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TEKNOLOGI  
MARA

Cawangan Melaka



**SAKATO**

**2025**

# **INDUSTRIAL TRAINING REPORT MGT666**

BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) IN INTERNATIONAL BUSINESS  
BA246

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**Maklumbalas (!)**



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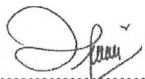
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# EXECUTIVE SUMMARY



This report details my six-month internship at the Human Resources (HR) department, where I learned a great deal and got practical experience in a field a little bit different to my International Business Administration major. During the internship, I encountered many HR functions, significantly improving my comprehension of human resources beyond theoretical concepts.

Throughout my internship, I acquired essential skills in recruitment, payroll management, employee relations, compliance, and strategic planning. My participation in recruitment activities enabled me to comprehend the talent acquisition process, encompassing job advertisements, candidate screening, and interviews. I acquired knowledge of payroll systems, guaranteeing accurate and timely employee compensation.

Furthermore, I participated in numerous employee relations activities, contributing to the cultivation of a good and supportive workplace atmosphere. I acquired knowledge regarding compliance issues, guaranteeing the company's adherence to labour regulations and organizational standards. Furthermore, I participated in strategic planning activities that matched HR practices with company goals, helping to increase overall business performance.

This internship has been an enriching experience, providing me with a broader understanding of HR operations and how they contribute to the success of a firm. It has expanded my competence and me a new perspective on the integration of HR practices in corporate management.

# ACKNOWLEDGEMENT

First and foremost, I would like to convey my heartfelt thankfulness to God Almighty for His gifts and guidance throughout my internship adventure. It is by His grace that I was able to experience this wonderful educational opportunity and attain personal and professional growth.

I would additionally like to express my deep thanks to Sakato Enterprise for embracing me and providing me with the opportunity to be part of the firm. I am extremely grateful having the ability to contribute to and learn from such a dynamic firm.

A special appreciation to Miss Nur Aqilah Yasmin Binti Yusof, Human Resource Executive, and Nur Zafi Zamani Bin Nordin, Human Resource Assistant, for their constant advice, support, and encouragement throughout my internship. Their knowledge and inspiration have been helpful, and I greatly appreciate their devotion to my professional progress. Their generosity in offering guidance, sharing their expertise, and providing valuable resources has significantly enriched my learning journey. I am deeply appreciative of their collaborative spirit and kindness, which went above and beyond my expectations. I wish to express my sincere gratitude to the Sakato Enterprise team for their constant assistance and direction during my internship. Despite being from a different department, their willingness to assist has significantly enhanced my experience. Thank you for making my internship a rewarding and memorable experience.

I would also like to convey my gratitude to Dr. Nurazree Bin Mahmud, my internship advisor, for his constant support and concern over my progress. His assistance has been a vital part in the success of my internship experience, and I am thankful for his mentorship. I would want to thank all my friends and family for their continued encouragement and support during my internship. Their belief in me and their understanding have played a vital influence in my achievements during this journey.

# TABLE OF CONTENT

---

## EXECUTIVE SUMMARY

## ACKNOWLEDGMENT

### 1.0

---

#### STUDENT'S PROFILE

##### 1.1 UPDATED RESUME

### 2.0

---

#### COMPANY'S PROFILE

##### 2.1 BACKGROUND OF THE COMPANY

##### 2.2 VISSION, MISSION AND OBJECTIVE

###### 2.2.1 VISSION

###### 2.2.2 MISSION

###### 2.2.3 OBJECTIVES

##### 2.3 ORGANIZATIONAL CHART

### 3.0

---

#### NATURE OF BUSINESS

##### 3.1 CONSTRUCTION AND RENOVATION

##### 3.2 LANDSCAPING

##### 3.3 FOOD AND BEVERAGE

##### 3.4 MEDICAL SERVICES

##### 3.5 SPA AND WELLNESS

### 4.0

---

#### SELF REFLECTION

##### 4.1 HRMS SYSTEM: WORKSY

##### 4.2 OPERATIONAL INSIGHTS

##### 4.3 MANUAL ATTENDANCE

##### 4.4 CONDUCTING BRIEFING AND INDUCTION

##### 4.5 RECRUITMENT

##### 4.6 FILING AND DOCUMENTATION

##### 4.7 CONCLUSIONS



# TABLE OF CONTENT

---

## **5.0 SWOT ANALYSIS**

### **5.1 STRENGTH**

**5.1.1 DIVERSE BUSINESS PORTFOLIO**

**5.1.2 STRATEGIC LOCATIONS FOR BUSINESS**

**5.1.3 STRONG SOCIAL MEDIA PRESENCE**

### **5.2 WEAKNESSES**

**5.2.1 INTERNAL COMMUNICATION CHALLENGES**

**5.2.2 STAFF SHORTAGES/ EMPLOYEE TURNOVER**

**5.2.3 COORDINATION ACROSS MULTIPLE BUSINESSES**

### **5.3 OPPORTUNITIES**

**5.3.1 TECHNOLOGY INTEGRATION**

**5.3.2 EXPANSION IN STRATEGIC LOCATIONS**

**5.3.3 DELIVERY APPS OR DELIVERY SYSTEMS**

### **5.4 THREATS**

**5.4.1 HIGH COMPETITION**

**5.4.2 REPUTATION RISKS**

**5.4.3 ECONOMIC/INSTABILITY THAT AFFECTED THE COST**

## **6.0 RECOMMENDATIONS**

**6.1 IMPROVE INTERNAL COMMUNICATION**

**6.2 ADDRESS STAFFING CHALLENGES**

**6.3 LEVERAGE SOCIAL MEDIA AND MARKETING**

## **7.0 CONCLUSIONS**

## **8.0 REFERENCES**

## **9.0 APPENDICES**

## **2.0 COMPANY'S PROFILE**

## 2.1 BACKGROUND OF THE COMPANY



**Sakato Enterprise HQ Office**



**Location of Sakato Enterprise HQ**

Sakato Enterprise Sdn. Bhd., founded on December 26, 1991, by En. Mustapar Bin Alias, has developed into a distinguished firm with over 30 years of excellence in Melaka. The company, originally concentrating on construction and renovation, broadened its offerings to encompass landscaping, cleaning, and building service. Currently, Sakato Enterprise functions within the broader Sakato Group, which manages various businesses, including Sakato Construction and Renovation, Majexa Sdn. Bhd., La Bodega, Singgahsini Spa and the recently founded Sakato Canteen in 2024.

This entirely Bumiputera-owned enterprise employs around 60 workers and is directed by a mission and vision that prioritize reliability, quality, and innovation. Under the chairmanship of En. Razli Affendy Bin Mustapar, the heir of the founder, Sakato Enterprise flourishes within the Sakato Group, with its subsidiaries functioning independently. Sakato Enterprise has established itself as a reliable entity in Melaka's business community via its unwavering dedication to excellence.



## 2.2 Vision, Mission and Objectives

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### → Vision

To become a reliable organization in delivering quality services efficiently, cost-effectively, and on time.

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### → Mission

To strive for excellence in delivering quality services through teamwork for the benefit of the organization, society, and the nation. Free will and imagination will always be guided by true principles and values.

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### → Objectives

To deliver top-notch services by unwavering principles and earning trust as a valued partner to our stakeholders.



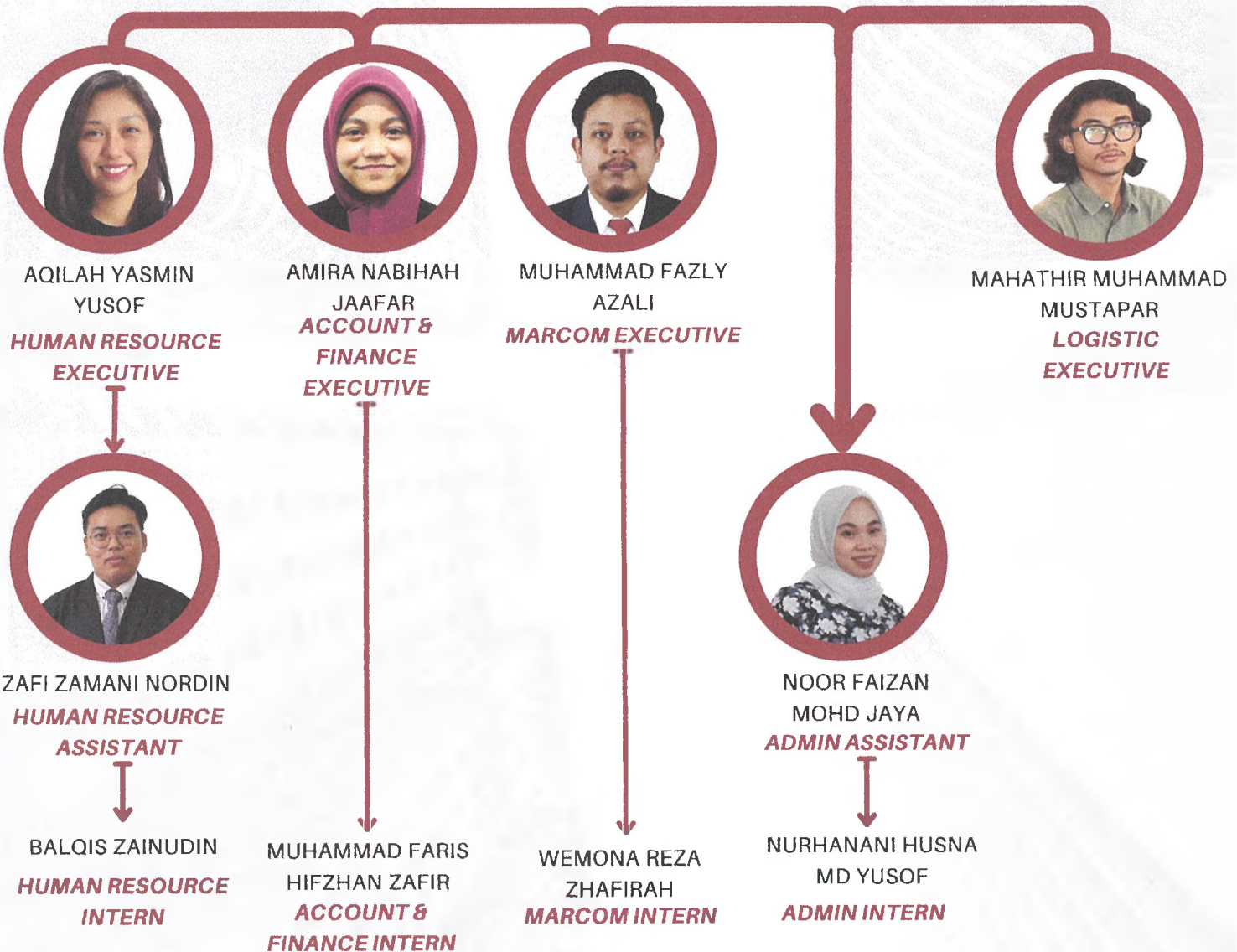


## 2.3 ORGANIZATIONAL CHART



MOHD RAZLI AFFENDY MUSTAPAR

**DIRECTOR**





## **3.0 NATURE OF BUSINESS**

## 3.1 CONSTRUCTION AND RENOVATION



Sakato Enterprise offers a wide array of professional services, including construction and renovation, maintenance of electrical engineering systems, building and area cleaning services, as well as the supply of electrical tools and equipment. The company takes a comprehensive approach to its operations, focusing on planning, organizing, controlling, and evaluating all activities associated with residential home construction and renovation projects. To provide exceptional value to its clients, Sakato Enterprise facilitates consultations with customers, architects, and engineers to thoroughly review plans and specifications, ensuring all parties are aligned on the project's objectives and design.

Furthermore, the company is committed to upholding the highest standards of quality and compliance. To achieve this, every project undergoes meticulous inspection to confirm that all work adheres to the agreed-upon plans and specifications, meeting both client expectations and regulatory requirements. This dedication to detail and excellence has solidified Sakato Enterprise's reputation for delivering reliable and high-quality services across its diverse portfolio.



## 3.2 LANDSCAPING



**Sakato Enterprise's landscaping team consists of skilled professionals dedicated to providing comprehensive maintenance services for lawns and gardens. Their offerings cater to a diverse range of clients, including homeowners, businesses, and organizations across Melaka. The landscaping services encompass a variety of tasks designed to ensure the health and aesthetic appeal of outdoor spaces. These services include mowing, fertilizing, trimming, pruning, irrigation system maintenance, leaf removal, and specialized care for trees and shrubs, among other tasks.**

**Sakato Enterprise has established itself as a trusted partner for maintaining the landscapes of prominent locations in Melaka, such as Kompleks Hang Tuah, Muzium Kapal Selam and Muzium Kesultanan Melaka. By delivering high-quality and reliable landscaping services, the company supports its clients in preserving the beauty and functionality of their outdoor environments, further contributing to the city's charm and appeal.**

### 3.3 FOOD AND BEVERAGE



**Rumah Belanda**



**Kantin**



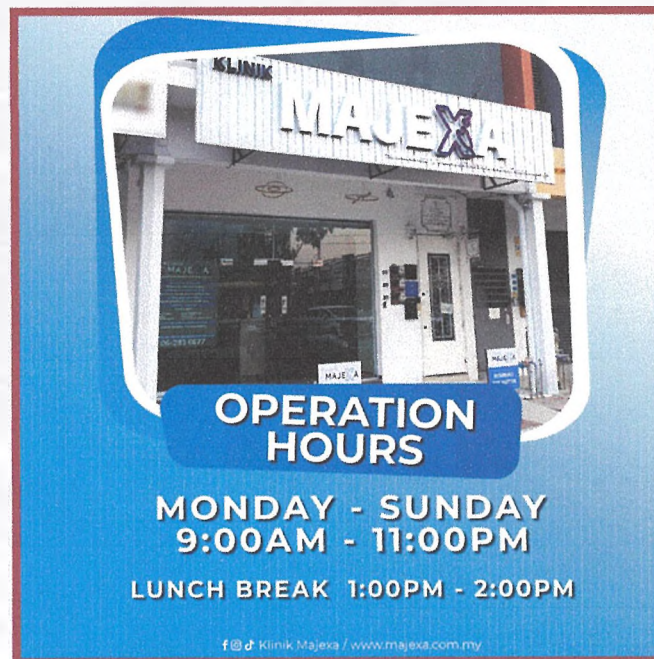
**Bangsawan Bistro**

Over the years, the Sakato Group has built a strong reputation for its reliable and trusted services, earning the loyalty and respect of its customers. This foundation of trust has allowed the company to grow and diversify its portfolio, including its expansion into the food and beverage sector. One of its standout ventures is Rumah Belanda Restaurant, which offers a distinctive dining experience tailored to a wide range of tastes. From local and western cuisine to delightful pastries and expertly crafted coffee, Rumah Belanda caters to every palate. The overwhelming success of Rumah Belanda inspired Sakato Group to further expand by opening additional establishments, including Sakato Canteen and Bangsawan Bistro.

Both Sakato Canteen and Bangsawan Bistro, which have been in operation for approximately seven months, bring their own unique charm to the dining scene. Rumah Belanda and Sakato Canteen have also gained popularity for hosting large events, successfully managing orders for gatherings of 100 guests or more. This ability to provide exceptional service for events, alongside daily dining, highlights the Sakato Group's dedication to meeting the diverse needs of its clientele while continuously elevating its presence in the food and beverage industry.



## 3.4 MEDICAL SERVICES



**Klinik Majexa**

Sakato Group's commitment to growth and community service is evident in the establishment of Majexa Sdn. Bhd., which marks the company's foray into the healthcare sector. Klinik Majexa, a cornerstone of this initiative, has served as a trusted medical facility offering vital healthcare services to the community. From house call doctor visits and vaccinations to minor surgical procedures and panel clinic partnerships, the clinic has been a dependable resource for health and wellness. Klinik Majexa has also actively participated in health campaigns organized by the Malaysian Ministry of Health, reflecting the company's deep dedication to improving community health.

Currently, the clinic is temporarily closed as the team focuses on refining its systems and processes to deliver even better care. As part of this effort, Sakato Group is working to recruit new medical officers and clinic assistants, ensuring that Klinik Majexa can reopen with enhanced capabilities and a renewed commitment to serving its patients. This thoughtful approach demonstrates the company's unwavering focus on providing quality healthcare and making a positive impact in the lives of those they serve.

## 3.5 SPA AND WELLNESS



**Singgahsini Spa**

The establishment of SinggahSini Hotel & Resort is yet another testament to Sakato Group's commitment to diversifying its offerings and enhancing community well-being. Among its standout features is the SinggahSini Spa, which provides a range of spa and wellness services tailored to promote relaxation and self-care. From beauty treatments and personal care packages to affordable cosmetic services, the spa ensures there is something for everyone.

In addition to its core services, such as massages, facials, jacuzzis, manicures, and pedicures, SinggahSini Spa is well-known for its seasonal promotions. To better serve its growing clientele, SinggahSini Spa is currently undergoing renovations and expansions to create a larger and more luxurious space. Plans are also underway to introduce new services, including maternity confinement care, further broadening its appeal and dedication to holistic wellness. These continuous improvements reflect the Sakato Group's mission to deliver exceptional services while fostering relaxation and well-being in the community.



# **4.0 SELF REFLECTION**

## 4.0 SELF REFLECTION



Throughout my internship, I was supervised by Ms. Nur Aqilah Yasmin, who guided me through the diverse tasks and challenges related to a Human Resources (HR) position. Despite majoring in International Business during my studies, I was given the opportunity to apply for and undertake the HR position, which opened new avenues for learning and professional growth. I began my internship on August 12, 2024, and completed it on January 24, 2025, spanning a total of 24 weeks. My working hours were from 8:00 AM to 6:00 PM, Monday to Friday, with weekends and public holidays off.

Sakato Enterprise is a dynamic organization with multiple business ventures under its umbrella, including restaurants, construction services, clinics, and spas. This diversity allowed me to explore various facets of the business world and gain a deeper understanding of the business culture in Melaka, which was particularly enriching as I am originally from Johor Bahru. Working at Sakato Enterprise gave me the chance to adapt to a new environment and broaden my perspective on regional business practices.



## 4.1 HRMS SYSTEM : WORKSY



One of the primary aspects of my role was gaining hands-on experience with the company's HRMS software, Worksy. My responsibilities centered around contributing to key HR tasks, such as maintaining employee records, tracking attendance, and processing various applications through the system. I was entrusted by my HR supervisor to manage sensitive and critical tasks within Worksy, a responsibility that highlighted their confidence in my capabilities. However, the use of this system was always under the careful supervision of my HR team to ensure accuracy and adherence to company policies.

Other than that, my significant duties involved arranging duty rosters. I began by editing the rosters in Google Sheets, sharing them with the working group on WhatsApp for feedback, and then inputting finalized shift timings and off days into the Worksy system. Each morning, I monitored employee attendance by reviewing their clock-in and clock-out times and ensured overtime applications complied with company regulations. This process required meticulous attention to detail and a strong understanding of company policies.

Additionally, I was responsible for registering new full-time employees into the Worksy system. This included entering essential details such as their personal information, bank and statutory data, employment information, location, and shift timings. This setup enabled new hires to clock in and out efficiently using the system. Through these responsibilities, I gained a profound understanding of HR systems and the critical administrative processes behind them. The trust placed in me by my HR team, combined with their consistent supervision and guidance, made this an invaluable learning experience that deepened my knowledge and boosted my confidence in handling HR tasks.

## 4.2 OPERATIONAL INSIGHTS



Sakato Enterprise's diverse business model offered me a unique opportunity to understand how different types of businesses are managed under a single entity. I was involved in monitoring large events for over 100 guests at Rumah Belanda, where I ensured smooth operations from food preparation to table and food arrangements. Additionally, I gained hands-on experience managing external events at locations such as MBMB and SUK in Melaka. These responsibilities required me to oversee staff performance, coordinate logistics, and manage resources to ensure successful event execution.

I also found opportunities to apply knowledge from my studies, particularly from event management coursework, to enhance the quality of these operations. Importantly, I did not coordinate any construction projects but observing them provided valuable insights into how Sakato Enterprise handles diverse business ventures.

Another critical aspect of my operational learning was monitoring the performance of Kantin, a newly established restaurant under Sakato Enterprise. Since Kantin employed a new system, I learned to use its POS system, which enabled me to guide and monitor staff usage of the system. I also assisted new staff in resolving any issues they faced with the POS system, ensuring smooth operations and efficient service delivery at the restaurant.



## 4.3 MANUAL ATTENDANCE



NO	Date	In	Out	Break	Working	Salary	Overtime	Overtime Rate	Hours	Pay Rate	Location	Company
2	02/01/2025	8:00	18:00	1:00	9:00	2.8968	26.09		0.00	0.00	SE Office	Sakato Enterprise
3	03/01/2025	8:00	18:00	1:00	9:00	2.8968			0.00	0.00	SE Office	Sakato Enterprise
4	04/01/2025					2.8968			0.00	0.00	SE Office	Sakato Enterprise

I also assisted with manual salary calculations using Google Sheets, particularly for employees who relied on manual attendance records, such as landscape workers. These workers used the Timestamp app, which logs their clock-in and clock-out times along with their location through timestamped photos. My role involved reviewing these photos, recording overtime hours, and inputting the data into Excel for payroll processing. While I assisted in preparing the calculations, all final data was subject to approval by my HR team to ensure accuracy and compliance with company policies.

Manual attendance calculations were comprehensive, factoring in deductions for employees' provident funds, social security, and insurance schemes. This method also applied to part-timers and interns, who depended on manual processes for salary calculations. The experience underscored the complexities of payroll management, especially for a diverse workforce with varied technological proficiencies. For instance, many elder landscape workers faced challenges navigating the Worksy system, making the Timestamp app a simpler and more accessible alternative. This approach ensured accurate tracking while accommodating the unique needs of employees less familiar with digital systems.

To maintain transparency and accountability, the Google Sheets files used for these calculations were stored in a shared drive accessible by my HR team. This setup allowed my supervisors to monitor my work in real-time and provide guidance or corrections as needed.

## 4.4 CONDUCTING BRIEFING AND INDUCTION



Apart from administrative tasks, I was entrusted by the HR team with the opportunity to conduct briefings and induction sessions for staff, an experience that allowed me to develop my communication and leadership skills under their supervision. For instance, at Rumah Belanda, I conducted morning briefings after all the staff had arrived. These sessions involved dividing tasks among the team, addressing any concerns they faced, and ensuring clear communication of daily goals. I also explained each staff member's roles and responsibilities based on their position to ensure alignment and efficiency.

Following the briefings, I inspected the kitchen and toilets to confirm they were clean and safe for work, checked the freezer to ensure it was neat and organized, and identified any logistical or technical issues, such as malfunctioning air-conditioners or maintenance needs. These issues were listed and shared in the team's WhatsApp group to ensure prompt follow-up by management. The guidance and trust from the HR team to manage these tasks, while they monitored my performance, helped me gain confidence in managing and supporting team dynamics effectively.



## 4.4 CONDUCTING BRIEFING AND INDUCTION



I was also given the chance to conduct induction sessions for new part-timers and interns, an essential step in integrating them into the organization. These sessions were held on their first day of work, immediately after clocking in. During the induction, I explained the attendance system, job scope, company rules, standard operating procedures (SOPs), working hours, off days, overtime policies, and other vital company information. Additionally, I had the opportunity to serve offer letters to interns joining Singgahsini Spa, carefully explaining the contents of the letters to ensure clarity and understanding. All of this was done under the supervision of the HR team, who ensured that I was well-supported throughout the process.

## 4.5 RECRUITMENT



I also gained valuable experience in the recruitment process. My tasks included creating job postings for available vacancies on platforms such as MyFutureJob and Facebook. Applications were received through WhatsApp, MyFutureJob, and webmail. I was involved in screening candidates' resumes alongside HR and the Head of Department (HOD) to determine if they matched the qualifications required for full-time, part-time, or internship positions. Once suitable candidates were identified, I sent interview invitations and assisted in preparing for the interview sessions by organizing necessary documents, such as resumes, application forms, and interviewer evaluation forms. During the interviews, I assisted HR and the HOD by taking notes and organizing feedback. Afterward, I participated in discussions to finalize the selection of candidates, gaining a comprehensive understanding of the recruitment process.

Additionally, I was given the opportunity by my HR executive to personally interview candidates for the positions of waitress for Rumah Belanda and cashier for Kantin. This was an invaluable experience that allowed me to engage directly with candidates, assess their qualifications, and evaluate their fit for the roles. Throughout the interview process, I was guided and monitored by Encik Zafi, the HR assistant, who provided helpful feedback and ensured that the interviews were conducted effectively. This experience further enhanced my understanding of the recruitment process and honed my skills in candidate evaluation and communication.



## 4.6 FILING AND DOCUMENTATIONS

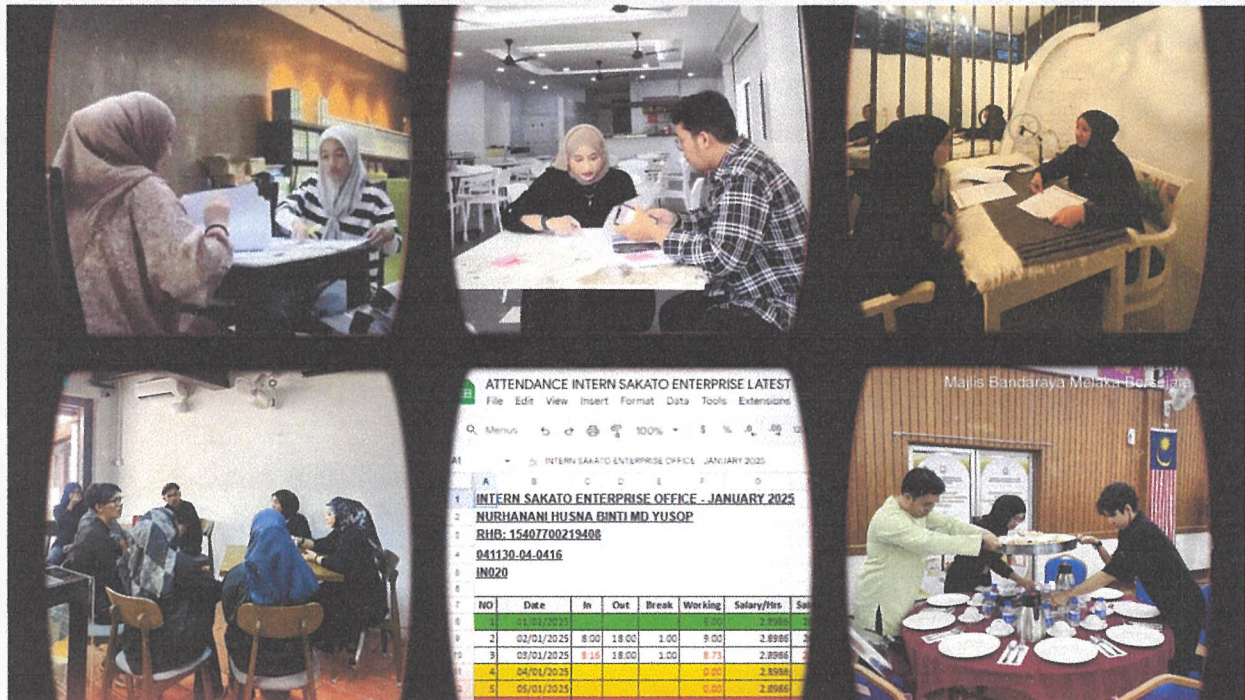


I also handled filing and documentation tasks during my internship. Every week, I organized payroll records for part-timers' salaries and, monthly, for full-timers. This physical filing system ensured the security and confidentiality of payroll documents. I learned systematic methods for arranging these files, which included data related to employees' provident funds, social security, and insurance deductions. Additionally, I filed personal information documents such as leave forms, medical slips, offer letters, identification cards copy, and other relevant materials.

Each week, I also filed approved duty rosters for various subsidiaries, including SinggahSini Spa, Rumah Belanda, Kantin, and Klinik Majexa. These rosters, along with any amendments, were printed and properly documented. This meticulous process enhanced my understanding of the importance of organized record-keeping in Human Resources.



## 4.7 CONCLUSIONS



My internship at Sakato Enterprise was a transformative journey that significantly broadened my understanding and expertise in Human Resource management and business operations. Under the mentorship of Ms. Nur Aqilah Yasmin and Mr Zafi Zamani, I was able to bridge the gap between academic theories and real-world applications. The experience of using HRMS tools like Worksy, coupled with hands-on involvement in event coordination and manual payroll processing, provided me with a well-rounded perspective on the complexities of the business environment. This invaluable exposure not only honed my professional abilities but also deepened my respect for effective leadership, meticulous planning, and teamwork



## **5.0 SWOT ANALYSIST**

## 5.1 STRENGTH

### 5.1.1 DIVERSE BUSINESS PORTFOLIO



A diverse business portfolio refers to the practice of operating in multiple industries or sectors to generate income from various sources. This approach minimizes reliance on a single revenue stream and distributes financial risks across different markets. Diversification enhances a company's ability to adapt to fluctuating economic conditions, making it a strategic asset in achieving long-term sustainability (Zhang & Li, 2021).

Sakato Enterprise exemplifies this strategy through its involvement in various industries, including cafes (Rumah Belanda), restaurants (Sakato Canteen), construction (Sakato Enterprise), spa and wellness services (SinggahSini Spa), and healthcare (Klinik Majexa). Additionally, the company offers construction and renovation services, as well as landscape management, further diversifying its portfolio to meet market demands.



## 5.1 STRENGHT



### 5.1.1 DIVERSE BUSINESS PORTFOLIO

This diversity is a key strength for Sakato Enterprise, as it enables the company to maintain financial stability and resilience. For example, during periods of economic downturn when demand for food and beverages may decline, the construction or healthcare sectors can still provide stable income streams. Research shows that businesses with diversified portfolios are better positioned to mitigate risks and leverage opportunities in expanding markets (Dwivedi et al., 2021).

Since its establishment in 1991, Sakato Enterprise has evolved into a multifaceted organization with a significant presence in the Malaysian market. This growth reflects the company's ability to adapt to changing market trends while sustaining its competitive edge. Moreover, its landscape services complement its construction operations by enhancing the functionality and visual appeal of projects, demonstrating a commitment to innovation and customer satisfaction.

By spreading its investments and operations across multiple sectors, Sakato Enterprise secures its competitive position in the market. This strategic diversification ensures the company's adaptability to dynamic market conditions, allowing it to thrive even in challenging economic times.

## 5.1 STRENGTH

### 5.1.2 STRATEGIC LOCATIONS FOR BUSINESS



Strategic location refers to the deliberate selection of a business site to maximize accessibility, visibility, and customer engagement. A well-chosen location is crucial for business success, as it influences customer convenience, enhances operational efficiency, and aligns with the target market's preferences. Studies have shown that businesses in prime locations experience higher customer footfall, greater brand visibility, and sustained profitability (Dwivedi et al., 2021). Moreover, location impacts purchasing decisions by ensuring proximity to the customer base and reducing barriers to access (Alkhatib et al., 2020).

For Sakato Enterprise, the strategic placement of its businesses is central to its success. Sakato Canteen (Kantin) benefits from its location opposite Aeon Bandaraya Melaka Mall, an area frequented by a steady stream of shoppers and working professionals. The surrounding offices, banks, and nearby carwash create a high-traffic environment, providing consistent exposure and convenience for potential customers. This location allows Kantin to attract a diverse clientele while building brand loyalty through convenience and visibility.



## **5.1 STRENGHT**

### **5.1.2 STRATEGIC LOCATIONS FOR BUSINESS**

**SinggahSini Spa, situated near Kantin, capitalizes on cross-promotional opportunities. Customers visiting the spa can be encouraged to dine at the restaurant, while diners can be directed to the spa for relaxation services. The spa also offers seasonal promotional packages, such as wedding-themed bundles, which attract niche customers and increase revenue.**

**Klinik Majexa, located in Taman Kota Syahbandar, serves as a healthcare provider in a residential area surrounded by apartments and houses. This strategic placement ensures accessibility for the local community, fostering customer trust and loyalty. By situating the clinic in a neighborhood setting, Sakato Enterprise aligns its services with the convenience and needs of its target audience.**

**Strategic location significantly enhances a business's ability to gain a competitive advantage by increasing customer engagement and minimizing operational challenges. Proximity to high-traffic areas, complementary businesses, or residential zones fosters brand recognition and encourages repeat visits. Furthermore, research underscores that businesses with strategically selected locations experience greater operational efficiency and customer satisfaction (Zhang & Li, 2022).**

**In conclusion, Sakato Enterprise's strategic approach to location selection has proven to be an essential factor in its sustained growth. By placing its businesses in areas that maximize customer accessibility and align with their operational goals, the company ensures a steady flow of patrons, enhanced profitability, and long-term success.**

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## 5.1 STRENGTH



### 5.1.3 STRONG SOCIAL MEDIA PRESENCE

Sakato Enterprise effectively leverages social media platforms, particularly TikTok, to enhance brand visibility, customer engagement, and business growth. The company's multimedia and advertising team consistently produces high-quality, engaging content that resonates with a younger, tech-savvy audience. Viral TikTok videos have significantly boosted customer recognition and foot traffic, particularly for the company's restaurants and cafes. For example, many customers visiting Kantin specifically mentioned being influenced by its viral TikTok content. Feedback from these customers confirmed that the appealing visuals, creative storytelling, and trendy content motivated them to try Kantin's dishes.

The Marketing and Communications (MARCOM) team excels in creating content aligned with trending topics and viral formats on platforms like TikTok. This approach ensures high engagement rates and positions Sakato Enterprise as a relevant and modern brand. In addition to TikTok, the team has started focusing on Google Reviews, recognizing it as one of the most effective platforms for customer feedback. Google Reviews hold immense value as they are widely trusted by consumers, appear directly in search results, and influence purchasing decisions. Positive reviews enhance the company's credibility and improve its online ranking, ensuring Sakato's businesses are easily discoverable by potential customers.

## 5.1 STRENGTH



### 5.1.3 STRONG SOCIAL MEDIA PRESENCE

A strong social media presence is particularly crucial for new businesses. Social platforms provide cost-effective marketing opportunities, enabling businesses to reach large audiences without the need for extensive advertising budgets. Studies have shown that businesses with active and engaging social media profiles are more likely to build customer loyalty, foster authentic connections, and increase sales (Dwivedi et al., 2021). For emerging brands, a compelling online presence can quickly generate buzz and establish a foothold in competitive markets.

For Sakato Enterprise, a robust social media strategy is a vital strength. It not only drives traffic to their restaurants, cafes, and other businesses but also builds a recognizable brand identity. By leveraging customer reviews, showcasing behind-the-scenes content, and adapting to current trends, the company nurtures a sense of community and trust among its audience. This consistent engagement reinforces Sakato Enterprise's position as a forward-thinking, customer-focused organization. Furthermore, the virality of its content reduces traditional advertising expenses, making it an efficient tool for long-term growth.

The impact of strong social media engagement extends beyond immediate customer visits. It builds long-term brand loyalty, attracts repeat customers, and establishes Sakato Enterprise as a competitive player in the industry. By focusing on platforms like TikTok and Google Reviews, the company ensures it remains visible, relevant, and approachable in the digital age.



## 5.2 WEAKNESSES

### 5.2.1 INTERNAL COMMUNICATION CHALLENGES



One of the notable weaknesses of Sakato Enterprise is its internal communication challenges. Effective communication within an organization is essential to ensure smooth operations and high employee satisfaction. However, Sakato Enterprise has faced instances where staff did not receive timely or accurate information, leading to inefficiencies and disruptions in workflow. For example, a staff member transferred from Kantin to Rumah Belanda was not informed of updated shift timings, resulting in scheduling conflicts. Additionally, frequent changes to standard operating procedures (SOPs) and operational systems, particularly in newer businesses like Kantin, have caused confusion among employees. The company's tendency to employ a trial-and-error approach in such cases exacerbates the issue, leaving staff unsure of their roles and responsibilities.

## 5.2 WEAKNESSES



### 5.2.1 INTERNAL COMMUNICATION CHALLENGES

Miscommunication affects more than just daily operations; it undermines employee morale and productivity. When team members are unclear about their duties or company expectations, it can lead to errors, delays, and customer dissatisfaction. For instance, failure to relay a change in shift schedules can result in understaffing during peak hours, directly affecting customer service and revenue. This understaffing issue arises because the company has predetermined a specific budget for the manning in the roster, limiting the ability to adjust staffing levels dynamically and exacerbating the short-staffing problem. Research indicates that poor internal communication is one of the leading causes of workplace inefficiency and employee turnover, as it fosters frustration and mistrust among staff (Ahmed et al., 2021).

In the case of Sakato Enterprise, these challenges stem partly from the rapid growth and diversification of the company. Managing communication across multiple industries and locations each with unique operational requirements poses significant challenges. Without a clear communication framework, the company risks operational bottlenecks and a decline in service quality. Implementing consistent communication tools, like centralized digital platforms for sharing updates and schedules, could mitigate these issues and foster better coordination.

Ultimately, addressing internal communication gaps is critical for Sakato Enterprise to maintain its operational efficiency and employee satisfaction. Transparent and timely communication would not only enhance workflow but also strengthen employee trust and alignment with company goals.



## **5.2 WEAKNESSES**

### **5.2.2 STAFF SHORTAGES IN RESTAURANTS/EMPLOYEE TURNOVER**



One of the significant weaknesses faced by Sakato Enterprise is the recurring issue of staff shortages and high employee turnover, particularly in its restaurant division. Persistent short-staffing challenges arise during emergencies, such as medical or personal leaves, placing considerable strain on daily operations. For instance, when an employee at Rumah Belanda took sudden medical leave, the team had to transfer staff from Kantin to maintain service continuity. While this quick fix might solve an immediate problem, it often disrupts the workflow of both outlets, creating a domino effect of inefficiencies. Furthermore, the company has decided on a specific manning budget for the time being, as the food and beverage (F&B) business is still new for them. This financial constraint limits their ability to hire additional staff or maintain a flexible roster, exacerbating the issue of short staffing. Finding backup staff at short notice remains a continual struggle, which sometimes leaves teams understaffed, directly affecting the quality of customer service.

## **5.2 WEAKNESSES**

### **5.2.2 STAFF SHORTAGES IN RESTAURANTS/EMPLOYEE TURNOVER**

The impact of staffing shortages extends beyond immediate operations. Remaining employees are frequently required to take on additional responsibilities to fill the gaps, which can lead to exhaustion, job dissatisfaction, and eventually burnout. This cyclical pressure contributes to high employee turnover, which not only affects team morale but also increases recruitment and training costs. Replacing employees is both time-consuming and expensive, as it requires investing resources in onboarding and skill development. Studies show that industries with high employee turnover, such as food and beverage, experience an average loss of 16%-20% of annual revenue due to these factors (Bansal et al., 2020).

Customer experience is another critical area impacted by staff shortages. Understaffing often results in slower service, longer wait times, and a diminished overall dining experience, which can tarnish the brand's reputation. Frequent staff changes may also result in inconsistent service quality, as new hires take time to adapt to the company's standards and culture. For Sakato Enterprise, a reputation built on customer satisfaction could suffer if these challenges remain unresolved.



## 5.2 WEAKNESSES

### 5.2.3 COORDINATION ACROSS MULTIPLE BUSINESSES



Managing a portfolio of diverse businesses, as Sakato Enterprise does, presents significant coordination challenges. Operating in industries as varied as food and beverage (F&B), construction, healthcare, and spa services requires specialized management strategies, resources, and expertise. Each sector has unique operational demands, market dynamics, and customer expectations, making it difficult for the headquarters (HQ) to maintain seamless oversight. For example, Klinik Majexa might face regulatory issues in healthcare that require a swift response, while Rumah Belanda may need immediate attention to address service delays during peak tourist seasons. Balancing these diverse needs often leads to a divided focus, where no single business receives adequate attention, ultimately affecting overall efficiency and profitability.

One of the challenges lies in developing and implementing distinct Standard Operating Procedures (SOPs) tailored to each business. The varied nature of these sectors demands different rules and processes, which can overwhelm management. For instance, the SOPs for a restaurant like Kantin must prioritize food safety and customer service, while the construction division of Sakato Enterprise must comply with labor regulations and project timelines. Ensuring that each business operates smoothly under its specific SOPs requires substantial time and effort from HQ, often stretching resources thin.

## **5.2 WEAKNESSES**

### **5.2.3 COORDINATION ACROSS MULTIPLE BUSINESSES**

Poor coordination across these sectors can result in resource misallocation, delayed problem-solving, and missed opportunities. For example, unresolved minor issues, may escalate into larger problems if not addressed promptly. Additionally, divided attention at the corporate level can lead to missed growth opportunities, such as expanding into new markets or innovating within existing ones. Research indicates that managing multiple businesses without proper coordination often results in lower operational efficiency and weaker financial performance (Smith et al., 2021).

Ultimately, poor coordination across multiple businesses can affect Sakato Enterprise's brand reputation and employee morale. Employees working in under-resourced or poorly managed sectors may feel undervalued, leading to dissatisfaction and higher turnover. Similarly, inconsistent management practices may confuse customers and dilute the company's overall brand identity. Addressing this weakness requires a robust management system, better communication channels, and clear delegation of responsibilities to ensure that every business unit operates effectively and contributes to the company's overall success.



## 5.3 OPPORTUNITIES



### 5.3.1 TECHNOLOGY INTEGRATION



Technology integration refers to incorporating digital tools and systems into business operations to enhance efficiency, communication, and decision-making. For Sakato Enterprise, leveraging technology presents a significant opportunity to streamline its operations and improve overall productivity. By adopting advanced communication platforms, such as the Worksy HRMS system, the company has enabled staff to clock in and out seamlessly, submit leave and overtime applications, and manage personal information with ease. These tools not only reduce administrative workload but also minimize errors and ensure accurate record-keeping.

Additionally, Sakato Enterprise has effectively embraced WhatsApp as a primary communication platform. This choice is strategic, as WhatsApp is widely used by both younger and older generations, ensuring accessibility for all employees. It fosters real-time communication, reduces delays in information sharing, and creates a unified communication channel across its diverse businesses. For instance, managers can quickly relay shift changes or operational updates, preventing miscommunication and ensuring smooth workflows.

## 5.3 OPPORTUNITIES



### 5.3.1 TECHNOLOGY INTEGRATION

Research shows that businesses that invest in technology experience improved efficiency, customer engagement, and competitive advantage (Smith & Taylor, 2022). For Sakato Enterprise, technology integration could also facilitate better coordination between its diverse business sectors. For instance, centralized inventory management systems could optimize resource allocation, while data analytics tools could provide insights into customer behavior, enabling more targeted marketing strategies.

Moreover, implementing technology aligns with global trends toward digitalization, positioning Sakato Enterprise as a forward-thinking and innovative organization. This adaptability can attract younger talent who value modern workplaces and appeal to customers who prioritize convenience and efficiency. By embracing technology, the company can not only enhance its current operations but also future proof its business against market disruptions.



## 5.3 OPPORTUNITIES



### 5.3.2 EXPANSION IN STRATEGIC LOCATIONS



Expansion in strategic locations refers to the deliberate growth of a business into areas that promise high customer traffic, visibility, and revenue generation. For Sakato Enterprise, this opportunity aligns with its proven success in prime locations, such as Rumah Belanda in the bustling heart of Melaka's heritage district and Kantin near Aeon Bandaraya Melaka Mall. These successful ventures provide a blueprint for expanding its cafe and restaurant chains to other high-traffic areas.

Opening new outlets in growing urban regions, particularly near schools, offices, and residential complexes, offers a significant opportunity to tap into new customer bases. For instance, setting up a Rumah Belanda Cafe in vibrant commercial hubs like Kuala Lumpur or Penang could attract a mix of working professionals, students, and tourists. Similarly, establishing Kantin in suburban areas close to new housing developments could cater to families and local communities, ensuring steady customer traffic.

## 5.3 OPPORTUNITIES



### 5.3.2 EXPANSION IN STRATEGIC LOCATIONS

Expansion into strategic locations is not just about placement but also about building a brand presence quickly. Partnerships with local influencers, who often have a strong regional following, could help Sakato Enterprise promote new outlets and establish a loyal customer base. Additionally, participating in or sponsoring community events—such as food festivals or cultural celebrations—could help Sakato Enterprise integrate into local communities and attract diverse demographics.

The potential to capitalize on Malaysia's growing urbanization and tourism industry further strengthens this opportunity. Reports suggest that urban population growth in Malaysia has risen by over 3% annually, creating demand for accessible dining and leisure options in emerging urban and suburban regions (Malaysian Economic Outlook, 2023). Moreover, strategic location choices near transit hubs like train stations or airports could cater to travelers and increase foot traffic.

Strategically expanding to areas with high purchasing power and consumer demand could also mitigate the risks of market saturation in existing locations. Additionally, incorporating localized menu offerings or special promotions tailored to the culture or preferences of new regions could further enhance customer engagement and brand loyalty.

In summary, expansion into strategic locations allows Sakato Enterprise to diversify its customer base, increase revenue, and strengthen its brand presence in Malaysia's competitive food and beverage market. By leveraging its successful location strategies and combining them with innovative marketing approaches, the company can achieve sustainable growth while staying ahead of its competitors.



## 5.3 OPPORTUNITIES

### 5.3.3 DELIVERY APPS OR DELIVERY SYSTEMS



The rapid growth of the online food delivery market in Malaysia offers Sakato Enterprise a remarkable opportunity to expand its reach and enhance its customer experience. With projections indicating an annual growth rate of 9.62% between 2025 and 2029, and the market estimated to reach \$4.62 billion by 2029, tapping into this trend is not just advantageous but essential for long-term success (Statista, 2024). Currently, Sakato Enterprise relies on popular third-party platforms like Foodpanda and GrabFood. While these platforms have been instrumental in reaching customers, they also come with significant limitations. High commission fees, for instance, can erode profit margins, making it challenging to offer competitive pricing. By developing its own proprietary delivery app, the company can circumvent these challenges and unlock new possibilities.

## 5.3 OPPORTUNITIES



### 5.3.3 DELIVERY APPS OR DELIVERY SYSTEMS

A dedicated app would allow Sakato Enterprise to engage directly with its customers, fostering stronger brand loyalty and providing a personalized dining experience. Customers could enjoy targeted promotions, loyalty rewards, and seamless interactions, which would strengthen their connection to the brand. Moreover, controlling the delivery process internally offers significant operational benefits. It ensures that food is delivered promptly and in optimal condition, upholding the company's commitment to quality and customer satisfaction. This level of control would not only enhance the customer experience but also protect the brand's reputation for excellence.

Beyond immediate customer benefits, creating an in-house delivery system aligns with broader business goals by improving profitability. Without the burden of third-party fees, Sakato Enterprise can reinvest in its offerings, whether through competitive pricing or further innovation in its food and beverage services. The company could also explore innovative delivery models, such as subscription services or exclusive app-only deals, to cater to the evolving preferences of a tech-savvy audience. Research shows that businesses adopting direct delivery systems achieve higher customer engagement and operational efficiency, securing a competitive edge in the market (Orders.co, 2023). By capitalizing on this growing market and embracing digital solutions, Sakato Enterprise positions itself as a forward-thinking and adaptable organization, ready to meet the demands of a modern, convenience-driven customer base.



## 5.4 OPPORTUNITIES



### 5.4.1 HIGH COMPETITION

This competitive landscape forces businesses like Sakato Enterprise to work harder to maintain customer loyalty and differentiate themselves. In the F&B sector, where trends evolve rapidly, failing to stay relevant or innovate can result in customers opting for alternatives that better match their preferences. For example, cafes that effectively leverage social media for promotions or offer exclusive, experience-driven dining can outshine others, even if the quality of food and service is comparable. Studies have shown that customer perception of uniqueness, whether through menu offerings, ambiance, or service, significantly influences their choice of dining establishments (Chen & Peng, 2021). Without consistent efforts to create a distinct identity, Sakato Enterprise risks being overshadowed by newer, trendier competitors.

The construction sector faces a similar challenge, with numerous firms competing for contracts in a market driven by cost efficiency and quality. Competitive bidding pressures companies to lower prices, potentially affecting profitability. Moreover, maintaining quality standards while keeping costs low is a delicate balance that, if mishandled, could tarnish the company's reputation. Research indicates that businesses in highly competitive markets experience increased strain on operational resources and are more vulnerable to customer churn if they fail to deliver exceptional value (Tan & Lee, 2022). For Sakato Enterprise, this means that both its F&B and construction divisions must prioritize innovation, customer engagement, and consistent quality to remain competitive. The rising competition in these industries highlights the importance of staying ahead of trends, continuously improving services, and reinforcing customer trust to ensure long-term resilience and success.

## 5.4 OPPORTUNITIES

### 5.4.2 REPUTATION RISKS



Reputation risks present a significant threat to Sakato Enterprise, as any damage to customer trust and loyalty can have long-lasting consequences for the business. Issues such as frequent staff turnover, sudden resignations, and unprofessional behavior like tardiness or failing to greet customers are particularly concerning for customer-facing businesses like Kantin and Rumah Belanda. Regular customers may feel undervalued or uncomfortable when service quality fluctuates due to these staffing challenges. For instance, a sudden shortage of staff can lead to extended wait times or subpar service, creating dissatisfaction among customers who might share their negative experiences on social media. In today's digital age, even a single viral post highlighting unclean facilities, poor service, or rude behavior can severely harm a company's reputation and deter potential customers.



## 5.4 OPPORTUNITIES



### 5.4.2 REPUTATION RISKS

Beyond customer-facing issues, internal conflicts or operational inefficiencies can also raise questions about the company's management capabilities. For example, the temporary closure of Klinik Majexa due to internal restructuring could be perceived as a failure to maintain stability and consistency, potentially causing concern among clients and stakeholders. Research shows that reputation damage often results in reduced customer loyalty, lower employee morale, and a significant drop in revenue, especially in competitive industries like F&B and healthcare (Lee & Kim, 2020). Customers increasingly value consistency, professionalism, and transparency, and any deviation from these expectations can erode their confidence in the brand.

Moreover, recovering from reputation damage requires significant effort and resources. Rebuilding trust often involves public relations campaigns, improved customer service protocols, and targeted efforts to address the root causes of the problems. However, these measures can be costly and time-consuming, diverting attention and resources from other areas of growth. For Sakato Enterprise, minimizing reputation risks involves fostering a positive work culture, investing in staff training, and maintaining operational excellence to ensure customers consistently receive high-quality service. Addressing these challenges proactively is essential to safeguarding the company's reputation and maintaining its competitive edge in the market.

## 5.4 OPPORTUNITIES

### 5.4.1 HIGH COMPETITION



The high level of competition in the food and beverage (F&B) and construction industries poses a significant threat to Sakato Enterprise, particularly in Melaka, a hotspot for café culture and tourism. Melaka's reputation for its abundance of aesthetic and Instagram-worthy cafes draws tourists from across the country, with many visitors prioritizing establishments known for visually appealing interiors and affordable prices. While Sakato Enterprise's strategic locations provide some advantages, these areas are often saturated with competitors offering similar services. Nearby cafes and restaurants with comparable menus or better marketing strategies can easily attract potential customers, diminishing the company's market share.



## 5.4 OPPORTUNITIES



### 5.4.3 ECONOMIC/INSTABILITY THAT AFFECTED THE COST.



Economic instability poses a substantial threat to Sakato Enterprise, as fluctuations in costs and financial pressures can disrupt operations and strain customer relationships. Rising food prices, increasing rent, and the challenge of maintaining competitive salaries for employees are all critical concerns. Inflation, for instance, directly impacts the cost of raw materials, making it more expensive to produce and serve food. These higher input costs may compel the company to raise prices, potentially alienating price-sensitive customers who may opt for more affordable alternatives. In Melaka's competitive market, where many customers are drawn to budget-friendly, Instagram-worthy cafes, such price hikes could reduce foot traffic and erode customer loyalty.

## 5.4 OPPORTUNITIES



### 5.4.3 ECONOMIC/INSTABILITY THAT AFFECTED THE COST.

Additionally, supply chain disruptions, such as those caused by global events or economic downturns, can lead to delays, increased costs, and inventory shortages. Restaurants and cafes depend on reliable suppliers for fresh ingredients, and any disruptions in this chain can compromise service quality and customer satisfaction. Economic instability also impacts the labor market. Changes in labor laws, minimum wage increases from RM, or heightened expectations for employee benefits can raise operational costs. While these measures are essential for worker welfare, they add to the financial burden on businesses already grappling with thin profit margins. Failing to address these challenges could lead to high employee turnover, further complicating operations.

During economic downturns, discretionary spending often declines as consumers prioritize essential needs over dining out or non-essential services. Research shows that restaurants and cafes are among the first businesses to feel the impact of reduced consumer spending, with small and medium enterprises (SMEs) being the most vulnerable (Ali & Khan, 2021). For Sakato Enterprise, this means a potential decline in revenue during periods of economic hardship, forcing the company to make tough decisions, such as cutting costs or reducing services, which could further affect its market position.

Addressing these threats requires strategic planning and adaptability. Implementing cost-control measures, diversifying revenue streams, and leveraging technology to optimize operations could help mitigate the impact of economic instability. By staying proactive and maintaining a balance between operational efficiency and customer value, Sakato Enterprise can better navigate the challenges posed by economic fluctuations.



## 5.4 OPPORTUNITIES



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# **6.0 RECOMMENDATIONS**



## 6.1 IMPROVE INTERNAL COMMUNICATION



Improving internal communication is vital for Sakato Enterprise to address its operational weaknesses and harness growth opportunities effectively. As a company managing diverse operations across multiple sectors and locations, ensuring seamless communication is essential to maintain cohesion and efficiency. A centralized communication platform can revolutionize the way information is shared within the organization. By adopting tools that allow real-time updates, targeted messaging for specific teams, and integration with scheduling software, Sakato Enterprise can significantly reduce delays and misunderstandings. For example, platforms like Slack or Microsoft Teams enable employees to access updates, share files, and communicate seamlessly, which can lead to smoother operations, particularly in fast-paced environments like restaurants and cafes.

Training sessions on effective communication practices are equally important to ensure that employees understand the value of clarity and collaboration in their daily interactions. Poor communication can lead to costly errors, such as missed deadlines, duplicated tasks, or inefficient resource allocation. Regular workshops can equip staff with skills to express ideas clearly, address conflicts constructively, and prioritize timeliness in their responses

## 6.1 IMPROVE INTERNAL COMMUNICATION



A lack of effective communication in leadership can lead to operational inefficiencies, service delays, and poor customer experiences, ultimately harming Sakato Enterprise's reputation and competitiveness. Unclear instructions from management may create bottlenecks, misallocation of resources, and increased employee frustration. Organizations with strong internal communication frameworks report higher engagement, lower turnover, and improved customer satisfaction (Ahmed et al., 2021).

By prioritizing clear and structured communication, Sakato Enterprise can enhance efficiency, accountability, and teamwork. Leadership-driven initiatives such as regular briefings, structured reporting, and open feedback channels can prevent mismanagement, optimize resource use, and ensure alignment with business goals, fostering a more productive and responsive work environment.

Ultimately, investing in robust internal communication systems and practices enables Sakato Enterprise to create a cohesive and efficient organizational structure. This not only addresses existing weaknesses but also positions the company to seize opportunities, such as expanding its market presence or improving service quality, with greater confidence and effectiveness.



## 6.2 ADDRESS STAFFING CHALLENGES



Addressing staffing challenges is crucial for Sakato Enterprise to overcome operational inefficiencies and enhance overall service quality. High employee turnover and frequent staff shortages in its restaurants, such as Rumah Belanda and Kantin, can lead to disrupted workflows, inconsistent service, and diminished customer satisfaction. To tackle this, Sakato Enterprise should establish a reliable pool of part-time or on-call employees who can step in during emergencies, such as sudden resignations or peak demand periods. This pool could include university students, freelancers, or individuals seeking flexible working hours, ensuring that operations run smoothly even during unforeseen circumstances.

Beyond temporary staffing, retaining full-time employees must be a priority. Offering competitive salaries, performance-based incentives, and benefits like healthcare, meal allowances, or transportation subsidies can help improve job satisfaction and reduce turnover. Research shows that financial and non-financial benefits significantly impact employee loyalty and motivation, especially in industries with high burnout rates like F&B (Kim et al., 2020). Employee engagement programs, such as recognition for exceptional performance, skill development workshops, and career growth opportunities, can further enhance morale and foster a sense of belonging within the organization.

## 6.2 ADDRESS STAFFING CHALLENGES



Incorporating technology into staff management can also play a transformative role. Dynamic shift planning tools like Homebase or Deputy can streamline scheduling, ensuring optimal staffing levels during peak and off-peak hours. These systems can also account for employee preferences and availability, reducing scheduling conflicts and improving work-life balance. Efficient staff allocation minimizes the strain on existing employees, ensuring better customer service and operational continuity.

Addressing staff shortages and turnover requires a multifaceted approach, including improving employee benefits, fostering a supportive work environment, and offering professional growth opportunities. By addressing these pain points, Sakato Enterprise can build a more loyal workforce, reduce operational disruptions, and enhance its long-term competitiveness.

Staffing challenges, if left unaddressed, can have significant financial and reputational consequences. Overworked employees are more likely to experience burnout, leading to higher absenteeism and turnover, which increases recruitment and training costs. Moreover, understaffing during critical hours can result in delayed service, long wait times, and dissatisfied customers, ultimately harming the company's reputation. By proactively addressing these challenges, Sakato Enterprise can build a resilient workforce, enhance service quality, and maintain a competitive edge in the market.



## 6.3 LEVERAGE SOCIAL MEDIA AND MARKETING



Leveraging social media and marketing is essential for Sakato Enterprise to address competitive weaknesses and harness growth opportunities. While the company has successfully established a strong presence on platforms like TikTok, continuing to capitalize on viral trends and fostering consistent engagement is critical to staying relevant in a fast-paced digital landscape. By showcasing limited-time menu items, behind-the-scenes operations, or staff highlights, the company can create a sense of excitement and authenticity that resonates with its audience. Collaborating with local influencers, food bloggers, and social media personalities further amplifies visibility, attracting a broader customer base. For instance, inviting influencers to review new dishes or feature their dining experiences can generate valuable word-of-mouth marketing and encourage first-time visitors to explore Sakato Enterprise's offerings.

## 6.3 LEVERAGE SOCIAL MEDIA AND MARKETING



Hosting interactive events, such as cooking workshops or exclusive food-tasting sessions, not only strengthens customer relationships but also builds a loyal community around the brand. These events create opportunities for direct customer interaction, which fosters trust and enhances brand perception. Loyalty programs, promoted through platforms like Instagram and Facebook, can further incentivize repeat visits. Reward points, special discounts, or exclusive access to new menu items encourage customers to engage with the brand regularly. Research has shown that loyalty programs effectively increase customer retention and spending, particularly when integrated with digital marketing strategies (Harrigan et al., 2021).

However, managing a robust social media presence requires strategic investments in technology, content creation, and analytics. While these efforts can drive significant growth, they also introduce risks if not executed effectively. For instance, poorly managed campaigns or unaddressed customer complaints on social platforms can quickly damage a brand's reputation. Additionally, the cost of collaborating with high-profile influencers or hosting large-scale events may strain budgets if not carefully planned. To mitigate these risks, Sakato Enterprise should continuously analyze social media metrics to understand what content resonates with its audience and adjust its strategies accordingly. By doing so, the company can maximize the impact of its marketing investments, build lasting customer relationships, and maintain a competitive edge in a highly saturated market.



# CONCLUSION

# CONCLUSIONS



**My internship at Sakato Enterprise has been an eye-opening journey, giving me hands-on experience in Human Resource Management (HRM) and business operations. Over six months, I navigated various HR tasks like recruitment, payroll, employee relations, and compliance, helping me connect theory to practice in meaningful ways. Working with the Worksy HRMS system provided insight into streamlining processes, though I also saw firsthand the challenges of technology adoption among older employees, underscoring the need for ongoing training and support.**

**Beyond HR, I gained valuable operational experience, from event coordination to manual payroll processing. Handling recruitment, onboarding, and employee engagement showed me how crucial workforce planning is to keeping a business running smoothly. The exposure to different business functions gave me a well-rounded perspective on how a company like Sakato Enterprise operates.**

**Analyzing Sakato Enterprise's strengths and challenges through a SWOT analysis deepened my understanding of its diverse business portfolio, strategic locations, and strong social media presence. However, I also saw room for improvement in areas like internal communication, staffing, and business coordination. Addressing these challenges through better communication strategies, improved staff retention policies, and enhanced management practices could significantly strengthen the company's future.**



# CONCLUSIONS

Looking ahead, embracing technology, expanding strategically, and optimizing operations present exciting growth opportunities for Sakato Enterprise. Digital transformation and improved HR systems can boost efficiency and performance, making operations smoother and more effective.

In the end, this internship has been an incredible learning experience. It's given me practical skills, a broader perspective, and a deep appreciation for the complexities of business and HR. With continuous improvements in management and operations, Sakato Enterprise has great potential to keep growing and excelling in its industry.

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# APPENDICES



**Morning briefing at Rumah Belanda**

**Filing and Documentations**



**Monitoring 100 pax  
outside event**



# APPENDICES



Induction for new intern at Singgahsini Spa



Discussion with HR assistant after interview session

Preparing outside event



Duty Roster

Rumah Belanda

NO.	NAME	DATE JOIN	DAY DATE POSITION	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				2/9/2024	3/9/2024	4/9/2024	5/9/2024	6/9/2024	7/9/2024	8/9/2024
1	ANMAD DANIAL B. NICHOLAS AFFENDY	12/12/2023	WAITER	OFF DAY	BAM-SPM	BAM-SPM	BAM-SPM	BAM-SPM	BAM-SPM PIC TOILET	BAM-SPM PIC TOILET
2	NURUL HUSNA SULSAHYAH BINTI OSMAN	04/04/2024	PART TIME WAITER PIC TOILET	BAM-SPM PIC TOILET	OFF DAY	BAM-SPM	BAM-SPM KANTIN (10AM)	BAM-SPM	BAM-SPM	BAM-SPM
3	LIM E AQILLAH SYUHADA BINTI SHAFIE	25/06/2024	PART TIME WAITER	BAM-SPM	BAM-SPM PIC TOILET	OFF DAY	BAM-SPM	BAM-SPM	BAM-SPM	BAM-SPM
5	NURUL HUSNA BINTI ZAHAR	27/06/2024	PART TIME WAITER	BAM-SPM	BAM-SPM	BAM-SPM PIC TOILET	OFF DAY	BAM-SPM	BAM-SPM	BAM-SPM
1	NURFATHIN ALHA BINTI MUHAMMAD	22/04/2024	PART TIME KITCHEN HELPER	BAM-SPM	BAM-SPM	BAM-SPM PIC TOILET	BAM-SPM PIC TOILET	OFF DAY	BAM-SPM	BAM-SPM

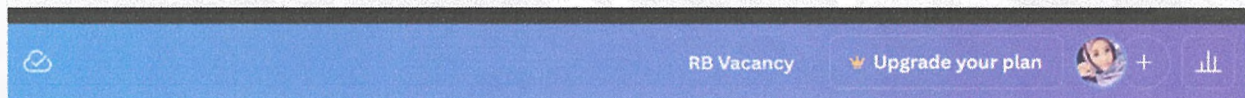
Any change regarding rostering will be inform later

Prepared by: Salvia (HR Trainee)

Preparing duty roster on Google sheets



# APPENDICES

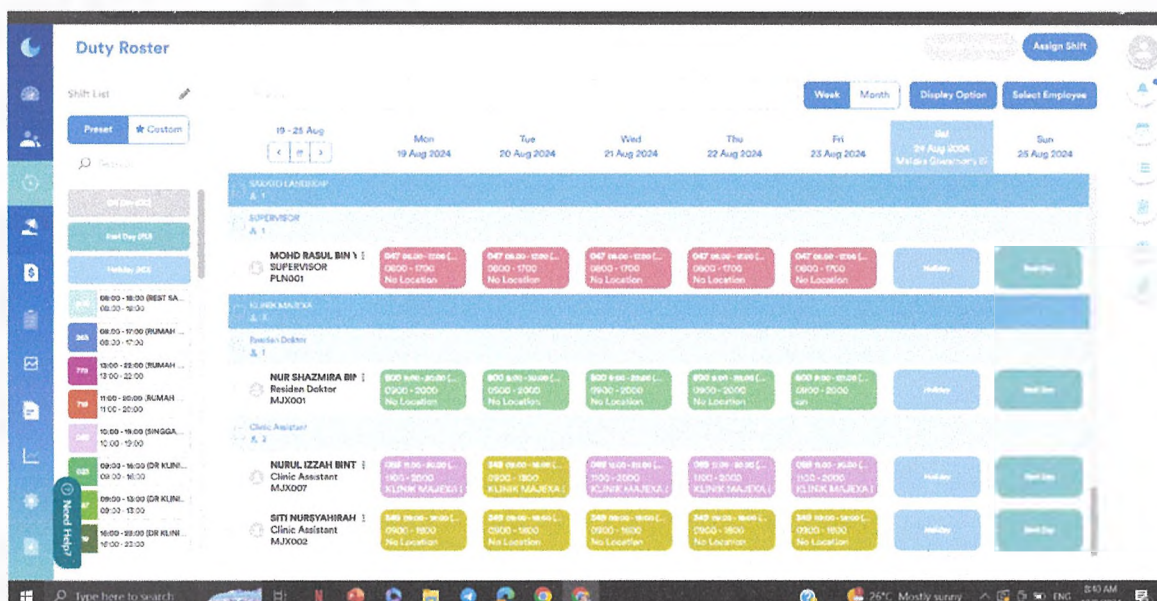


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## Creating job advertisement



## Updating duty roster in Worksy



# APPENDICES

## Creating washing hands poster

### 7 LANGKAH CUCI TANGAN YANG BETUL

CUCI TANGAN ANDA DALAM TEMPOH 20-30 SAAT



## Creating attire SOP

### Peraturan pakaian pengendali makanan

#### ETIKA PAKAIAN YANG BETUL

- ✓ Memakai Topi yang bersih ataupun penutup kepala
- ✓ Sentiasa memakai apron semasa bekerja
- ✓ Memakai kasut bertutup dan bertapak sesuai.
- ✓ Buku catatan pesanan dan pen perlu sentiasa ada di poket pekerja
- ✓ Pastikan kain lap sentiasa bersama semasa bekerja



#### Larangan

- ✗ Dilarang memakai apron semasa ke tandas atau keluar restoran
- ✗ Dilarang memakai selipar semasa bekerja
- ✗ Dilarang memakai aksesori seperti cincin dan lain lain

