

**UNIVERSITI TEKNOLOGI MARA  
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



**PRACTICAL TRAINING REPORT (ADS 666)  
POTO TRAVEL & TOURS SDN. BHD.**

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**DECEMBER 2014**

## TABLE OF CONTENT

CONTENT	PAGE NUMBER
<b>Chapter 1</b>	
<b>Introduction Of The Organization</b>	
<b>1.0 Introduction</b>	<b>1</b>
1.1 Background of POTO Travel & Tours Sdn. Bhd. (Kuching)	<b>2 – 3</b>
1.1.1 Vision	
1.1.2 Mission	
<b>1.2 Services of POTO Travel &amp; Tours Sdn. Bhd, (Kuching)</b>	<b>3 – 4</b>
<b>1.3 Operating Schedule of POTO Travel &amp; Tours Sdn. Bhd. (Kuching)</b>	<b>5</b>
<b>1.4 POTO Travel &amp; Tours Sdn. Bhd. (Kuching) Organizational Chart</b>	<b>6</b>
<b>Chapter 2</b>	
<b>Schedule of Practical Training</b>	
<b>2.0 Introduction on Schedule of Practical Training</b>	<b>7</b>
<b>2.1 Daily Practical Training Tasks</b>	<b>8 – 24</b>
<b>Chapter 3</b>	
<b>Analysis : Filing System</b>	
<b>3.1 Introduction</b>	<b>25</b>
<b>3.2 Task Analysis</b>	<b>25</b>
<b>3.3 Definition of Filing</b>	<b>26</b>
<b>3.4 Classification of Filing</b>	<b>27 – 29</b>
3.4.1 Alphabetical Topical Filing Systems	
3.4.2 Alphabetical Exyclopedia Filing Systems	
3.4.3 Alphabetical Geographic Filing Systems	
3.4.4 Straight Number Filing Systems	
3.4.5 Duplex Numeric Filing Systems	
3.4.6 Chronological Filing Systems	
3.4.7 Alphanumeric Filing Systems	

<b>3.5 Criteria of Good Filing System</b>	<b>29 – 33</b>
3.5.1 Responsibilities	
3.5.2 Storage of Records	
3.5.3 Timing and Naming of Files	
3.5.4 Loaning / Tracking of File Location	
3.5.5 Retention / Disposal of Records	
<b>3.6 Relationship between the Theories Learned with Practical Training Experience</b>	<b>33 – 34</b>
<b>Chapter 4</b>	
<b>Recommendation</b>	
<b>4.1 Introduction</b>	<b>35</b>
<b>4.2 Strengths of Filing System in POTO Travel &amp; Tours Sdn. Bhd.</b>	<b>35</b>
4.2.1 Systematic file storing	
4.2.2 Cooperation from the staffs	
<b>4.3 Weaknesses of the Filing System</b>	<b>36 – 37</b>
4.3.1 Too many documents that have not been recorded into files	
4.3.2 Too many old file	
4.3.3 Less of confidentially and security	
<b>4.4 Recommendations</b>	<b>37 – 38</b>
4.4.1 Inventory Record	
4.4.2 Retention Record	
4.4.3 Employees Responsibilities	
<b>Chapter 5</b>	
<b>Conclusion</b>	<b>39</b>
<b>5.1 Introduction</b>	
<b>5.2 Conclusion</b>	<b>39 – 41</b>
<b>References</b>	<b>42</b>
<b>Appendices</b>	

## **CHAPTER 1**

### **Introduction Of The Organization**

#### **1.0 Introduction**

The final year student of Bachelor in Administrative Science (BAS) of Universiti Teknologi Mara (UiTM) Sarawak are required to attend for a practical training report program as to fulfil the academic requirements and also as to expose them with new experience in actual working environment.

This practical training must be completed in a period of six weeks starting from July 21<sup>st</sup> 2014 and finished it on August 29<sup>th</sup> 2014. For this purpose, I have selected a private organization which is Poto Travel and Tours Sdn. Bhd. as approved by our faculty.

Apart from that, I have been assigned an academic supervisor, Madam Sarehan Bt Sadikin to evaluate on my performance throughout the practical training period and also to assess on my report writing at the end of the final semester. There was also a practical training logbook provided for each student as to fill in daily tasks or activities that have been done.

## **1.1 Background Of POTO Travel & Tours SDN. BHD. (Kuching)**

100% Bumiputra

Halal

Care prayers (Plural)

Amazing variety of locations

Professional, dedicated and responsible

comfortable, safe and without worries

The above values have become core holdings Poto Travel & Tours Sdn. Bhd. since its inception in 2004, Poto Travel & Tours has been recognized as one of the leading tour company in Malaysia.

As an indigenous tourism company that offers a variety of services in the tourism industry, Poto Travel & Tours has managed to increase efficiency and their ability to develop and offer customers with quality products and high competitive. Now they offer travel packages to over 100 destinations worldwide, including packages for corporate and private.

With more than 100 employees, Poto Travel & Tours will continue to work towards the goal as the number one choice for Malaysians travel.

### **1.1.1 Vision**

POTO as well-known companies in the country specializing in the hybrid market between halal tourism & providing products of a personal nature.

### **1.1.2 Mission**

POTO as a major player in the tourism industry while maintaining our core values of providing high quality products and services to customers feature halal & toyyibah, in order to achieve the grace and love of Allah SWT.

## **1.2 Services Of POTO Travel & Tours SDN. BHD. (Kuching)**

1. Booking air tickets and overseas.
2. Hotel Reservations and abroad.
3. Compare vehicles for the use of VIPs and Officers.
4. Conduct an official visit or technical visits for Government officers.
5. VIP vacation planning and organizing (Sabbatical Leave).
6. Visa application such as Australia, China, Saudi Arabia, India, Russia, Japan, etc.

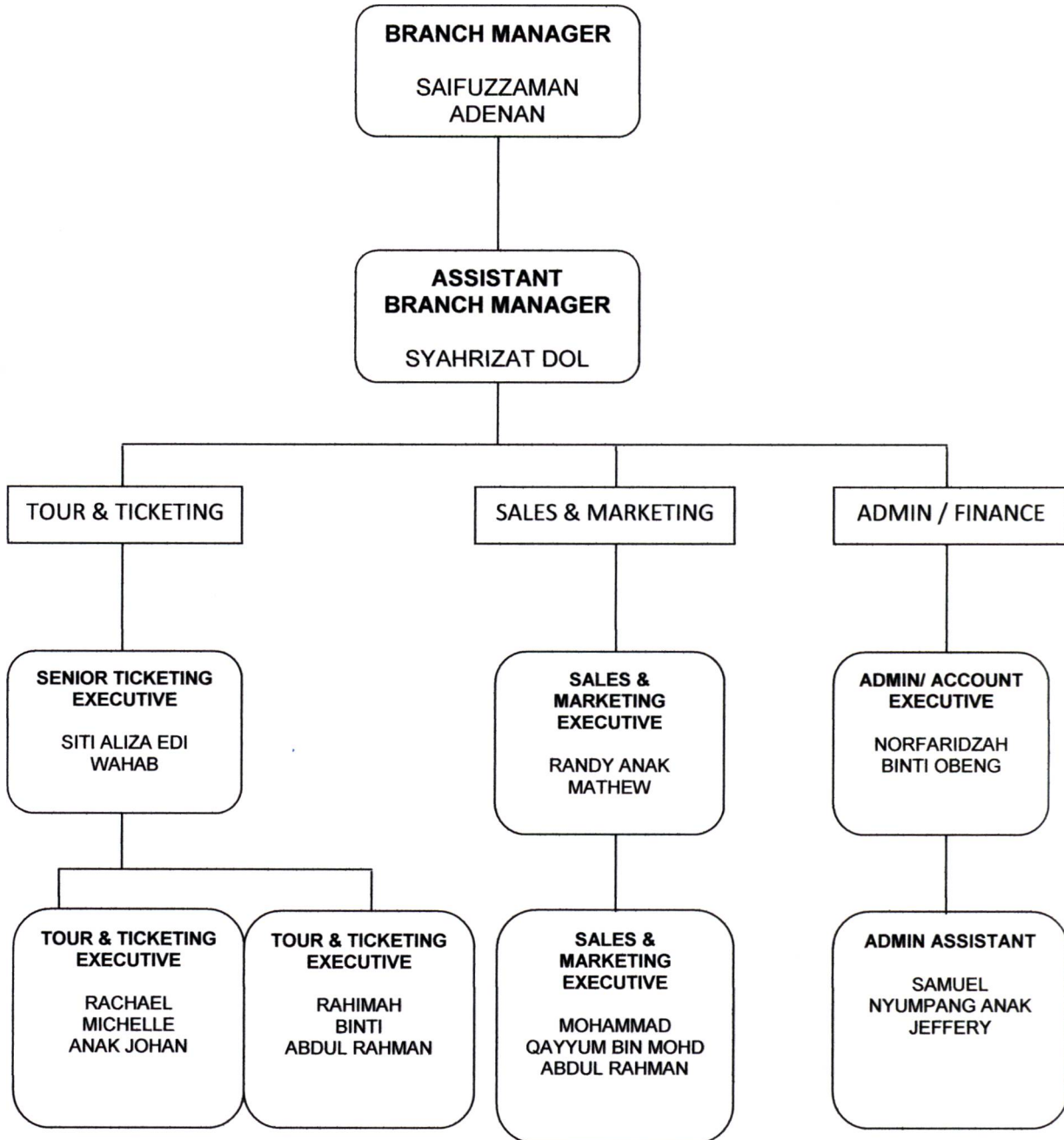
7. Road insurance management.
8. Customer service from 8 a.m to 12 midnight, 7 days a week.
9. Domestic and International Halal Tourism.
10. Umrah and Pilgrimage.
11. Charter Flights (Chartered).
12. Cruise.
13. Homestay Program.
14. Travel Privileges (Privileges Tour).
15. Themed Tour. Example: Golf, Honeymoon.
16. Medical Tourism and Education.
17. Handling Inbound.

### 1.3 Operating Schedule Of POTO Travel & Tours SDN. BHD. (Kuching)

<b>DAY</b>	<b>TIME</b>
Monday - Thursday	8.30 am – 5.00 pm
Friday	8.30 am – 11.30 am 2.30 pm – 5.00 pm
Saturday	9.00 am – 1.00 pm
Sunday & Public Holiday	Closed



1.4 POTO Travel & Tours SDN. BHD. (Kuching) Organizational Chart



## **CHAPTER 2**

### **Schedule Of Practical Training**

#### **2.0 Introduction On Schedule Of Practical Training**

One of the criteria in order to be honour with first degree in Bachelor Of Administrative Science (Hons) AM228, I need to complete six weeks of my practical training ordered by my faculty. During that moment, I have been assigned by my training supervisor, Mr Syahrizat Dol, the Assistant Branch Manager of Poto Travel & Tours Sdn. Bhd. and other staffs with lots of challenging task. However, I am so proud of myself since I can complete those entire tasks with help from another staff and all the tasks given by she was perfectly followed scope of task distributed by my faculty. The example of the area in which University and Faculty expects practical training to be provided and achieve are in the area of services, administration, human resource, outdoor task and financial.

Even though the task may be different and can be modified whichever necessary and suitable based on the task incurred by department but my supervisor did not assigned me with another scope of task. This is because he believed that the scope of task given by faculty are perfectly suitable and meet with my course. For more narrow view, all my daily practical training tasks have been summarize according the number of week as shown in the next section.

## 2.1 Daily Practical Training Tasks

### WEEK 1

DATE	SECTION/TASK	JOB
21 July 2014	Administration / Services	<ul style="list-style-type: none"><li>▪ Report duty.</li><li>▪ Introduce myself to all staff in POTO Travel and Tours Sdn. Bhd.</li><li>▪ Briefing on background of POTO Travel and Tours Sdn. Bhd. by Mr. Syahrizat Dol ( Assistant Branch Manager).</li><li>▪ Filing POTO staffs annual leave document.<ul style="list-style-type: none"><li>- Fill in the days left for the staff annual leave.</li><li>- Punch the staffs annual leave documents</li><li>- Kept the staffs annual leave documents into their own files.</li><li>- Staffs name:<ol style="list-style-type: none"><li>1. Madam Norfaridzah</li><li>2. Miss Siti Aliza</li><li>3. Miss Rahimah</li><li>4. Mr. Mohammad Qayyum</li></ol></li></ul></li></ul>
22 July 2014	Administration	<ul style="list-style-type: none"><li>▪ Create staff roster<ul style="list-style-type: none"><li>- Create the timetable (staff roster) using Microsoft Excel.</li><li>- Print the staff roster.</li><li>- Paste the staff roster on the wall.</li></ul></li></ul>

23 July 2014	Administration	<ul style="list-style-type: none"> <li>▪ Create database of MATTA members. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- List down the members of MATTA <ul style="list-style-type: none"> <li>a. Organization name</li> <li>b. Organization email address</li> </ul> </li> </ul> </li> <li>▪ Email blast for inbound package <ul style="list-style-type: none"> <li>- Email inbound package to all MATTA members.</li> </ul> </li> </ul>
24 July 2014	Administration	<ul style="list-style-type: none"> <li>▪ Fax contract rate. <ul style="list-style-type: none"> <li>- Fax contract rate to sales department of Damai Puri.</li> </ul> </li> <li>▪ Filing contract rate. <ul style="list-style-type: none"> <li>- Punch the contract rate been fax.</li> <li>- Keep the contract rate been fax into the contract rate file.</li> </ul> </li> <li>▪ Continued create database of MATTA members. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- List down the members of MATTA <ul style="list-style-type: none"> <li>a. Organization name</li> </ul> </li> </ul> </li> <li>▪ Organization email address.</li> </ul>
25 July 2014	Administration	<ul style="list-style-type: none"> <li>▪ Email request for Optional Tour <ul style="list-style-type: none"> <li>- Email request for Optional Tour to FIT Department of POTO Travel and Tours Sdn. Bhd. (HQ)</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>▪ Call Tour Executive from POTO Travel and Tours Sdn. Bhd. (HQ)</li> <li>▪ Call Miss Zalikha (Tour Executive) regarding on Optional Tour (London and London Paris)</li> </ul>
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**WEEK 2**

<b>DATE</b>	<b>SECTION/TASK</b>	<b>JOBS</b>
28 July 2014		OFFICE CLOSED - DUE TO HARI RAYA CELEBRATION
29 July 2014		OFFICE CLOSED - DUE TO HARI RAYA CELEBRATION
30 July 2014		OFFICE CLOSED - DUE TO HARI RAYA CELEBRATION
31 July 2014		OFFICE CLOSED DUE TO HARI RAYA CELEBRATION
1 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Create database of Rainforest World Music Festival 2014 customer details. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- List down customer details <ol style="list-style-type: none"> <li>a. Name</li> <li>b. Email address</li> <li>c. Telephone number</li> </ol> </li> </ul> </li> <li>▪ Continued create database of MATTA members. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Listdown the members of MATTA <ul style="list-style-type: none"> <li>a. Organization name.</li> <li>b. Organization email address.</li> </ul> </li> </ul>
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**WEEK 3**

<b>DATE</b>	<b>SECTION/TASK</b>	<b>JOBS</b>
4 August 2014	Administration / Financial	<ul style="list-style-type: none"> <li>▪ Continued create database of Rainforest World Music Festival 2014 customer details. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- List down customer details <ul style="list-style-type: none"> <li>a. Name</li> <li>b. Email address</li> <li>c. Telephone number</li> </ul> </li> </ul> </li> <li>▪ Continued create database of MATTA members. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- Listdown the members of MATTA <ul style="list-style-type: none"> <li>a. Organization name.</li> <li>b. Organization email address.</li> </ul> </li> </ul> </li> <li>▪ Doing costing for Imbound Package. <ul style="list-style-type: none"> <li>- Hotel's part.</li> <li>- 25 pax <ul style="list-style-type: none"> <li>a. 3 Days 2 Nights</li> <li>b. 4 Days 3 Nights</li> <li>c. 5 Days 4 Nights</li> </ul> </li> </ul> </li> </ul>

5 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Continued create database of Rainforest World Music Festival 2014 customer details. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- List down customer details <ul style="list-style-type: none"> <li>d. Name</li> <li>e. Email address</li> <li>f. Telephone number</li> </ul> </li> </ul> </li> <li>▪ Filing Airline Document <ul style="list-style-type: none"> <li>- Keep British Airways and Singapore Airlines documents into the Airlines Documents file.</li> </ul> </li> </ul>
6 August 2014	Outdoor Task	<ul style="list-style-type: none"> <li>▪ Inspection at Damai Puri Resort and Spa with Miss Rachael Michelle (Tour and Ticketing Executive) <ul style="list-style-type: none"> <li>- Meet Mr. Roy, Sales Manager of Damai Puri Resort and Spa.</li> <li>- Give Mr. Roy POTO brochures and planner.</li> <li>- Mr. Roy show Accomodation, Facilities and Function Room in Damai Puri Resort and Spa.</li> </ul> </li> </ul>
7 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Continued create database of MATTA members. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- Listdown the members of MATTA</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>a. Organization name.</li> <li>b. Organization email address.</li> </ul> <ul style="list-style-type: none"> <li>▪ Create database of Borneo Jazz Festival 2014 customer details. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- List down customer details <ul style="list-style-type: none"> <li>a. Name</li> <li>b. Email</li> <li>c. Telephone number</li> </ul> </li> </ul> </li> </ul>
8 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Continued create database of MATTA members. <ul style="list-style-type: none"> <li>- Create database using Microsoft Excel.</li> <li>- Listdown the members of MATTA <ul style="list-style-type: none"> <li>a. Organization name.</li> <li>b. Organization email address.</li> </ul> </li> </ul> </li> <li>▪ Create new staff roster <ul style="list-style-type: none"> <li>- Create the timetable (staff roster) using Microsoft Excel.</li> <li>- Print the staff roster and ask for Mr. Syahrizat Dol (Assistant Branch Manager) approval.</li> </ul> </li> </ul>

**WEEK 4**

DATE	SECTION/ TASK	JOBS
11 August 2014	Financial	<ul style="list-style-type: none"> <li>▪ Doing costing for Imbound Package.</li> </ul>



		<ul style="list-style-type: none"> <li>- Hotel's Part <ul style="list-style-type: none"> <li>a. Harbour View</li> <li>b. Merdeka Palace</li> <li>c. The Ranee</li> <li>d. Fifty Six</li> <li>e. Lime Tree</li> <li>f. Grand Continental</li> <li>g. Grand Margherita</li> <li>h. Riverside Majestic</li> <li>i. Damai Puri</li> </ul> </li> <li>- Imbound package for 25 pax <ul style="list-style-type: none"> <li>a. 3 Days 2 Nights</li> <li>b. 4 Days 3 Nights</li> <li>c. 5 Days 4 Nights</li> </ul> </li> <li>▪ Photocopy customer invoice</li> </ul>
12 August 2014	Administration / Services	<ul style="list-style-type: none"> <li>▪ Answering phone calls <ul style="list-style-type: none"> <li>- Phone call from customer</li> <li>- Phone call from Madam Ziela (Customer Service) from POTO HQ.</li> </ul> </li> <li>▪ Filing POTO staffs annual leave document and claim report. <ul style="list-style-type: none"> <li>- Fill in the staffs leave days left.</li> <li>- Punch the staffs sick leave, claim and annual leave documents.</li> <li>- Kept the staffs annual leave documents into their own files.</li> <li>- Staffs name: <ol style="list-style-type: none"> <li>1. Madam Norfaridzah</li> </ol> </li> </ul> </li> </ul>

		<ol style="list-style-type: none"> <li>2. Miss Siti Aliza</li> <li>3. Miss Rahimah</li> <li>4. Miss Rachael</li> <li>5. Mr Randy</li> <li>6. Mr Mohammad Qayyum</li> <li>7. Mr Samuel</li> </ol>
13 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Filing staff medical sick certificate (Mr Syahrizat Dol) <ul style="list-style-type: none"> <li>- Paste the medical sick certificate onto a blank A4 paper.</li> <li>- Punch the medical sick certificate.</li> <li>- Kept the medical sick certificate into the file.</li> </ul> </li> <li>▪ Booking customer flight by Air Asia System <ul style="list-style-type: none"> <li>- Open Air Asia website for travel agent booking.</li> <li>- Key in: <ol style="list-style-type: none"> <li>a. Customer details (Name, phone number and date of birth)</li> <li>b. Departure and Arrival (Date and Time)</li> <li>c. Seating arrangement</li> <li>d. Pukal number</li> <li>e. Warrant numbr</li> </ol> </li> </ul> </li> <li>▪ Filing MAS Document and Airline Document. <ul style="list-style-type: none"> <li>- Punch and keep Alitalia, Garuda Indonesi, Singapore Airlines and Russian</li> </ul> </li> </ul>

		<p>Airlines document into Airline Document file.</p> <ul style="list-style-type: none"> <li>- Punch and keep MAS documents into MAS document file.</li> </ul>
14 August 2014	Outdoor Task	<ul style="list-style-type: none"> <li>▪ Sales visit with Mr Randy (Sales and Marketing Executive) <ul style="list-style-type: none"> <li>- Went to Institusi Perguruan Batu Lintang and meet Madam Noorhapidah Muharam.</li> <li>- Went to Jabatan Meteorologi Sarawak and meet Mr Chai Ted Ngee.</li> <li>- Went to Jabatan Penerbangan Awam, Sarawak and meet Miss Lilian Bian.</li> <li>- Each of the staff that we met been given POTO brochures.</li> </ul> </li> </ul>
15 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Filing warrant booking (Air Asia) <ul style="list-style-type: none"> <li>- Punch the warrant booking</li> <li>- Kept the Air Asia warrant booking into AK Warrant file.</li> <li>- Warrant booking of: <ol style="list-style-type: none"> <li>a. Jabatan Hal Ehwal Khas Sarawak (JASA)</li> <li>b. Kolej Komuniti Santubong.</li> </ol> </li> </ul> </li> </ul>

**WEEK 5**

DATE	SECTION/ TASK	JOBS
18 August 2014	Adminstration	<ul style="list-style-type: none"><li>▪ Call several numbers of Koperasi in Kuching.<ul style="list-style-type: none"><li>- Numbers or places that manage to be call:<ul style="list-style-type: none"><li>a. Koperasi PDRM</li><li>b. Persatuan Bekas Polis</li><li>c. Persatuan Cina Muslim</li><li>d. Persatuan Golf Remaja Pertama Sarawak</li><li>e. Persatuan Kebangsaan Melayu Sarawak</li><li>f. Persatuan Masyarakat Kawasan Simpng Tiga</li><li>g. Persatuan Nelayan Negeri Sarawak</li><li>h. Persatuan Nelayan Kawasan Buntal</li><li>i. Persatuan Perkapalan Sarawak</li><li>j. Pertubuhan Arkitek Malaysia</li><li>k. Pertubuhan Belia Kebangsaan Bersatu Sarawak Wisma Saberkas</li><li>l. Pertubuhan Kebajikan Islam Malaysia PERKIM</li><li>m. Persatuan Pandu Puteri</li><li>n. Sarawak Government Pensioners Association</li><li>o. Sarawak Hopoh</li></ul></li></ul></li></ul>

		<p style="text-align: center;"><b>Association</b></p> <ul style="list-style-type: none"> <li>- Ask them the name of person incharge that POTO staff can meet or call regarding on company travel packages.</li> <li>▪ Fax electronic ticket receipt <ul style="list-style-type: none"> <li>- Fax electronic ticket receipt to Madam Atikah Lahung (Sektor Pendidikan Islam, Jabatan Pendidikan)</li> </ul> </li> <li>▪ Fax flight itinerary <ul style="list-style-type: none"> <li>- Fax flight itinerary to booking officer FINAS, Madam Dayang.</li> </ul> </li> </ul>
19 August 2014	Outdoor Task	<ul style="list-style-type: none"> <li>▪ Sales visit with Mr Randy (Sales and Marketing Executive) <ul style="list-style-type: none"> <li>- Went to Jabatan Tenaga Kerja and meet Madam Mary.</li> <li>- Went to Jabatan Ukur dan Pemetaan Malaysia and meet Miss Fazalinda</li> <li>- Went to Arkib Negara Malaysia, Cawangan Sarawak and meet Mr Shapiee</li> <li>- Went to Jabatan Pendaftaran Negara Malaysia and meet Miss Patricia</li> <li>- Went to Koperasi Koperkasa Sarawak Berhad.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Meet the officer incharge and ask whether there is any booking been made.</li> <li>- Every officer incharge we meet been given POTO brouchers.</li> <li>▪ Inspection at Citadines Apart' Hotel with Mr Randy (Sales and Marketing Executive) <ul style="list-style-type: none"> <li>- Meet Mr Ares Chong, Sales Manager of Citadines Apart' Hotel.</li> <li>- Give Mr Ares Chong POTO brouchers.</li> <li>- Mr Ares Chong showed Accomodation and Facilities in Citadines Apart' Hotel.</li> </ul> </li> </ul>
20 August 2014	Human Resource / Administration	<ul style="list-style-type: none"> <li>▪ Rearrange company profile <ul style="list-style-type: none"> <li>- Photocopy the original company profile (14 sets)</li> <li>- Compile the photocopy profile to be binding.</li> </ul> </li> <li>▪ Fax electronic ticket receipt <ul style="list-style-type: none"> <li>- Fax electronic ticket receipt to Madam Atikah Lahung (Sektor Pendidikan Islam, Jabatan Pendidikan)</li> </ul> </li> </ul>
21 August 2014	Financial	<ul style="list-style-type: none"> <li>▪ Doing costing for Imbound Package. <ul style="list-style-type: none"> <li>- Imbound package for 4 pax <ol style="list-style-type: none"> <li>a. 3 Days 2 Nights</li> <li>b. 4 Days 3 Nights</li> <li>c. 5 Days 4 Nights</li> </ol> </li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Hotels: <ul style="list-style-type: none"> <li>a. Harbour View</li> <li>b. Merdeka Palace</li> <li>c. The Ranee</li> <li>d. Fifty Six</li> <li>e. Lime Tree</li> <li>f. Grand Continental</li> <li>g. Grand Margherita</li> <li>h. Riverside Majestic</li> <li>i. Damai Puri</li> </ul> </li> <li>- Other matters: <ul style="list-style-type: none"> <li>a. Transportation</li> <li>b. Entrance fee – Sarawak Cultural Village</li> <li>c. Guide fee</li> <li>d. Tips for guide and driver</li> <li>e. Meals</li> </ul> </li> </ul>
22 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Photocopy customer warrant booking (MAS and Air Asia) <ul style="list-style-type: none"> <li>- 2 sets of copy (For POTO references and for customer)</li> <li>- Jabatan Pendidikan Sarawak, Kolej Komuniti Sarawak and Pejabat Pembangunan Persekutuan Sarawak.</li> </ul> </li> <li>▪ Filing warrant booking (Air Asia) <ul style="list-style-type: none"> <li>- Punch the warrant booking</li> <li>- Kept the Air Asia warrant booking into AK Warrant file.</li> <li>- Warrant booking of:</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>a. Jabatan Pendidikan Sarawak</li> <li>b. Pejabat Pembangunan Persekutuan Negeri Sarawak.</li> <li>▪ Filing warrant booking (Air Asia) <ul style="list-style-type: none"> <li>- Punch the warrant booking</li> <li>- Kept the Air Asia warrant booking into AK Warrant file.</li> <li>- Warrant booking of: <ul style="list-style-type: none"> <li>a. Jabatan Pendidikan Sarawak</li> <li>b. Kolej Komuniti Santubong.</li> </ul> </li> </ul> </li> <li>▪ Filing MAs document <ul style="list-style-type: none"> <li>- Punch and keep the document into MAS file.</li> </ul> </li> <li>▪ Filing PST and GAL document. <ul style="list-style-type: none"> <li>- Create or open new file name PST and GAL.</li> <li>- Punch the PST and GAL document.</li> <li>- Kept the document into the new file.</li> </ul> </li> </ul>
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**WEEK 6**

DATE	SECTION/TASK	JOBS
25 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Filing staff medical fee. <ul style="list-style-type: none"> <li>- Fill in the amount left for the staff medical/</li> <li>- Punch the staff medical fee forms.</li> <li>- Kept the medical fee forms into the staff file.</li> </ul> </li> </ul>



26 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Create new company profile for the year 2014 <ul style="list-style-type: none"> <li>- Update new information that needs to put into the company profile.</li> <li>- Print out the company profile (6 sets)</li> <li>- Information that been update into the company profile is edit by Microsoft Office 2010.</li> </ul> </li> </ul>
27 August 2014	Administration	<ul style="list-style-type: none"> <li>▪ Create itinerary for imbound package <ul style="list-style-type: none"> <li>- Imbound package for: <ol style="list-style-type: none"> <li>a. 3 Days 2 Nights</li> <li>b. 4 Days 3 Nights</li> <li>c. 5 Days 4 Nights</li> </ol> </li> </ul> </li> </ul>
28 August 2014	Outdoor Task	<ul style="list-style-type: none"> <li>▪ Sales visit with Mr Randy (Sales and Marketing Executive) <ul style="list-style-type: none"> <li>- Went to Sekolah Menengah Kebangsaan Batu Kawa and meet Madam Salwa.</li> <li>- Went to Sekolah Menengah Kebangsaan Sungai Maong and meet Madam Rahayu.</li> <li>- Went to Sekolah Menengah Kebangsaan Jalan Arang and meet Mr Richard Lim.</li> <li>- Went to Sekolah Menengah Kebangsaan Pending and meet Madam Roslizawati.</li> <li>- Meet the officer incharge</li> </ul> </li> </ul>

		<p>and introduce about our company</p> <ul style="list-style-type: none"> <li>- Ask the officer incharge whether there is any booking been made and which travel agent that they use this year.</li> <li>- Every officer incharge we met been given company profile, POTO brouchers and UMRAH flyers.</li> </ul>
29 August 2014	Financial	<ul style="list-style-type: none"> <li>▪ Doing costing for Imbound Package. <ul style="list-style-type: none"> <li>- Imbound package for 6 and 8 pax. <ul style="list-style-type: none"> <li>a. 3 Days 2 Nights</li> <li>b. 4 Days 3 Nights</li> <li>c. 5 Days 4 Nights</li> </ul> </li> <li>- Hotels: <ul style="list-style-type: none"> <li>a. Harbour View</li> <li>b. Merdeka Palace</li> <li>c. The Ranee</li> <li>d. Fifty Six</li> <li>e. Lime Tree</li> <li>f. Grand Continental</li> <li>g. Grand Margherita</li> <li>h. Riverside Majestic</li> <li>i. Damai Puri</li> </ul> </li> <li>- Other matters: <ul style="list-style-type: none"> <li>a. Transportation</li> <li>b. Entrance fee – Sarawak Cultural Village</li> <li>c. Guide fee</li> </ul> </li> </ul> </li> </ul>

		d. Tips for guide and driver e. Meals
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As what has been summarized in the table above, it is the entire task that I have been assigned to during my six weeks of practical training. Even though it is only a short period of time but I have got hundreds of working experience during that time.

## **CHAPTER 3**

### **Analysis: Filing system**

#### **3.1 Introduction**

This chapter explains the analysis of the training specifically focuses on one area of task as covered in the practical training. This chapter also reflects the definition of concept and theoretical aspects, demonstration of practical aspects at the work place and how I transformed knowledge gained at workplace to reinforce understanding on the concepts learned in class. It also includes my personal experience during my practical training.

#### **3.2 Task Analysis**

During my practical period, I had been doing various types of tasks every week for example, outdoor task, filing system and others tasks. For this chapter, I want to highlight on the filing management that had been practiced by POTO Travel & Tours Sdn. Bhd. to make their documentation more effective and efficient. I want to highlight the filing system because this type of task is the most tasks that I had been done throughout the week.

From my observation, filing management is the busiest place in the company. It is because, every day documents come in and out through the office and it's required the staffs to record all the documents so that it can be easy for a particular person to refer later when they need the documents.

Filing system also one of the elements in the subject that I had learnt that is in Organizational Behaviour. From this practical training, I can apply the knowledge that I have learnt in the classroom into my task that is to file the documents into the related files. All the documents and files that under the filing unit is very confidential for the staffs to enter. When particular staff want to borrow or take out the files, he or she must get permission from the in charge person before borrow the files. Before borrow it, the staff must fill the borrowing card first. As the practical student in the administration unit, I learn about the importance of responsibilities and accountabilities in handling all the files and documents.

### **3.3 Definition of Filing**

Before we proceed with the filing system, we must know what is the meaning or definition of a filing system. According to Neuner and Keeling, "Filing is the systematic arrangement and keeping of business correspondence and records so that they may be found and delivered when needed for future reference." While in the words of George R. Terry, "Filing is the placing of documents and papers in acceptable containers according to some predetermined arrangement so that any of these when required, may be located quickly and conveniently." For Jain and Singh (2007), filing means arranging papers in a systematic manner so that they can be quickly and conveniently located.

### **3.4 Classification of Filing**

Based on Janet there are several classification of the filing system.

#### **3.4.1 Alphabetical Topical Filing Systems**

Alphabetical topical systems classify information according to topic, and then file the topic labels in alphabetical order. Related topics are not kept together in this system. Usually this type of system is best when small amounts of information are involved. This type of filing and classification system is sometimes known as a "dictionary" system. When personal names are being filed, last names are used as the primary sorter, with first names used only in the case of identical last names.

#### **3.4.2 Alphabetical Encyclopedia Filing Systems**

In an "encyclopedia" filing and classification system, information is first broken down by general category, with sub-categories being placed in alphabetical order. This type of filing system is particularly useful for handling large amounts of information because users of the system don't have to keep a particular file's name in mind to find it. Instead, they can start by looking for the general category and search within it to find the specific file they need.

### **3.4.3 Alphabetical Geographic Filing Systems**

A subset of the encyclopedia filing and classification system is the alphabetical geographic filing system. In a geographic system, the major categories are broken down by locations. You can use any size or type of location, from countries to cities to field offices. Users of this type of system start by choosing the geographic area relevant to their search, then search alphabetically within that topic to find the specific information they seek.

### **3.4.4 Straight Numeric Filing Systems**

Straight numeric filing and classification systems are very simple to use, since they generally start at the number one and label each file with the subsequent number. However, the use of this type of system is limited, as it often requires an index to help users find the files they seek, and high-activity files can become congested around the same numeric area.

### **3.4.5 Duplex Numeric Filing Systems**

In duplex numeric filing systems, files are given numeric labels with several sets of numbers involved. This type of filing system can handle large amounts of data. The different sets of numbers can correspond to major categories and sub-categories, paralleling the encyclopedia system of filing and classification. One drawback to such a system is that an index is required to understand what each grouping of numbers refers

to. A very familiar type of duplex numeric system is the Dewey Decimal system, which most libraries use to catalogue their collections.

#### **3.4.6 Chronological Filing Systems**

Another subcategory of numeric filing systems are chronological systems, in which files are arranged by date. Typically files are first grouped by year, then by month, then by day. Correspondence files, such as email lists, are typically organized in this fashion, with the most recent pieces of data listed first.

#### **3.4.7 Alphanumeric Filing Systems**

In alphanumeric filing systems, information is classified by category in an encyclopaedic system, but using both letters and numbers to denote categories. The use of both letters and numbers allows for a much greater field of categories than does the use of numbers alone. Thus the Library of Congress filing and classification system, which is alphanumeric, allows for a greater array of categories than does the Dewey Decimal system, which is limited to ten major categories.

### **3.5 Criteria of Good filing System**

According to the Coombs and Redfern (2006), most of the department stores their manual records in their office. However, there should be a systematic way on how to make their records use and stored with a high level of safety. There are several steps to be taken as below.



### **3.5.1 Responsibilities**

The responsibilities of ensuring the security of the files lies not only on high level of management and staff of the filing system unit but also all level of members of the organization to build the sense of belonging toward the organization. The leaders of the organization should create a policy that encourages the use of a central filing system rather than each member of staff having their own set of files. They should also ensure that all staff understands their responsibilities for record keeping and filing. This should be covered in the requirements of their job description. The explanation of the local filing system could be included in their local induction procedures. However, although all staff must be responsible for their own filing into the filing system, it is useful to ensure that there is overall management of the filing area to avoid chaos that is the staff of the filing system unit itself.

### **3.5.2 Storage of records**

There is a limitation on the staff that needs to access the records storage. Even if the staffs are responsible for the security of the files, they still prohibited to go in and out of the storage room leisurely. This is to avoid any confidential information spread out outside the organization or even worst spread on the competitor's hand. Here are some steps that should be done by the filing system unit to ensure the safe keeping of the files.

The storage area should be clean, tidy, and away from water threats for example sinks, toilets, pipes, radiators and fire hazards such as electronic & kitchen equipment.

Remember to not leave records on the floor. This is a health and safety hazard to leaves the records in greater danger for example if there is a flood the record could be sweep away by the water.

Old abandoned files also could encourages pests to live inside it and possible eat it pieces by pieces. Ensure that the storage area complies with manual handling and health and safety requirements. If the boxes are used, or shelves above head height are used, a manual handling risk assessment should be undertaken, as there are limits on the amount of weight staff should be expected to lift.

Be aware also that large boxes can become extremely heavy when filled with paper. Keep references or library material such as publications, magazines, manuals, “reading for information” are separated from important records like financial report and so on. The space taken up by files can be reduced in various ways for example removing papers from lever arch files and using treasury tags or plastic binders “archive clips” to secure the papers. If the boxes are used, use the same size of box to make the best use of space.

### **3.5.3 Timing and Naming of Files**

The proper filing system should have a documented, consistent titling system which all staff could understand. The naming or titling system should be clear enough to enable a new member of staff to easily locate the relevant file after a short explanation. File the records in a sensible order for example alphabetical or chronological. It is often

useful to have a combination of the two systems such as complaint A-Z for 2010, complaint A-Z for 2011 and so on.

If only alphabetical filing is used, the file system can become too large and it is often difficult to identify and extract the older records when the time has come to destroy them. If reference codes are used, ensure that the codes are logical and that there is a document which enables you links the reference code to a full explanatory file title. In addition, avoid abbreviations in files titles. Mark file titles clearly on the files cover and never forget to include covering dates of the record.

#### **3.5.4 Loaning / Tracking of file location**

When files are removed from the filing system by a member of staff, ensure that this is recorded so that the location of records can be tracked. For example, leave pre-printed forms in the filing area which staff can complete when they remove a file, stating the name of the file, who removed the file and the date. This form should then be put in place of the file itself on the shelf. When the files are returned, the form of paper can be removed from the shelf. If an audit trail of access is required, file the pieces of paper together. If a more formal method of tracking/loaning is required, the Modern Record Management team can offer advice.

#### **3.5.5 Retention / Disposal of Records**

Files should be closed when the activity to which they relate has been completed. It is a good idea to open new files for each year. If a file becomes too large,

close the file as volume 1 and volume 2. The Trust Policy on the Retention and Disposal of Records lists how long Trust records should be retained and what to do at the end of this period. When a file is closed it should be clearly marked as closed, with the covering dates of the file clearly shown. Mark the action date on the records in accordance with Trust Policy such as Destroy Jan 2007. This can be done on individual files or the closed files can be separated out from the current/ active files by putting those due for disposal at the same time in the same box.

In order to keep control of the storage area, it is important to regularly and routinely review and extract those records which can be destroyed or which can be sent to the archive for long-term storage. This can be done annually or if the storage space is very limited, whereby monthly may be possible for some records. If the destruction of records takes place this must be in accordance with the Trust records retention Policy and the destruction should be recorded for example, summary lists of what has been destroyed and when. Finally, the records should be destroyed as a confidential waste.

### **3.6 Relationship between the Theories Learned with Practical Training Experience**

The filing system that used by POTO Travel & Tours Sdn. Bhd. is Alphabetical Topical. Filing Systems that classify information according to topic and then file the topic labels in alphabetical order. For example, the personal files are consisting of the name of the respective file in alphabetical order. It is much easier for the staff if they want to find the file because it is been organize in alphabetical order since the staffs also are only nine people.

For my practical training experience, I can apply the theory that I learned in class to the filing management in the office. It helps me a lot to more understand the filing system that used by POTO Travel & Tours Sdn. Bhd. and allow me to feel the responsibilities in handling the files in the organization especially involving the confidential files.

Besides that, I also learned the process of dissolving the old files and used them for scanning process. From my experience, I feel that it is the most difficult and complicated task because it required me to do a lot of process such as arranging the old files into cabinet, arrange the files according to the types and categories and record it into a data.

For conclusion, despite from my hardness, I had learned something new about filing system that I had not learned in class. I learned that although there were old files, but they still must be kept safely because it is the confidential files and important to the organization. It is not just a document but it also contains the memories of the organization.

## **CHAPTER 4**

### **Recommendation**

#### **4.1 Introduction**

This chapter highlights the strengths and weaknesses of the job or tasks assigned during the practical training.

#### **4.2 Strengths of filing system in POTO Travel & Tours Sdn. Bhd.**

##### **4.2.1 Systematic file storing**

One of the strength of filing system that use by the management is their systematic file storing. All of the files are placed and arranged accordingly to the numbers that have been placed. When a personnel want to refer to the file, they only just refer to the files name and code, after that they just take out the file easily without consume much time just to borrow the files. The old files that not being use also placed in the filing storeroom so that it would not mix with the new files.

##### **4.2.2 Cooperation from the Staffs**

During my practical training, most of the staffs are willing to help and give me enough about filing system. They always ask me whether I have any problem regarding my task and willing to help me if I have any problem. Although they are busy with their job, but they still have time to help me when I have difficulties in doing my task. They also allowed me to participate in any outdoor task and meetings that they organised in

order to expose to me about the environment in the POTO. Through this, I manage to adapt easily to my new environment and get a new knowledge about the real work life.

### **4.3 Weaknesses of the Filing System**

#### **4.3.1 Too many documents that have not been recorded into files**

Despite the systematic filing system, sometimes there are problems appeared that cannot be avoided. One of the problems is too many documents that have not been put into files. When my first time to enter the filing department, I have assigned to record all the documents into the respective files.

#### **4.3.2 Too many old file**

Another weakness of the filing system in the organisation is too many old file that had not been dispose yet. From my observation, there are more than 10 old files that had not been record and arrange properly. It is because the staffs are too busy with their others tasks and have not enough time to handle the old files in the cabinet.

#### **4.3.3 Less of confidentiality and security**

Another weakness that I noticed in term of filing in POTO is it was lack of confidentiality and security. I observed that the files storages were easily reached by anyone in the office, even practical trainee like me. The staffs were free to open the file cabinets to get the files without get someone's permission. Moreover, it was not locked. Some documents were confidential but it seemed that the superior trusted everyone in

the office to take the files. I think this was their weakness in filing management as they supposed to consider the aspect of confidentiality and restricting the security in managing their filing matters. Because of that careless, some files going missing.

#### **4.4 Recommendations**

Due to some weaknesses of the filing management in the organisation, I have come to some recommendation to improve the filing system.

##### **4.4.1 Inventory Record**

The inventory is a list of all records used in a company. The inventory is used to answer the questions such as how many records are there, what types of records, how old are they, where are they located, who are responsible for keeping them, how long they have to be kept and so forth. With the inventory, essential information about each department's filing and record-keeping practices can be gathered at the same time. Besides, it will keep track the files so that no files will be missing again in the future.

##### **4.4.2 Retention Record**

Record retention periods provide valuable clues for sorting files into the appropriate record series. Many times records with the same retention will belong to the same record series. Record retention periods are found on a Records Retention Schedule. Retention schedules clearly state how long a record must legally be kept and



whether the record is archival. Retention schedules also provide guidelines for moving files to inactive storage and for purging obsolete records.

#### **4.4.3 Employees Responsibilities**

Besides that, the organisation must always remind the employees' responsibilities in handling their job. The upper management should do patrol in the office and always update with the employees' absenteeism to overcome the staffs' absenteeism problem especially the tasks that need the staffs to always present in the office like filing section and customer service section. The employees also have their responsibilities in arrange and disposing the old files because it must be fully protected.

## **CHAPTER 5**

### **Conclusion**

#### **5.1 Introduction**

This chapter will conclude everything from chapter 1 until chapter 4 and summarize everything about the practical training.

#### **5.2 Conclusion**

As for my conclusion, I want to summarize everything about my practical training. From my practical training in POTO Travel & Tours Sdn. Bhd., I have learnt a lot of new thing and knowledge especially on the real work life. In the real work life, it is more difficult and diverse compared to the university life. It is because I have to deal with different types of people, attitudes, ages and the environment in the office.

It is not easy to adapt with the new environment with lots of different kinds of people. Despite of my difficulties in doing my practical training, I have learnt many new things such as how to manage the filing system, dealing with clients, doing clerical work and also learn to be a responsible employee for the organization.

Throughout the six whole weeks, I have learnt new knowledge on the public service management style such as the organization chart, punctuality, the work culture, and the work norms. Some staffs have the problems on their absenteeism from their work, and some staffs facing on their attitudes in dealing with their work or their client.

From this, I have learnt how to handle my job properly without any mistakes and learn how to be responsible to my job. As an employee, we should be a responsible staffs and always present to work. It is to avoid the excessive workload and delaying the work. It is because the employee is the image of the organization and they have the responsibilities in maintaining good management.

During my practical training period, I have assigned too many types of job. For example, scanning needed data, record the old documents, dealing with data and also learn on the employees' remuneration. From that, I can apply my knowledge that I have learn in the class to my tasks. Although I still not familiar with the task at first, but finally I can perform my job very well and help the staffs with their work when the staffs are absent from their work.

From my practical training also I can make new friends among the staffs. Most of them are very friendly and willing to give their hands to help me in completing my practical training. Although there are different ages, positions and races, but I can make friends with them and learn some new things and knowledge from them. With the friendly environment, I can easily adapt and build my confidence level.

I also feel appreciated among them although I am not a permanent staff but only a practical student. They not easily ordering me to do their job although they have many tasks that they have not been done yet. In fact, I have to find the task from them and help them to complete their task on time. Indirectly I can learn on the team work spirit in the organization.

I am very glad that I have given the opportunity to do my practical training in POTO Travel & Tours Sdn. Bhd. Although it only for a short period of time, but I have learnt many new things and knowledge about the real work life. I also can apply the theory that I have learnt in the class to my work for example the theory of Organization Behaviour. It also can be classified as one of my working experience that can be useful when I enter my real work life in the future after my graduate.

I would also like to express my thankfulness to my host supervisor that always helps me in my practical training period. He helps me a lot in doing my schedule tasks and gives guidelines to me every week when I start my work. Through this, I can do my practical training orderly and properly throughout the weeks.

However, I think a month of practical period is not enough for me because I have limited of time to learn more the knowledge and experiences. If the practical period can be extend to three months or longer, I think I can get more experiences from the practical training and also learn more knowledge from the organization.

But I'm still feeling grateful because at least I have some experience of working in an organization and learn new knowledge rather than not getting any working experience. It is because working experience is very important element in applying the job vacancies in the future time.

## References

David D. Siegel. *New York Practice* 3<sup>rd</sup> ed (St. Paul: West Group, 1999). 118 – 120.

POTO Travel & Tours Sdn. Bhd. *Our Profile*. Retrieved September 25, 2014  
from <http://www.pototravel.com.my>.

# **Appendix 1 : POTO Travel & Tours Sdn. Bhd. Profile**



**POTO**<sup>®</sup>  
Travel & Tours  
[www.pototravel.com.my](http://www.pototravel.com.my)

قوتو  
تراويل ۽ توورس

ISI  
KANDUNGAN

## PROFIL SYARIKAT POTO TRAVEL & TOURS

[www.pototravel.com.my](http://www.pototravel.com.my)

- 6 PROLOG
- 7 LESEN DAN KEWAJIBAN
- 8 ANUGRAN DAN PENCAPAIAN
- 9 KERJASAMA STRATEGIK
- 10 ALIEN KORPORAT
- 11 SALURAN MEDIA
- 12 INFORMASI PERUSAHAAN
- 14 PROJEK KOLABORASI
- 15 DIREKTORI PEJABAT

# ISI KANDUNGAN

- 3 TENTANG KAMI
- 4 PERUTUSAN KETUA PEGAWAI EKSEKUTIF
- 5 PROFIL KETUA PEGAWAI EKSEKUTIF
- 6 PERKHIDMATAN KAMI
- 7 LESEN DAN KEAHLIAN
- 8 ANUGERAH DAN PENCAPAIAN
- 9 KERJASAMA STRATEGIK
- 10 KLIEN KORPORAT
- 11 SALURAN MEDIA
- 12 INFORMASI PERUSAHAN
- 14 PROJEK KOLABORASI
- 15 DIREKTORI PEJABAT



# TENTANG KAMI



“Katakanlah: “Mengembaralah kamu di muka bumi, serta lihatlah bagaimana Allah telah memulakan ciptaan makhluk-makhluk dari asal jadinya; kemudian Allah akan memulakan ciptaan itu semula (pada hari akhirat) dalam bentuk kejadian yang baharu. Sesungguhnya Allah Maha Kuasa atas tiap-tiap sesuatu.”

- Al-Quran Surah Al- Ankabūt 29: 20

- **100% BUMIPUTERA**
- **MAKANAN HALAL**
- **MEMATUHI WAKTU SOLAT (JAMA')**
- **PELBAGAI DESTINASI PERCUTIAN YANG MENGAGUMKAN**
- **KAKITANGAN YANG PROFESIONAL, BERDEDIKASI DAN BERTANGGUNGJAWAB**
- **SELESA, SELAMAT, TANPA WAS-WAS**

*Prinsip asas inilah yang menjadi panduan POTO Travel & Tours Sdn. Bhd. (POTO Travel & Tours) sejak penubuhannya pada tahun 2004.*

*Selain urusan Penjualan Tiket, pakej Umrah dan Ziarah, POTO Travel & Tours menawarkan pelbagai jenis pakej percutian ke berbagai-bagai destinasi di seluruh dunia.*

*POTO Travel & Tours juga menawarkan pakej untuk perjalanan korporat, percutian khusus, melancong dengan ditemani, melancong dalam negeri serta mengatur dan mengendalikan mesyuarat, insentif, konvensyen dan pameran (MICE) dan perkhidmatan-perkhidmatan lain yang berkaitan dengan keperluan pelancongan dan perjalanan.*

*Selain dari itu didalam menghargai jasa Warga Emas yang banyak menyumbang kepada peningkatan syarikat ini sejak penubuhannya, kami bukan sahaja*

memberi perhatian sewajarnya kepada keperluan dan keadaan mereka semasa menyediakan produk kami, bahkan kami hargai mereka dengan potongan diskaun yang cukup menarik. Inilah cara kami menghargai dan berterima kasih bagi sunbangan mereka yang telah mereka berikan sejak penubuhan syarikat ini.

*Kekuatan teras POTO Travel & Tours terletak pada para pengendali kami.* Sejak penubuhan, tenaga kerja kami meningkat dengan begitu ketara sekali dimana ia bermula dengan 6 kakitangan kepada lebih dari 100 kakitangan yang terlatih, profesional, berdedikasi dan bertanggungjawab.

*Selepas sedekad,* POTO Travel & Tours telah melangkah lebih jauh dengan mewujudkan beberapa di kawasan strategik seperti **Putrajaya, Segamat, Johor Bahru** dan yang terbaru adalah **Seremban** dan **Kuching** yang memulakan operasi pada tahun 2013.

# PERUTUSAN KETUA PEGAWAI EKSEKUTIF

BISMILLAHIRRAHMANIRRAHIM,

ASSALAMUALAIKUM WARAHMATULLAHI WABARAKATUH,

*Syukur Alhamdulillah segala pujian kepada Allah SWT kerana dengan limpahan kurnia-Nya POTO Travel & Tours telah berjaya menempatkan diri dikalangan pemain industri dan terus berdaya saing maju. Setinggi-tinggi penghargaan kepada semua pelanggan kami, terutamanya pelanggan Warga Emas yang saya hormati, rakan perniagaan kami dan yang paling utama ialah kakitangan yang menjadi tunggak syarikat ini sejak dari awal penubuhannya lagi*



*Dalam memastikan POTO Travel & Tours sentiasa cemerlang di dalam perniagaan dan dapat memenuhi kehendak pelanggan, kami amat menekankan pengurusan operasi syarikat secara bijak, pemasaran agresif dan ide yang inovatif. Melalui perancangan strategik, pengurusan kos berhemah, sistem operasi yang efisien dan penyediaan tenaga kerja yang dinamik, ini adalah landasan asas di dalam menjalankan perniagaan kami.*

*Oleh yang demikian walaupun prestasi industri pelancongan melalui pelbagai cabaran yang timbul daripada ketidakstabilan politik, perubahan cuaca akibat pemanasan global dan pergolakan ekonomi, namun kami berjaya mengatasi cabaran tersebut dan terus kekal sebagai pemain utama dalam industri ini.*

Kami bergerak dengan agresif dan momentum ini terus dikekalkan oleh kami melalui pelancaran Bonanza "Melancong Dengan Harga Yang Termurah dan

*Berkualiti"* yang kami lancarkan setiap tahun sebagai tanda penghargaan kami kepada pelanggan-pelanggan kami dengan memberi penurunan harga yang rendah tetapi tetap memastikan kualiti servis yang tinggi.

Perkembangan perniagaan kami akan turut diteraskan melalui *peningkatan kepada bahagian informasi teknologi* sejajar dengan perkembangan pembelian melalui atas talian oleh para pengguna.

*Saya amat berkeyakinan dengan kemampuan kami dan melalui sokongan dan doa yang diberikan oleh pelanggan-pelanggan, rakan-rakan kongsi, kakitangan-kakitangan kami yang berdedikasi dan terutama sekali lagi Rahmat dan Barakah dari Allah SWT, POTO Travel & Tours akan terus bergerak maju di dalam industri pelancongan.*

*Destinasi seseorang bukanlah tempat tetapi cara baru kita melihat sesuatu – Henry Miller*

Terima kasih.

AB RAHMAN MOHD ALI  
Ketua Pegawai Eksekutif

# PROFIL KETUA PEGAWAI EKSEKUTIF

*En. Ab Rahman Mohd Ali yang mempunyai pengalaman lebih dari 25 tahun didalam industri pelancongan ini tidak perlu diperkenalkan dengan lebih lanjut lagi. Beliau mula menyerlahkan diri didalam industri pelancongan pada lewat 80-an semasa bertugas di Regal Travel dan diamanahkan untuk mengurus akaun Kementerian dan Agensi Kerajaan.*

*Kejayaan beliau yang cemerlang didalam industri ini dicapai melalui pemilihan beliau menjawat jawatan Pengarah Jualan Syarikat bagi Al- Hussam Malaysia Sdn Bhd, salah sebuah syarikat penyedia logistik Umrah dan Haji dimana beliau menjalankan tugas beliau dengan penuh amanah selama 5 tahun. Dengan rekod yang cemerlang itu, beliau diamanahkan dan dilantik sebagai Ketua Pengarah Eksekutif Lintas Flywell Travel & Tours Sdn Bhd.*

**Sebagai seorang yang berwawasan, beliau melihat potensi yang besar didalam industri pelancongan.** Tanggal 2005, POTO Travel & Tours Sdn Bhd dibuka dengan rasminya untuk menjalankan perniagaan dan beliau merupakan Ketua Pegawai Eksekutif dan pemegang saham utama. **Dibawah kepimpinan beliau, POTO Travel & Tours muncul sebagai syarikat pelancongan 100% Bumiputera yang terkemuka di Malaysia** dengan pendapatan tahunan melebihi RM50 juta.

Keghairahan beliau dalam mengembangkan industri ini disertai dengan pengalaman beliau yang luas dan pencapaian yang tinggi telah membawa beliau untuk terlibat secara aktif didalam **Malaysia Association of Tour & Travel Agents (MATTA)** dari 2009 hingga kini.

- **Wakil Bumiputra Exco MATTA: 2009**
- **Naib Presiden Pendidikan dan Latihan MATTA: 2010-2012**
- **Naib Presiden Outbound MATTA 2013-2015**
- **Pengerusi Persidangan Tahunan MATTA 2011 & 2012**
- **Pengerusi Jawatankuasa Insurans (MATTA) 2013-2015**
- **Pengerusi Penyemakan Semula Akta Pelancongan 1992 tentang Jadual Keempat Terma dan Syarat Outbound Pelancong: 2013**
- **Wakil MATTA dalam Jawatankuasa Kerja Pembangunan Kerjaya Pelancongan Kementerian Pelancongan: 2011**

**En. Ab Rahman Mohd Ali ialah seorang individu yang benar-benar yakin dengan perkongsian ilmu dan tanggungjawab sosial korporat.** Selama ini, beliau seringkali dijemput menjadi penceramah utama untuk para pelajar didalam bidang pelancongan universiti tempatan dan di peringkat antarabangsa dimana beliau

terlibat secara aktif sebagai moderator.

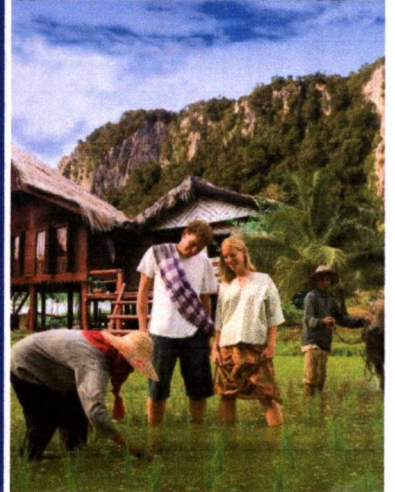
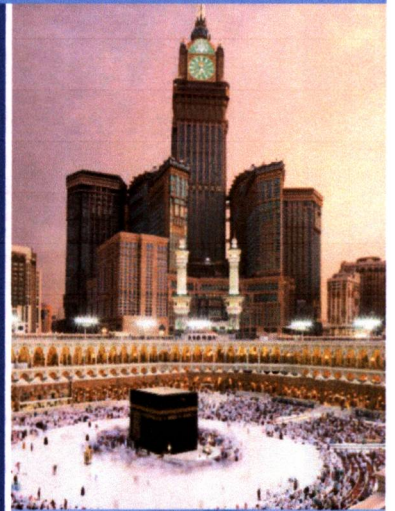
- **Penceramah jemputan untuk pelajar Pasca Ijazah Bidang Pelancongan di Universiti Teknologi MARA (UiTM): 2010**
- **Penceramah jemputan untuk pelajar Pelancongan dan Keusahawanan di Universiti Malaysia Kelantan: 2011**
- **Penceramah jemputan untuk pelajar Bidang Pelancongan di Politeknik Merlimau, Melaka: 2010**
- **Penceramah jemputan untuk pelajar Bidang Pelancongan di Politeknik Bandar Muadzam Shah, Pahang: 2011**
- **Moderator Persidangan Antarabangsa tentang Pelancongan Muslim, Haji & Umrah 2009**
- **Moderator World Islamic Travel Mart (WITM)  
- Designing Our Future: 2013  
- Islam & Education: 2013**
- **Penceramah Jemputan untuk Islamic Tourism Centre (ITC) bertajuk "Islamic Tourism: Understanding and Embracing the Opportunities for Sustainable Development": 2014**

**Sebagai sebahagian dari tanggungjawab sosial korporat juga beliau telah mengajurkan ceramah motivasi agama pada tahun 2011 bersama Dr Danial, pakar motivasi terkenal di kampung halamannya, Segamat, Johor.**

**Beliau merupakan pakar didalam industri pelancongan, berpengalaman luas dan berpegang teguh dengan prinsip menjaga kebajikan kakitangannya dan perkhidmatan yang cemerlang untuk pelanggan.** Dengan kesungguhan dan kehandalan beliau sebagai pemimpin, POTO Travel & Tours telah dan akan terus menjadi ejen pelancongan Bumiputera yang terkemuka di Malaysia.

# PERKHIDMATAN KAMI

- **PAKEJ PERCUTIAN DAN PELANCONGAN MUSLIM**
- **PENEMPAHAN TIKET PENERBANGAN**
- **UMRAH & ZIARAH**
- **UMRAH PREMIUM**
- **MESYUARAT, INSENTIF, KONVENSYEN & PAMERAN (MICE)**
- **PELANCONGAN MINAT KHUSUS (FIT)**
- **PELANCONGAN DALAM NEGARA**
- **PENGURUSAN VISA**
- **LAWATAN RASMI**
- **PENGURUSAN PERCUTIAN SABATIKAL**
- **PERCUTIAN MEWAH & PERIBADI**
- **LAWATAN BERTEMA**
- **LAWATAN PERUBATAN, TEKNIKAL & PENDIDIKAN**
- **TEMPAHAN KAPAL PERSIARAN & PENERBANGAN CARTER**
- **SEWAAN KERETA & PENGURUSAN PENGANGKUTAN**
- **INSURANS PERJALANAN**



# LESEN & KEAHLIAN

NO. SIRI : 27603

**BORANG 2**  
(Peraturan 5)

LP 1 No. Lesen: **KPK/LN: 4375**

**AKTA INDUSTRI PELANCONGAN 1992**  
PERATURAN PERATURAN INDUSTRI PELANCONGAN  
(PERINGKAPAN PENGELOMPOKAN PELANCONGAN DAN  
PERINGKAPAN AGENSI PENGELOMPOKAN) 1992

**LESEN**

Si adalah telah memperolehi Laluan Syarikat yang diperuntukkan sebagaimana berikut:

**POTO TRAVEL & TOURS SDN. BHD.**

a. 68-3-5, Aras 3, Dataran Shamelin, No. 65, Jalan 1/91,  
Taman Shamelin Perkasa, 50300 Jalan Cheong, KUALA LUMPUR

b.  Perumahan Perumahan Pelancongan Dalam Negeri  
c.  Perumahan Perumahan Pelancongan Luar Negeri  
d.  Perumahan Agensi Perumahan

terbatala kepada peraturan-peraturan Akta Industri Pelancongan 1992 dan semua  
peraturan yang dibuat di bawahnya.

1. Masa di mana sahaja sebagai berikut: Mulai 27  
30 April 14  
2. Masa di mana sahaja sebagai berikut: 30  
30 April 14

DATUK DR. LING HONG BING  
Penasihat Pelancongan

**KEMENTERIAN KEWANGAN MALAYSIA**

**SJIL AKUAN PENDAFTARAN SYARIKAT BUMIPUTERA**

NO. SJIL : **BP22031922981165224**  
NO. KUKAN PENDAFTARAN : **957-4380-6238**  
TEMPOH SAH (TAHIL) : **06/07/2013 - 05/07/2016**

Bahawa dengan ini dipersetujui syarikat:

**POTO TRAVEL & TOURS SDN. BHD. (95724-M)**  
**68-3-5 ARAS 3, DATARAN SHAMELIN**  
**NO. 65, JALAN 091, TAMAN SHAMELIN PERKASA**  
**JALAN CHEONG**  
**W.P. KUALA LUMPUR**  
**50300 KUALA LUMPUR**  
**WILAYAH PERSEKUTUAN (K.L.), MALAYSIA**

Telah dibatala sebagai Syarikat Bumiputera oleh Kementerian Kewangan Malaysia. Taraf  
Bumiputera Buktinya telah dan boleh ditarik balik sekiranya syarikat gagal mematuhi  
syarat-syarat yang ditetapkan. Kelulusan ini adalah terhad kepada syarikat seperti yang  
dinyatakan di SJIL Akuan Pendaftaran Syarikat Bumiputera (Lampiran C).

DATO' HASHIMUDIN BIN MOHAMMAD  
Sebagian Penerimaan Kerjasama  
Lipat Bilau, Bahawala, Putrajaya  
Kementerian Kewangan Malaysia

Tarikh Berkuat Dengan Kementerian Kewangan Malaysia : **06/07/2013**



## LESEN

- KEMENTERIAN PELANCONGAN & KEBUDAYAAN KPL 4375
- KEMENTERIAN KEWANGAN BUMIPUTRA BP22031922981165224

## KEAHLIAN

- MALAYSIA ASSOCIATION OF TOUR & TRAVEL AGENT (MATTA)  
MA 2310
- BUMIPUTRA TRAVEL & TOURS ASSOCIATION BM 299
- INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) 20312876

# ANUGERAH & PENCAPAIAN



- ETIHAD AIRWAYS TRAVEL AGENT OF THE MONTH APRIL 2014
- MATTA FAIR BEST BOOTH AWARD STANDARD SHELL SCHEME CATEGORY 2014
- CATHAY PACIFIC MOST OUTSTANDING CHINA ROUTE 2009
- CATHAY PACIFIC BUMIPUTRA – Travel Agent China Route 2007
- VIETNAM AIRLINES TOP TRAVEL AGENT AWARD 2010
- VIETNAM AIRLINES OUTSTANDING SALES AWARD 2011
- AIG 2013 TOP SUPPORTING ACCOUNT AWARD
- LIBUR AGENSI PELANCONGAN TERBAIK 2008
- LIBUR AGENSI PELANCONGAN TERBAIK 2009
- GULF AIR SILVER AWARD 2007
- GULF AIR GOLD AGENT AWARD 2006
- GULF AIR BRONZE AWARD 2009
- MATTA ANNUAL CONFERENCE 2011
- VIETNAM AIRLINES TOPSALES 2012
- MILLION DOLLAR TRAVEL AGENT 2011
- MINGGUAN MALAYSIA 2010
- PERLIS MATTA FAIR 2012
- ABPBH 2011
- ABPBH 2009



# KERJASAMA STRATEGIK



# KLIEN KORPORAT





# SALURAN MEDIA

Majalah

**nona**

**MIDI**

**wanita**

**keluarga**

**AL-ISLAM**

**Mastika**

Utusan Radio & TV  
**Ur**

**HARMONI**

Akhbar

**BERITA HARIAN**

**harakah**

**NEW STRAITS TIMES**

Utusan  
MALAYSIA

**Star**

**Metro**

Radio

**RADIO 24**



KEDAH fm



PERAK fm



KELANTAN ANf m



TERENGGANU m

**oklasik**  
NASIONAL  
Segalanya Di Sini Menggemilang Meneri



PAHANG fm



JOHOR fm



NEGERI fm



SARAWAK fm

Televisyen

**tvi**  
Saluran Informasi

**tvi2**  
Dunia Ria

**TV3**  
Inspirasi Hidupku

# INFORMASI PERNIAGAAN

**Tarikh Penubuhan :** 08 Jun 2004

**No Pendaftaran Syarikat :** 655372-M

**Lesen Pelancongan :** KPL 4375

**Modal Berbayar :** RM 850,000.00

**Modal Dibenarkan :** RM 1,000,000.00

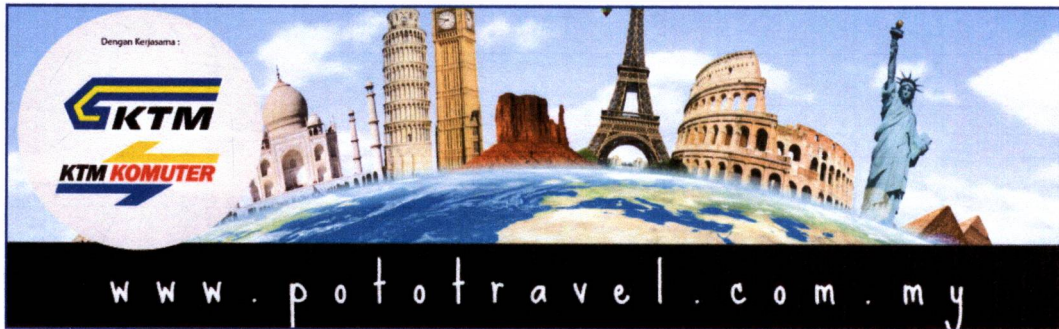




# PROJEK KOLABORASI

- SANTAI SAIGON BERSAMA SINAR HARIAN: NOVEMBER 2013
- KOLOBORASI USAHA PEMASARAN BERSAMA KTM BERHAD UNTUK MATTa 2013
- SANTAI HONG KONG SHENZHEN BERSAMA UTUSAN MELAYU: NOVEMBER 2013

*Kolaborasi Usaha Pemasaran bersama Ktm Berhad untuk Matta 2013*



*Santai Saigon bersama Sinar Harian: November 2013*



*Santai Hong Kong Shenzhen bersama Utusan Melayu: November 2013*



# DIREKTORI PEJABAT



## IBU PEJABAT

**POTO TRAVEL & TOURS SDN. BHD.** (655372 - M | KPL/LN No. 4375)  
68-3-5, Level 3, Dataran Shamelin, No 68, Jalan 4/91, Taman Shamelin Perkasa,  
Jalan Cheras, 56100 Kuala Lumpur.  
**Tel:** +60 3 9200 6640 | **Fax:** +60 3 9200 6641 | **Emel:** info@pototravel.com.my

## CAWANGAN

**Putrajaya** (KPL/LN No. 4375/3)  
No 64B, Tingkat 2, Jalan Diplomatik, Putrajaya Diplomatik, Presint 15, 62050 Putrajaya.  
**Tel:** +60 3 8888 8640 | **Fax:** +60 7 9326 642 | **Emel:** segamat@pototravel.com.my

**Segamat** (KPL/LN No: 5423)  
No. 22, Jalan Genuang Perdana, 85000 Segamat, Johor Darul Takzim.  
**Tel:** +60 7 9436 643 | **Fax:** +60 7 9436 646 | **Emel:** segamat@pototravel.com.my

**Johor Bahru** (KPL/LN No: 4375/6)  
No 38, Jalan Setia Tropika 1/1, Taman Setia Tropika, 81200 Johor Bahru, Johor.  
**Tel :** +60 7 2346 640 | **Fax:** +60 7 2346 642 | **Emel:** jb@pototravel.com.my

**Seremban** (KPL/LN No. 4375/7)  
No 28 G/F, Jalan Durian Emas 4, Off Jalan Dato' Siamang Gagap, Betaria Business Center,  
70100 Seremban, Negeri Sembilan.  
**Tel:** +60 6 7630 112 | **Fax:** +60 6 7630 091 | **Emel:** seremban@pototravel.com.my

**Kuching** (1001622-U | KPL/LN No. 4375/8)  
Ground Floor, Lot 13375, No 59 Riveredge Commercial Centre, See 65 KTLD Jln Merdeka,  
Off Jln Tun Abdul Rahman Yaakub, Petrajaya 93050 Kuching, Sarawak.  
**Tel:** +60 82 241 098 | **Fax:** +60 82 241 090 | **Emel:** kuching@pototravel.com.my

# قوتو

تراؤيل ۽ توورس

IKUT KAMI MELANCONG

**Appendix 2 : Pictures of  
POTO Travel & Tours  
Office Interior**

...INGI KAMI SEGERA | TEL: 082 241 09...

# OPENING HOURS

Monday – Thursday	8.30 am – 5.00 pm
Friday	8.30 am – 11.30 am 2.30 pm – 5.00 pm
Saturday	9.00 am – 1.00 pm
Sunday & Public Holiday	Closed

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WISATA KULIAH  
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ECONOMY CLASS  
WISATA KULIAH  
ECONOMY CLASS  
WISATA KULIAH

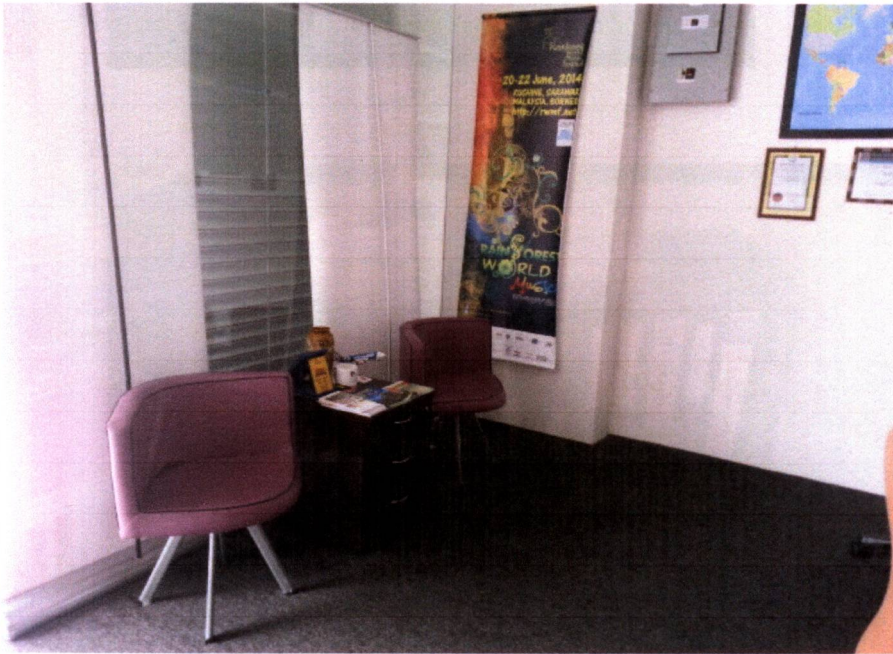
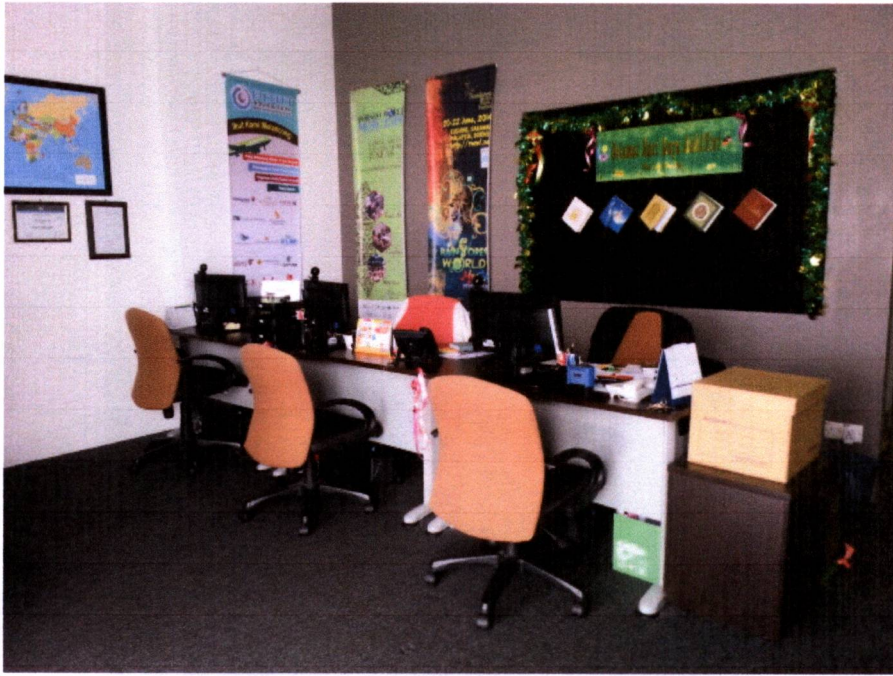
garuda-indonesia.com  
(62) 2162 2841  
1122

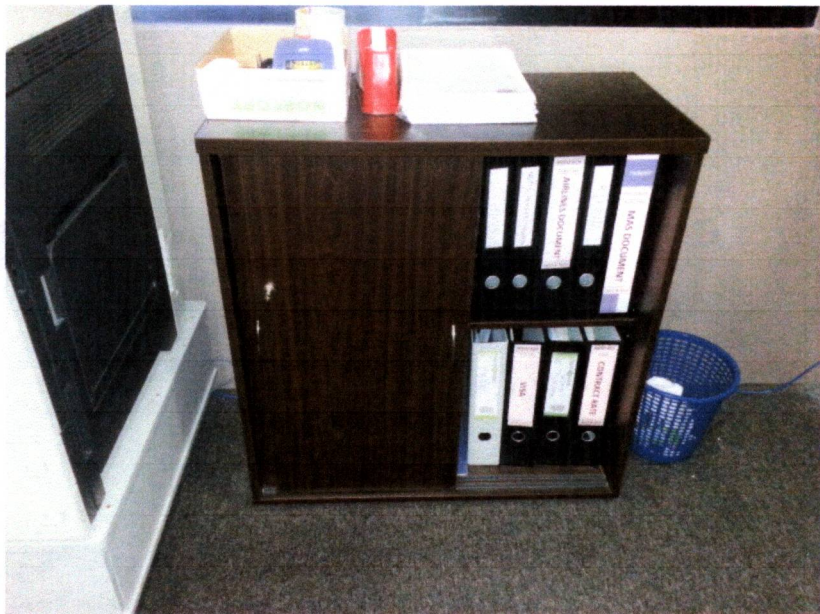
**QATAR**

3-star Expertise  
WISATA KULIAH East  
SILK ROAD AWARDS 2015

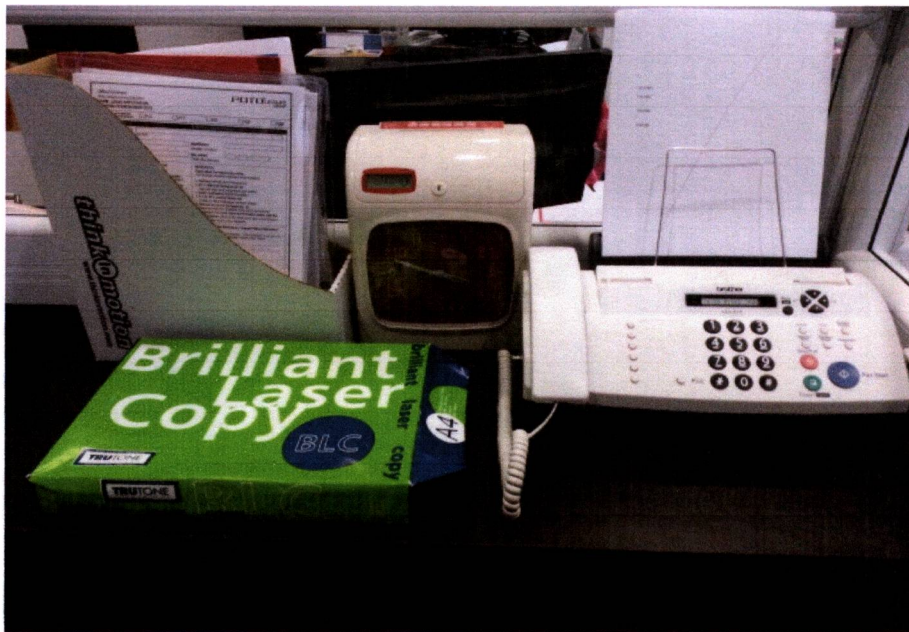
qatarairways.com

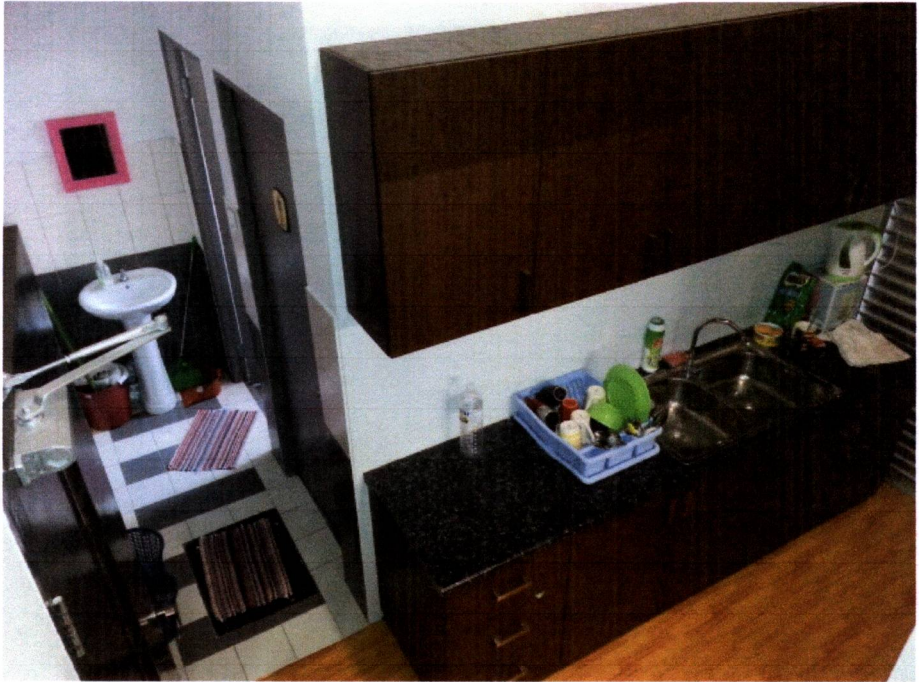






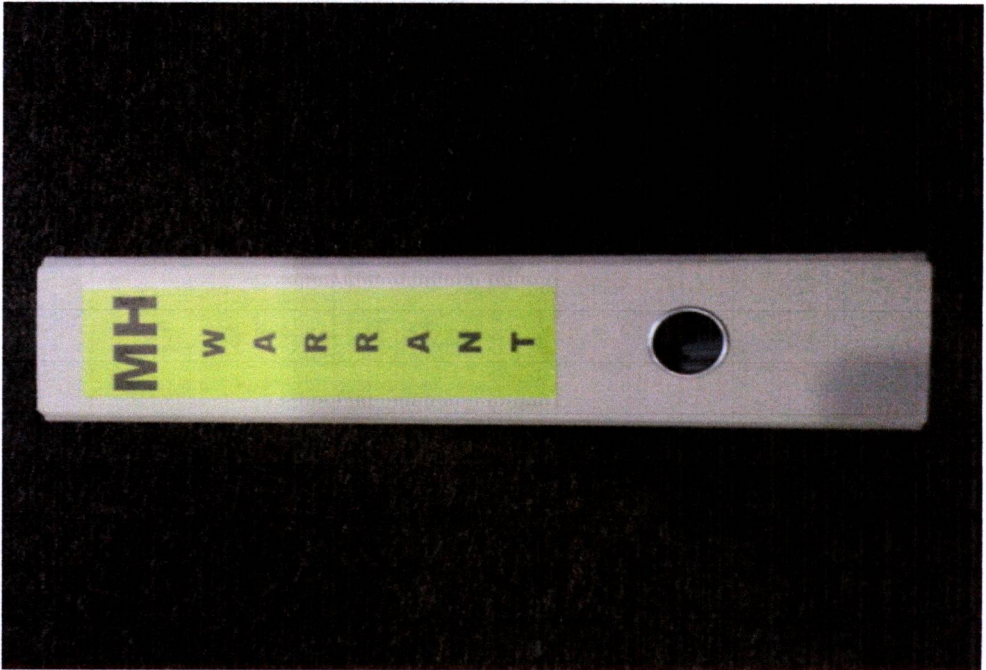








## **Appendix 2 : Filing**





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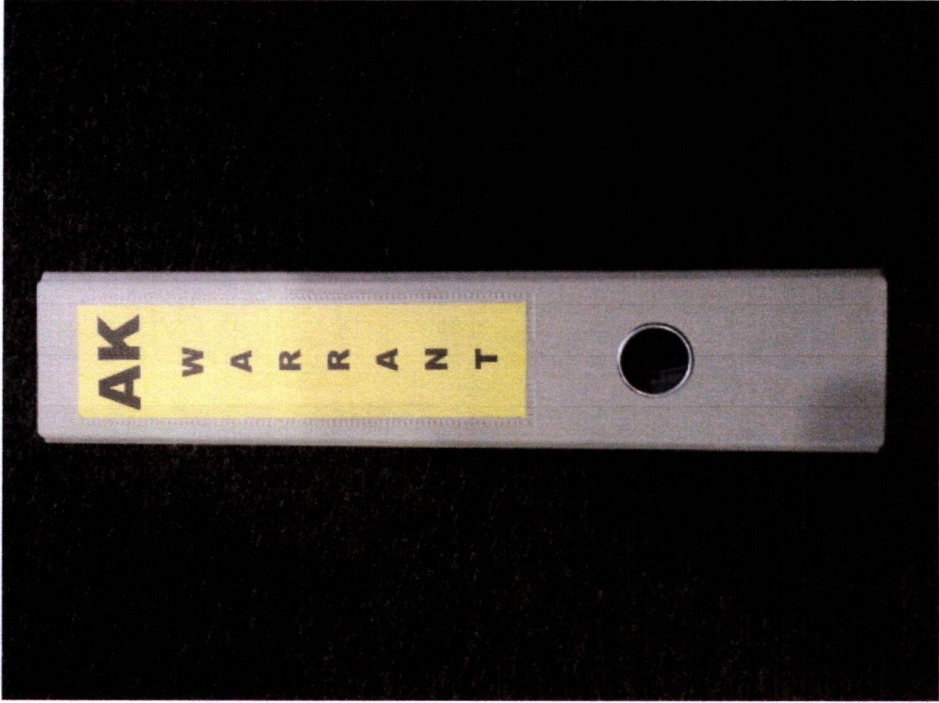
POTO KCH

TOUR

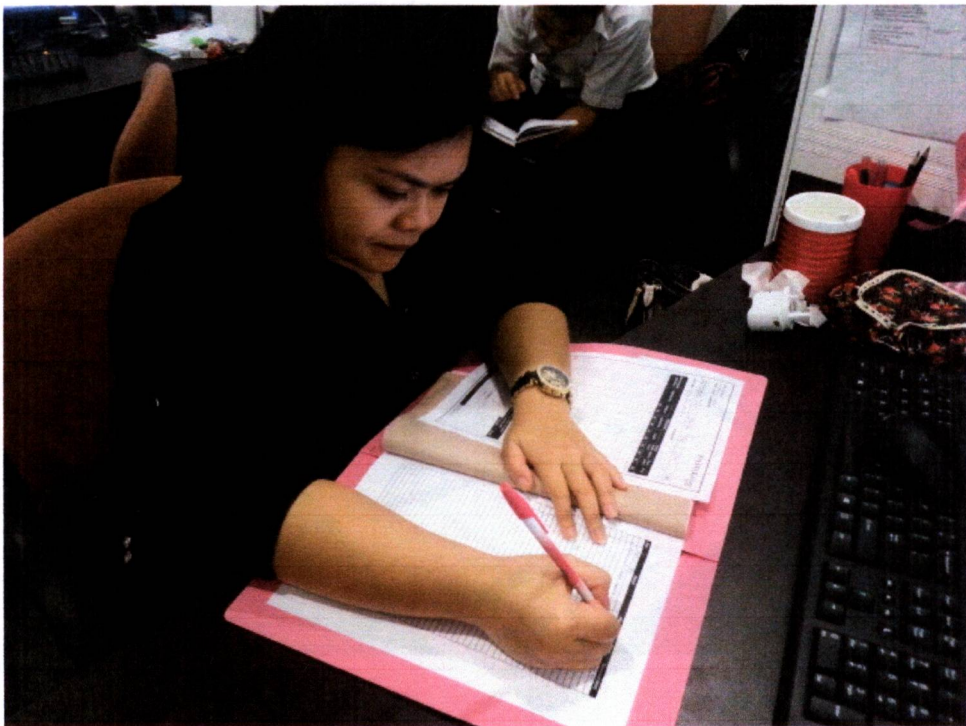
CONTRACT RATE

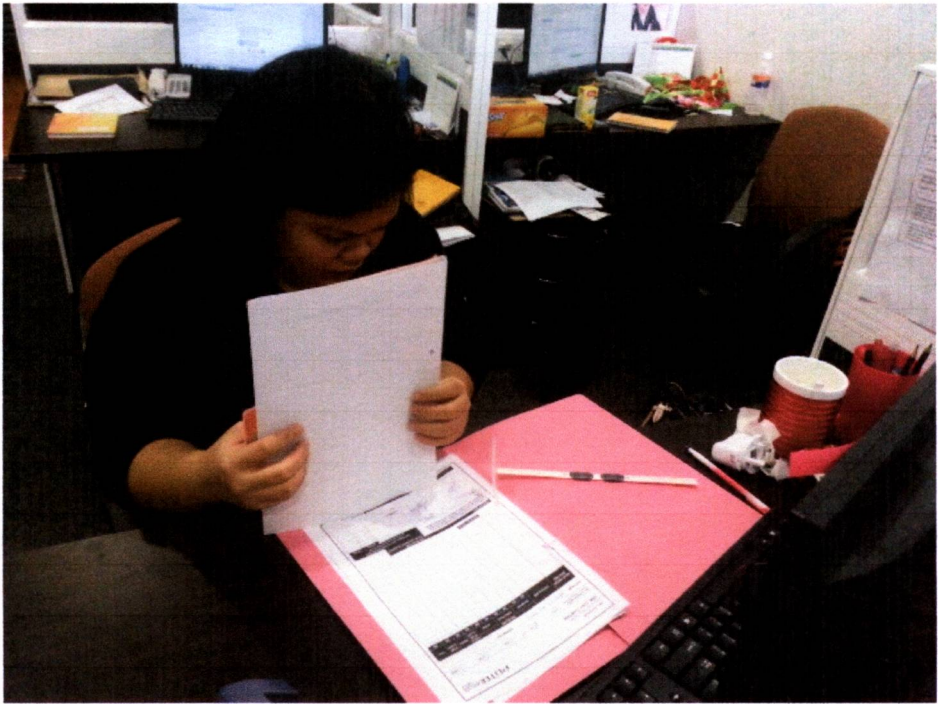
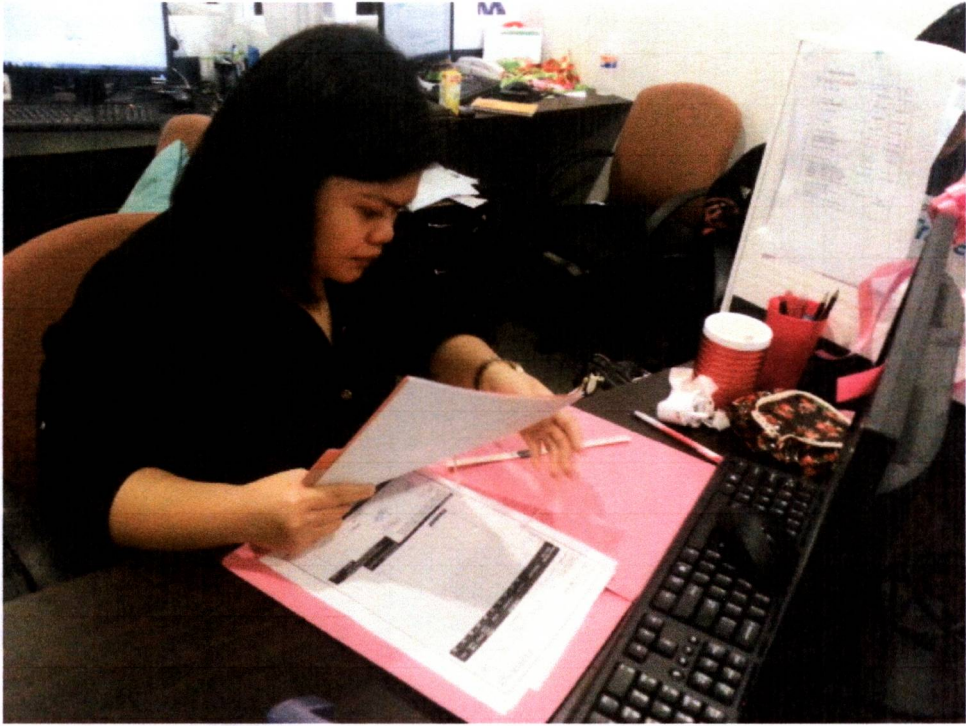
2013 & 2014

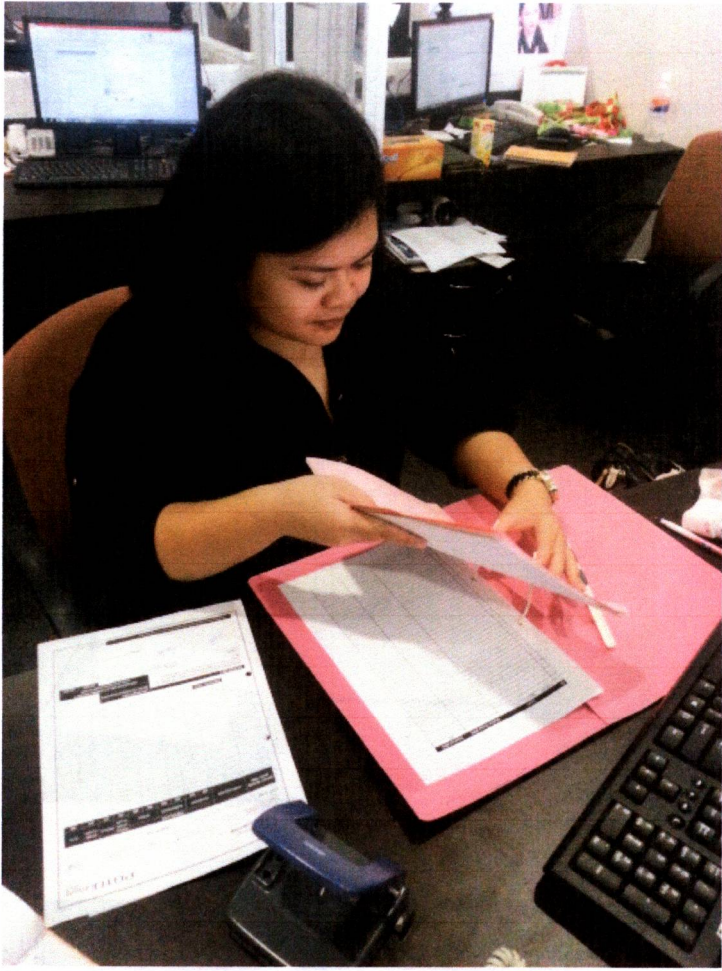


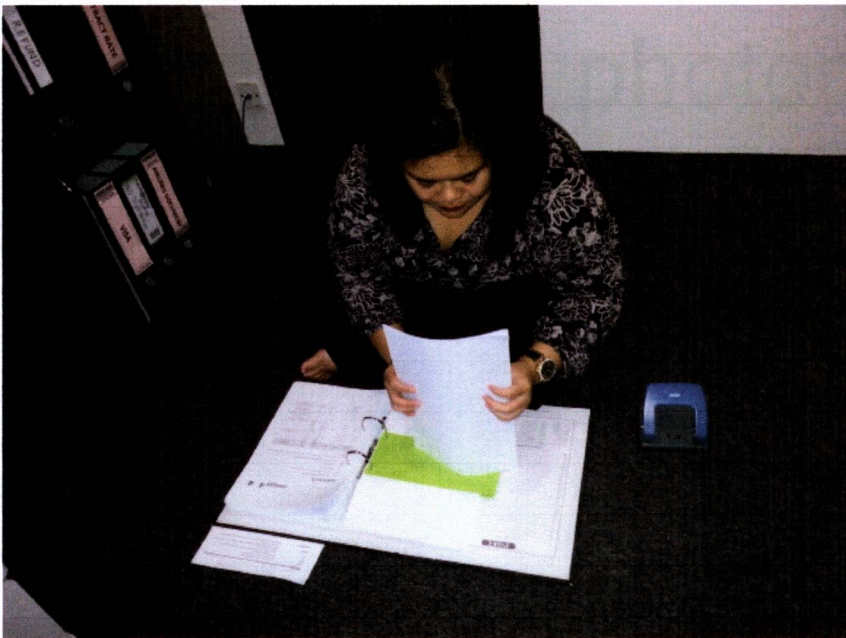
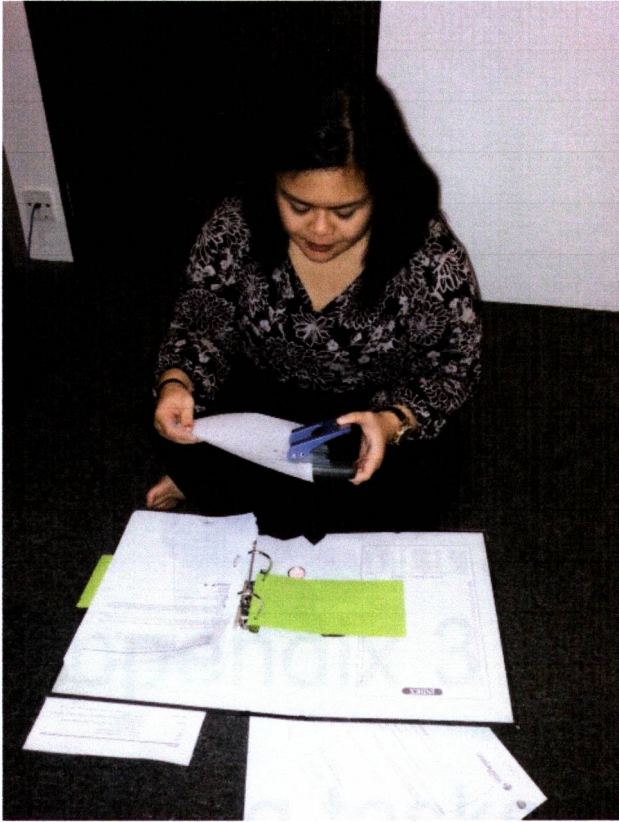








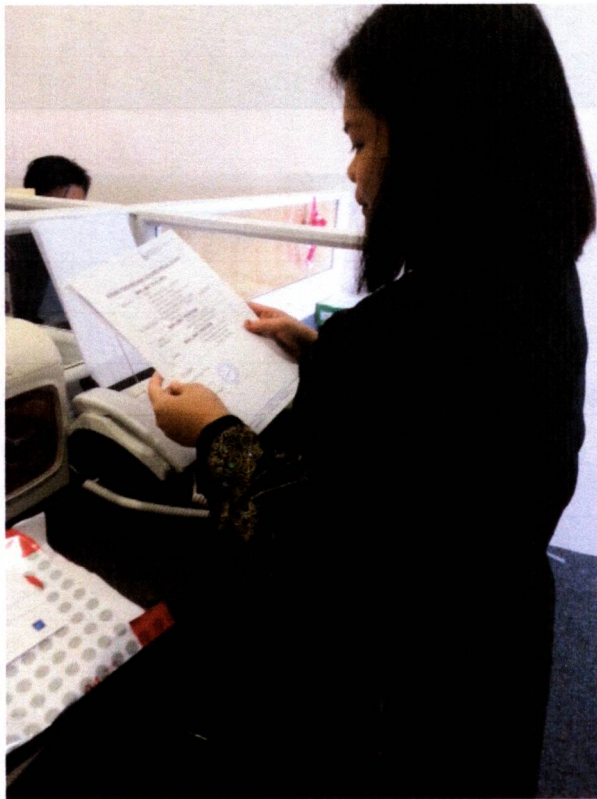


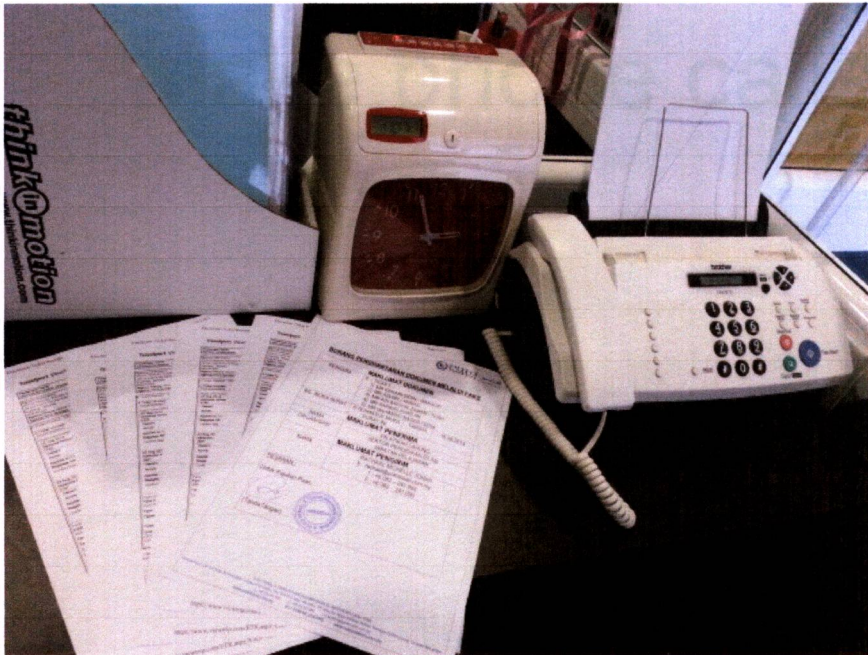




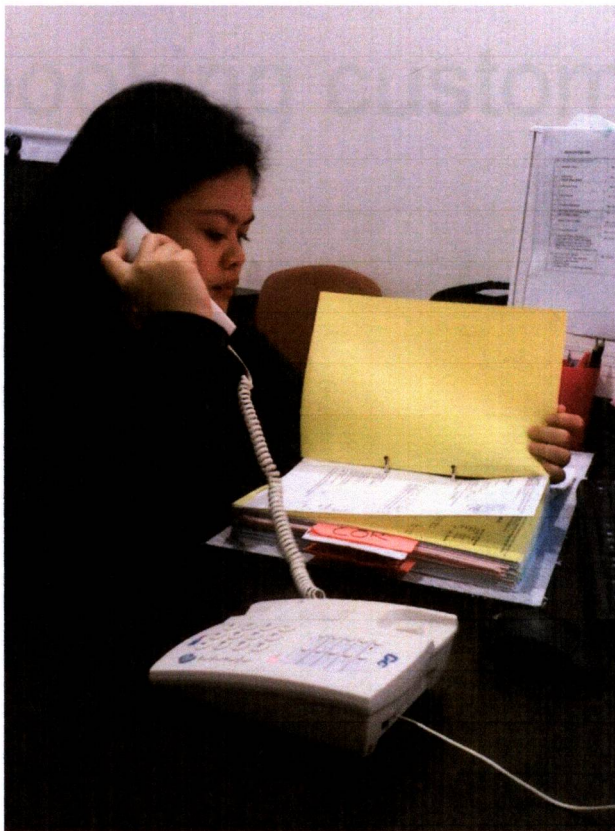
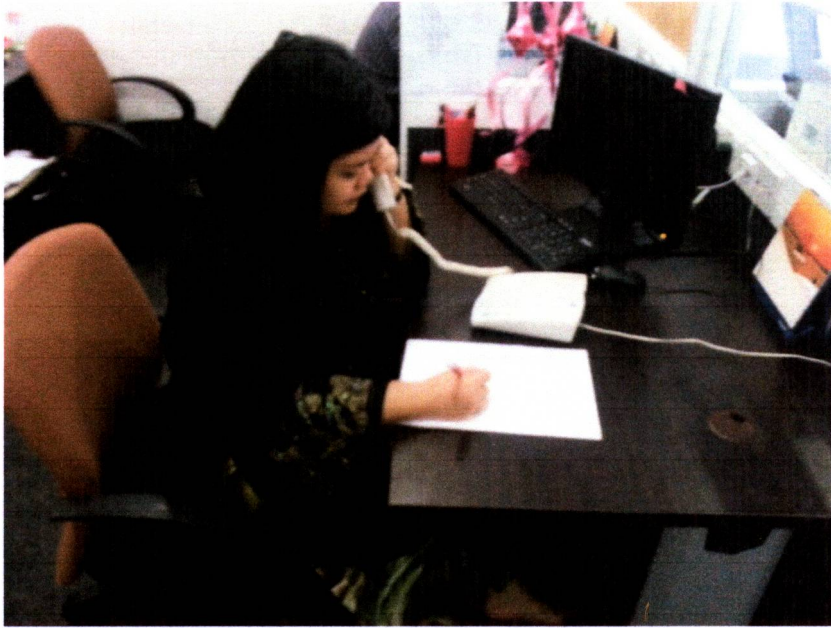
**Appendix 3 : Pictures of  
doing tasks using fax  
machine and photocopy  
machine**







**Appendix 4 : Pictures  
answering phone calls and  
make phone calls**

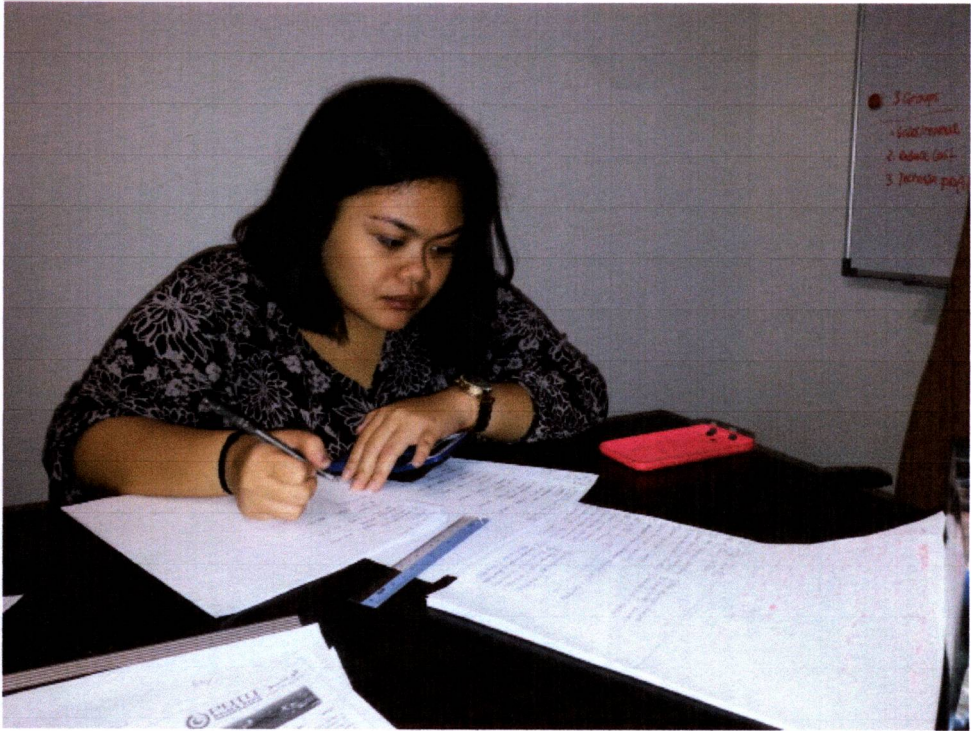


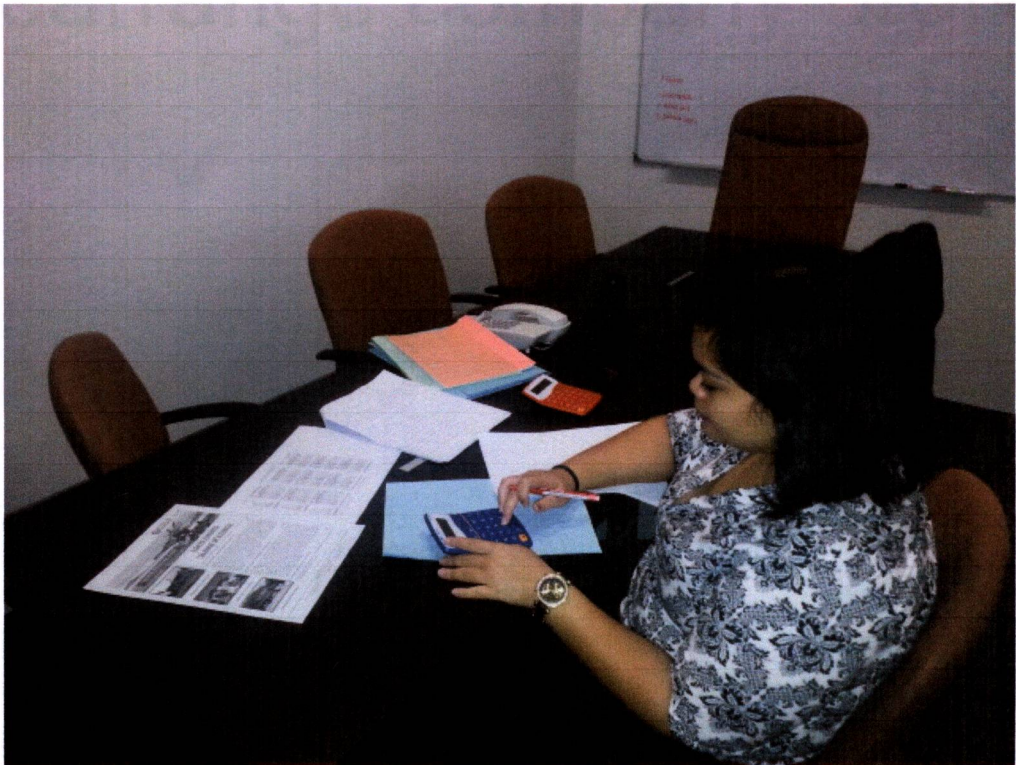
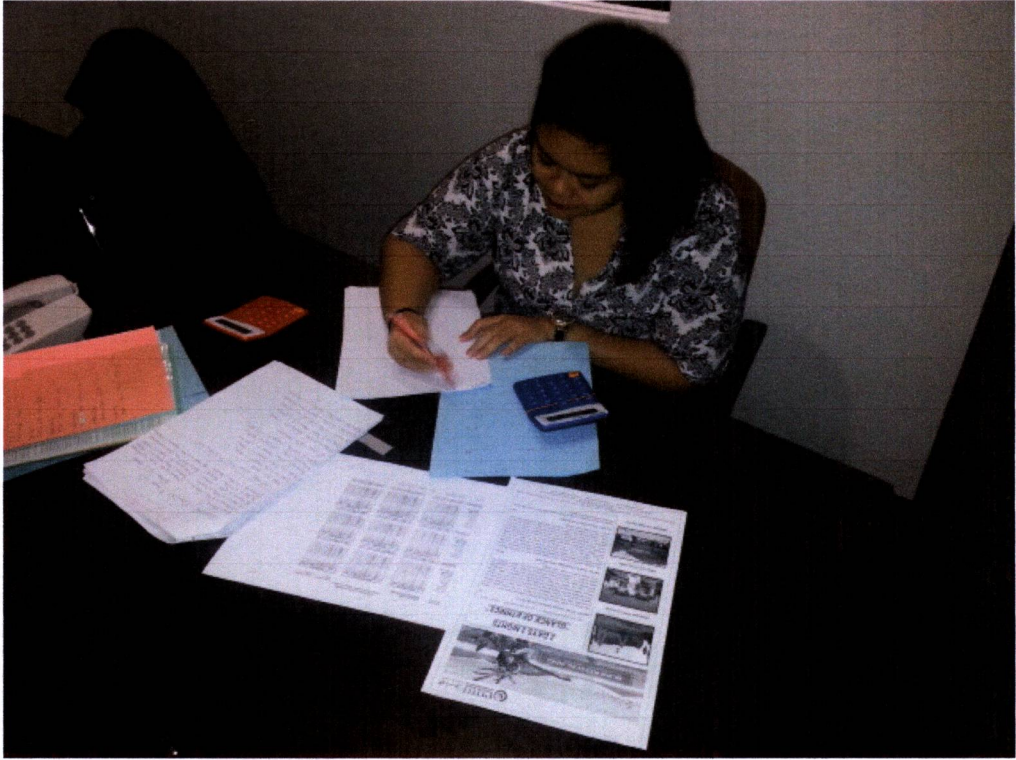
# Appendix 5 : Pictures of booking customer flight





**Appendix 6 : Pictures  
doing costing for Imbound  
Package**





# Appendix 7 : Pictures of rearrange company profile



**Appendix 8 : Pictures  
doing sales visit and  
insoection**















**Appendix 9 : Sample of  
Rainforest World Music  
Festival database done  
using Microsoft Excel**

RAINFORREST WORLD MUSIC FESTIVAL 2014 CUSTOMER DETAILS - Microsoft Excel (Product Activation Trial)

Slip	Name	Email Address	WhatsApp Number
1	ANURATHA DEOSANDRAN	anu_candran@gmail.com	682008145
2	SHARINAH SURADI	shannasurach@gmail.com	689613594
3	SHARLES ALI GARI	sharlesali@gmail.com	65 8841 3927
4	MAREK ANDRZEJ KAMINSKI	marek.kaminski@gmail.com	65 9428 7920
5	TOH U YUH	grace@epolys.com.sg	65 8893 1773 (On Behalf)
6	LIM TONG SENG		
7	SHABANA SAJIATH BT SAJIATH AHMAD	shabana_sajiath@hotmail.com	6 032 - 284 8887
8	FATRIZERIAH JERAWI	did_ezawa@gmail.com	6 032 - 888 0776
9	GABRIEL MOSES	whomos@protonmail.com	6 016 - 896 1210
10	CAR WILLIAMS	karvobone@gmail.com	
11	KATHRYN LUCINE DAILY		
12	ROZAH ISMAIL		
13	CARLA ALESSANDRA ANNA DARIO	carladario@gmail.com	63 917 508 0887
14	NILDA MARIE DE LOS REYES UZARIS	nilda_uzaris@gmail.com	63 917 796 9252
15	MARIA MADELAINE SEBIAL	madela@gmail.com	63 985 287 0803
16	DANICA BUSUGO	danicab@gmail.com	63 917 646 0519
17	CORYNA SUMIN	coryna@gmail.com	6 024 - 999 0828
18	SHARON NG	sharon_cs@gmail.com	6 016 - 313 1230
19	HOO JEE HUN	h_joo@gmail.com	6 016 - 338 5205
20	LOH SEW HOON JOY GERALDINE	roversew@protonmail.com	65 9837 9495
21	REX MUNT AI	rexai@seadiponoma.com.sg	65 8222 5485
22	LUET GUNER	luetguner@gmail.com	6 016 - 889 5287
23	KARSTEN HERBES	karst_herbes@gmail.com	
24	DOURINA MISENG	doourina@gmail.com	
25	NAVINDIP SINGH BEHRAL	navindip@gmail.com	6 016 - 377 7734
26	LORAINETTE KAUR	lorainette@gmail.com	6 017 - 599 4934
27	BARUL LINGAM	silvescrapan@gmail.com	6 016 - 228 2433
28	LIM WAI KUAN	lyu_wai@gmail.com	6 012 - 567 1875
29	YONG CHEE LEONG		6 012 - 796 3371
30	LEE KWY TYING		6 016 - 758 4172

**RAINFREST WORLD MUSIC FESTIVAL 2014 CUSTOMER DETAILS**

NO	NAME	EMAIL ADDRESS	TELEPHONE NUMBER
1	ANU RATHA D/O SANDRAN	<a href="mailto:anu.sandran@emas.com">anu.sandran@emas.com</a>	682000145
2	SHARINAH SURADI	<a href="mailto:sharinah.suradi@emas.com">sharinah.suradi@emas.com</a>	6896415954
3	SHARLEEN ATIQA		65 9641 5971
4	MAREK ANDRZEJ KAMINSKI	<a href="mailto:marek.kaminski@emas.com">marek.kaminski@emas.com</a>	65 9423 7570
5	TOH LI YUH	<a href="mailto:grace@eatplaysurf.com.sg">grace@eatplaysurf.com.sg</a>	65 6893 1773 (On Behalf)
6	LIM TONG SENG		
7	SHABANA SAJATH BT SAJATH AHAMAD	<a href="mailto:shabana_sajath@hotmail.com">shabana_sajath@hotmail.com</a>	6 012 - 284 6847
8	FATRIZERIAH JERAWI	<a href="mailto:didi.jerawi@gmail.com">didi.jerawi@gmail.com</a>	6 012 - 888 0776
9	GABRIEL MOSES	<a href="mailto:whoops.shrooms@yahoo.com">whoops.shrooms@yahoo.com</a>	6 016 - 890 1310
10	KAY WILLIAMS	<a href="mailto:kaybobbee@gmail.com">kaybobbee@gmail.com</a>	
11	KATHRYN LOUISE DAILY		
12	ROZIAH ISMAIL		
13	CARLA ALESSANDRA ANNA DARIO	<a href="mailto:carliedario@gmail.com">carliedario@gmail.com</a>	63 917 508 0607
14	NILDA MARIE DE LOS REYES LIZARES	<a href="mailto:nina.lizares@gmail.com">nina.lizares@gmail.com</a>	63 917 790 9252
15	MARIA MADELAINE SEBIAL	<a href="mailto:madsbial@gmail.com">madsbial@gmail.com</a>	63 905 267 0813
16	DANICA BUCU GIL	<a href="mailto:ayessapil@gmail.com">ayessapil@gmail.com</a>	63 917 849 0119
17	CORYINA SLIMIN	<a href="mailto:coryina@hotmail.com">coryina@hotmail.com</a>	6 014 - 999 0609
18	SHARON NG	<a href="mailto:sharon.cs.80@gmail.com">sharon.cs.80@gmail.com</a>	6 016 - 313 1210
19	HOO JEE HUN	<a href="mailto:hj_hun@hotmail.com">hj_hun@hotmail.com</a>	6 016 - 338 5269
20	LOH SIEW HOON JOY GERALDINE	<a href="mailto:joygeraldineloh@gmail.com">joygeraldineloh@gmail.com</a>	65 9637 9495
21	REX HUNT AI	<a href="mailto:rex.ai@readingroom.com.sg">rex.ai@readingroom.com.sg</a>	65 8222 5465
22	LUCY GUMEK	<a href="mailto:coutelleroland@gmail.com">coutelleroland@gmail.com</a>	6 016 - 889 3237
23	KHRISTIN HERMES	<a href="mailto:ches_etine@yahoo.com">ches_etine@yahoo.com</a>	
24	DOLRINA MISENG	<a href="mailto:doffyna83@gmail.com">doffyna83@gmail.com</a>	
25	NAVINDIP SINGH REKHAJ	<a href="mailto:navindip@gmail.com">navindip@gmail.com</a>	6 016 - 377 7734
26	LORAINJEET KAUR	<a href="mailto:eshrita04@gmail.com">eshrita04@gmail.com</a>	6 017 - 599 4954
27	RAHUL LINGAM	<a href="mailto:silverseraph15@yahoo.com">silverseraph15@yahoo.com</a>	6 016 - 223 2433
28	LIM WAI KUANG	<a href="mailto:1wkuan@gmail.com">1wkuan@gmail.com</a>	6 012 - 507 1605
29	YONG CHEE LEONG		6 012 - 296 3371
30	LEE KOK TIONG		6 016 - 738 6112
31	ROSEMARY S. SILUVAI ANTHONY		6 016 - 471 2755
32	CHANG ZENG LING	<a href="mailto:tomdriftus@yahoo.com">tomdriftus@yahoo.com</a>	6 016 - 475 4174
33	KUA SING YEE	<a href="mailto:singveekua@gmail.com">singveekua@gmail.com</a>	6 012 - 779 0970
34	SHAFY BIN YUSOFF	<a href="mailto:broshaff@yahoo.com">broshaff@yahoo.com</a>	6 019 - 694 0699
35	SITI KHAROLINA BT BAHARUDDIN		
36	SARWIZAN A/L PINA		
37	AZIAH A/P NGAH		
38	MOHAMAD KHAIRUL BIN ABU BAKAR		
39	GABRIELA CHONG KAI SHIN		
40	JITENDER SINGH JASSAL	<a href="mailto:js_jiten@hotmail.com">js_jiten@hotmail.com</a>	6 017 - 305 2802
41	PAVANJEET SINGH SATHAR		6 012 - 203 7386
42	MALVINDERJIT SINGH A/L KULDIP SINGH		6 017 - 317 4497
43	IMREMNIIT SINGH MOMME A/L HARMID SINGH		6 016 - 606 7794
44	KIRANJIT SINGH SATHAR A/L RANJIT SINGH		6 012 - 208 3776
45	DALVINDER SINGH A/L BALBIR SINGH		6 012 - 291 9938
46	ISHVINDER SINGH A/L SATVINDER SINGH		6 012 - 978 9783
47	SANJIT SINGH SATHAR @ VIKESH		65 9479 3795
48	CHONG POH KWONG	<a href="mailto:pkchong2@yahoo.com">pkchong2@yahoo.com</a>	6 013 - 809 8212
49	DAVID ANTHONY	<a href="mailto:fhfffi@hotmail.com">fhfffi@hotmail.com</a>	6421116868
50	ANDREANA NG SWEE CHIN	<a href="mailto:andreanang@yahoo.com">andreanang@yahoo.com</a>	64211404415
51	ANASTASIA RACHEL NG YEN CHIN	<a href="mailto:amgvc@gmail.com">amgvc@gmail.com</a>	6 016 - 892 2884
52	ALVIN NG SZE SYN	<a href="mailto:szesyn@gmail.com">szesyn@gmail.com</a>	6 011 - 1865 8471
53	NAVISHA DEVI A/P THIVYAKUMAR	<a href="mailto:navishha@gmail.com">navishha@gmail.com</a>	6 019 - 362 7910
54	KRISHILLA DEVI A/P THIVYAKUMAR	<a href="mailto:krishilladevi@gmail.com">krishilladevi@gmail.com</a>	6 016 - 660 1790
55	BANU BAIRAJI A/P BALASUBRAMANIAM	<a href="mailto:banu3031@yahoo.com">banu3031@yahoo.com</a>	6 016 - 246 1912
56	NIVAS A/L NAGAPPAN	<a href="mailto:nivas5894@hotmail.com">nivas5894@hotmail.com</a>	6 016 - 331 0357
57	EDWARD MURPHY	<a href="mailto:ecmurphy@sky.com">ecmurphy@sky.com</a>	44 (0) 781 807 7180
58	FRANCESCO ESPOSITO	<a href="mailto:francesco@nakarath.com">francesco@nakarath.com</a>	856 205 552 9186
59	MIRIAM FELICIA MIJLDHEIM		
60	DAVEL PATEL		
61	ROBERT LEE TALKINGTON JR.	<a href="mailto:lee.talkington@gmail.com">lee.talkington@gmail.com</a>	856 205 552 9186
62	IVANA LEXA		
63	KHO YANG PING	<a href="mailto:whitekite44@gmail.com">whitekite44@gmail.com</a>	082 - 412 233
64	JU HYUN LEE @ JUJU LEE	<a href="mailto:jujuflora@gmail.com">jujuflora@gmail.com</a>	019 - 272 9166
65	LOKE SIEW YEAN	<a href="mailto:siewyeani@yahoo.com">siewyeani@yahoo.com</a>	012 - 306 3510
66	JEYENDRAN NAVARATNAM		
67	SAI FENGGIIE	<a href="mailto:jacksai@gmail.com">jacksai@gmail.com</a>	65 8100 6218
68	XAVIER ABELL ANAK JOSEPH DESSIN	<a href="mailto:xavier_abell93@yahoo.com">xavier_abell93@yahoo.com</a>	013 - 844 8607
69	AMY FILIANA ANAK DUHI		
70	JANA BRABSOVA		016 - 875 3790
71	RAZIF SEBLI		
72	KATHERINA BIDI		
73	GEORGINA GEORGE	<a href="mailto:joiejeaws@gmail.com">joiejeaws@gmail.com</a>	6 019 - 499 0329
74	HASSIM TALEP		
75	PEGGY AMIS	<a href="mailto:peggyamis@kehakiman.gov.my">peggyamis@kehakiman.gov.my</a>	6 019 - 751 1702
76	KARL LUCAS	<a href="mailto:nagalrak@gmail.com">nagalrak@gmail.com</a>	6 013 - 835 4560
77	ZULKARNIAN KASIRAN	<a href="mailto:rismazeti@yahoo.com">rismazeti@yahoo.com</a>	6 017 - 254 1403
78	AMAR HAFAS SULAIMAN		6 012 - 672 4450
79	GRACE VIVIANA AK TUMANG	<a href="mailto:desweetlehoney@yahoo.com">desweetlehoney@yahoo.com</a>	6 019 - 875 4508
80	BASIL VALENTINE AK MUINTING	<a href="mailto:valentineir.82@gmail.com">valentineir.82@gmail.com</a>	6 019 - 877 1854
81	CLAUDIA SETZER	<a href="mailto:claudia.setzer@gmx.at">claudia.setzer@gmx.at</a>	6 8589 3884
82	RAMONA TAN AI ERN	<a href="mailto:ramonatanalern@gmail.com">ramonatanalern@gmail.com</a>	6 017 - 610 5667
83	JENNY LIONG LEE YEN	<a href="mailto:j5aloha@gmail.com">j5aloha@gmail.com</a>	6 016 - 222 5036
84	SOONG ROBIN	<a href="mailto:robinsoong@gmail.com">robinsoong@gmail.com</a>	6 012 - 601 6517

**Appendix 10 : Sample  
Borneo Jazz Festival  
database done using  
Microsoft Excel**



BORNEO JAZZ FESTIVAL 2014 CUSTOMER DETAILS						
ID	Name	Phone	Mobile	WhatsApp	Phone	WhatsApp
1	CHONG KAI PAH		<a href="mailto:chongkai@yahoo.com">chongkai@yahoo.com</a>		6 036 - 575 9397	
2	WAN HONG HEE				6 052 - 253 3942	
3	NG CHONG MIN				6 037 - 258 5878	
4	CHIA PECK GIA		<a href="mailto:yultachia@gmail.com">yultachia@gmail.com</a>		6 016 - 333 2885	
5	LIM SU LONE					
6	MOE LEE WEI					
7	TANG LU WEE		<a href="mailto:lu_wee2011@hotmail.com">lu_wee2011@hotmail.com</a>		6 034 - 688 8799	
8	TANG LU SEE				6 030 - 982 0264	
9	MOHAMMAD NURZAIN BIN ABDUL RAHIM				6 076 - 865 9157	
10	SOFIA DRUCE		<a href="mailto:sdfg1072@yahoo.com">sdfg1072@yahoo.com</a>		6 013 - 836 7233	
11	MATTHEW DOMINIC MADAI					
12	PATRICK FLYNN		<a href="mailto:patrickmof@gmail.com">patrickmof@gmail.com</a>			
13	MATTHEW JOHNSON					
14	MARI DJAIN					
15	LEANA MILLS					
16	MARNYA KULIKOVA				6 019 - 343 8129	
17	KEK SAI MEI				6 037 - 613 5473	
18	JOANNE KERK		<a href="mailto:joannekerk@gmail.com">joannekerk@gmail.com</a>		6 032 - 225 1281	
19	AILEEN LAU				6 016 - 888 6145	
20	VICTOR NEWN TEBLOY		<a href="mailto:lii-lyssa@hotmail.com">lii-lyssa@hotmail.com</a>			
21	ATHENA NEWN HUI WEN		<a href="mailto:victornewn@yahoo.com">victornewn@yahoo.com</a>			
22	WONG SIA YEN					
23	BRYAN RUSSELL NEWN WEI					
24	SIMON LAU HING SIONG		<a href="mailto:simond16@gmail.com">simond16@gmail.com</a>		6 032 - 802 2694	
25	FABIAN KOK THAI JIAN				6 016 - 833 8735	
26	ERNE BENEFONT					
27	MOHAMAD SHIDDELY BIN OMAR				6 018 - 874 8784	
28	ESKANDAR BIN LAJAT					
29	MOHAMMAD ZAITARBEZZI ELIAB BIN MOHD RAMZI					
30	CHEN SHAN BEN		<a href="mailto:shen7@hotmail.com">shen7@hotmail.com</a>		6 016 - 875 0943	

## BORNEO JAZZ FESTIVAL 2014 CUSTOMER DETAILS

NO	NAME	EMAIL ADDRESS	TELEPHONE NUMBER
1	CHONG KAH FAH	<a href="mailto:chongreponyme@gmail.com">chongreponyme@gmail.com</a>	6 016 - 575 9597
2	WAN HONG HEE		6 012 - 253 3942
3	NG CHOUNG MIN		6 017 - 258 5678
4	CHIA PECK GIA	<a href="mailto:yulitachia@gmail.com">yulitachia@gmail.com</a>	6 016 - 333 2885
5	LIM SU LONE		
6	MOK LIN WEI		
7	TANG LU WEE	<a href="mailto:lu_wee2001@hotmail.com">lu_wee2001@hotmail.com</a>	6 014 - 688 8799
8	TANG LU SEE		6 010 - 982 0264
9	MOHAMMAD NURZAIN BIN ABDUL RAHIM		6 016 - 865 9157
10	SOFIA DRUCE	<a href="mailto:sofia1072@yahoo.com">sofia1072@yahoo.com</a>	6 013 - 836 7233
11	MATTHEW DOMINIC MADAI		
12	PATRICK FLYNN	<a href="mailto:patrickimoff@gmail.com">patrickimoff@gmail.com</a>	
13	MATTHEW JOLLOW		
14	MARK QUAIN		
15	LEANA MILLS		
16	MARIYA KULIKOVA		6 019 - 343 8129
17	KEK SAI MEI		6 017 - 613 5473
18	JOANNE KERK	<a href="mailto:joannekerk@gmail.com">joannekerk@gmail.com</a>	6 012 - 225 1261
19	AILEEN LAI	<a href="mailto:lij-alyssa@hotmail.com">lij-alyssa@hotmail.com</a>	6 016 - 888 6145
20	VICTOR NEWN TED LOY	<a href="mailto:victornewn@yahoo.com">victornewn@yahoo.com</a>	
21	ATHENA NEWN HUI WEN		
22	WONG SIA YEN		
23	BRYAN RUSSELL NEWN WEI		
24	SIMON LAU HING SIONG	<a href="mailto:simon6616@gmail.com">simon6616@gmail.com</a>	6 012 - 802 2694
25	FABIAN KOK THAI JIAN		6 016 - 853 8735
26	ERNIE BENEDICT		
27	MOHAMAD SHIDDIELY BIN OMAR		6 016 - 874 8784
28	ESKANDAR BIN LAJAT		
29	MOHAMAD ZALTARMEZE KUAH BIN MOHD RAMZI		
30	CHEN SHYANG REN	<a href="mailto:icsr87@gmail.com">icsr87@gmail.com</a>	6 016 - 875 0943
31	KAM BAO JUAN	<a href="mailto:baojuan10@yahoo.com">baojuan10@yahoo.com</a>	6 014 - 931 5204
32	CECELIA SULAIMAN	<a href="mailto:cecelia_sk@yahoo.com">cecelia_sk@yahoo.com</a>	6 019 - 885 8959
33	BEKELI AJI	<a href="mailto:bekelajij@petronas.com.my">bekelajij@petronas.com.my</a>	6 019 - 885 8958
34	BALDWINY SEDIN BEKELI	<a href="mailto:mr.wyn@hotmail.com">mr.wyn@hotmail.com</a>	6 019 - 898 2448

**Appendix 11 : Sample of  
MATTA members  
database done using  
Microsoft Excel**

DDP	Company Name	EMAIL
1	AAM Travel Planners Sdn Bhd.	admin@aam.org.my
2	AAM Travel Planners Sdn Bhd.	avomal@pc.jaring.my
3	Sistem Sewa Kereta (M) Sdn. Bhd.	gemilangtravel@hotmail.com
4	Gemilang Travel & Tours Sdn. Bhd.	devidevong@traveltour.com.my
5	First Travel And Tours (M) Sdn Bhd	devidevong@traveltour.com.my
6	Harpans Travel (Malaysia) Sdn Benda	devidevong@traveltour.com.my
7	Harper Travel (Malaysia) Sdn Bhd.	devidevong@traveltour.com.my
8	Arasad Travels Sdn. Bhd.	arasad@yahoo.com
9	Tribun Travel & Tours Sdn. Bhd.	tribun@travemy.com
10	U-Travelwide Sdn Bhd	ticketing@urme.com.my
11	Alan Overseas Services (Tour & Travel) Sdn. Bhd.	anthony@alanovaland.com.my
12	Swirey Travel Sdn. Bhd.	jeremiah@swireway.com.my
13	Mejilja Travel & Tours Sdn Bhd	mangahnee@gmail.com
14	Travel Agency Sdn Bhd	arul@touragency.com
15	Tourist Travel Sdn. Bhd.	lanetour@yahoo.com
16	Fama Tours & Travel Sdn. Bhd.	lanetour@yahoo.com
17	Reliance Shipping & Travel Agencies (Damansara) Sdn. Bhd.	lanetour@yahoo.com
18	JIC Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
19	Bintang Sun Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
20	Honihub Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
21	Imporing Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
22	Imporing Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
23	Travel Dynamics (M) Sdn. Bhd.	lanetour@yahoo.com
24	Boman Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
25	KPS Travels Sdn. Bhd.	lanetour@yahoo.com
26	Total Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
27	O Partner Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
28	Thj Travel & Tours Sdn. Bhd.	lanetour@yahoo.com
29	Travel Agency Sdn Bhd	lanetour@yahoo.com
30	Dreamland Travel Sdn. Bhd.	lanetour@yahoo.com
31	Nanyang Travel & Travel Sdn. Bhd.	lanetour@yahoo.com
32	Thwayps Travel Centre (M) Sdn Bhd	lanetour@yahoo.com



**NAMA TRAVEL AGENSI**

AAM Travel Planners Sdn.Bhd.  
Sistem Sewa Kereta (M) Sdn. Bhd.  
Gemilang Travel & Tours Sdn. Bhd.  
First Travel And Tours (M) Sdn Bhd  
Harpers Travel (Malaysia) Sdn Berhad  
Travcheq Travel Sdn. Bhd.  
Anand Travels Sdn. Bhd.  
Tetsin Travel & Tours Sdn. Bhd.  
U-Travelwide Sdn Bhd  
Asian Overland Services Tours & Travel Sdn. Bhd.  
Sunway Travel Sdn. Bhd.  
Meijia Travel & Tours Sdn Bhd  
Leisure Holidays Travel Sdn. Bhd.  
Tourland Travel Sdn. Bhd.  
Fame Tours & Travel Sdn. Bhd.  
Reliance Shipping & Travel Agencies (Damansara) Sdn. Bhd.  
JKC Travel & Tours Sdn. Bhd.  
Rising Sun Travel & Tours Sdn. Bhd.  
Honhub Travel & Tours Sdn. Bhd.  
Exciting Outing Travel & Tours Sdn. Bhd.  
Hybrid Holidays Sdn. Bhd.  
Travel Dynamics (M) Sdn. Bhd.  
Boman Travel & Tours Sdn. Bhd.  
KPS Travels Sdn. Bhd.  
Topaz Travel & Tours Sdn. Bhd.  
Q Partner Travel & Tours Sdn. Bhd.  
Thaj Travel & Tours Sdn. Bhd.  
Mangga Travel & Tours (Selangor) Sdn Bhd  
Dreamland Travel Sdn. Bhd.  
Nanyang Tours & Travel Sdn. Bhd.  
Triways Travel Centre (M) Sdn Bhd  
YHA Travel & Tours (M) Sdn. Bhd.  
Floral Holidays & Tours Sdn. Bhd.  
Kembara Station Sdn. Bhd.  
Tradewinds Travel Services Sdn. Bhd.  
Pearl Holiday (M) Travel & Tour Sdn. Bhd.  
Klang Valley Travel & Tours (M) Sdn. Bhd.  
Countonus Travel and Tours Sdn. Bhd.  
Aldyma Travel & Tours Sdn. Bhd.  
OK Travel & Tours Sdn. Bhd.  
Nippon Met Sin Travel & Tours Sdn. Bhd.  
Sriamera Holidays (M) Sdn. Bhd.  
Inayah Travel & Tours Sdn. Bhd.  
Hajana Travel & Tours Sdn Bhd  
Asia Pacific Travel Sdn Bhd  
Kwok Ping Travel & Tours Sdn. Bhd.  
Highlight Travel & Tours Sdn Bhd  
Sunlida Travel & Tours Sdn. Bhd.  
Concept Holidays Sdn. Bhd.  
MAS Golden Holidays Sdn Bhd  
Hwa Yik (Klang) Tour & Travel Sdn Bhd  
KSKI Travel & Tours Sdn. Bhd  
ITT Vacations Sdn. Bhd.  
Sealantis Dive Centre Sdn. Bhd.  
Utusan Travel & Tours Sdn Bhd  
Inter-Red Travel & Tours (M) Sdn. Bhd.  
Emzed Travel & Tours Sdn. Bhd.

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gemilangtravel@hotmail.com  
davidleong@firsttravel.com.my  
davidlow@harperstravel.com  
travel@travcheq.com  
anandtra@yahoo.com  
tetsin@streamyx.com  
ticketing@umw.com.my  
anthony@asianoverland.com.my  
jeremiahl@sunway.com.my  
manggahee@gmail.com  
  
arul@tourlandmy.com  
fametours@yahoo.com  
  
jkctrvl@tm.net.my  
risingsun\_travel@yahoo.com  
htt1800@po.jaring.my  
exouting@streamyx.com  
[juliana@hybridholidays.com](mailto:juliana@hybridholidays.com)  
tours@travel-dynamics.com.my  
sales@bomantravel.my  
managerkps@yahoo.com  
stephen@topaztravels.com  
pkd@streamyx.com  
thajtrvl@tm.net.my  
mike\_cky77@yahoo.com  
sales@dreamlandtravel.com.my  
francis@nanyangtours.com.  
nizar69@triways.com.my  
[info@vhatravels.com](mailto:info@vhatravels.com)  
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kembaras@streamyx.com  
info@tradewindstravel.com.my  
enquiry.hq@pearlholiday.com  
kvt01@po.jaring.my  
countonustrvl@yahoo.com  
aldymatravel@mail.com  
  
nipponmetsin@gmail.com  
sahsb@tm.net.my / sriamera@yahoo.com  
inayahtt@gmail.com, usop\_travel@yahoo.com  
mice@hajana.com.my  
aptravel@streamyx.com  
kwokping@tm.net.m  
bentan@tm.net.my  
sunlida8@gmail.com  
conceptholidays@hotmail.com  
mshai@malaysiaairlines.com  
hwayikjo@tm.net.my  
kski@tm.net.my  
dass@ittrentacar.com.my  
sealantis\_m@yahoo.com  
uttsb@yahoo.com, rsvn@utusantravel.com  
irt8888@tm.net.my

# Appendix 12 : Sample of staff roster table done using Microsoft Excel

**MS EXCEL - Microsoft Excel - Workbook: Norfaridzah**

Home Insert Page Layout Formulas Data Review View

Clipboard Font Paragraph Alignment Number Styles Editing

**B46 NORFARIDZAH**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD
22					<b>SEPTEMBER</b>																									
23																														
24					<b>WEEK 1 (6 SEPTEMBER 2014)</b>																									
25					SITI ALIZA						SYAHRIZAT																			
26					NORFARIDZAH						SAMUEL																			
27					DARYUN						RANDY																			
28					RAHMANN						RACHAEL																			
29																														
30					<b>WEEK 2 (13 SEPTEMBER 2014)</b>																									
31					SITI ALIZA						SYAHRIZAT																			
32					NORFARIDZAH						SAMUEL																			
33					DARYUN						RANDY																			
34					RAHMANN						RACHAEL																			
35																														
36					<b>OCTOBER</b>																									
37																														
38					<b>WEEK 1 (4 OCTOBER 2014)</b>																									
39					SITI ALIZA						SYAHRIZAT																			
40					NORFARIDZAH						SAMUEL																			
41					DARYUN						RANDY																			
42					RAHMANN						RACHAEL																			
43																														
44					<b>WEEK 2 (11 OCTOBER 2014)</b>																									
45					SITI ALIZA						SYAHRIZAT																			
46					NORFARIDZAH						SAMUEL																			
47					DARYUN						RANDY																			
48					RAHMANN						RACHAEL																			
49											MALAYSIAN NATIONAL HOLIDAY (AWAL MUHARRAM)																			
50																														
51					PREPARED BY: ANDRIANA ALEXIS JEBRON																									
52																														
53					APPROVED BY: SYAHRIZAT DOL																									
54					ASST BRANCH MANAGER																									
55																														
56																														
57																														
58																														

Ready Sheet1 Sheet2 Sheet3

11:01 AM 13 May 2014



## **AUGUST**

<b>WEEK 1 (2 AUGUST 2014)</b>
SYAHRIZAT SAMUEL RANDY RACHAEL

<b>WEEK 2 (9 AUGUST 2014)</b>
SITI ALIZA NORFARIDZAH QAYYUM RAHIMAH

<b>WEEK 3 (16 AUGUST 2014)</b>
SYAHRIZAT SAMUEL RANDY RACHAEL

<b>WEEK 4 (23 AUGUST 2014)</b>
SITI ALIZA NORFARIDZAH QAYYUM RAHIMAH

<b>WEEK 5 (30 AUGUST 2014)</b>
SYAHRIZAT SAMUEL RANDY RACHAEL

## **SEPTEMBER**

<b>WEEK 1 (6 SEPTEMBER 2014)</b>
SITI ALIZA NORFARIDZAH QAYYUM RAHIMAH

<b>WEEK 2 (13 SEPTEMBER 2014)</b>
SYAHRIZAT SAMUEL RANDY RACHAEL

<b>WEEK 3 (20 SEPTEMBER 2014)</b>
SITI ALIZA NORFARIDZAH QAYYUM RAHIMAH

<b>WEEK 4 (27 SEPTEMBER 2014)</b>
SYAHRIZAT SAMUEL RANDY RACHAEL

## **OCTOBER**

<b>WEEK 1 (4 OCTOBER 2014)</b>
SITI ALIZA NORFARIDZAH QAYYUM RAHIMAH

<b>WEEK 2 (11 OCTOBER 2014)</b>
SYAHRIZAT SAMUEL RANDY RACHAEL

<b>WEEK 3 (18 OCTOBER 2014)</b>
SITI ALIZA NORFARIDZAH QAYYUM RAHIMAH

<b>WEEK 4 (25 OCTOBER 2014)</b>
<b>MALAYSIAN NATIONAL HOLIDAY ( AWAL MUHARRAM )</b>

PREPARED BY : ANDRIANA ALEXIS JEBRON

APPROVED BY : SYAHRIZAT DOL  
ASST BRANCH MANAGER



PERPUSTAKAAN TUN ABDUL RAZAK  
JABATAN PERANCANGAN DAN PEMBANGUNAN PERPUSTAKAAN (JPPP)

BORANG PENYERAHAN BAHAN HARTA INTELEK UITM  
UITM's Intellectual Property Submission Form

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 Faculty / Division / Department Tarikh (Date): 28/5/24

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Types of Material (Please mark ✓)

- |                                                    |                                     |                                                           |                          |
|----------------------------------------------------|-------------------------------------|-----------------------------------------------------------|--------------------------|
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| 3. Projek Pelajar (Student Project Reports)        | <input type="checkbox"/>            | 9. Prosiding (Proceedings)                                | <input type="checkbox"/> |
| 4. Jurnal (Journals)                               | <input type="checkbox"/>            | 10. Buletin (Bulletins)                                   | <input type="checkbox"/> |
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| 6. Projek Keusahawanan (Entrepreneurship Projects) | <input type="checkbox"/>            | 12. Lain-lain (Others) :                                  | <input type="checkbox"/> |

MAKLUMAT BAHAN (Information of Materials):

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		Judul	Naskhah	Judul	Naskhah
1.	<u>Master report</u>				
2.					
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