrieved by authorized person only. For the trainee, she or he need to fill form to ask permission to take the key and approved by the security on duty.

Each level contains it owns switch which placed in the M&E Room. First, as soon as the trainee arrived at the corridor, the trainee needs to check whether all the Wi-Fi at the level is available. Then, the trainee need to enter the M&E Room and switch off the switch and let it rest for 10 minutes. After switch on back, the trainee needs to use the "Ookla" application to check the speed of the Wi-Fi. If the result shows there are changes "Ookla" meter it means that the Wi-Fi is function well.

3.1.1.4 Solve The Bistro's Property Management System Connection Failure

Property Management System (PMS) is a main system used by the Park Avenue Hotel operation. The PMS was outsourced from India. EDP plays roles to maintain the system but only for the small problem. If the system was getting failure in worst problem such as the coding problem, the transaction error, the EDP officer will called the programmer from India to resolve the problem. The programmer will directly login the system using remote access to login the server. The EDP officer will need to capture the video on the process of debugging the coding for future used purposed and also for report.

The minor problem such as connection failure, interface failure will be maintained by EDP department. There are step by step for resolving the PMS system failure. First thing first, before resolving the problem, the trainee need to tell the Bistro staff in case they have anything unsaved before log out from the session. Then,

- First step: Click the log out button. Wait for few seconds, then log in to the system again.
- Second step: Login by using the staff ID (trainee used supervisor staff ID and password)
- Third step: Click the "admin" button and search for the "PMS operation" button.
- Fourth step: Double click at the "PMS operation" button, then wait for the upcoming pop-up and click "OK".
- Last step: Try to print any receipt to check if the problem resolved or not.

3.1.1.5 Resolved the problem regarding low internet connection.

It has been trainee's daily routine to check the Wi-Fi connection at each level so that the trainee will detect which level has problem and need to be resolved. When switching on the plug, but still had no Wi-Fi connection, the trainee been asked by supervisor to switch off/on the main gateway plug for level 9-12 in M&E room at level 9. Then, the problem resolved. Below is the photo where the main gateway switch for level 9-12 placed.

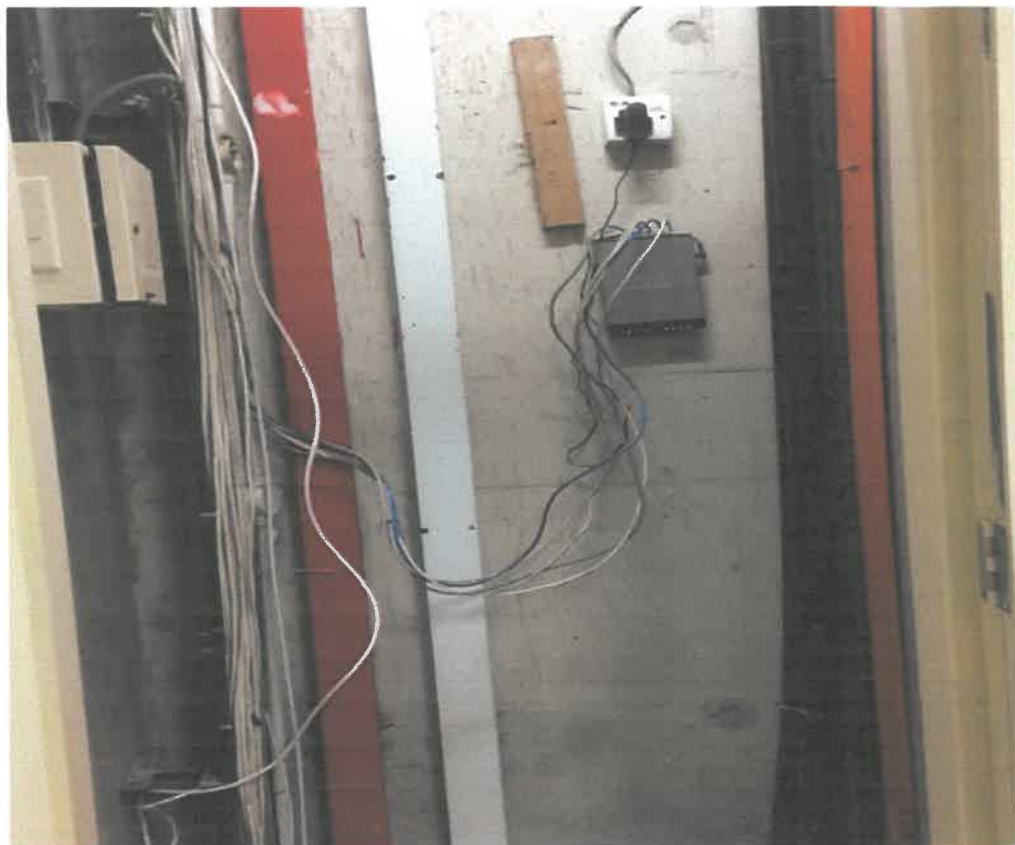


Figure 13: Main Switch for level 9,10,11,12

3.1.1.6 : Resolved Sous Chef PC's internet problem.

While doing some work, the trainee received call from Sous Chef said that his PC can't be connected to the internet. Our supervisor asked the trainees to go and resolved the problem. The problem was happens because There are few steps to resolve the problem.

- a) First step: Open CMD, and type "ipconfig".



```
Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\user>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . : routerbf6cf4.com

Wireless LAN adapter Local Area Connection* 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . :

Wireless LAN adapter Wi-Fi:

    Connection-specific DNS Suffix . . : kelantan.uitm.edu.my
    Link-local IPv6 Address . . . . . : fe80::c800:b954:687a:4306%14
    IPv4 Address. . . . . : 10.50.240.145
    Subnet Mask . . . . . : 255.255.252.0
    Default Gateway . . . . . : 10.50.243.254

Tunnel adapter isatap.kelantan.uitm.edu.my:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . : kelantan.uitm.edu.my

Tunnel adapter Teredo Tunneling Pseudo-Interface:

    Connection-specific DNS Suffix . . :
    IPv6 Address. . . . . : 2001:0:4137:9e76:180f:a5f:f5cd:f6e
    Link-local IPv6 Address . . . . . : fe80::180f:a5f:f5cd:f6e%16
    Default Gateway . . . . . : ::

C:\Users\user>
```

Figure 14: Command Prompt Interface

- b) Second step: Click the “Wi-Fi” icon, then chooses the “Open Network and Sharing Center”. Next, after the general pop-up, click the “Properties” button.

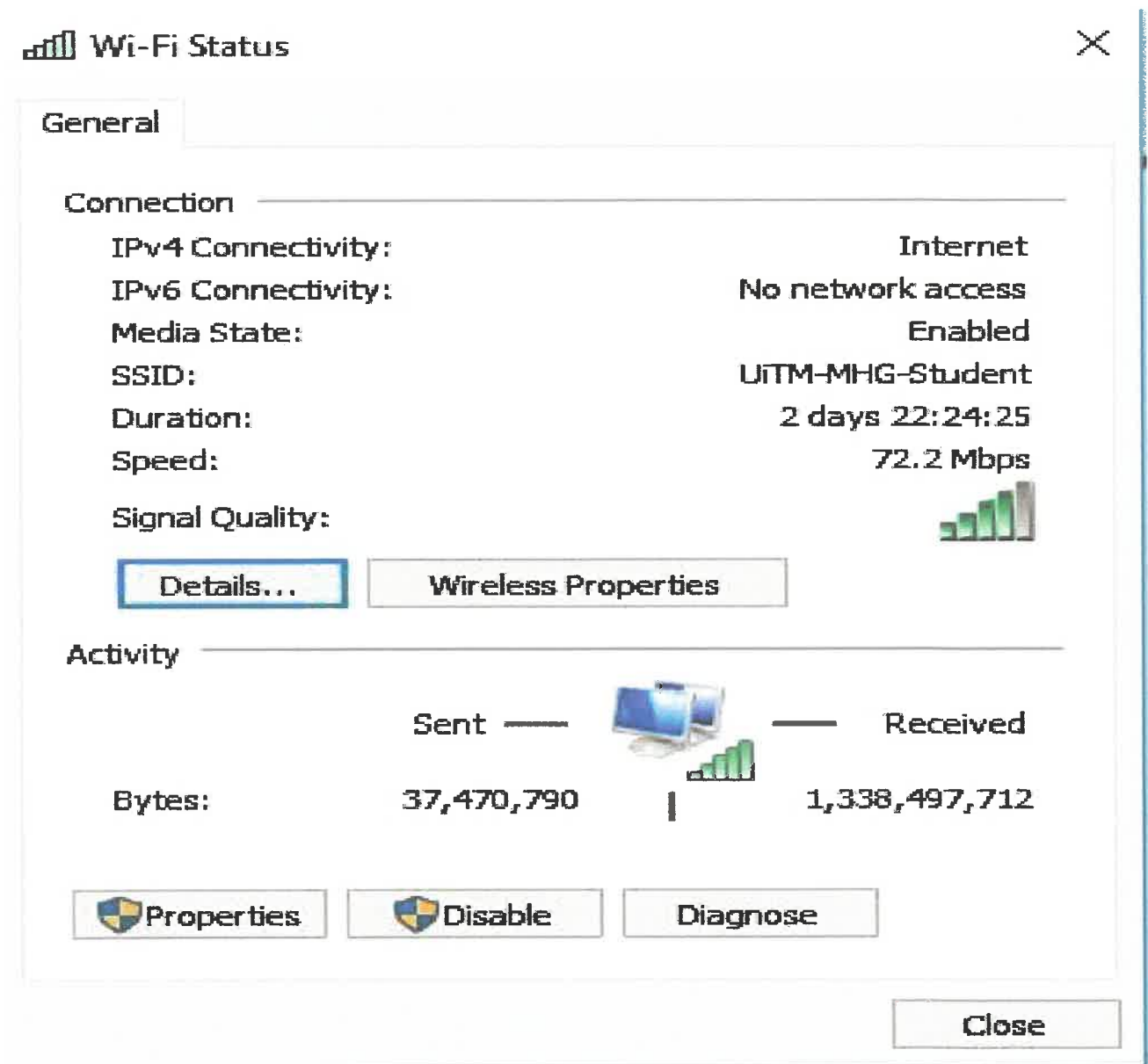


Figure 15: Network and Sharing Center

- c) Third step: Choose the “Internet Protocol Version 4 (TCP/IPv4)” and click “properties”.

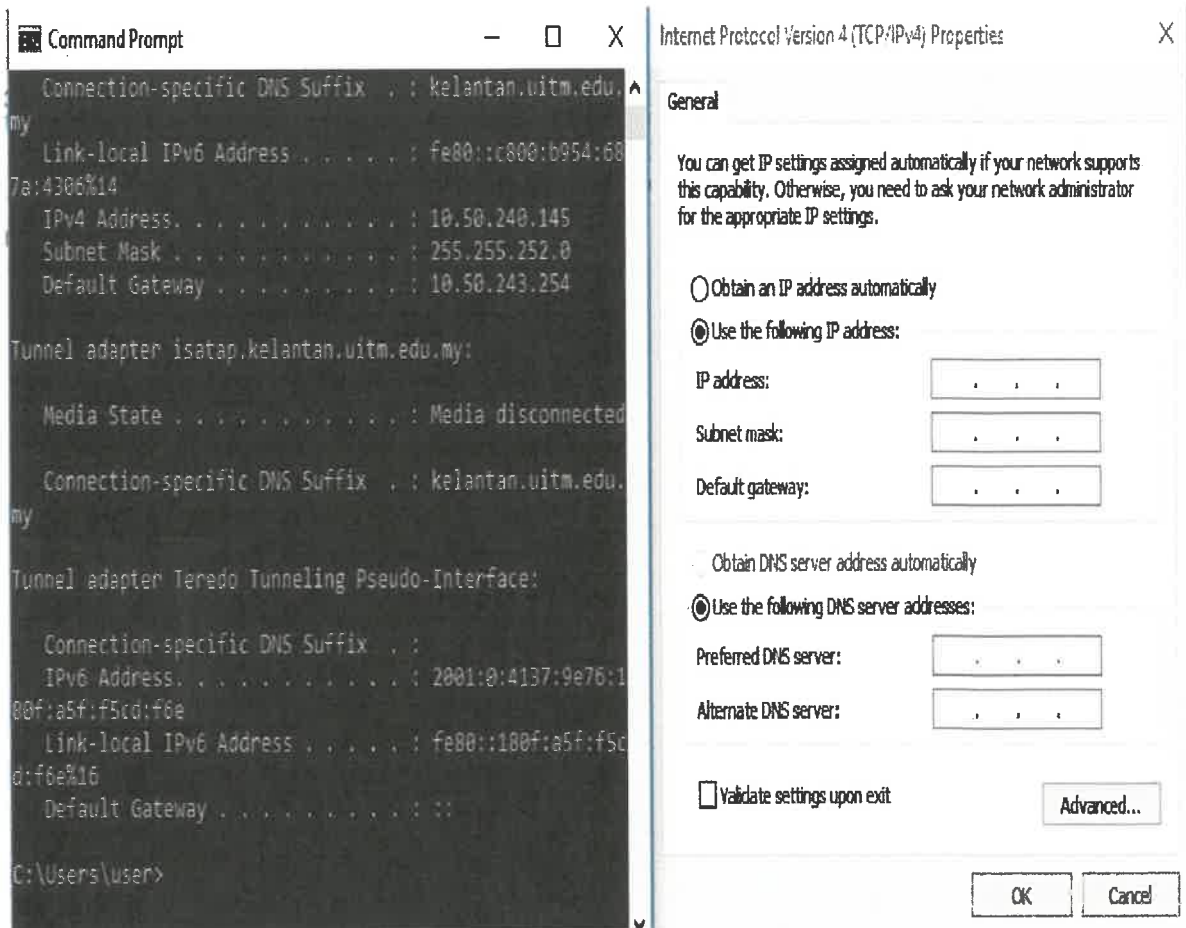


Figure 16: Wi-Fi General Details

- d) Third step: Choose the “Internet Protocol Version 4 (TCP/IPv4)” and click “properties”.

- e) Fourth step: Choose the “use the following IP address” button, and filled the information needed as stated in the CMD. Besides that, we also put the DNS server number as been registered by Park Avenue Hotel.

3.1.1.7: Resolve the problem regarding The Bistro Coffee House server .

In the morning, EDP received call from Bistro inform that their system were not functioning, EDP officer asked to check the Bistro's server in server room, and the trainee notice that the "red" sign appear at the server Pc, then the trainee been asked to restart the server. By pressing "Ctrl+Alt+Del", the server is restarting and loading which need to be waited for about 5-10 minutes for the server to run properly. Finish restarting, the trainee need to go to the Bistro, and restart both PC, also the trainee needs to restart the PMS operation.

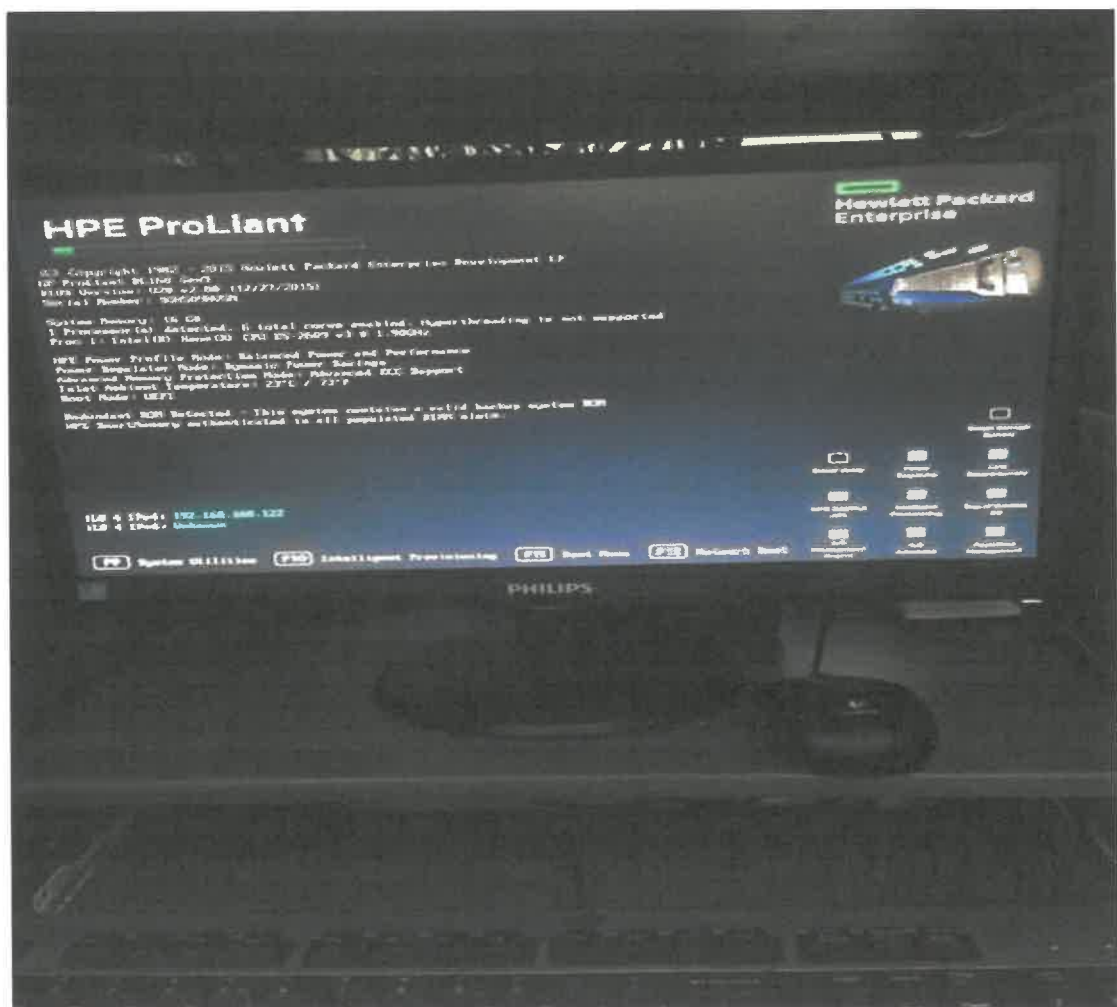


Figure 17: PC at Server Room

3.1.2 Electronic Publishing

3.1.2.1 Design F&B Promotion Poster

The trainee has been asked to design three posters for department Food & Beverages. The duration given by the department to finish the design was around 2 weeks. The trainee tries to explore the Adobe Photoshop to design the poster. Since the company does not purchase the license of the Adobe Photoshop, so the trainee used the open source to design the poster. The trainee used the “Canva” website which is a free application to design the poster. The poster then brought in meeting with General Manager, Mr Azmi Bin Rahman for approval. The General Manager will choose in the meeting which was the poster that appropriate for the promotion purpose. The posters were designed for marketing purpose in order to promote “Iftar Event” in the Ramadhan. The posters were designed in three sizes which are A3, A4 and A5. These are the three designs made by the trainee.



Figure 18: Ramadhan Poster Design 1

Park Avenue Hotel
SUNGAI PETANI, KEDAH

BUFFET RAMADHAN

PERSEMBAHAN GHAZAL



29 hb MEI 2017 - 23 hb JUN 2017

VOUCHER	WALK-IN
Adult- RM65.00nett Child- RM49.00nett	Adult- RM70.00nett Child- RM53.00nett

"Lebih 300 jenis hidangan disediakan"

E-1 Jalan Indah Dua, Taman Sejati Indah, 08000 Sungai Petani, Kedah
For reservation, call us at:-
Tel : 04-4317777 ext 873 (The B&stro)
Email: general@parkavenue.com.my



SURAU
DISEDIAKAN

(80 Orang ke atas)



Figure 19: Ramadhan Poster Design 2

Park Avenue Hotel
SUNGAI PETANI, KEDAH

BUFFET RAMADHAN

PERSEMBAHAN GHAZAL



29 hb MEI 2017 - 23 hb JUN 2017

VOUCHER	WALK-IN
Adult- RM65.00nett Child- RM49.00nett	Adult- RM70.00nett Child- RM53.00nett

"Lebih 300 jenis hidangan disediakan"

E-1 Jalan Indah Dua, Taman Sejati Indah,
08000 Sungai Petani, Malaysia
Untuk Tempahan, hubungi kami di:-
TEL: 04-4317777
EMEL: general@parkavenue.com.my



SURAU
DISEDIAKAN

(80 Orang ke atas)



Figure 20: Ramadhan Poster Design 3

3.1.2.2 Design Birthday Card

The Human Resource Department (HR) requested the trainee to design three types of birthday cards to be given to the General Manager. The Head of Department HR asked the trainee to design a special card that represented the whole Park Avenue wishes. The task was given two weeks. The trainee do some survey on the styles that need to be put in the design that fit General Manager. The survey includes the favorite color, design whether he likes the formal or informal design and also the types of fonts that he loved. The trainee used the Microsoft Power Point platform to design the card in A3 format.

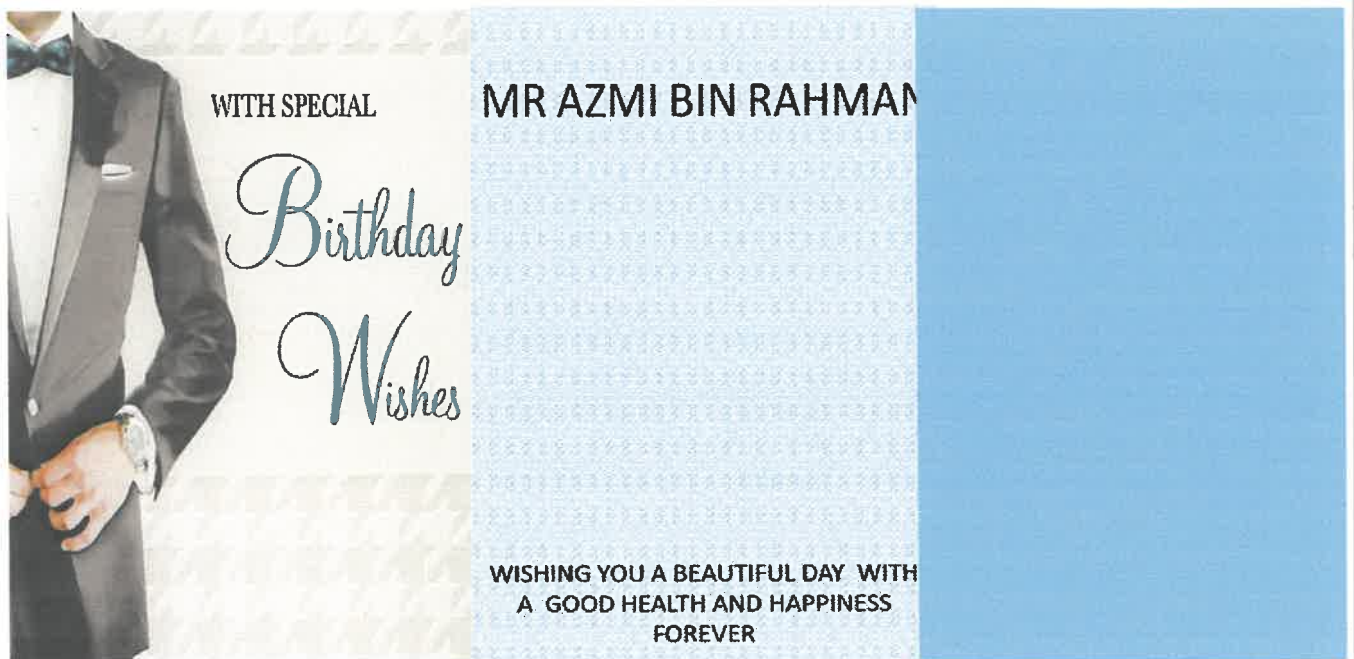
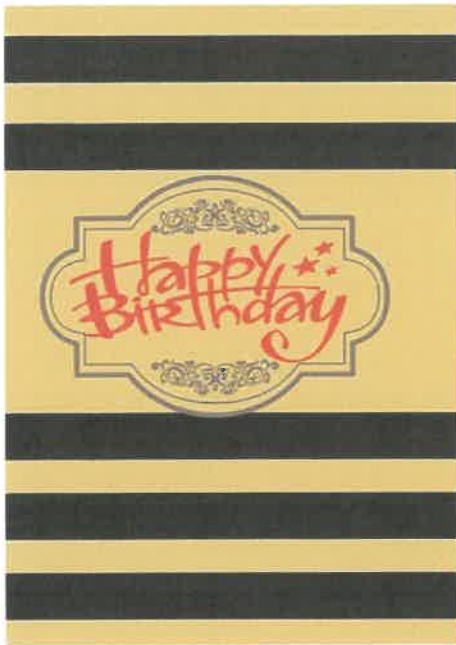


Figure 21: Birthday Card Design 1



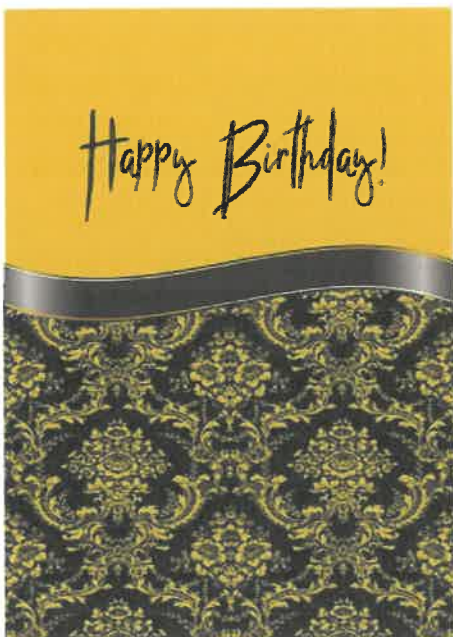
MR AZMI BIN RAHMAN

WISHING YOU A BEAUTIFUL DAY WITH
A GOOD HEALTH AND HAPPINESS
FOREVER



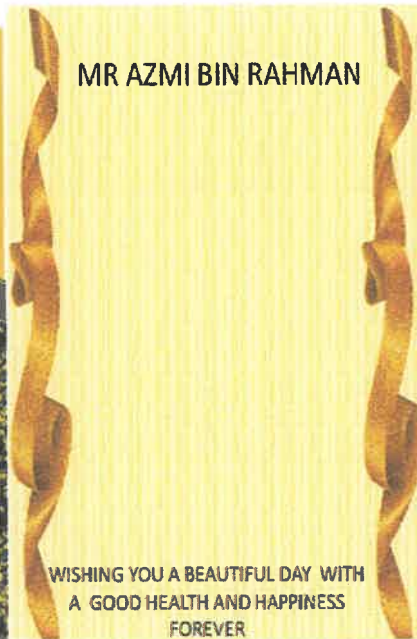
Figure 22: Birthday Card Design 2

Figure 23: Birthday Card Design 3



MR AZMI BIN RAHMAN

WISHING YOU A BEAUTIFUL DAY WITH
A GOOD HEALTH AND HAPPINESS
FOREVER



3.1.2.3 Design Florist Banner

The next task given to the trainee was to design florist door banner. The staff of the Florist Department requested the trainee to provide few design for florist door banner. The design was renew every year. The trainee was asked to design the banner with the flower theme. The design was submitted to the Florist Staff for election purposes. These are the design that the trainee designed for the department.



Figure 24: Florist Banner Design 1



Figure 25: Florist Design 2



Figure 26: Florist Design 3

3.1.2.4 : Design Mother's Day Poster

Every year, the Park Avenue Hotel will organize an event to celebrate Mother's Day. For this year, the Park Avenue organized a carnival to celebrate all moms. The carnival was held at the Park Avenue Lobby. The management asked the trainee to design Mother's Day Poster to promote the event to the customer. The theme of 2017 mother's day carnival was "Retro Mix Flower Theme". The poster was designed not only to attract the guest but also the outsiders. The trainee also needs to prepare brochure pamphlet for marketing purpose. These are the Mother's Day Poster designed by the trainee.



Figure 27: Mother's Day Poster Design 1



Figure 28: Mother's Day Carnival Design 2

The design 1 was choose by the management as the banner for the Mother's Day Carnival.

The process of designing the banner was takes around 5 days after the staff from F&B gives some ideas on the design.

3.1.3 Administrative Task

3.1.3.1: Learning on how to do the maid assignment.

The supervisor gave a task to trainee to learn the process of using Epitome Property Management System. The system was used by Housekeeping Department for maintaining the department work. One of the Housekeeping department supervisors teach the trainee about the Housekeeping system. The trainee also learn on how to do the maid assignment, and gain new knowledge about the symbol they used in the system which is for occupied room, room under maintenance, check out room and the room which open for incoming guest.

3.1.4 Setup PC at Account Department

Account Department is one of important department that keep the record of the hotel transaction. It is important for this department to have an updated PC and stable storage to keep the record. After the process of acquiring the new pc that handle by the supervisor, the trainee being asked to setup the new PC at the department. The process of setting up the pc is about a day. The trainee needs to copy all the record that keeps in the PC. The process of copy all the documents and data from the pc need to be done carefully since all the data were important to the company.



Figure 29: Setup new Pc

3.2 Special project

3.2.1 Project Overview

The trainee will developed a system called as Application Leave System (ALS) for Park Avenue Hotel. Application Leave System is an online application to apply leave for the Park Avenue staff. The staffs use the method of manual way which is fill up the form to apply leave to the Human Resource Department. The process of applying the leave is made through paper-based form. This lack of technology has affected the Human Resource Department to documented and review all the leave application made by the employees.

3.2.2 Problem Statement

The Human Resource found that they always have the problem in keeping the records of leave application made by the Park Avenue employee. The total staffs in the Park Avenue are around 120 staffs and Human Resource Department founds that it is difficult to manage and trace the record of application form. The process fill the form also required a lot of paper which are wastage for the company. Every month, thousands ringgit Malaysia provided by Park Avenue to buy paper for working using purpose. The cost of paper also interrupted the budget that invests by the Park Avenue.

The staff also faced the problem such as losing the form that has been filled up. When they have finished fill up the form, some of them will keep the form and passed to the Human Resource Department only when they have the leisure time to send the form. Unfortunately, there are some of staffs that might forget the place they put the form before. So, it is wastage in term of getting new form and also wastage in their time spent to fill the form.

3.2.3 Objective

- To improve the record keeping system of data and information process
- To reduce problem of losing application form
- To faster the retrieval of results
- Reduce time in fill up the manual form and submitted to Human Resource Department

3.2.4 Scope of the Project

The system can be used in all departments in Park Avenue Hotel in managing the leave application made by the staffs. Each of admin user and human resource will have their own interface when login. The system will be running on Windows platform. The search engine that used to access to this system are the users need to have the Internet Explorer 9 and above, Chrome, Firefox and Opera only.

3.2.5 Target User

The system will focus on these users:

- i) Admin of the system which plays roles to add new user which is the new staff, edit, delete the user that no longer used the system
- ii) Human Resource Department of Park Avenue Hotel
- iii) The staffs of Park Avenue Hotel

3.2.6 Tools used for development Process

i. Wamp Server / XAMPPS

Wamp Server is a Windows web development environment. It allows creating web applications with Apache2, PHP and a MySQL database. Alongside, PHP My Admin allows you to manage easily your databases.

ii. Notepad++

Notepad++ is a free (as in "free speech" and also as in "free beer") source code editor and Notepad replacement that supports several languages. Running in the MS Windows environment, its use is governed by GPL License.

iii. Microsoft Project

Microsoft Project is used in this project to create Gantt chart for example a Gantt chart of our schedule of our project activity, time frames and complete schedule.

b. Hardware

i. HP Pavilion

- a) Intel ® Core™ i5-4200U CPU @ 1.60GHz 2.30GHz
- b) 4.00 GB RAM
- c) Windows 8 64-bit OS, x64-based processor

ii. Lenovo G470

- a) Intel ® Pentium ® CPUB940 @2.00GHz
- b) 4.00 GB RAM
- c) Windows 7 Home Premium

iii. ASUS

- a) AMD E1-2100 APU with Radeon™ HD Graphics @ 1.00GHz
- b) 2.00 GB RAM
- c) Windows 7 Ultimate 64-bit OS

c. Browser List

i. Google Chrome

Google Chrome is a freeware web browser developed by Google. It used the Web Kit layout engine until version 27 and, with the exception of its iOS releases, from version 28 and beyond uses the Web Kit fork Blink.

3.2.7 Project Planning

The first phases in SDLC are the planning phase. This phase involves identifying the problem statement. The objectives of the system are studied which is the main prior is to make sure all the leave record can be changed from conventional which is from paper to computerized. In this project the study started with the understanding of the existing problem which is there is manual way used by the Human Resource to keep the record of application made by the user which are through filling. The staffs also applied the leave application through fill up the form and hand it to the Human Resource Department. After that, the objective of the project is set after a clear understanding of the problem statement in this project. After that, the deadline of the project is set as the guideline to finish the system.

3.2.8 Analysis

The process of finishing the system is about 218 days or around 18 months. Below is the schedule set in the Gantt chart form. However, the trainee will try to finish the project early than expected.

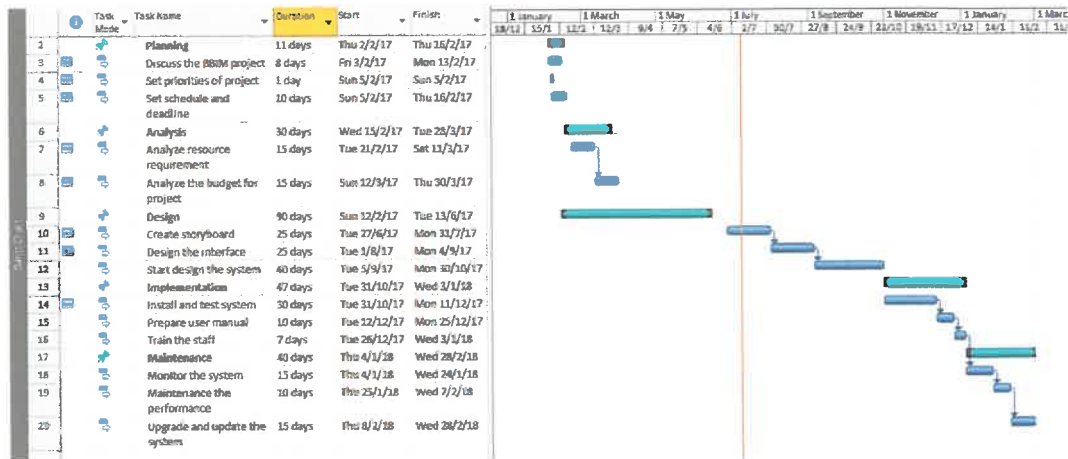


Figure 30: Application Leave System Gantt chart

3.2.8.1 Analyze Current System

The Park Avenue Hotel's staffs are still using the manual way to apply leave. The staff needs to go to the Human Resource Department to takes the form and fill up the form. The process of applying the leave requires much more time. After fill up the form the staff needs to wait for call from Human Resource Department whether the application is approved or not.

The Human Resource also faces the problem in term of sometimes the form is missing from the storage. The problem happens when the difficulty in term of storage. The Human Resource need to keep a lot of documents related to the company. When there are a lot of documents in the company.

3.2.8.2 : The flow chart of the system

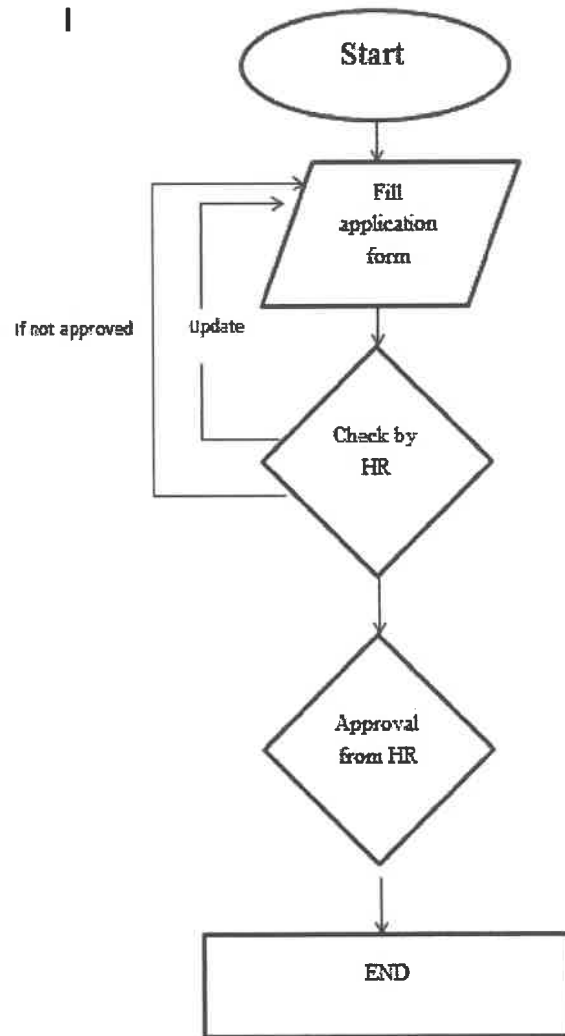


Figure 31: Flow Chart for Application Leave System

3.2.8.3 Context Diagram for ALS system

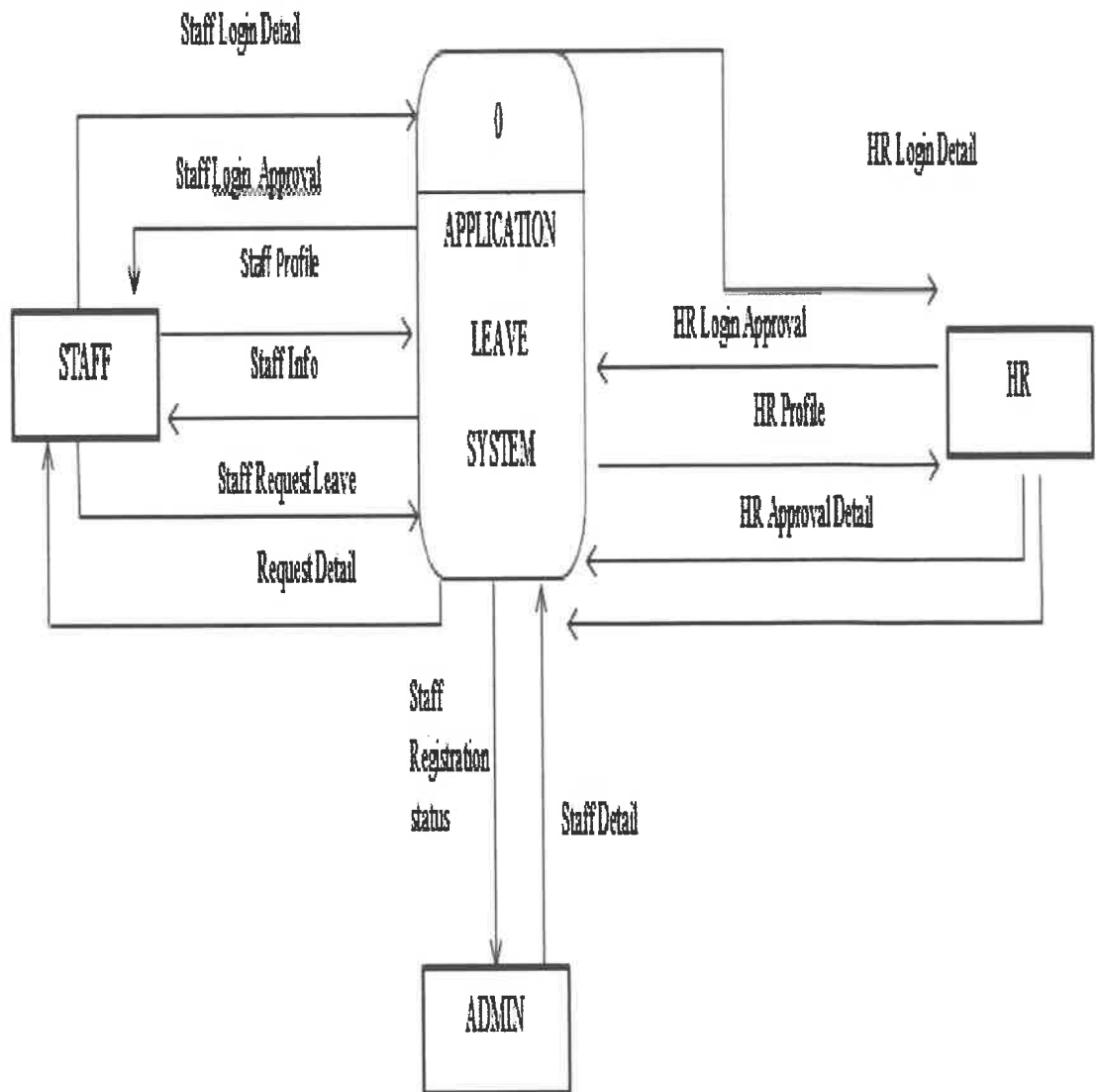


Figure 32: Context Diagram for Application Leave System

3.2.8.4: Entity Relational Diagram for Application Leave System

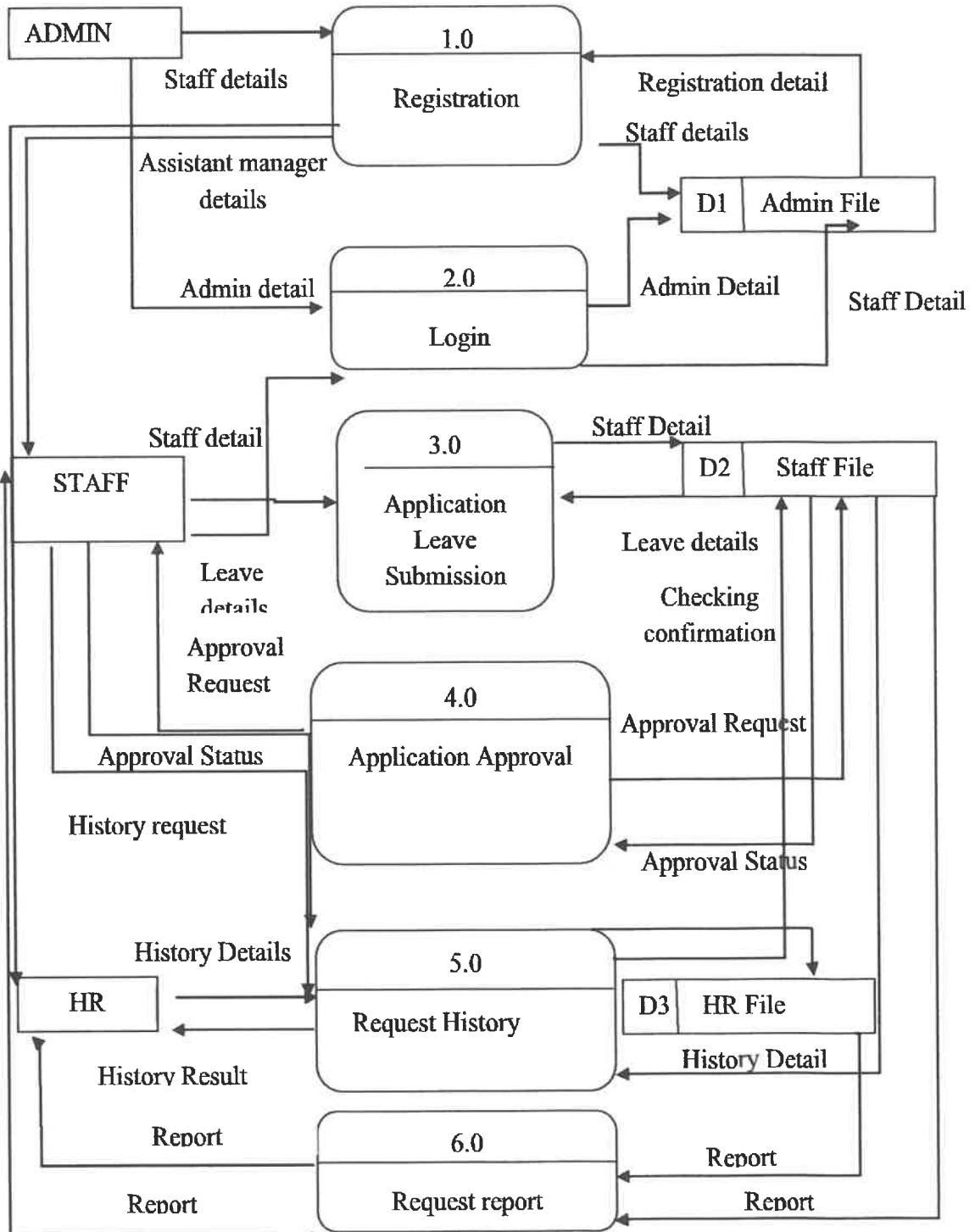


Figure 32:Data flow diagram level 0 ALS

3.2.9: Design

3.2.9.1: Main interface design for Application System



Figure 34: Main Interface for all system

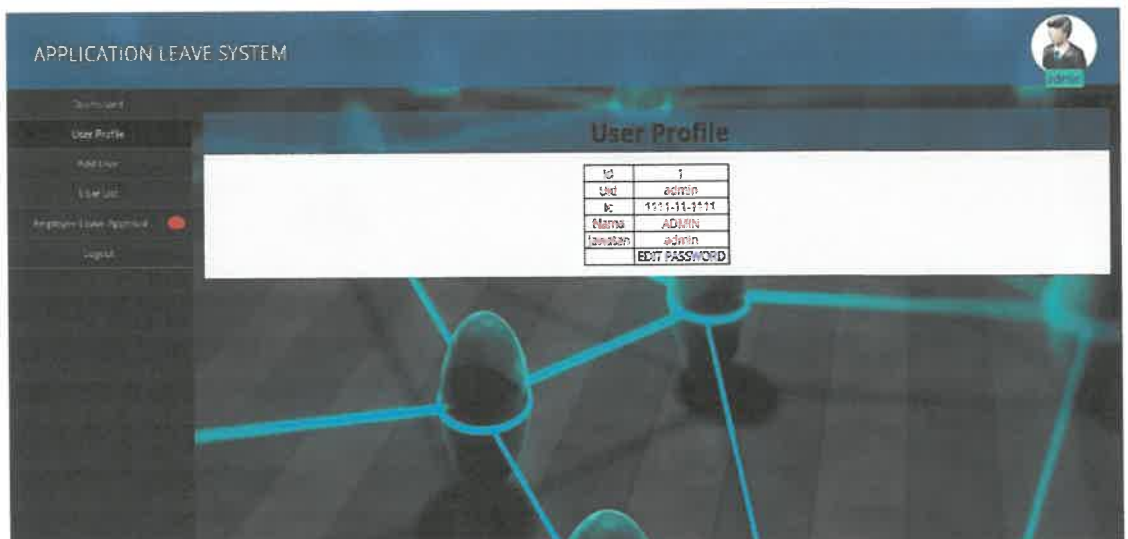


Figure 35: Add User by Admin

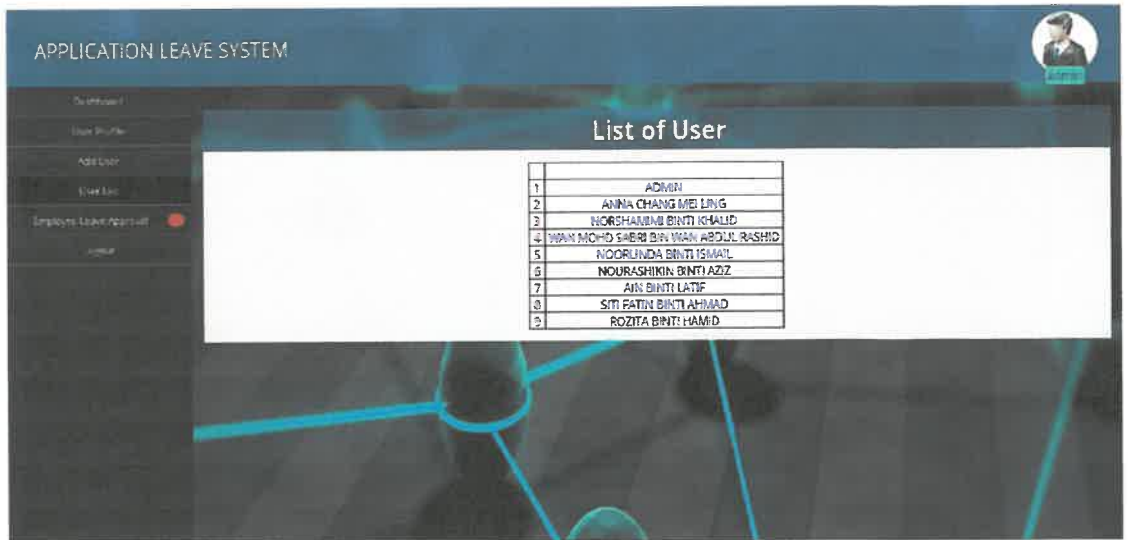


Figure 36: List of user

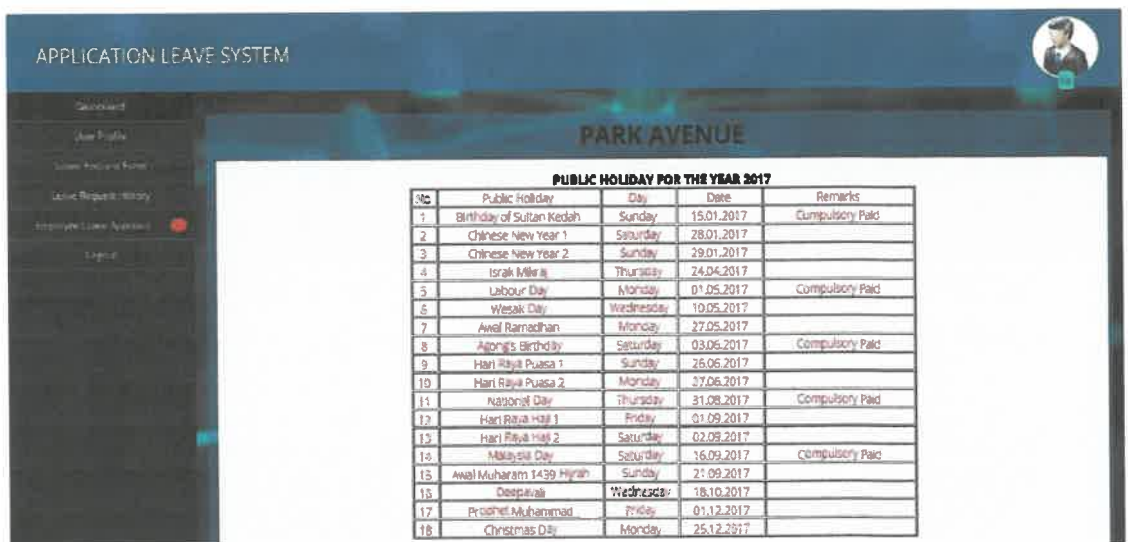


Figure 37: Dashboard for admin

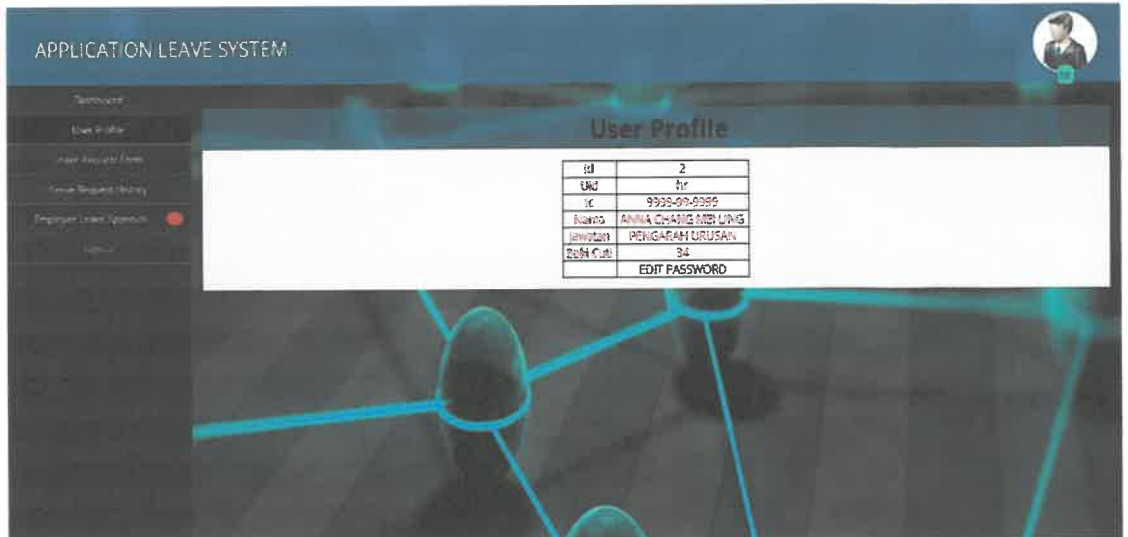


Figure 38: HR Profile

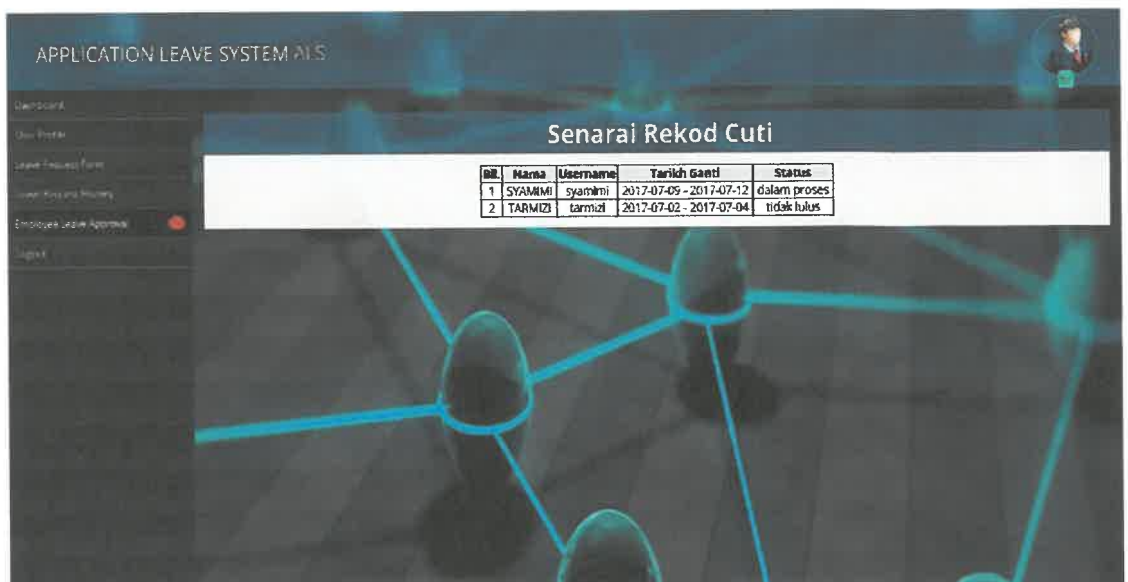


Figure 39: HR approved leave application



Figure 40: User apply leave

3.2.10 Implementation

The process of implementation after the trainee continues to fix bug at the system. The process of fixing the bug is will be in the testing phase which the trainee will test the coding every time the system is been test.

3.2.11 Maintenance

The process of maintenance the system cannot be done, since the system is still ongoing system.

CHAPTER 4: CONCLUSION

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

One of application of knowledge from learning at faculty that the trainee applied in undertaking the task is the process of making Ethernet cable using RJ45 connector. The trainee has been learning from the subject Support Service and Maintenance. From the knowledge that has been acquired from the subject, the trainee easy to carry out the task. The supervisor no longer need to introduce all the items that used to make Ethernet cable because the trainee has already and it reduce time required by the supervisor to demonstrate the task.

While an internship gives trainee a hands-on chance to apply the education and knowledge the trainee gained in university, it also helps strengthen professional skills. Transferable skills like communication, teamwork, professional etiquette and work ethic can usually only be developed through actual experience. All of the skills that the trainee used in industrial training has been learn in most of subjects in university especially in Principle and Practice of Management.

One of application of skills in undertaking the task given by the supervisor that the trainee has used is the application of leadership skills. Leadership skill is important in handling problem and to shows the trainee committed to the work. When the supervisor assigned the trainee to lead the task the process of applying the leadership knowledge to settle the task was developed.

Internship is sometimes a school of hard knocks in that the trainee learn through feedback and correction offered by supervisor. The criticism helped trainee to polish skills before the trainee dive into career in future life.

4.2 Personal thoughts and opinion

On trainee's personal opinion, the trainee found that Park Avenue is actually a good place to a student to go on training. The institution will allow to feels real working life and all the responsibility as a preparation when working in future. Park Avenue always offers the trainees to show all of the skills that they have. For example, even though still a trainee all the trainee's opinions and works will be not neglected by the management.

For once, it is an honor for trainee that has been given an opportunity to design a greeting card requested personally by the general manager. The responsibility that being given need to be used wisely and it is the time for trainee to show talent that she's got. It can be considered as appreciations since the top management knows existing in their company. The chance need to be taken seriously and to show the best all the skills required by the company.

On the other hand, there is personal opinion that trainee wanted to share to the senior staff in this company. From trainee's observation, the front desk in this company might have lack understanding in handling the problem for example when the guest complaining about the strength of Wi-Fi is not enough. It is contrast from what the trainee have been learnt that the front desk should know appropriate and know to handle basic task such as asking to the guest whether the switch is on, the mobile phone of the guest is working properly, the password that the guest been inserted is correct. After all of simple and basic task is being carried and the guest is still having the same problem, then the front desk can transfer the issue to the Electronic Data Processing Department (EDP).

Next, from trainee observation the trainee thinks the system that been used by most of department in the Park Avenue is quite outdated. Most of operating system that been used is run in Windows XP operating system. The financial issues might be the main obstacle to upgrade the windows, but it is important for the company to takes the matter seriously to avoid the system suddenly cannot be used any longer in future and then it will require more money to fix the problem.

4.3 Lesson learnt

Sincerely there are a lot of lesson that the trainee have learnt from the first day the trainee registered in this company. The first lesson that trainee learnt is in term of punctuality in time management. It is important to have accurate time management. For example, it is important for a student and as a staff in planning on their time management to go to work. Proper time management is important for the punctuality in arriving to the office. As a student that entering the real working life it is important for the student to avoid coming late to the office. Frequently late in coming to the office is one of indicators that someone is still lacking in their time management.

Next, the lesson learnt is it is important to have good communication skill in establishing a proper relationship between colleagues and also with the guest. A good communication will create comfortable environment especially between the senior officemates. It is important to respect the senior and being a tolerate person. Greeting when meets, smiles, helping others is a basic things that need to be understand not only by the students but for all people in establishing a good relationship in working area. Good communication skill comes together with a good self-confidence. It is important for a student to have enough self confidence in communicating with each other and also with the guest.

Next, the lesson that the trainee have learnt is when the trainee came to this organization is technical ability has been boost up from before. Before this, trainee's technical skills are not as much that the trainee does have now after internship session in this company. Ability in handling internet problem and some hardware failure is one of lesson that the trainee frequently discover during internship life.

4.4 Limitations and Recommendations

From limitation aspect, there are few aspects that the trainee found that the trainee have been lack in. The first thing is in term of ability in repairing hardware devices. Most of department in this company especially Engineering Department will transfer all damaged devices to Electronic Data Processing Department (EDP) to be repair. The electronic devices that are usually being transferred to this department are television, walkie-talkie, printer, sound machine, computers, and other.

Usually, trainee only can handle a simple problem only. The simple problem that trainee can handle in repairing electronic devices such as detecting some screws in the electronic devices was loose and the wire was obviously cut off. Electronic devices with too complex damaged such as wiring failure, part of component missing or broken is a part of limitation from trainee herself that the trainee cannot handled it. It is so hard for trainee to trace technical failure such as in detecting the circuit problem in a television that once happens to the Bistro Department. The television is suddenly cannot be switch on and after trying some preliminary problem solving such as checking the cable, setting, the trainee still cannot figure out the actual problem that happens to the television.

Next, one of limitations that trainee faces, in term know all the components that made up the server. The supervisor used to assign trainee to find the figure images of a server and labeled all the components that made up the server. The trainee only can label the components that exist in the server but the trainee was having problem in explaining how the component works together in a server. There are also some hardware components that trainee have not seen before.

Most of the limitations that the trainee has been go through are more on technical side which the trainee might be still lacking. The trainee have no issues in handling the simple problem but when it came to the too-in depth technical problem, it might consumes me a lot of time in figuring the actual problem that happens to the electronic devices.

As a recommendation that the trainee can makes is, the students need to have more knowledge in managing technical problem. The students need to rise up the capability and technical knowledge that can help them in future. It is important to have special ability especially in technical knowledge because most of company required an employee who knows everything.

Next, the server need to be more secured. From the observation that been carried by the trainee in 5 months, the trainee found that the level of safety at room server was not so good. The server room can simply entered by other unauthorized person. The server room was not locked and there was no CCTV being installed in the server room.

The trainee felt that the room needs to be locked and only authorized person such as EDP officer can access to the room. The CCTV also needs to be installed in the server room and being scrutinized from time to time. In nowadays technology, there is CCTV that can link directly to the mobile phone. When the CCTV can be view through mobile phone, authorized person such as the EDP office can observed the server room from his house. It can helps the EDP officer to make sure that the room is secured from any unauthorized person.

REFERENCES

All your designs-Canva (2017)

Retreived 3 March 2017, <https://www.canva.com/create/posters>

NoorLinda Binti Ismail (personal communication 1 February 2017)

Sazali Bin Sidik (personal communication 5 February 2017)

Park Avenue Hotel (2011-2012) Retreived 15 February 2017,

<http://www.parkavenue.com.my/>

APPENDIXES

**INDUSTRIAL
TRAINING
STUDENT'S
CHECKLIST**

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : NORHANIM BINTI ABU SIMAN
Student's Id : 2013183601
Unit / Department : ELECTRONIC DATA PROCESSING
Organization : PARK AVENUE HOTEL
Semester : Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;			28/12/16
	1. Industrial Training Handbook		✓	
	2. IMC690 Assessment		✓	10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)		✓	
	4. Insurance Letter (UiTM)		✓	
	5. Industrial Training Report Overall Contents		✓	
	6. Cover & Title Page Guideline		✓	
	7. Declaration Guideline		✓	
2.	8. Abstract Guideline		✓	
	Receive, read and understand the rubrics;		✓	
	1. Rubric – Industrial Evaluation			
	2. Rubric - Individual Presentation		✓	
3.	3. Rubric - Industrial Training Report (Overall)		✓	
	4. Rubric - Industrial Training Report (Reflection Assessment)		✓	
3.	Receive, read and understand all the forms		✓	
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")		✓	1-10/2/2017
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)	✓	
6.	Understand that NO semester break during internship.		✓	

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)	✓	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	28/2/2017
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES, via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	27/2– 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	13–26/3/2017 GUGUR TARAF 30/3/ 2017
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		✓	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		✓	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		✓	BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	✓	
24.	Attach this checklist in Appendices section.	YES	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	✓	

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

LOG BOOK

1. Student's Name : NORHADIM BINTI ABU SEMAN
2. UiTM Matrics : 20131P2601
3. Programme : BACHELOR OF INFORMATION SYSTEM MANAGEMENT
4. Semester : 6
5. Home Address

FOR OFFICE ONLY
Remarks:(Dean/Course Coordinator)

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
01-02	Report on duty at the organization	
	Briefing from Human Resource (HR)	
	relating the protocol and rules	
	of organization.	
	Placement to Electronic Data	
	Processor (EPD) department	
	After of process introducing to each	
	other, the discussion on working	
	days and leave were held.	
	Resetting Wifi	
	Repair modem after received	
	complain from general manager.	
	Configure Router.	
	change video at the main video	
	shower at ballroom.	

Park Avenue Hotel
 E1, JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04 431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02.02	Check "Gala h Bistro"	
	Update & refresh Wifi from level 12. The Wifi will be refresh level by level begin with level 12 until the lowest level	
	The router at level 11 was facing some technical failure so, the process of identifying the problem was parallel carried.	
	Software installation at Sales and Marketing Department Fixing the Wifi placement.	
	Pairing the printer to all the laptops in Sales and Marketing Department to make sure all PCs in the department connected to the main printer machine.	
	Configure Router	
	Edit movies using movie maker	
	Placing the edited videos to the main tv at the lobby.	<p>Park Avenue Hotel 51, JALAN INDAH DUA, TAMAN SEJATI INDAH, 08000 SUNGAI PETANI, KEDAH DARUL AMAN. TEL : 04 431 7777 FAX : 04-431 3399 Email : general@parkavenue.com.my</p>



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02/02		
	Refresh WiFi before duty is over.	
Park Avenue Hotel 08000 SUNGAI PETANI, KEDAH DARUL AMAN.		
TEL : 04 431 7777 FAX : 04 431 3399 Email : general@parkavenue.com.my		

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
03.03	Refresh Wifi	
	Wifi in level 11 was having some	
	problems related the coverage, then	
	the process of fixing the problem	
	was held.	
	Received complaint related Wifi	
	The router in level 11 was broke	
	and it was the root for the	
	problem related internet connection	
	Checking the account system and	
	found the problem related to its	
	database.	
	The database was obsolete, then	
	called the manufacturer that	
	responsible to maintain to do	
	some checking to the database.	
	edit movies	
	Refresh Wifi	

Park Avenue Hotel

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08000 SUNGAI PETANI, KEDAH DARUL AMAN,

TEL : 04 431 7777 FAX : 04 431 3399

Email : general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
08.03	Refresh WiFi	
	WiFi in level 10 and 9 are having	
	some problem related of the	
	internet connection.	
	The Internet coverage was also	
	slow and the guest complain	
	Refresh each router from level	
	9 and 10	
	Refresh the main gateway that	
	located in the M&E Room	
	in level 9.	
	The internet problem was resolved	
	after the main gateway was	
	refresh.	
	Solving the problem related	
	the functionality of the TVs studied	
	at the ballroom.	
	Placed and meeting for special	
	project was held in EDP Room.	

Park Avenue Hotel
 EL JALAN SIDAIDUA 11 (ANSONIA LINDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04 431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
06.02	Refresh Wifi	
	Checking PMS system.	
	Updating displaying item that	
	placed at loby	
	Keyin data for new price of	
	menu	
	Configure Microsoft Outlook account	
	for the staff	

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 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
07/02	Refresh Wifi Connection	
	Repairing Printer from front Office	
	Refresh Database Server	
	Editing A3 Birthday card	Judi
	Designing Greeting card for Human Resource Department.	Good -
	The card need to be designed to three staff in Park Avenue.	
	The purpose of the card is to be given for the staffs that will celebrate their birthday	
	Substitute and send by supervisor to attend the meeting for the coming events of Hotel.	
	The meeting takes about two hours.	
	The meeting discuss about the staff gathering and karaoke contest	
	Refresh and update inventory of the "Hero" system at Ball room.	
	The menu in the system also being updated into latest	

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 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Refresh WiFi before the	
	work finished.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/2/17	Refresh Wifi	
	Design Birthday Card. After	
	received approval from HR department	
	related the design of the A3 also	
	birthday card design, the best	
	design was chosen.	
	Design different A3 poster for	
	staff gathering dinner. The poster	
	need to be designed according	
	to 'Bollywood Night' design.	
	Repair HDMI port at the	
	front office	
	Repair Wifi connection at	
	Northern Lounge.	
	Refresh Wifi	

Park Avenue Hotel
 E1, JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04 431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/2/17	Refresh WiFi	
	Detected that WiFi in level 7A was in	
	problem state which it can be	
	connected but not received	
	data packet.	
	Design annual dinner's poster	

Park Avenue Hotel
 E1, JALAN INDAH DUA, TAMAN SEJATI LINDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04 431 5399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/3.	Refresh WITI	
	Add and update the inventory	
	File of 'Hero's system	
	Design Karaoke's poster	
	Design Floor Plan	
	Change password for Bistro	
	Witi	

Park Avenue Hotel
 E1, JALAN INDAH DUA, TAMAN SEJATI LINDAH,
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 TEL : 04-431 7777 FAX : 04-431 3399
 Email : general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/2	Setup new projector including	
	testing each of cable whether it	
	is functioning or not. After finished	
	installing, the projector was delivered	
	to the department.	
	Update the 'Hero's' system with the latest	
	and special offer menu for	
	Valentine's day. The 'Hero's' system	
	is only can be used by EDP staff	
	and authorized only	
	Backup data in the server.	
	Setup client bridge	
	Setup password for certain	
	places.	
	Park Avenue Hotel EI, JALAN INDAH DUA, TAMAN SEJATI INDAH, 08000 SUNGAI PETANI, KEDAH DARUL AMAN. TEL : 04 431 7777 FAX : 04 431 3399 Email : general@parkavenue.com.my	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/2	Refresh WiFi	
	Testing the ubiquity network. Sign	
	in the admin account that	
	will maintained the flat network	
	coverage.	
	The process of maintaining the	
	and testing the new router	
	takes time about 2-3 hours including	
	process of setting up the network	
	and testing the strength of	
	the network.	

Park Avenue Hotel
E1, JALAN INDAH DUA, TAMAN SEJATI INDAH,
08000 SUNGAI PETANI, KEDAH DARUL AMAN.
TEL: 04 431 7777 FAX: 04-431 3399
Email : general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17/2	Refresh WiFi	
	Editing poster	

Park Avenue Hotel

61, JALAN INDAH BUKIT, KEMAS, TAMPAL, 08000 SUNGAI PUTANG, KEDAH DARUL AMAN.

TEL : 04 431 7777 FAX : 04-431 3399

Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/2	Checking server because of one of system in the Bistro was having failure and suddenly stop operating.	
	Design 5 different posters for promotion purposes. The back of poster filled with Mother's Day element	
	Checking "Hero's" server & system situated at Lounge's room. The system was having failure to print the bill.	
	Checking the main server and refresh it.	
	Refresh WIFI.	

Park Avenue Hotel
 No. 1, Jalan Park Avenue, Taman Sejahtera Indah,
 08000 Sungai Petani, Kedah Darul Aman.
 Tel: 04-431 7777 Fax: 04-431 3399
 Email: general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2012	Refresh WiFi of every level	
	Each level have difference and a total	
	of 4 modem	
	Repairing laptop's charger	

Park Avenue Hotel
 21, JALAN USDAH DUA, TAMAN SELATI INDAH,
 08000 SINGAI BETUNG, KUDAT DARUL AMAN.
 TEL : 04 431 7777 FAX : 04-431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/2	Refresh Wifi	
	Monitor server because the	
	server was having technical	
	failure before.	
	Learn on how to turn off the	
	server step by step.	
	Learn on how to print selected	
	Bidor Report	

Park Avenue Hotel
 21, JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04-431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/12	Refresh WIFI	
	Check LAN cable of Sales	
	Department	
	Received call from BISTRO to check	
	PC. The PC was unable to	
	generate the receipt.	
	Check CPU at the Account Department	
	The power cable have been damaged	
	Refresh WIFI	

Park Avenue Hotel
 61, ALYAN SPASAL DUA, TAJAN SEJATI INDAH,
 08000 SINGAI PETANI, KEDAH DARUL AMAN.
 TEL: 04-331 7777 FAX: 04-331 3399
 Email: general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/2	Refresh WiFi	
	Check Router at Serendang and	
	Sanggara. The router at the Serendang	
	have been broken, so the router	
	need to be repaired	
	Check CCTV monitor at Park	
	Avenue's Bowling	
	Clean laptop's motherboard	
	Refresh WiFi	

Park Avenue Hotel
 61, JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PEKANT, KEDAH DARUL AMAN,
 TEL : 04 431 7777 FAX : 04 431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/12	Refresh WTK	
	Design FRB poster	

Park Avenue Hotel
 EJ. JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04 431 3399
 Email : general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2812	Refresh WIK	
	Change password of President	
	checking CCTV system	
	Replace Serendah Router	
	Configure Serendah Router.	
	Refresh WIK	
	Park Avenue Hotel 61, JALAN INDAH DUA, TAMAN SELATI INDAH, 08000 SUNGAI PETANI, KEDAH DARUL AMAN. TEL : 04 431 7777 FAX : 04 431 3399 Email : general@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
113	Refresh WIK	
	change IP setting at main gateway	
	at level 9.	
	The IP address was changed	
	to dynamic	
	Check Internet and WIK connection	
	level by level.	
	Setup laptop at UG Hotel	
	Change SWITCH	
	Park Avenue Hotel	
	81, JALAN T. TUN PUNJAYA, MANSION 5, TATI INSAH,	
	08000 SUNGAI PETANI, KEDAH DARUL AMAN.	
	TEL : 04 431 7777 FAX : 04-431 3399	
	Email : general@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/3	Refresh Win7	
	Repair laptop that having slow	
	performance problem.	
	Repair by add up new ram	

Park Avenue Hotel
 81, JALAN INDAH DUA, TAMAN SEJATI LINDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04 431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/2	Setup New Router at level 7B.	
	Refresh Wifi	
	Received call from Laundry	
	Department said that the wifi and	
	ethernet was unable to be connected.	
	The process of identify the problem	
	was carried and found that	
	the switch was no longer can	
	be used.	
	Park Avenue Hotel 61, JALAN INDIAN DUA, TAMAN SELI JATI ENDAH, 08000 SUNGAI PETANI, KEDAH DARUL AMAN. TEL : 04 431 7777 FAX : 04-431 3399 Email : general@parkavenue.com.my	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/3	Refresh Wifi. All level were	
	Checked. Every Router at every	
	level was properly functioned.	
	Designed poster to promote "Hashtag"	
	contest, promoted via Facebook. The	
	poster was requested by Marketing &	
	Sales Department.	
	Retouch the Park Avenue Dinner poster	
	to change information and	
	details in the poster.	
	Park Avenue Hotel	
	81, JALAN INDAH BUA, TAMAN SEJATI INDAH, 06000 SUNGAI PETANI, KEDAH DARULAMAN.	
	TEL : 04 431 7777 FAX : 04-431 3399	
	Email : general@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/3	Refresh witi	
	Install and configure IP address	
	for router DC and	
	Ubiquiti.	
	The ubiquiti router was still	
	in trial phase	

Park Avenue Hotel

61, JALAN ISDAH BUKA, 7, TASEL, PATAH ISDAH,
 08000 SUNGAI PETANI, KEAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04-431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/2	Refresh Wifi	
	Checked the ubiquity connection	
	Configure and repair LAN connection. at Head Chef office.	
		Park Avenue Hotel <small>EL JALAN INDAH DUA, TAMAN SEJATI INDAH, 08000 SUNGAI PEJANI, KEDAH DARUL AMAN, TEL : 04 431 7777 FAX : 04-431 3399 Email : general@parkavenue.com.my</small>

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/3	Refresh WiFi	
	Check PC at Lobby that was stucked and cannot be used	
	Installation of CCTV at Bowling	
	Sejar	
	Repair LAN connection at Sales and Marketing Department	
	Diagnose DNS problem at Kitchen Department	
	Park Avenue Hotel 61, JALAN INDAH DUA, TAMAN SRI UTAMA, 08000 SUNGAI PETANI, NEGERI SEMBILAN. TEL : 04 431 7777 FAX : 04-431 3399 Email : general@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/3	Refresh Wrti	
	Repair laptop's charger. The charging cable was misplaced from the circuit	
	Received complaint from guest pertaining to the wrti. Immediately go to level 3 and resolved the problem.	
	Checking LAN cable of Chef	

Park Avenue Hotel
 61, JALAN INDAH DUA, TAMAN SEPATI KUALA
 08000 SERI KAYU, KEMAS DARUL AMAN.
 TEL : 04 431 7777 FAX : 04-431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/3	Refresh WiFi	/ -
	Dant lounge report for	
	account department at the	
	server.	
	Download "Bollywood" videos	
	for general manager as preparation	
	for "Staff Gathering Dinner"	
	Sent the report to the Head	
	of Account Department	

Park Avenue Hotel

81, JALAN INDUSTRIAL 1/1, LINGGI, KUALA LUMPUR,
08000 SINGAI BELANT, KEDAH DARUL AMAN.
TEL: 04-331 1777 FAX: 04-331 3399
Email: general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/3	Refresh level wifi	
	Diagnose DNS problem at	
	Head Chef's office	

Park Avenue Hotel

40100, TAMAN SEJATI INDAH,

SEKUTUH BARU, JALAMAN,

03-64431330

www.parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/4	Refresh wifi at all level	
	Troubleshoot internet at Park Avenue Bowling.	

Park Avenue Hotel
 RELIABLE SERVICE, TAMAN SEJATI INDAH,
 177 FAN 1: 04-431 3399
 @parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/4	Refresh Wifi at all level	
	Set up pc and do wire cabling	
	at Housekeeping office	

Park Avenue Hotel

ET, JALAN INDAH DUA, TAMAN SEJATI INDAH,
08000 SUNGAI PETANI, KEDAH DARUL AMAN.
TEL : 04 431 7777 FAX : 04 431 3399
Email : general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/4	Refresh wifi at all level	
	Print Hotel Revenue for account	
	department at the Servo Room	

Park Avenue Hotel
 EL JALAN INDAH DUA, TAMAN SEIATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL: 09 431 7777 FAX: 04 431 3399
 Email: general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/4 NORMAL	Refresh WIK	
	Learn on how to communicate	
	with the programmer from	
	hdia that responsible to manage	
	Park Avenue's Account Database.	
	The database was called as	
	'Epitome'.	
	Reporting to the 'Epitome' related	
	account issues which the coding	
	was error and database cannot	
	detected the account number's owner	
	Communicate via teamviewer and	
	the programmer will revise the	
	coding.	
	Park Avenue Hotel 81, JALAN ENDAH DUA, TAMAN SRI JATI LINDAH, 08000 SUNGAI PETANI, KEDAH DARUL AMAN. TEL : 04 431 7777 FAX : 04 431 3399 Email : general@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/14	Restart main switch of UNIFI .	
	The UNIFI located at the Server	
	Room. It was because of Wifi	
	connection at all place in Park Avenue	
	was having problem.	
	The process of restart need	
	to do Step by step to avoid other	
	problem happens.	
	Check Wifi. connection at All	
	level. All wifi and routers	
	were well operated.	
	Design poster for marketing purpose	
	which was requested by Sales and	
	Marketing Department.	
	Adding location of Lounge and	
	Bistro of Park Avenue in google	
	maps. It was included with adding	
	Some images	
	Park Avenue Hotel	
	EI, JALAN INDAH DUA, TAMAN SEJATI INDAH,	
	08000 SUNGAI PETANI, KEDAH DARULAMAN.	
	TEL : 04 431 7777 FAX : 04 431 3399	
	Email : general@parkavenue.com.my	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/4	Refresh Utk at all level	
	Install Adobe Photoshop for PC at Food & Beverages department	
	Check and setting PC at Bistro. It includes refresh PMS connection of Bistro system	
	Check and refresh the PC at Lobby due to the PC was not functioning and always becoming slow	
	Restart Printer at Lobby because it was stuck.	

Park Avenue Hotel
 E1, JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PEKAT, KEDAH DARUL AMAN.
 TEL: 04-431 3399 FAX: 04-431 3399
 Email: general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/4	Refresh Wifi	
	Install IP camera at server room	
	Park Avenue Hotel 61, JALAN CIDRAS DUA, TAMAN SEJATI INDAH, 08000 SUNGAI PETANG, KEDAH DARUL AMAN	
	TEL : 04 431 7771 FAX : 04 431 3399 Email: general@pa-kasehue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/4	Perrech USti	
	Design Mother's Day Carnival	
	invitation Poster.	
	Park Avenue Hotel 61, JALAN IMPERIA, TAMAN SEJATI INDAH, 08000 SUNGAI CAYANG, KEMAH DARUL AMAN. TEL: 04431 777 FAX: 04431 3349 Email: general@parkavenue.com.my	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1914	Refresh wifi	
	Design Mother's Day Carnival's	
	Poster.	
	The poster will be advertise through	
	official website of Park Avenue.	
	The posters were designed into	
	two format which were A4 and	
	A3.	
	Received called from front Office.	
	The PCs are stop responding.	
	The process of booking the	
	computer have been made.	
	Redesign Mother's Day poster because	
	the management requested for	
	three different design.	

Park Avenue Hotel
 21, JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL: 04-351 7177 FAX: 04-351 3399
 Email: general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/4	Refresh WIFI.	
	Help one of staff to reformat	
	all the data in her mobile	
	phone.	
	Create Apple ID for the staff	
	Park Avenue Hotel EL JALAN INDAH DUA, TAWAN SELATAN INDAH, 08000 SUNGAI PETANI, KEDAH DARUL AMAN. TEL: 04 431 7777 FAX: 04-431 3359 Email: general@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/4	Refresh Wifi	
	Do 'speed test' to check level	
	of internet connectivity strength	
	at the floor 11	

Park Avenue Hotel

51, JALAN PINDIL, BUKIT MELAK, TAMAN MELAK, KUALA LUMPUR.
08000 SUNGAI PETANI, KEDAH DARUL AMAN.
TEL : 04 431 7777 FAX : 04-431 3399
Email : general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/4	Refresh Wifi	
	Check the 'Ubiquity Router' performance.	

Park Avenue Hotel
No. 1, JALAN LINDA DUA, TAMAN SELJATI INDAH,
08000 SUNGAI PETANI, CEDAH DARUL AMAN.
TEL : 04-431 7777 FAX : 04-431 3399
Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/4	Refresh W/M	
	Restart PMS at Bistro since	
	the interface of the system	
	was failed to connect.	
	The process of restarting PMS	
	connection only can be done	
	by admin.	

Park Avenue Hotel
E1, JALAN INDAH DUA, TAMAN SEJATI INDAH
08000 SUNGAI PETANI, KEDAH DARUL AMAN.
TEL: 04-431 3333 FAX: 04-431 3399
Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/5	Refresh Wifi	
	Received one \$ from Mr Michael	
	(the owner of Park Avenue) to place	
	at any department.	

Park Avenue Hotel
 61 JALAN TUNJANG, TERMAN BEJATI INDAH
 06000 SUNGAI PETANG, KEDAH DARUL AMAN.
 TEL : 04 431 7777 FAX : 04-431 3399
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3 / 5	Refresh WiFi	
	Setup two PCs at Human	
	Resources Department.	
	The process of setting up the	
	new PCs include the process of	
	setting the LAN network, cabling	
	and placement the PC	
	Setting the Printer at Human	
	Resource Department as requested	
	by the staff.	
	Do sharing printer network	
	Taking picture of best employees	
	of the month for documentation	
	purpose.	

Park Avenue Hotel
 431 7777 FAX : 04-431 3399
 Email: general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/15	Refresh Wifi	
	Get to know and learn about	
	PMS client Hotel System.	

Park Avenue Hotel
 61, JALAN INDAH BUA, TAMAN SEJATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL: 04 31 7577 FAX: 04-431 3399
 Email: general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/5	Refresh UTK	
	Do Create "labelling tag" for	
	firing purpose at Housekeeping	
	Department	

Park Avenue Hotel
 FL. JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08000 LINGGAJ PEJARI, KELAH DARUL AMAN.
 TEL: 04-431 3399
 E: parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/5	Refresh Wifi	
	Download Dreamweaver and	
	install in the laptop.	
	Park Avenue Hotel	PE
	PE	AN
	KEDAH DARUL AMAN	SEJATI INDAH
	KEDAH DARUL AMAN	SEJATI INDAH
	KEDAH DARUL AMAN	SEJATI INDAH
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	KEDAH DARUL AMAN	SEJATI INDAH
	KEDAH DARUL AMAN	SEJATI INDAH

Park Avenue Hotel
PEKAN KEDAH DARUL AMAN SEJATI INDAH
MELAKA, KEDAH DARUL AMAN
TEL: 04-431 3599
GENERAL@PARKAVENUE.COM.MY

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/5	Refresh wffi	
	Create HOD, Supervisor, trainees	
	attendance to be submitted to	
	Human Resource Department	
	<p>Park Avenue Hotel No. 1, JALAN LINDANG BUKU 1, KAMPUS 3 SATI LINDANG, 08000 SUNGAI PETANIL, KEDAH DARUL AMAN. TEL : 04-431 3399 FAX : 04-431 3399 Email : general@parkavenue.com.my</p>	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/15	Refresh USti	
	Create Maid assignment using	
	Efitomo Pms system.	

Park Avenue Hotel
 61, JALAN INDAH BUA, TAMAN SUCI, TAMPUBATA
 02000 SELAYANG, KUALA SELANGOR, SEKUTU DARUL AMAN.
 TEL: 03-331 7177 FAX: 03-331 3399
 Email: general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/5	Refresh Witi	
	Get to know with WannaCry	
	virus. The process of preventing	
	the infection of the virus was	
	held.	

Park Avenue Hotel

61, JALAN INDAH BUA, TAMAN SEJATI INDAH,

08000 SUNGAI PETANI, KEDAH DARUL AMAN.

TEL : 04 431 7777 FAX : 04 431 3399

Email : general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/15	Refresh WiFi	
	The router from level 9 until 12	
	were having problem with WiFi.	
	After a few attempt to refresh	
	the WiFi at each level, the	
	WiFi is now still not functioning.	
	Refresh main switch at M&E room	
	at level 9.	

Park Avenue Hotel
 EL JALAN INDAH VIII, TAMAN SEJATI LINDAH
 68000 SUNGAI PETAJAYA, KEDAH DARUL AMAN.
 TEL : 04-431 3359
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/5	Refresh Whti	
	Design A3 size birthday card	
	for General Birthday	

Park Avenue Hotel
E1, JALAN INDAH DUA, TAMAN SEAGATI INDAH,
08000 SUNGAI PELEKAJ, KEDAH DARUL AMAN.
TEL : 04 431 7777 FAX : 04-431 3399
E-mail : reservations@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
31/5	Refresh witi	
	Create Maid assignment	
	Park Avenue Hotel 61, JALAN INDAH DUA, TAMAN SEJATI INDAH, 08000 SUNGAI PETANI, NEDEAH DARUL AMAN. TEL : 04 431 7777 FAX : 04-431 3399 Email : general@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
S/G	Refresh Wrti at all level	
	Do maid assignment using	
	epitome PMS.	

Park Avenue Hotel

61, JALAN INDAH DUA, TAMAN SEJATI INDAH,
 08600 SUNGAI PETANI, KEDAH DARUL AMAN.
 TEL : 04431 7772 FAX : 04431 3189
 Email : general@parkavenue.com.my

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/6	Refresh WiFi	
	Create 'Room Maid' assignment	
	and divide the room accordingly.	
	Park Avenue Hotel, 81, JALAN INDAH DUA, TAMAN SEJATI INDAH, 08000 SINGAPORE, MALAYSIA. TEL: 011-101 1111 Email: reservations@parkavenue.com.my	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/10	Refresh wifi	
	Do maid assignment	
	Park Avenue Hotel 81, JALAN LINDAH BIDA, T. MANJANG LINDAH, ORANG SUNGAI BERAGAH, KEBANG DABUL AMAN. TEL : 944813389 Email: info@parkavenue.com.my	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/6	Refresh WiFi	
	Design General Manager's Birthday card	

Park Avenue Hotel
ATLINDAH,
JAJANG

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/6	Refresh WiFi	
	Receive visiting from UiTM Melbork	
	Lecturer.	
	Restart PMS connection	

Park Avenue Hotel
 EL JALAN MELATI ENDA, TIGAIAN SELATI INDAH,
 08000 SUNGAI PETANI, KEDAH DARULAMAN
 TEL: 06 431 7777 FAX: 04-431 3399
 Email: general@parkavenue.com.my



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/6	Refresh Wifi	
	Do mid assignment.	
	Check Wifi connectivity at	
	room.	

Park Avenue Hotel
E1, JALAN INDAH DUA, TAMAN SEJATI INDAH,
08000 SENGAI PETANG, NEBAH DARUL AMAN,
TEL : 04131 2772 FAX : 04131 3369
Email : generasi@parkavenue.com.my

INDUSTRIAL
TRAINING
STUDENT'S
CHECKLIST

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : NORHANIM BINTI ABU SEMAN
Student's Id : 2013183601
Unit / Department : ELECTRONIC DATA PROCESSING
Organization : PARK AVENUE HOTEL
Semester : Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (✓)	DATE
1.	Receive, read and understand the documents;			28/12/16
	1. Industrial Training Handbook		✓	
	2. IMC690 Assessment		✓	10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)		✓	
	4. Insurance Letter (UiTM)		✓	
	5. Industrial Training Report Overall Contents		✓	
	6. Cover & Title Page Guideline		✓	
	7. Declaration Guideline		✓	
2.	8. Abstract Guideline		✓	
	Receive, read and understand the rubrics;			
	1. Rubric – Industrial Evaluation		✓	
	2. Rubric - Individual Presentation		✓	
3. Rubric - Industrial Training Report (Overall)	✓			
4.	4. Rubric - Industrial Training Report (Reflection Assessment)		✓	
	3. Receive, read and understand all the forms		✓	
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")		✓	1-10/2/2017
5.	Understand that students are NOT ALLOWED to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)	✓	
6.	Understand that NO semester break during internship.		✓	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		✓	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		✓	BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	✓	
24.	Attach this checklist in Appendices section.	YES	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	YES	✓	

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	YES (Copy of attendance)	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)	✓	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	28/2/2017
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES, via face-to-face OR email OR phone calls OR any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	27/2– 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	13–26/3/2017 GUGUR TARAF 30/3/ 2017
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		✓	

USER MANUAL

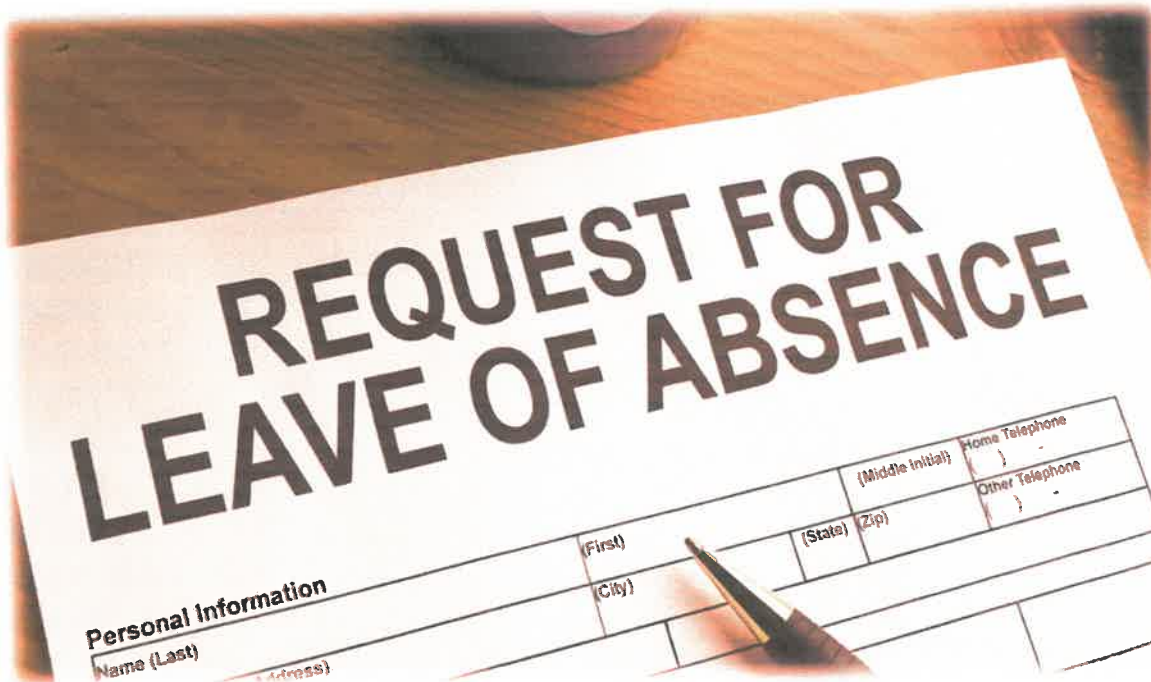
Park Avenue HOTEL

SUNGAI PETANI

"YOUR TRUST IS OUR STRENGTH"



E-1 Jalan Indah Dua, Taman Sejati Indah, 08000 Sungai Petani, Kedah Darul Aman. Tel: 04-431 7777 Fax: 04-431 8777
E-Mail: general@parkavenue.com.my Website: www.parkavenue.com.my
(Owned by UG Hotel Property Sdn. Bhd. Company No: 215000-K)



APPLICATION LEAVE SYSTEM USER MANUAL FOR PARK AVENUE STAFF

ADMIN 'S USER MANUAL



Figure 1.0: Admin Login Detail

1. Go to login page and fill the username and password then login
2. The system will be display the dashboard display of the system

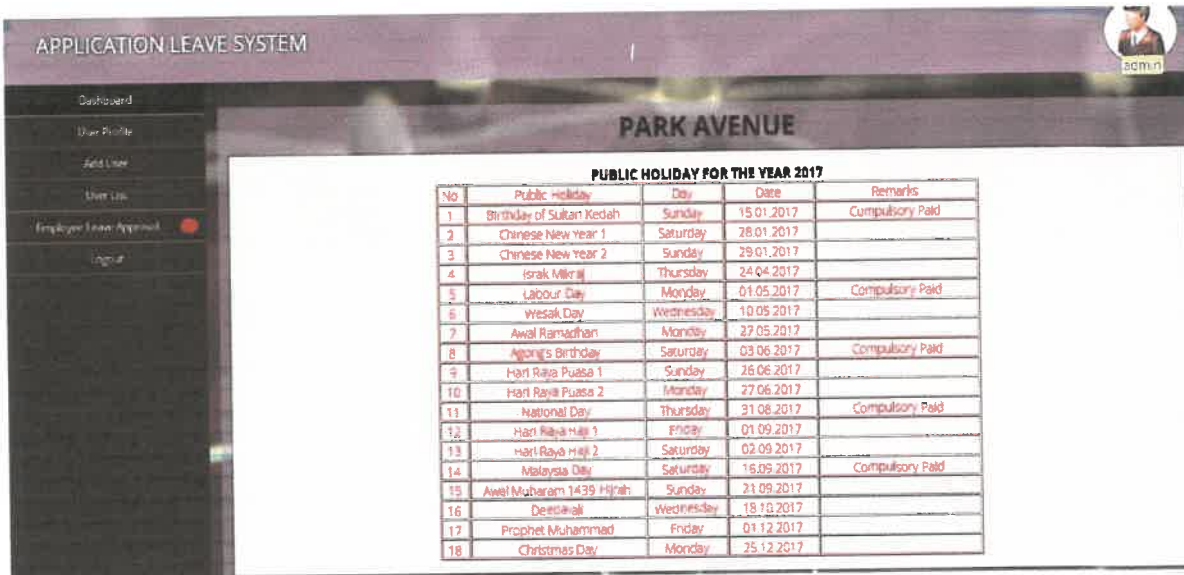


Figure 2.0: Admin Dashboard

1. The system will displayed current Public Holiday for the year

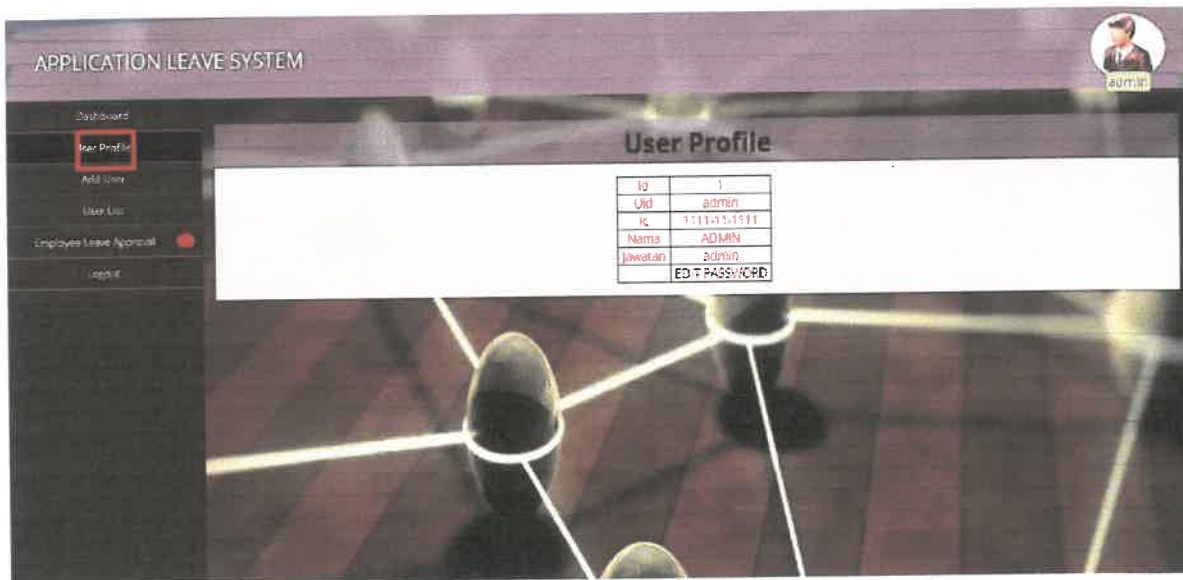


Figure 3.0: Admin User Profile

1. Click “User Profile” to edit password and profile.
2. Fill up new password and click update new password.

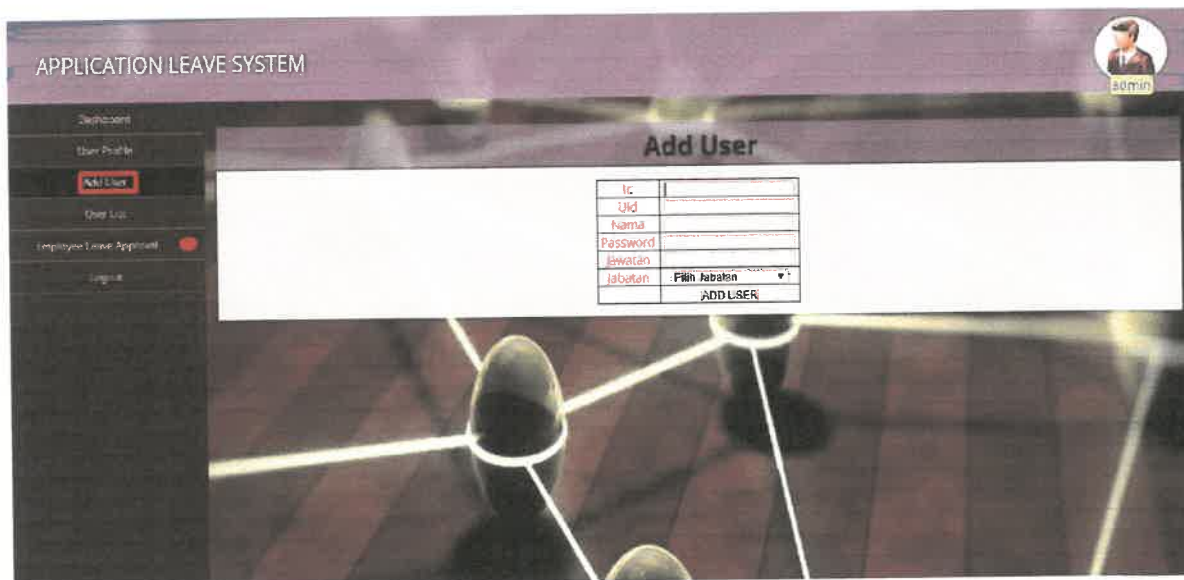


Figure 4.0 Add User Process

1. For new user, click on add user
2. Fill in the details for new user such as ic, uid, name, password, jawatan, jabatan.
3. After finished, click add user.

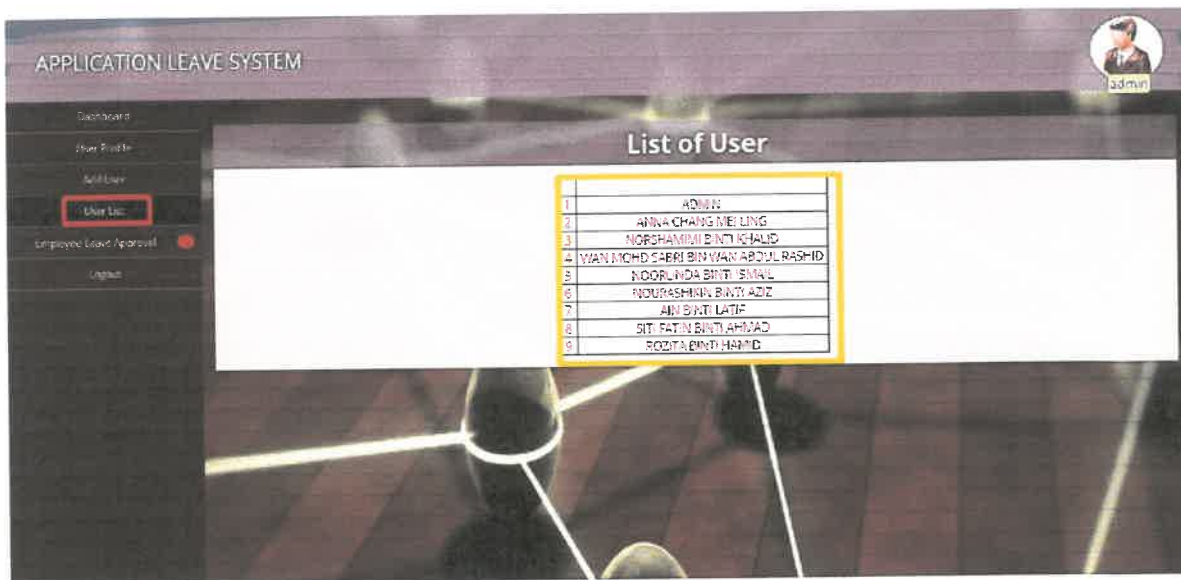


Figure 5.0 List of User

1. Click user list to display all the staffs list
2. Click at the name if the admin want to edit or delete the staff.

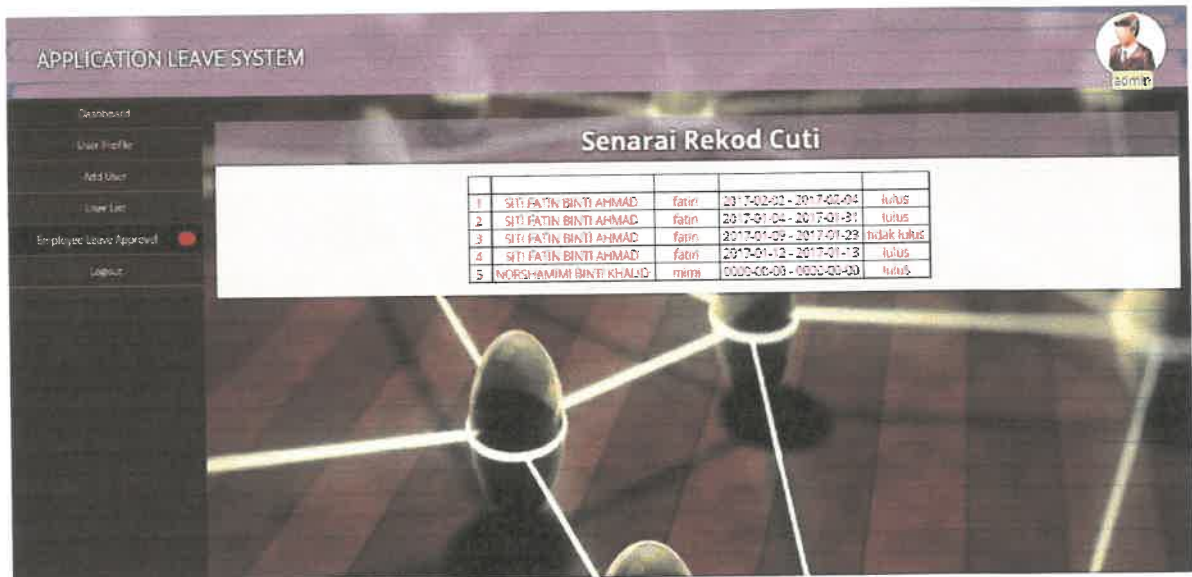


Figure 6.0: Employee Leave Approval

1. Click on employee leave approval to check list of leave record
2. Click at the name to view the list.

HUMAN RESOURCE USER MANUAL



Figure 7.0: Human Resource Details

1. Enter username and password to login.
2. The system will display dashboard of the system



Figure 8.0 Human Resource Dashboards

1. The system will displayed current Public Holiday for the year.

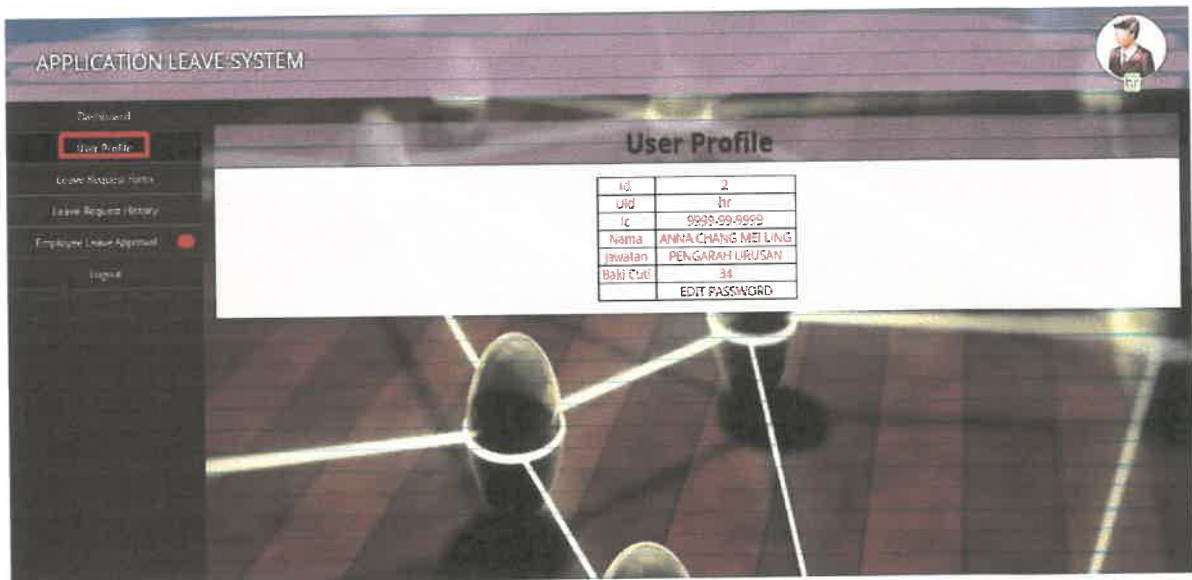


Figure 9.0 Human Resource User Profile

1. Click "User Profile" to edit password and profile
2. Fill up edit password and click new password.

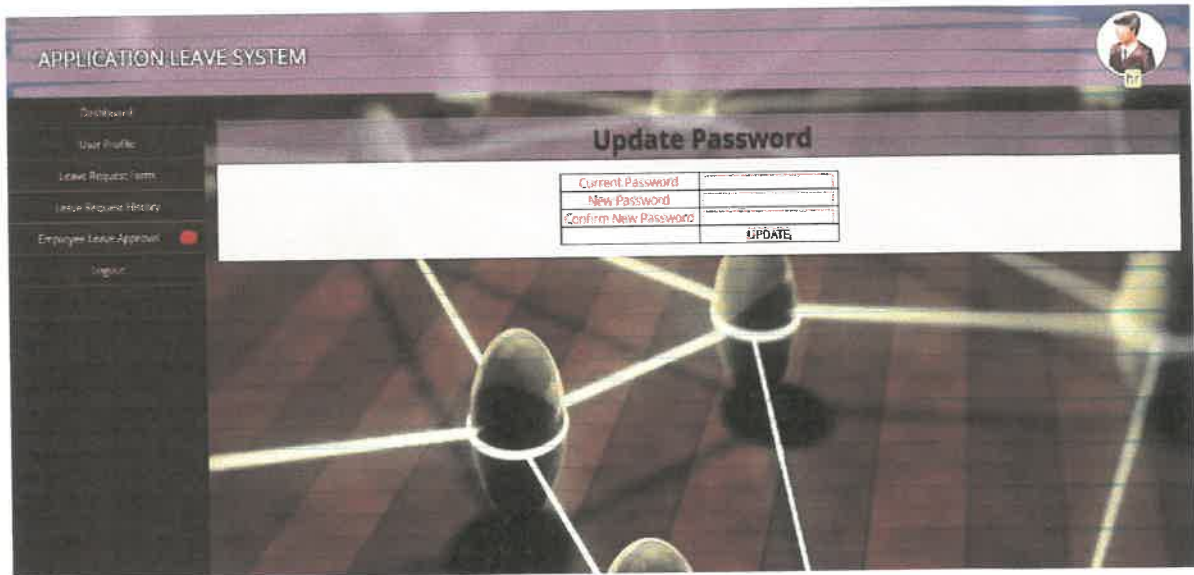


Figure 10.0 Human Resource Update Profile

1. Fill up current password.
2. Fill up new password.
3. Fill up again new password to confirm the password
4. Click update to save the "update password"

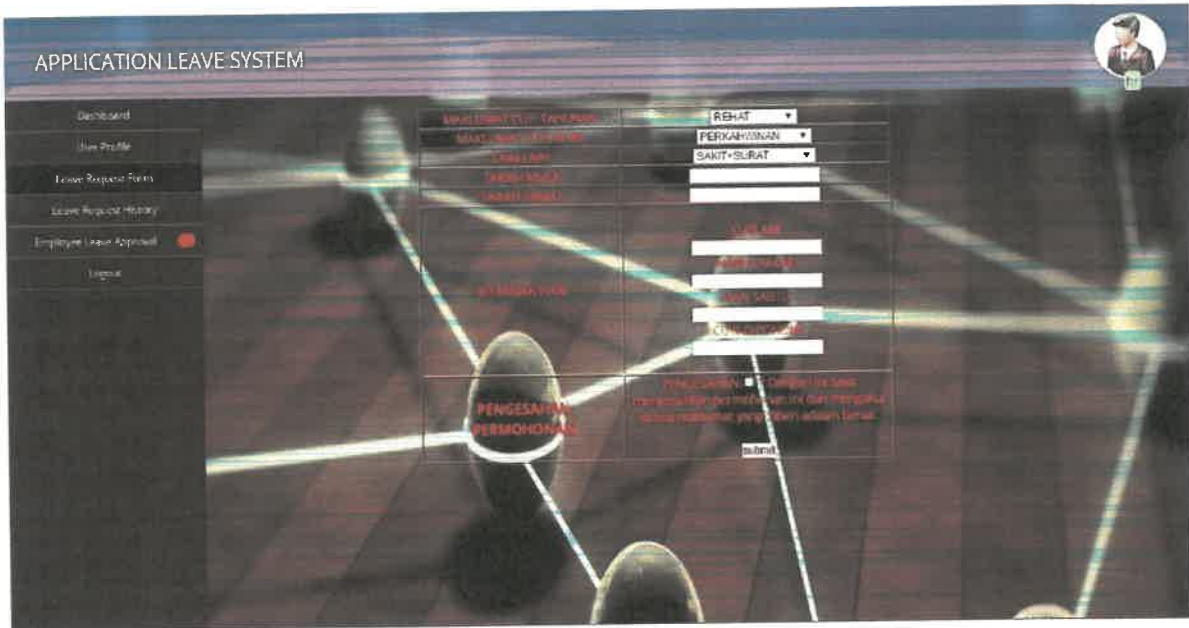


Figure 11.0: Leave Request Form

1. Fill up form
2. Submit the form

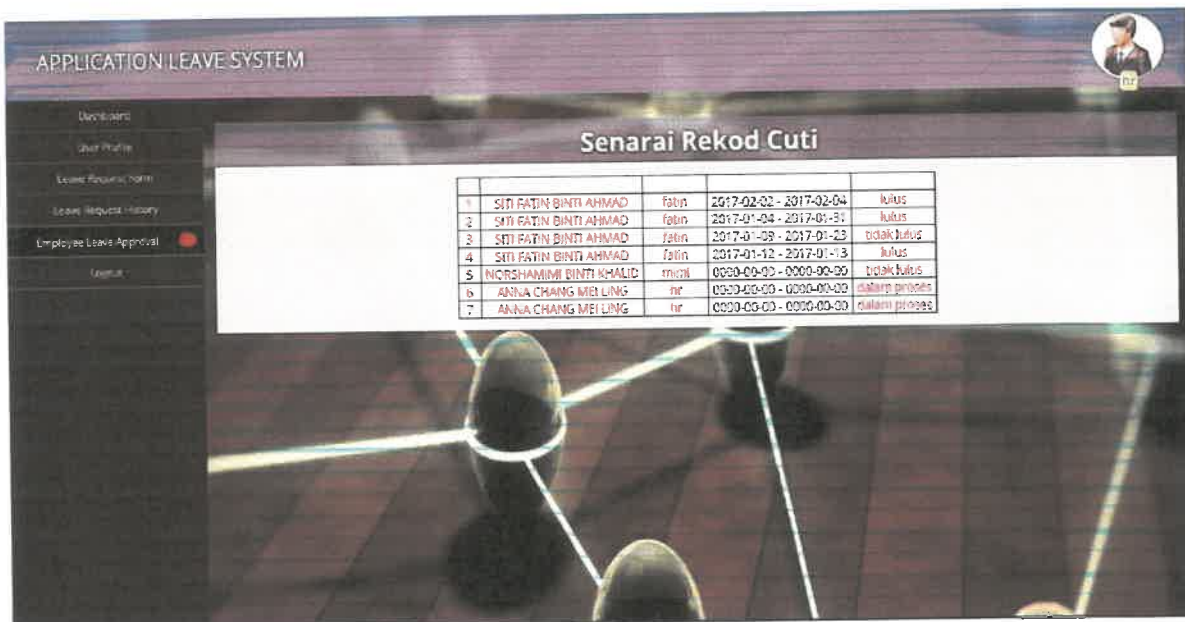


Figure 12.0: Employee Leave Approval

1. Click Employee Leave Approval
2. The system will display “senarai rekod cuti”
3. Select LULUS or TIDAK LULUS

STAFFS USER MANUAL



Figure 13.0: staff login interface

1. Enter username and password to login.
2. The system will display dashboard of the system

APPLICATION LEAVE SYSTEM

Dashboard

User Profile

Leave Request Form

Leave Request History

Logout

PARK AVENUE

PUBLIC HOLIDAY FOR THE YEAR 2017

No	Public Holiday	Day	Date	Remarks
1	Birthday of Sultan Kedah	Sunday	15.01.2017	Compulsory Paid
2	Chinese New Year 1	Saturday	23.01.2017	
3	Chinese New Year 2	Sunday	29.01.2017	
4	Israk Mikra	Thursday	24.04.2017	
5	Labour Day	Monday	01.05.2017	Compulsory Paid
6	Wesak Day	Wednesday	19.05.2017	
7	Awal Ramadhan	Monday	27.05.2017	
8	Agong's Birthday	Saturday	03.06.2017	Compulsory Paid
9	Hari Raya Puasa 1	Sunday	25.06.2017	
10	Hari Raya Puasa 2	Monday	27.06.2017	
11	National Day	Thursday	31.08.2017	Compulsory Paid
12	Hari Raya Haji 1	Friday	01.09.2017	
13	Hari Raya Haji 2	Saturday	02.09.2017	
14	Miswasa Day	Saturday	16.09.2017	Compulsory Paid
15	Awal Muharam 1439 Hishah	Sunday	21.09.2017	
16	Deepavali	Wednesday	13.10.2017	
17	Prophet Muhammad	Friday	01.12.2017	
18	Christmas Day	Monday	25.12.2017	

Figure 13.0 : Staff Dashboard

1. The system will displayed current Public Holiday for the year.

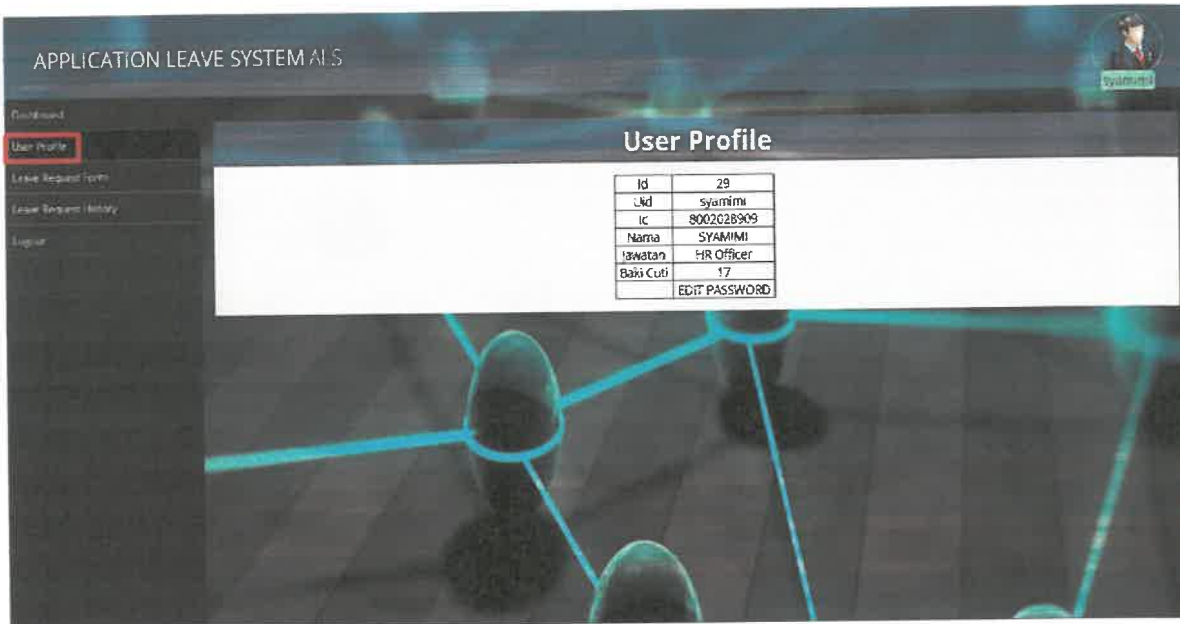


Figure 14.0 User Profile

1. Click “user profile” to view profile
2. The system allows the user to edit password
3. Click update password and save

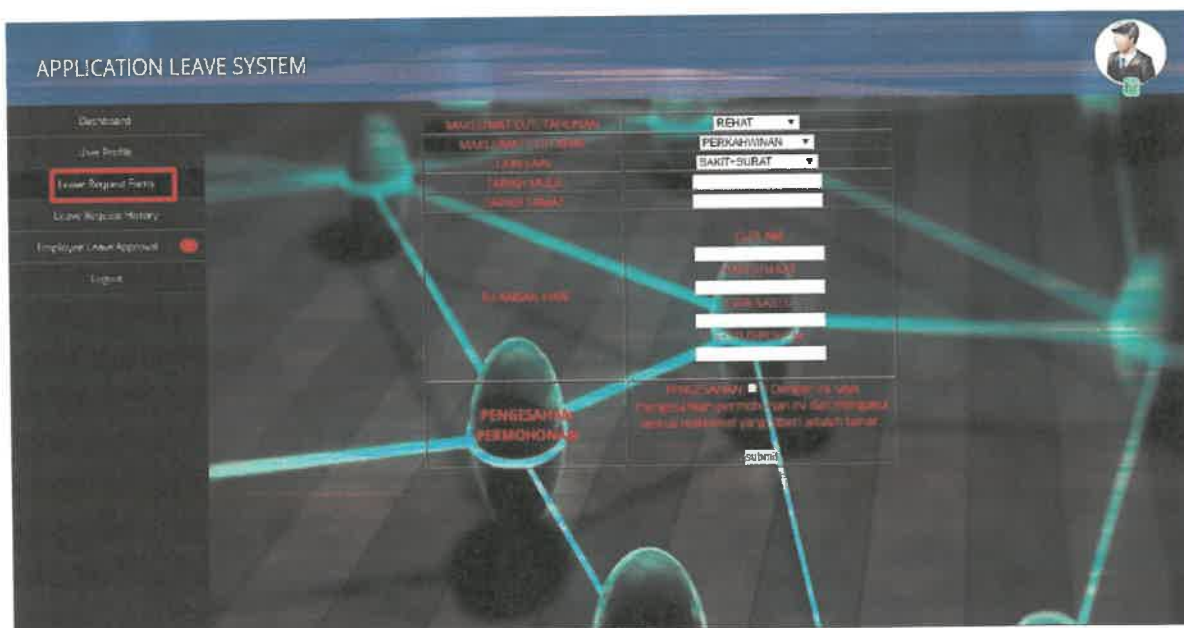


Figure 16.0 Request Form List

1. Click leave request form to apply leave
2. Fill in the form and click submit

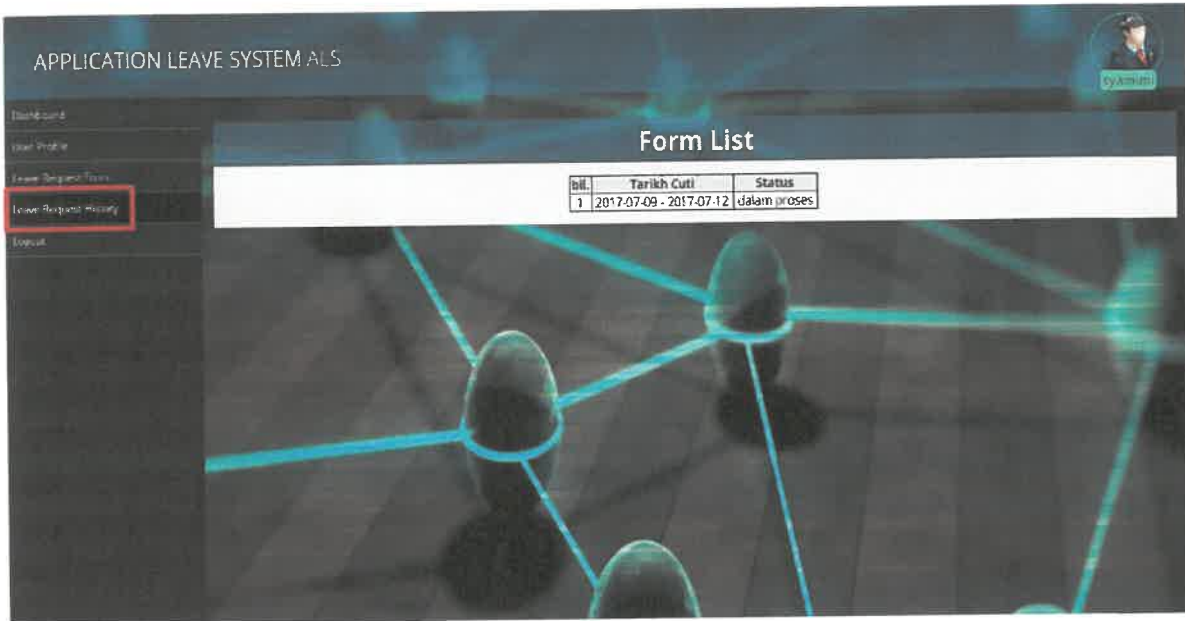


Figure 16.0 Leave Request History

1. Click leave request history to view leave request history
2. Click logout to escape from system