



PALM GARDEN HOTEL
PUTRAJAYA

—
TRIBUTE PORTFOLIO

HRM666

Industrial Training REPORT

Palm Garden Hotel Putrajaya,
a Tribute Portfolio Hotel

PREPARED BY

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2022909999

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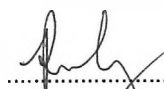
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ACKNOWLEDGMENT

I would like to express my deep gratitude to the Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel for the opportunity that was provided to me to carry out my internship and for learning valuable insights of the Human Resources. My special thanks goes to my supervisor, Miss Ruby Thangarajah as Assistant Director of Human Resources and Miss Iffah Syahirah as Human Resources Officer, who is assisting Miss Ruby in supervising me, for the continuous support, encouragement and constructive feedback throughout the period of the internship. Their knowledge and readiness to share it significantly enriched my learning process and helped me to develop as a professional and as a person.

I am so grateful to all the associates in all the departments at Palm Garden Hotel who were always approachable and supportive. Their collaborative spirit and readiness to answer my questions, created an inclusive and motivating work environment. Special thanks to Zulaikha, which is also an intern from Finance Department, whose always willing to help me I asked any help. All the kindness made the learning process smoother and more enjoyable. Their support allowed me to contribute effectively to the organization and meet the objectives of my internship.

Finally, I would like to thank my academic advisor, Madam Fatanah Jislan, and UiTM Kampus Bandaraya Melaka for support and guidance, since their encouragement was a huge determinant of whether this internship took place. I extend special thanks to my family and friends who always remained supportive and encouraging during the whole journey. This was an important milestone in my professional development, and I will forever be grateful for those who contributed to making it successful.

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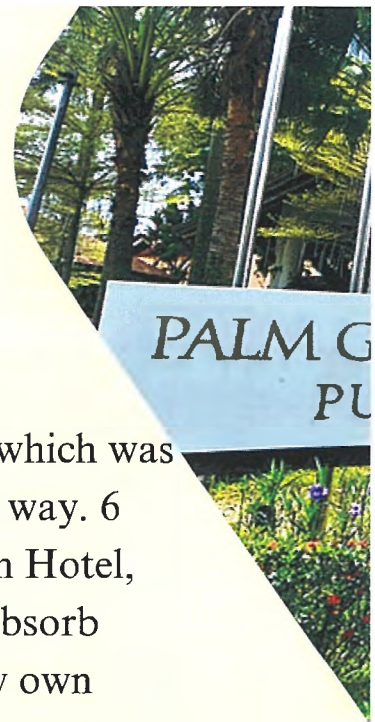
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EXECUTIVE SUMMARY



The 5th August marks the start of my internship journey of which was filled with new adventures and multiple challenges along the way. 6 months of being a Human Resources trainee in Palm Garden Hotel, Putrajaya has been an eye-opener as not only I was able to absorb multiple knowledge and skills, I was also able to discover my own strengths and weaknesses.

Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel is owned by the IOI Properties and managed by Marriott Internationals which explains why their mission, vision and objective were extracted from Marriott Internationals instead of having one of their own. It was quite confusing at first as a newcomer but as I went through my internship placement, I was able to dive deep into the hotel's background and understand its exciting unique culture. The hotel's location was strategic as it was only a few minutes walk away from the well-known IOI City Mall, Putrajaya.

Being placed under the Human Resources department, I came in with high expectations and indeed the experience that I had for 6 months had exceeded my initial expectations. I was given the opportunity to explore various tasks of Human Resources such as recruiting, conducting interviews, holding events, joining career fairs, sorting out leaves, handling payroll for other interns in the hotel, handling onboarding and induction sessions, crafting posters and many more. I believe these tasks will be the stepping stone for me to start on my career journey well equipped.



STUDENT'S PROFILE



NOR AINUL IMAN

Address: Seremban, Negeri Sembilan

Phone:

Email:

Website:

SUMMARY

Dynamic and motivated Human Resources graduate with strong foundational knowledge in recruitment and organizational development. Recognized for excellent interpersonal communication, problem-solving abilities and proactive approach to supporting team objectives. Demonstrated ability to manage administrative tasks efficiently while contributing to strategic HR initiatives Seeking to apply academic learning and internship experience to drive HR excellence in a fast-paced organization.

WORK EXPERIENCE

Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel

Aug 2024 - Present

Internship

- Led in recruitment of new interns, doing onboarding for new hires.
- Coordinated event for "Intern Meet-Up".
- Involved in the Annual Dinner 2024 committee.
- Assisted in doing payroll for internship students.
- Conducted online interview session for intern candidates.
- Involved in Marriott International Career Launchpad and represent Palm Garden Hotel for Madani Career Fair.
- Assisted in administrative task.

University Kebangsaan Malaysia

Nov 2021 - Feb 2022

Administrative Assistant

- Assisted in the preparation and distribution of internal communications, including memos, newsletters, and reports.
- Provided exceptional service to students and visitors, addressing inquiries, and resolving issues in a timely and professional manner.
- Managing only post-graduates local and international students.

Mutiara Optical Senawang

July 2020 - March 2021

Sales Assistant

- Engage with customers in a friendly and professional manner, assisting them with product inquiries, purchases, and returns.
- Process cash, credit, and debit transactions accurately and efficiently, balancing cash register at the end of each shift.
- Assist in receiving and unpacking merchandise shipments, verifying contents against purchase orders and reporting any discrepancies.
- Resolve customer complaints and concerns promptly, striving to exceed their expectations and build long-term loyalty.

TAA Action Agency Prudential Seremban

Nov 2019 - March 2020

Internship

- Provided administrative support to multiple departments, including managing calendars, scheduling meetings, and preparing documents.
- Coordinated office activities and ensured efficient workflow by prioritizing tasks and managing deadlines effectively.
- Supported HR functions by assisting in the onboarding process, updating employee records, and managing timesheets.
- Assisted in the planning and execution of company events, including team-building activities and celebrations.

EDUCATION

Bachelor of Business Administration (Hons.) Human Resource Management March 2022 - Jan 2025
University Teknologi MARA (UiTM)

- Currently ongoing internship with 3.25 CGPA.

Diploma of Secretarial Science July 2017 - March 2019
Polytechnic Port Dickson

- Graduated with 3.33 CGPA.

ACHIEVEMENTS

- Holding a portfolio as a secretary in 'Askar Wataniah' Club during diploma.
- Appointed as President of Reserve Officer Training Unit (ROTU) for 2 semesters during degree.
- Joined 'Komunikasi Tindakan Setempat' program organized by Jabatan Penerangan Negeri Melaka.
- Appointed as committee for UiTM Alumni Fun Run 2023.
- Joined International Teaching Aid Competition (iTAC 2023) with "An Innovation of Financing Product (E-LOCKEY)" and won Bronze.
- Joined Industrial Relations Talk: The Laws and Practice on Disciplinary Action and Terminations.
- Joined 'KaryaBuku Koleksi Beribu-ribu Pantun UiTM Dihatiku.'
- Program leader of 'Infographic Poster Presentation' for subject Issues in Human Resource Management.
- Responsible for all posters of HR events during internships in Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel

ADDITIONAL INFORMATION

- **Technical Skills:** Microsoft Words/Excel/Powerpoints, Canva
- **Soft Skills:** Teamwork and Collaboration, Attention to Detail, Leadership
- **Languages:** Malay, English.

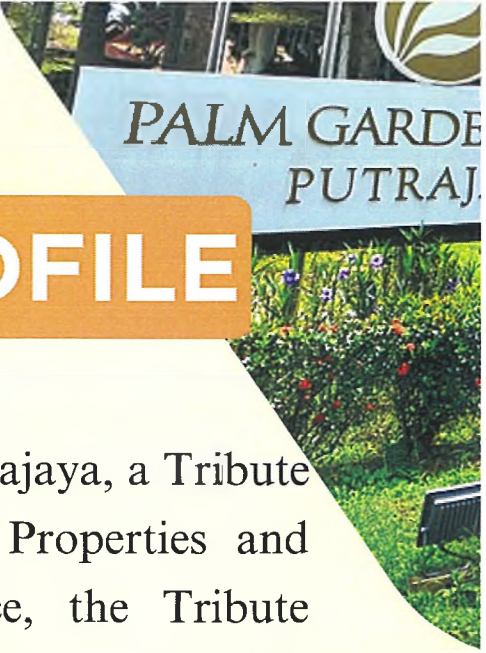
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Ruby Thangarajah
Assistant Director of Human Resources
Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel

Helmy Fadlisham bin Abu Hasan
Senior Lecturer Human Resource Management
UiTM Bandaraya Melaka



COMPANY'S PROFILE

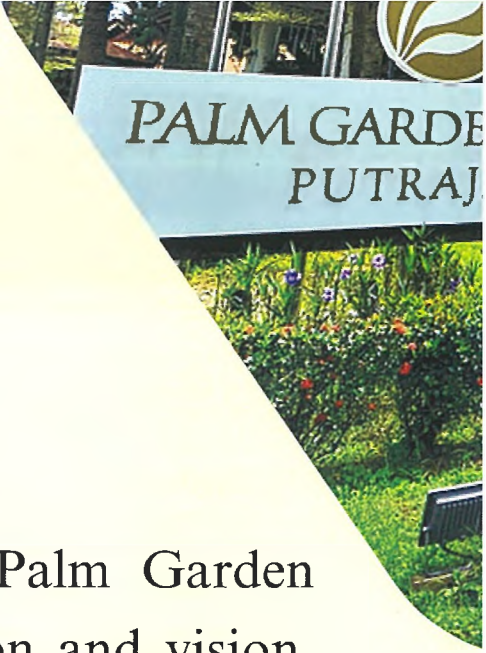
A photograph of a blue sign with white text that reads "PALM GARDEN PUTRAJAYA" next to a lush green garden with red flowers.

COMPANY'S PROFILE

The hotel's name is Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel. It is owned by the IOI Properties and managed by Marriott International, hence, the Tribute Portfolio Hotel name came in picture. It is located new IOI City Mall, Putrajaya alongside with other 3 sister properties which is Putrajaya Marriott Hotel, Le Meridien Putrajaya and Moxy Putrajaya.

Palm Garden Hotel was founded in 1995 under the Marriott brand as Renaissance Palm Garden Hotel. However, the owner decided to managed on their on from 2002 until 2021. Palm Garden Hotel then was scouted under the Marriott International brand, under the brand of Tribute Portfolio Hotel, hence, the name of the hotel is long.

Having their own unique personality, Palm Garden Hotel is independent hotel that has a passion for captivation design. Palm Garden Hotel also is the first Tribute Portfolio in Malaysia. Giving the resort style hotel, it has relaxing feel into it.

A photograph of a blue sign with white text that reads "PALM GARDEN PUTRAJAYA". The sign is set against a background of lush greenery and flowers.

MISSION

Being under Marriot International, Palm Garden Hotel does not have their own mission and vision. Instead they shared the same values as Marriott International which is 'To enhance the lives of our customers by creating and enabling the unsurpassed'. This explains how they are focused on giving the best service to the guest.

VISION

Marriott vision is 'To be the world favorite travel company'. It is not foreign that Marriott International is all around the world. They have built their empire since 1927. The ability for them to differentiate their customer needs is shown towards their variety of tiers.

ORGANIZATIONAL STRUCTURE



PALM GARDEN HOTEL, PUTRAJAYA, A TRIBUTE PORTFOLIO HOTEL HEAD OF DEPARTMENTS ORGANIZATION CHART



PRODUCTS OR SERVICES

MARRIOTT BONVOY



Marriott International, is a leading worldwide hospitality company that operates, franchises, and licenses hospitality properties under various luxury, premium and select categories of brands. Marriott has 36 brands with over 9,0000 properties in more than 142 countries, with diverse offerings such as rooms provided, timeshare vacations, flights and hotel packages, car rentals, along with resort amenities. Marriott came with tiers which each tiers provided and serve guests with different preferences and purposes of travel. Marriott also has loyalty program, Marriott Bonvoy, which will further improve customer experience through rewards for loyal customers.



TRAINING REFLECTIONS

TRAINING REFLECTIONS

The six months that started from 5th August 2024 until 24th January 2025 at Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel, availed a wealth experience and personal growth priceless to the core. A golden opportunity once in a lifetime. Being the HR Generalist there, a number of tasks and responsibilities were able to be explored, focusing more on the hospitality industry, which is different in comparison with other companies. Although not all the listed tasks are stated, during these six months it could be placed as my main responsibilities as an HR intern at Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel.

ONBOARDING

One of the major tasks throughout the internship placement was onboarding. Marriott International does have a certain flow when recruiting associates. It would start from applying at Marriott Career Website, then it would lead them to answer Marriott assessment in order for us to assess the different elements that are crucial for the position they are applying for. Then a reference check would be conducted and a police vetting letter was prepared alongside their offer letter, which filling in new hire forms and serving the probation period follows after.

The trainees, after the acceptance of the internship offer, would be required to fill in new hire documents on their first day. Then, **hotel tour** was done in order to introduce them to all of the different departments and **pre-induction** session was done for the purpose of explaining the rules and regulations of the hotel.

INTERVIEWS

Moving on, the next vital task I had to do during my internship was interviews. As usual, I was in charge of interviewing future trainees. Interviewing the candidates at first was quite challenging as I find it hard to fit with their ways in doing the interview. I also find it hard to understand what is the requirement by the departments itself because as an HR, I have to be able to differentiate the need of the departments also. It is hard because at first I was not exposed with the other departments, but as I go on with the internships, there were some times where I had to go help other departments and it give me chances to learn and pick up small details from it and I can use the information to ask the candidates. Ever since that, I am able to conduct the online interview by myself and choose the most suitable candidates for the hotel.

POSTER DESIGN

The Human Resources department are always active in engaging and building relationships with associates. Therefore, many different posters that needed to be done for good communication to the associates. The person that is responsible for it is me as the HR intern there. This is the reason why creativity is so important when being in the department, as the poster need to be intrigue the interest of the associates and making sure the right information was given to the associates.

CONDUCT EVENTS

There were numerous events that took place since the beginning of my internship till the very end. For example, we had Townhall for Merdeka, Merdeka Office Decorations, Celebrations of 2M Revenue, Celebrations of GuestVoice reaching its goals, Intern Meet-Up with the trainees, Annual Dinner, Celebrations for all achievements in 20224 and many more.

The task given to me was to prepare for these events on the basis of decorations, slides booking event halls, and coming up with interactive games. I had also experience in conduction the event which is Intern Meet-Up. I had to handle all the process from start to finish. It was a memorable and giving me personal growth experience.

HANDLING DOCUMENTS

Of course as HR intern, I had to deal with all the administrative part which is handling documents such as printing, preparing, filing. The most used form is leave forms, if there are additional holidays, I had to edit it back and print the new form to be put inside black tray outside of HR office. Documents that I usually print is also new hire documents, these documents always needed to be prepared the week before a new hire came. Some times there are new policy updated, I have to print back all the policy in the new hire documents. Also, I had to do filing, usually for leave forms and new associates also for their personal files.

CAREER LAUNCHPAD

Joining Career Launchpad was very an eye-opening for me. Different with Career Fairs, Career Launchpad I joined was in UiTM Kampus Puncak Alam. It was collaboration of MyPerkeso x Marriott International. This Career Launchpad was to attract students mostly from the hospitality courses to choose Marriott International later during their internship or their career. This Launchpad tells the students about Marriott International. It tells them about the benefits joining also the possibilities for any career growth. It also give me information about Marriott International to be use for my future.

CAREER FAIRS

Another gold and precious experience for six months at Palm Garden Hotel was joining the Career Fairs. During these, I got to bond and get to know with other HR interns from the sisters properties. Our task during the fairs was to approach the public and inquire on what they are looking for as well as promoting our hotel and its vacancies to them. The fair that I joined was the Madani Career Fairs at PICC. Although there would have happened few mishaps like lesser crowd, the objective of the career fair can shift from finding possible candidates to promoting the hotels.

EDITING VIDEOS

Editing videos was a task given from my Hotel Manager to HR. As an HR intern, the responsibility was given to me to make it happened. So, from time to time, the Hotel Manager would ask to make videos for all the events had done so far, so for every coming events, the video will need to be updated to the latest events. The objective is for all the associates to realized that the hotel did a lot of events to appreciate their hard work in doing their job and promoting the hotel.



SWOT ANALYSIS

1ST STRENGTH

Resort in a City

A part of the specialty and strength of the Palm Garden Hotel is, the hotel promotes the unique 'Resort in a City' concept. It gives differences and refreshment for guest to come to and feels the resort feeling without going far to to an island. The uniqueness is the hotel is not in one building like other hotel in Putrajaya, the hotel is spread out and has a vast areas. The hotel is a serene oasis rested in the heart of Malaysia's government capital. This urban resort seamlessly blends the tranquility of a retreat with the convenience of city living, making it a perfect getaway for both business and leisure travelers. Surrounded by lush greenery, the hotel offers a peaceful escape from the hustle and bustle, while still being within close proximity to key attractions and facilities in Putrajaya.

The resort boasts spacious and tastefully designed accommodations, reflecting a harmonious fusion of modern amenities and natural elements. Guests can enjoy a range of on-site facilities, including outdoor pool, fully-equipped fitness center, and dining options that celebrate local and international cuisines. The hotel gardens provide an ideal backdrop for leisurely strolls, weddings, or corporate events, offering unique blend of sophistication and nature (2024a, September 28).

2ND STRENGTH

Strong Organizational Culture

Next is the commitment of Marriott International Brands' towards a dynamic organizational culture, which has consistently been the core focus of the company. This commitment can be seen among their five core values, specifically the element of 'We Put People First.' This philosophy is deeply inlaid within their corporate culture and operational success. It is their belief that taking care of associates will, in turn, enable them to give back outstanding hospitality to customers. This is shown in the Palm Garden Hotel itself. For example, the hotel always has events for associates to show that they are being taken care of. The events is celebrating the milestones the associates bring to the hotel. One of the event was to celebrate the 100% occupancy of the hotel. Meaning that all room in the hotel is booked. Showing the associates' dedication to the hotel is paid off. Investing in the people also builds workforce loyalty leading to a culture of excellence and collaboration that promotes guest satisfaction (Dignon, 2025)

1ST WEAKNESS

Inefficient Service Operations

Inefficient service operations may be evidenced through late guest check-ins, unstandardized housekeeping or bottlenecks in the food & beverage areas. One example can be taken from the food & beverage areas where the associate who took care of the Courtyard bar, failed to arrived on time during morning shift. Usually in morning, Courtyard bar is quite full because in-house guests coming to get coffee. This situation can give unpleasant experience due to the unprofessionalism. This delay does not only caused frustration but had also negatively affected the guest's initial perception of the hotel's customer service. Such inefficiencies in service operations demonstrate that better staffing is needed in order to ensure that all guests receive adequate service, which in turn would raise their overall experience and satisfaction of the hotel.

2ND WEAKNESS

High workload during peak season

Just like most hospitality industry problem is, Palm Garden Hotel also faces the same problems which is shortage of manpower. Short staffing could effect the general efficiency in operations and lower the level of guest experience, especially during high seasons. A shortage of staff could result in lags such as housekeeping, front desks and food & beverage services. For example, the shortage can be seen during the high season of events. This happened in the Banquet section under Food & Beverage department. During the high seasons of events, the Banquet team that only consisted of 2 associates and 2-3 trainees prepared for the events. Some days, 8-7 events hall are full, hence, they asked helped from the administrations team to do the ushering for all the guesses to their designated lunch areas. Other example also happened in the operation department which is Housekeeping. It is a situation where guest asked to bring towel to the room and they took a quite some time to bring due to lack of staff. This can bring negative perceptions and complaints from guests which can affects the hotel percentage. Right now, they are still struggling with the shortage of manpower. (Dignon, 2025)

1ST OPPORTUNITY

Investment in Learning and Development

Investing in learning and development holds great potential to enhance workforce capability, improve service quality and achieve long-term success also for associate's own well-being. It would be an important opportunity to focus on specific special skill-based trainings, such as communication, leadership, and customer relationship management. Further, with the leadership programs will help build a trained managers who will be able to lead teams and adapt to changing industrial needs. Example of the training given for associates was Financial Health Talk which explain to associates about financial. In terms of servicing, the example would be Leadership training and Emotional Intelligence training. Which provide associates to be a better leader and for associates to handle properly their emotions. What is more, offering certifications through L&D initiatives could result in greater employee satisfaction, reducing turnover and thus lowering overall recruitment costs. For example of certificates received will be Halal Awareness Training, this training is essential for all associates in the hotel to take part and learn about Halal. Also opportunity for Recreation associates to get Lifeguard license after training also. After all, a focus on L&D empowers not only employees themselves but also translates into higher guest satisfaction, operational efficiency, and business growth (Rumaisa,2024)

2ND OPPORTUNITY

Transfer & Career Growth

Being part of Marriott International, huge career and transfer opportunities are offered at Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel, in line with Marriott's commitment to putting people first. The associates have the benefit of Marriott's large global network, which offers them a wide range of roles across various properties, and regions. This ensures a dynamic career path for those looking to grow within the hospitality industry. Marriott also offers outstanding opportunities for internal transfers within the huge worldwide properties. Through Marriott's great global reach, the associates can find placements in different regions or other brands within the Marriott International. Not only internal transfer, for associates who want to get promoted but do not have the availability in the current property, they can go to other property that have the position. Of course they have to had the experience and knowledge that suits with the position. This kind of mobility will provide enrichment in professional experiences and cultural exposures for better adaptability also inspired to build lasting careers within the Marriott family (Irene, 2024)

1ST THREAT

Sister Properties Rivalry

Palm Garden Hotel, Putrajaya is facing the challenge of being surrounded by multiple hotels and sister properties, which increases the risk of losing its competitive advantage. Different from Putrajaya Marriott Hotel(PMH) or Le Meridien Putrajaya(LMP), Palm Garden Hotel (PGH) are not known by many people. As PGH is near to both LMP and PMH, the competitive is very high as people would choose the names that they are familiar with. For people to choose PGH is something that can be seen as effort. Also people would want to go to a hotel that have better service. This can go back to PGH who is short-staffed. These differences therefore tend to make guests more critically evaluate alternatives, likely moving to larger or better-served hotels that could offer better facilities and a smoother experience. Because of this fact, the hotel may not only lose current business but also take a hit on long-term reputation if it is unable to resolve these service gaps effectively. This competitive threats calls for the hotel to find strategic solutions to overcome its staffing challenges and improve its reputation.

2ND THREAT

Guest Feedback & Rating

The hotel's reputation and value are highly fragile due to guest feedback and ratings. Guest reviews on TripAdvisor are the prime factor in the hotel's reputation and success. The GuestVoice describe the overall set of reviews providing insights into strengths and areas needing improvements. This app included all the Marriott International property. Any small mistake and make bad review towards the hotel. Hence, can bring down the hotel's rating which can influence potential guests perceptions towards the hotel. This aspects of feedback also help associates to understand and encourages them to meet the minimum standard. Ensuring a proper service and dealing with issues with speed is quite vital in retaining the value and attractiveness for future guests. For now, Palm Garden is maintaining their position as the No.1 improved in the GuestVoice. It is very crucial to keep it that way as the branding is going on while it have the title.



RECOMMENDATIONS

WEAKNESS RECOMMENDATIONS

CONDUCT AUDIT PROCESS (HE, 2023)

It describes a structured analysis that identifies discontinuation, performance assessment, and recommendations on improvement. Data collection is done through observations, employee interviews, customer feedback, and performance metrics involving service times or error rates. The data is analyzed to identify points of inefficiency, bottlenecks, or areas of customer dissatisfaction after collection. Root causes of inefficiency are identified, an action plan is formulated and implemented.

BUILD CULTURE ENGAGEMENT (HARRI, 2024)

Build a culture of engagement by encouraging frequent, open communication from your teams. This will help you be proactive about identifying potential stressors, as well as help you get a pulse on how you can best serve your staff. Open communication works best when done regularly, flexibly, and adaptively. Giving them regular time to speak their minds will give your employees more chances to share perspectives, and you will also receive consistent data by which you can make better, well-informed decisions.



THREAT RECOMMNDATIONS

SALES CHANNEL (DEAN, 2024)

Similar with what they are doing right now they are doing Mamak stall which have the quote 'Citarasa Hotel, harga mamak' that is one different thing they can do to be differentiate themselves with other properties. They also can open stall kind of place where people can enjoy and buy variety of foods. This is also their hotel is resort style which is they have terrace beside their main restaurant, near the lobby. So people driving by can see the stall, attract them to come. This is part of 'Be unique' and 'Stay with Character' a part of being Tribute Portfolio Hotel.

TAILOR YOUR RESPONSE (LACALLE, 2023)

For this, in the Apps, the hotel can reply to all the feedback made. Usually, the one who take charge of replying is the Front Office Manager, so any negative feedback the manager will reply accordingly. One of the resolutions also, to provide any voucher or points for guest that use MarriottBonvoy apps to book the room. For guests who come to enjoy the food, usually they give compliment beverage/food to make it up.



CONCLUSIONS

In conclusion, during my internship period, I learnt a lot of things for me to use in my future career. There are a lot of skills I gained such as communication skills. Before entering the internship, it is very hard for me to communicate with other people as I am a shy person. However, this internship has been a stepping stone for me to improve myself. I can tell that I am confident to communicate with people, and now I know how to properly communicate with others.

In this internship also, I gained a lot of friends. Especially the interns. During the period, a lot of intern coming to start or ending the internship, this can somehow in future will lead to networking. I also gained friends from Indonesia because the hotel took foreign trainees also. During the internship also I met a lot of professional persons including the associates which can be my future networking.

Afterall, this internship really meant a lot to me as I get to experience with the real field of work. If I was told to recommend an intern place, would definitely recommend Palm Garden Hotel for the intern to learn the real working world.



APPENDICES

Intern Meet-Up



Recycle



Career Launchpad



Career Fairs



'Gotong - Royong'



Merdeka Townhall



Financial Health Talk



International Housekeeping Week



2M Celebrations



New Hire Orientation



Health Screening with KPJ Kajang



Fire Drill



Kolam Drawing for Deepavali



International Chef Day



International Men's Day



Guest Voice & 100% Occupancy Celebrations



Thank You 2024



Annual Dinner 2024



Achievements Celebrations



E-Mobile Sports Tournament





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