



اوتو تكنولوجي مارا  
UNIVERSITI  
TEKNOLOGI  
MARA

**FACULTY OF BUSINESS AND MANAGEMENT**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE  
MANAGEMENT (BA243)**

**HRM666**

**(HUMAN RESOURCE INTERNSHIP)**

**COMPANY: VILLEA ROMPIN RESORT & GOLF (VRRG)**



**DURATION: 12 AUGUST 2024 - 24 JANUARY 2025**

**PREPARED BY:**

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**PREPARED FOR:**

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**SUBMISSION DATE:**

**02 FEBRUARY 2025**

**SURAT KEBENARAN**

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<b>Nama Pelajar</b>	NORA HAFIZAH BT ABAS		
<b>No. Matriks</b>	2022745399	<b>Nama Program</b>	HR INTERNSHIP(HRM066)
<b>Tajuk Laporan</b>	SWOT ANALYSIS OF VILUEA ROMPIN RESORT & GOLF	<b>Nama Syarikat</b>	VILUEA ROMPIN RESORT & GOLF

2. Tindakan ini adalah di bawah tanggungjawab dan kesedaran penuh oleh pihak organisasi.

3. Sekiranya terdapat sebarang masalah atau kebocoran maklumat sulit pihak organisasi tidak boleh mengenakan sebarang tindakan undang-undang kepada pihak universiti.

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**Cop jabatan/organisasi:**

**Nama Pegawai :**

**Jawatan :**  
**No. Tel. :**  
**No. Faks :**

**AHMAD ANWAR**  
**Finance Manager**  
**Viluea Rompin Resort & Golf**

## **1.0 EXECUTIVE SUMMARY**

This report describes my experience and the journey I took in implementing my industrial training for HRM666 (HR Internship), a course for Semester 6. I did my industrial training at Vilea Rompin Resort & Golf (VRRG). This company is located in my hometown, Rompin Pahang which is such a blessing for me as I can save the cost in terms of renting a room, transportation and many more. I have been assigned to the finance department instead of the human resource department as there is no internship position available. However, this is not obstructing me from being one of the practical trainees at the company.

I have highlighted the company's profile and my training reflection such as department, roles, responsibilities, assignment tasks and benefits gained while being a finance intern at VRRG. Even though I was assigned to the finance department, there are some practices of the human resource department that I identified for my knowledge as a human resource student. There are recruitment and selection processes, training and development initiatives, compensation and benefits system and performance management strategies. Also, I highlighted the strengths, weaknesses, opportunities and threats (SWOT) analysis that I discovered during the six months of I been as an intern there. Whereby, before proceeding with the SWOT analysis, I obtained the approval from my supervisor, the finance manager to avoid any false information that can affect the image of the resort.

Last but not least, I have some recommendations for the SWOT analysis of VRRG that I believe may be helpful to the resort to some extent. Which, they also align with the essential approval of my supervisor for a good and positive content. To sum up, I have highlighted a few of the values that I obtained through my internship journey which are lessons and experiences gained, knowledge of the basics of the finance department in the hospitality industry and learned the importance of enhancing services. I also attach some related pictures for my tasks and journey of my internship at VRRG.

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### 3.0 ACKNOWLEDGEMENT



All praises to Allah and His blessing that enable me to complete my industrial training report accordingly. I thank Him for all the opportunities, chances, trials and strengths that have been showered to me in finishing this industrial training report. My humblest gratitude to the Holy Prophet Muhammad (Peace be upon him) whose way of life has been continuous guidance for me.

Fundamentally, I would like to thank Madam Harniyati binti Husin as my advisor and Mr. Ahmad Anwar Khairoddin bin Ahmad Kamal as my supervisor for this industrial training. Both Madam Harniyati and Mr. Anwar have given me such amazing guides and help in order for me to finish up my industrial training at Villea Rompin Resort & Golf. Despite the process's ups and downs, I was able to tackle them head-on with the support and guidance of Madam Harniyati and Mr Anwar. Whereby, I am able to continue my journey in this industrial training which is a challenge that I need to pass before I turn to the actual reality of the working environment.

Last but not least I wanted to thank my office mates, friends and family for their support and encouragement towards me in finishing my industrial training. Without the support and encouragement from them I might have lost my track in completing my training just in time.

## 4.0 STUDENT'S PROFILE



### NORA HAFIZAH BINTI ABAS

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#### OBJECTIVE

Dedicated and committed student of University Teknologi Mara (UiTM) Bandaraya Campus in Bachelor of Business Administration (Hons.) in Human Resource Management with current CGPA 3.41. Seeking an internship position where I can apply my organizational skills, effective communication and good teamwork.

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#### WORK EXPERIENCES

**Sales Assistant , Padini Concept Store (Kuantan City Mall) (2022)**

- Assisted the customers whenever they need help in searching the clothes they wanted to.
- Folded the clothes in the rack neatly and ensured they always been put accordingly.
- On duty at the dressing room according to the schedule of each brand at Padini to prevent any theft happens.

**Waitress, Oochid Bistro (East Coast Mall, Kuantan) (2019)**

- Welcomed the customers and presented the restaurant menus to them.
- Took orders from customers and served the food and beverage to the customers.
- Cleaned the restaurant before opening and after closing the restaurant.

**Sales Assistant, Parkson (East Coast Mall, Kuantan) (2019)**

- Assisted the customers whenever they need help in searching the clothes they wanted to.
  - Arranged the clothes according to their section and keep them neatly.
  - Took out the new stocks of clothes from the store that the customers wanted to purchase.
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#### EDUCATION

**Bachelor of Business Administration (Hons.) in Human Resource Management (2022-Current)**

Universiti Teknologi Mara Bandaraya Melaka Campus  
CGPA 3.41

**(2019-2022)**

**Diploma in Office Management and Technology**

Universiti Teknologi Mara Jengka, Pahang Campus  
CGPA 3.63 | MUET 4

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#### EXPERIENCES AND INVOLVEMENT

**Skillsync: Closing The Gap Between Employee Abilities and Organization Demands**

UiTM, Programme Leader Assistant

- Responsible to assist the leader of the programme as leader assistant in managing and ensuring the programme to be run smoothly.

### **Profession and Pause**

UiTM, Event Protocol Bureau, Emcee

- Provided the script for emcee, ensured the flow of event is running smoothly and being one of the emcees for the event.

### **Sukarelawan Zakat (SUZA)**

UiTM, Explorace SUZA

- Involved in the explorace activity such as coconut bowling, inserted water to bottle using sponge, searched gummies in the flour in which we as a team have to work together to complete the activity in time.

### **Let's Endeavour Together**

UiTM, Facilitator, Emcee

- Being one of the emcees for knowledge transfer Let's Endeavour Together programme at SMK Tun Tuah, Melaka.
- Led the aerobics session with other team members of the programme with the students of SMK Tun Tuah

### **Lensa Kasih: Loving is Caring**

UiTM, Facilitator, Emcee

- Being one of the emcees for Corporate Social Responsibility programme, Lensa Kasih: Loving is Caring
- Led the aerobics session with other team members of the programme with 23 children of Rumah Kasih Tun Abdul Aziz, Melaka.

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## **ACHIEVEMENTS**

- Vice Chancellor's Award (ANC) Recipient | CGPA 3.63 (First Class Honours)
- Dean's List Award for semester 1 and 4 (Degree)
- Dean's List Award for all semesters 1 to 5 (Diploma)
- Silver Award for SULAM programme "International Teaching Aid Competition 2023"

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## **SKILLS AND LANGUAGE**

Microsoft Word	(Advanced)	Bahasa Melayu	(Native)
Microsoft Excel	(Proficient)	English	(Intermediate)
Microsoft PowerPoint	(Intermediate)		
Canva	(Advanced)		

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## **REFERENCES**

Madam Noorain Binti Mohd Nordin  
Academic Advisor

## 5.0 COMPANY'S PROFILE

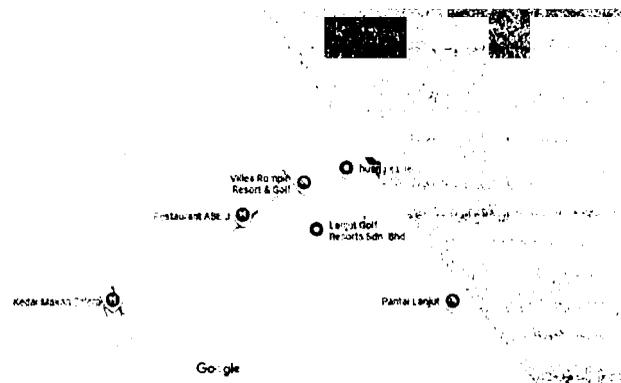
### 5.1 Company's name, logo, location and operation hour

**Company's name:** Vilea Rompin Resort & Golf



**Company's logo:**

**Location:** Vilea Rompin Resort & Golf is located at Kampung Lanjut, 26800 Kuala Rompin, Pahang.



*Figure 1 map location of Vilea Rompin Resort & Golf*

**Operation hour:** Vilea Rompin Resort & Golf is open twenty-four hours a day, seven days a week, in accordance with Malaysian hotel standards. The registration procedure for guest accommodations, which is to check in at 15:00 p.m. and check out at 12:00 p.m., comes next. There is shift job time for the operation staff such as the front office, f&b restaurant, housekeeping, and recreation. While, the administrative staff start their work at 08.30 p.m. until 05.30 p.m.

### 5.2 Vision, mission , quality policy and values

**5.2.1 Vision:** To be recognised as a premier Malaysian Hospitality Group that delivers unique crafted experience that exceeds guest's expectation, which ultimately helps the group generate reasonable shareholders wealth.

**5.2.2 Mission:** To deliver the best hospitality experience to our guests by managing profitable and operational efficient hospitality assets as well as maintaining consistent high-level service standards.

**5.2.3 Quality Policy:** We are premier accommodation providers committed to excel in delivering quality services to achieve competitive return to meet suitable requirements and striving for continuous improvement through a proficient and dedicated team in accordance with Shariah requirements.

**5.2.4 Values:**

**Creative:** We continuously improve our standards in meeting internal and external requirements.

**Respect:** We treat all people with dignity and value the collective power of teamwork.

**Attentive:** We take an active interest to ensure the success of our business.

**Friendly:** We build lasting relationships.

**Trustworthy:** We are transparent with highest moral standard of corporate and individual ethics, in all that we do.

**5.3 Background of establishment**

Villea Rompin Resort & Golf (VRRG) or once known as Lanjut Beach Resort is an accommodation that people around the world can choose for when they decide to have their holidays at Kuala Rompin, Pahang. Villea Rompin Resort & Golf was established in July 2018 which is located at Kampung Lanjut, Rompin, Pahang which was led by Mr. Hizam Shah Omar, Mr. Ahmad Zulmat, Mrs. Azuera Pawancek and Mr. Zebby Bahrin. The resort has been known as a 4 star resort in Rompin, Pahang. VRRG is a company that is owned by the Permodalan Nasional Berhad (PNB) as one of its property investments. Although VRRG is a property of PNB, Attana Hotels & Resorts (AHR) is in charge of its management as PNB's subsidiary company. VRRG is part of the wider Attana Hotels & Resorts family, which includes other premier properties in Malaysia, such as Perdana Kuala Lumpur City Centre in the heart of Kuala Lumpur, Perdana Kota Bharu, Espira Kinrara, Villea Morib, Villea Port Dickson, and Kota Seriemas Golf & Country Club. Also, all the standard operating procedures by the departments comply with the International Organization for Standardization (ISO) and Standards and Industrial Research Institute of Malaysia (SIRIM).

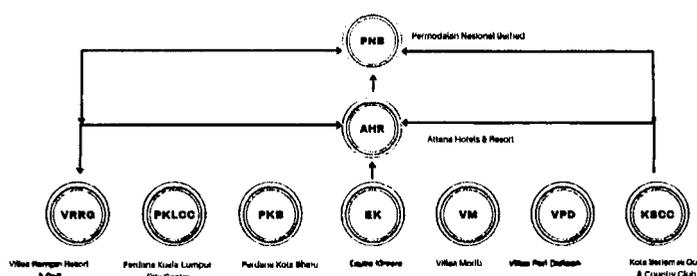
Considering the management sought to establish a new image for the resort, VRRG is actually a brand-new building with a new concept. The goal was to bring the resort to be more modern, visually

appealing, and competitive in the hospitality industry. In order to accomplish this, VRRG offers a wide variety of activities designed to improve visitor experiences, modern amenities, and creative design that integrates local culture. By utilizing traditional materials and artistic aspects, VRRG's architectural design represents the local culture and creates a welcoming ambiance that improves the entire visitor experience. VRRG is positioned as a top destination for guests who seek luxury and authenticity thanks to its array of amenities, activities, and cultural integration.

Also, VRRG was led by Mr. Zebby Bahrin for the past two years, however after his resignation, the resort will be led by a few Officers in Charge (OIC) which will be appointed by the management until the new hotel manager is hired. As under Mr. Zebby, the resort management process will continue, but some things, like paying employees, suppliers, part-timers, and other operating costs, will need management's direct authorization. While the management team adjusts to the changes, the objective of this transitional phase is to assure stability and continuous guest services. Therefore, with the communication of with employees and management to resolve any issues and provide a seamless transition, enabling VRRG to maintain its dedication to providing outstanding guest experiences in spite of the leadership change.

## 5.4 Organizational structure

### 5.4.1 The management's structure



*Figure 2 the management's structure*

VRRG is owned by Permodalan Nasional Berhad (PNB) but is managed by the subsidiary of PNB, Attana Hotels & Resort. AHR is also responsible for other companies which are PPKLCC, PKB, EK, VM, VPD and KSCC for their management and advertising.

### 5.4.2 VRRG's organization chart

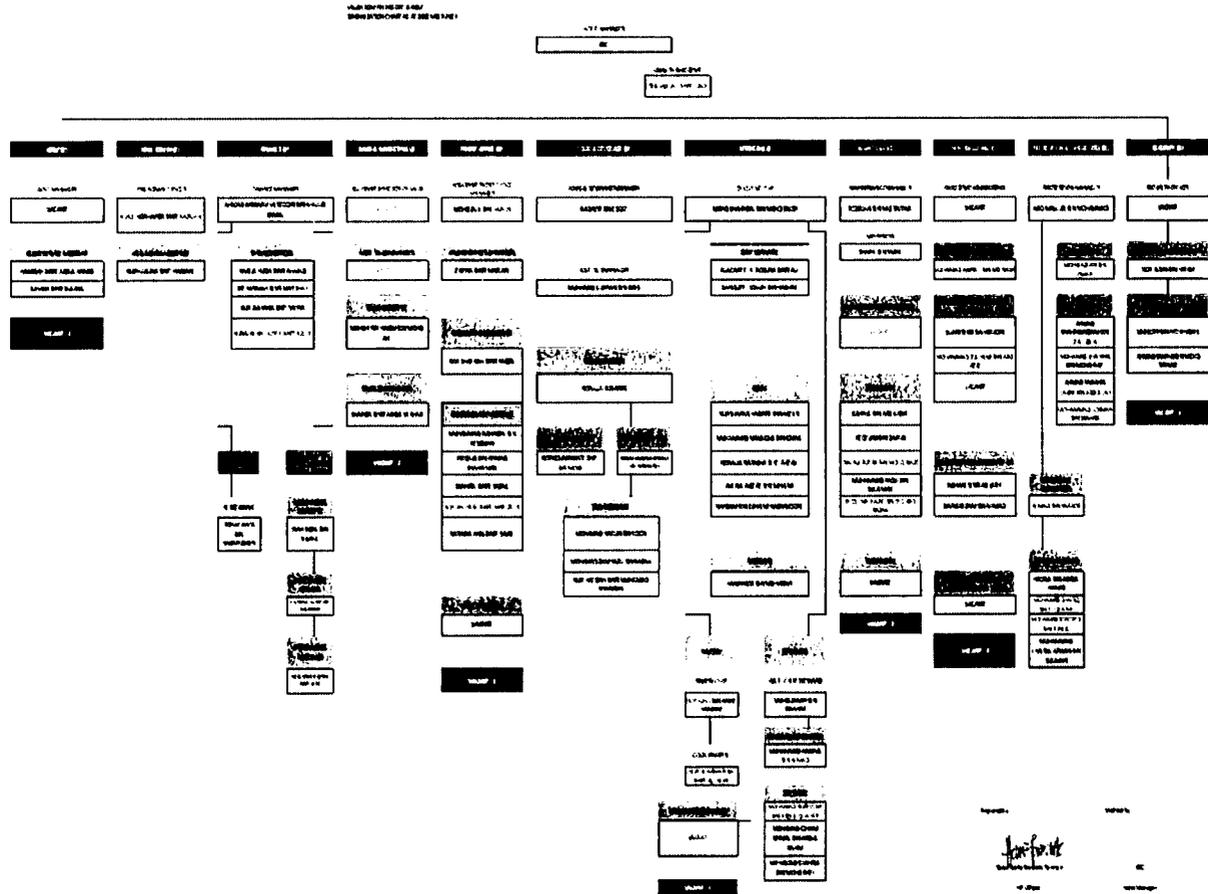


Figure 3 VRRG'S organization chart

The VRRG is now led by the Officer in Charge (OIC) as the hotel manager, which is followed by the general admin, the human resource, the finance and IT, the sales, the purchasing, recreation, maintenance, security, housekeeping, front office, f & b, and golf department.

### 5.5 Product or services offered

#### 5.5.1 Accommodation

Villea Rompin Resort & Golf offers a variety of products and services that will enhance the experience of guests or visitors, each designed to accommodate various traveler types. Firstly, the resort's accommodation. The resort provides about 196 rooms of accommodations with a variety of suites and rooms with comfortable furnishings and picturesque views. They can be from larger suites like the Family Superior and Executive Suite are available, as are Superior rooms with views of the swimming pool or the sea. With features like private balconies and in-room Wi-Fi, these lodgings offer versatility to families,

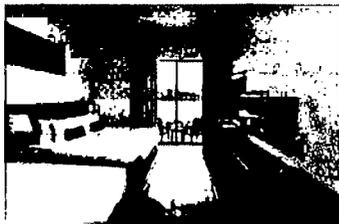
larger parties, and lone visitors. The starting price of the rooms and suites at VRRG is from RM170 net. Guests or visitors may directly book these rooms or suites or make a reservation through the online booking platform.



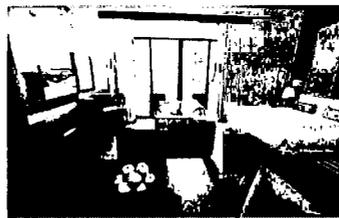
Superior room



Superior Sea view



Superior triple



Studio suite



Executive suite (2 bedrooms)



Pahang suite

*Figure 4 types of rooms and suites at VRRG.*

### 5.5.2 Dinings

Guests or visitors can enjoy the meals at the restaurant and beverage cafe known as Pegaga and Cafe Strada with affordable prices. To serve guests worldwide cuisine and authentic Malaysian delicacies, VRRG's dining selections emphasize regional and tropical cuisines. Pegaga restaurant provides both informal and sophisticated eating options, making them perfect for romantic dinners, special gatherings with family and group meals. Usually, guests that stay with a package are able to enjoy free breakfast. Cafe Strada will be operating if there are beverages that have been requested by the guests or visitors.



Pegaga restaurant



Cafe strada



Pegaga's menu

*Figure 5 Pegaga restaurant, Cafe strada and one of the Pegaga menu.*

### **5.5.3 Golf Course**

VRRG has a golf course that is able to attract the people especially the golfers to play the golf there while enjoying the scenic view. The golf course with the 18-holes gives the wanted golfing experience to both experienced players and beginners. Each of the holes may be such a challenge to the players that helps to increase their level of skills in golfing. Whereby, the price of playing at the golf course during the weekdays is differ during the weekends. For 18-holes, the players need to pay about RM108 for weekdays and RM135 for the weekend. While for 9-holes, the players need to pay about RM68 for weekends and RM80 for weekdays. Also, the players either just spend their time playing the golf at the golf course by staying or without staying at the resort. However, the guests or visitors that choose to stay at the resort and play golf were able to receive such a package offered by VRRG. This package can include the accommodation and dining options at the resort.

### **5.5.4 Event Services**

There are event services provided by VRRG which likely can be requested by the guests or visitors following the availability. The resort provides diverse event locations for a wide range of events, including social gatherings, weddings, conferences and business meetings. Also, VRRG offers indoor and outdoor venues that may be personalized to specific requirements, ranging from corporate retreats to tropical weddings. Usually, the guests or visitors will contact the sales department for the quotation price. They will give the information of their event to the sales department for the quotation price and if they agree with it then the sales department will arrange the event accordingly with the availability and mutual agreement. In between the facilities include internet connection, multimedia support, and audiovisual systems for the group event in order to smoothly implement one of their activities such as media presentation. As for the event group it will be likely to enjoy the buffet at the Pegaga restaurant or having a requested dining menu. The resort's experienced event planning team manages every detail, from décor to scheduling, allowing guests to enjoy their celebrations. A group for events such as from the teachers' group, government

employees group, a company employees group and others can benefit from team-building events in strengthening the bond between them.



*Figure 6 example of hall rooms for the event services.*

### **5.5.5 Indoor and Outdoor Activities**

While having their vacations, the guests or visitors can enhance their experience by joining interesting indoor and outdoor activities provided by VRRG. The activities can be in the form of playing exciting games at the games room, spending time at the fitness center, cycling around the resort, fishing trips with recreation team, nature hikes, fireflies' trip and many more are available to guests or visitors in relaxing their mind and enjoying the nature view at VRRG. These kinds of activities that guests or visitors wanted to experience can be arranged by the resort accordingly following the availability. For some of the activities, the guests or visitors will not be charged except for activities such as fishing and fireflies' trips. As fishing and fireflies' trips need to be charged for the cost of the boat rental that is essential for the trips.



*Figure 7 snooker pool at games room and fitness center.*

## 6.0 TRAINING'S REFLECTION

### 6.1 Duration

I started my internship at Villea Rompin Resort & Golf (VRRG) on 12 August 2024 and it ended on 24 January 2025. As a finance intern, I was required to be present at work as early as 8:30 in the morning and left at 5.30 p.m. on Monday till Friday. While there is one hour break between 1.00 p.m. to 2.00 p.m. on Monday until Thursday and two hours break between 12.30 p.m. to 2.30 p.m. on Friday. However, at this resort there is an alternate Saturday in which the staff of administration need to come to work for twice a month on Saturday but with lower working hours which is 8.30 a.m until 12.30 p.m. only.

### 6.2 Department, Roles, Responsibilities, Assignment tasks

#### 6.2.1 Department

I was assigned to the finance department as it was the only position available for me as an intern that is based on my qualifications and related courses. Even though I was a Human Resource student, there were certain accounting subjects I have taken for a few semesters that helped me to be accepted as a finance intern at Villea Rompin Resort & Golf. There are four main parts of the finance department at VRRG which are general ledger, account receivable, account payable, and general cashier. I have learned a system that I never heard or exposed of before which is the IFCA system.

#### 6.2.3 Roles and responsibilities

At first, I was assigned to be under the general cashier. Simply, the role of general cashier is to maintain, arrange, and safeguard all documents, petty cash, and cash equivalents in compliance with policies and procedures of the company. There are many of tasks that I have been assigned to which are:

TASKS	EXPLANATION
❖ Handling petty cash advance and claim form.	I will hand over the money from the petty cash box for the advance or claim form submitted by the staff. The form first must be complete with the approval signature of head department, finance manager and hotel manager.
❖ Updating new value of petty cash into excel document and log book.	After I hand over the money, I will put the new value of the petty cash in the excel document and log book for proof of petty cash money transaction.

❖ Posting and printing petty cash vouchers into IFCA system.	I need to post the petty cash data and printing the vouchers to be attached with supporting details for filling purpose.
❖ Key in and posting cash collection data into IFCA system.	I will key in and post the data of cash collection for the week into the IFCA system.
❖ Printing the cash collection receipts voucher to be attached with the general cashier report.	I will print the cash collection receipts from the IFCA system and attach it with a general cashier report.
❖ Attach bank slips on the receipt voucher.	I will attach the bank slip for seven days of cash collection from the bank on the receipt voucher.
❖ Submit receipt vouchers and general cashier reports for finance manager's approval.	I will submit the receipt vouchers and general cashier reports for the finance manager's approval.
❖ Attach receipt vouchers with bank slips, general cashier reports and cash account ledgers.	After being approved by the finance manager, I will attach the receipt voucher with bank slips, general cashier reports and cash account ledgers for filling purpose.
❖ Cash count at front office, f & b and golf department.	Every twice a month I need to conduct a surprise cash count at the front office, f & b and golf department accompanied by an officer of the other department. I need to count the specified cash float for the three departments which are RM3000 for front office, RM1000 for f & b and RM500 for golf.
❖ Key in and posting petty cash data into IFCA software.	After receiving the advance or claim form from the staff, I will key in the data and post them into the IFCA system.
❖ Updating value of petty cash for the week into a cash flow report.	Every Friday before 12.00 p.m., I need to update the value of petty cash for the week into the cash flow report.

<p>❖ Key in and posting (IVAP) of suppliers, claim or cash request from staff, trainee allowances and part timers into AP module.</p>	<p>I need to key in and post the invoice voucher of suppliers, claim or cash request from staff, trainees' allowance and part timers' salary into account payable (AP) module.</p>
<p>❖ Key in PVAP of suppliers, claim or cash request from staff, trainee allowances and part timers AP module.</p>	<p>Before proceeding for payment, I need to key in the payment voucher of suppliers, claim or cash request from staff, trainee allowances and part timers into account payable (AP) modules.</p>
<p>❖ Key in payment data of suppliers, claim or cash request from staff, trainee allowances and part timers on the maybank2e website.</p>	<p>After completing the PVAP, I need to key in the payment data of suppliers, claim or cash request from staff, trainee allowances and part timers on the maybank2e website to be verified by the finance officer.</p>
<p>❖ Attach payment voucher, bank slips and supporting details of suppliers, claim or cash request from staff, trainee allowances and part timers for approval.</p>	<p>Then, I need to attach the payment voucher, bank slips and supporting details of suppliers, claim or cash request from staff, trainee allowances and part timers for approval of the finance manager, hotel manager and the management.</p>
<p>❖ Attach payment voucher, bank slips and supporting details of suppliers, claim or cash request from staff, trainee allowances and part timers for filling purpose.</p>	<p>After the payments have been released, I need to Attach payment vouchers, bank slips and supporting details of suppliers, claim or cash request from staff, trainee allowances and part timers for filing purposes to be referred in the future.</p>
<p>❖ Chop paid and received on invoice and supporting details of suppliers, claim or cash request from staff, trainee allowances and part timers.</p>	<p>I need to chop "received" after receiving the invoice from the suppliers. Also, I need to chop "paid" on the invoice and supporting details of suppliers, claim or cash request from staff, trainee allowances and part timers.</p>
<p>❖ Edit and post goods received note (GRN).</p>	<p>I need to edit the description of the goods received note that has been published by the purchasing department through the IFCA system and post it to be paid later.</p>

#### **6.2.4 Assignment task**

- **Analyze budget of staff uniform**

My supervisor, the finance manager, has instructed me to analyze the budget for the staff uniform for the year of 2025. He wanted me to figure out the total of employees at VRRG to estimate logically whether the uniforms regarding the job scope of the department such as boots for the maintenance department would be increased or decreased. This is to ensure that the uniforms provided are aligned with the requirements for the departments and may avoid any waste occurring.

- **Analyze the quantity of guest complaints, comments, recommendations**

The general admin at VRRG asked for my assistance with the permission of my supervisor in analyzing the total numbers of the complaints, comments and recommendations from the guests or visitors. Guests or visitors have been making complaints, comments and recommendations on their experience in staying at VRRG through the website and online booking applications. This manages to build my acknowledgement on how the guests or visitors' feedback towards VRRG.

- **Stock inventory**

Once, my department and I, together with the purchasing personnel conducted stock inventory counts at a few stores which are the general, chemical, kitchen, pastry, chiller and freezer store. This is to monitor whether the quantity of the stocks is accurate physically with the available quantity on the system. This enables me to acknowledge that it is important to ensure the data of stocks that have been key in must be accurate physically as this to avoid any disruptions.

### **6.3 Intrinsic and Extrinsic Benefits**

#### **6.3.1 Intrinsic benefits**

Apart from me being a finance intern at VRRG I was able to acknowledge the system that has been used by this company for every department such as finance, sales, purchasing and front office which is known as IFCA system. Whereby, most of the data of each department for certain essentials must be keyed into the IFCA system according to each department's module. In order to improve my understanding of the procedures involved in entering data, or in the event that I become disoriented while entering data, I may also review reports of previous data in the IFCA system.

Also, by working at this company I manage to enhance my personal development skills. I was encouraged to complete other tasks that enable me to have the ability in doing unusual tasks that I needed to perform. This is good for me to be more preserved in the future of my working situation. Whenever I was assigned a task with my other team mates, I would ensure myself to actively listen to any related

conversation and cooperate with them for the task to be completed accordingly. As I also worked with the other departments in the office, clearly, I need to interact with them so that I will be able to make myself fit in with the environment. By this, I develop such an essential skill that needs to be possessed by all employees in the working environment that we are dealing with tasks which mostly require communication with each other.

### **6.3.2 Extrinsic benefits**

As an intern at VRRG, I obtained a monthly payment which is RM250.00. The payment will be transferred via online transaction at the end of every month. Which was good for me as currently I had no additional obligations to pay for. Also, I only have to spend my allowance on fuel for my daily transport. I was qualified for medical and other leave with a reason however I was not eligible for any medical claims due to policy. Only permanent VRRG employees are able to seek medical treatment, such as doctor consultations. Furthermore, I had no concern regarding what I wanted to eat each day during my break time since this resort provided meals for free for its staff where I found it convenient for me as an intern. I no longer have to spend money on food and beverages, and I am able to cut on my spending. Although Villea Rompin Resort & Golf provided accommodation for the staff, I decided to stay at home since the distance between my house and the resort appeared to be equivalent.

## **6.4 HUMAN RESOURCES PRACTICES AT VRRG**

As I was hired as a finance intern, I was not exposed to the tasks that are under job scope of the human resource department. However, I have discovered a few practices that have been implemented in the human resource department in VRRG. These include recruitment and selection process, training and development initiatives, compensation and benefits system and performance management strategies.

### **6.4.1 Recruitment and selection processes**

Villea Rompin Resort & Golf (VRRG) has focused on hiring staff from the local community of Rompin region. This is able to increase the job opportunities to the residents of Rompin who are still in need of available positions. Also, it may decrease the costs of recruitment for the new staff as it does not include the expenses to outreach for the new staff. Human resource department of VRRG will promote the available position through social media such as Facebook and Whatsapp to reach the targeted audience. The job seekers also can just directly contact VRRG by themselves to acknowledge any kinds of available positions such as internship or finance officer positions.

After contacting the Human Resource department, the job seekers have to provide their resume via email and need to complete the requisition form given by the department. The Head of Department (HOD) of human resource will then invite the candidates for an interview session and to be more formally introduced. For the final step the Head of Department (HOD) will conduct a screening process of candidates via E-Sistem Tapisan Keutuhan by Suruhanjaya Pencegahan Rasuah Malaysia (ESTK) to choose the most potential candidate for the available position.

#### **6.4.2 Training and development initiatives**

In order to enhance the staff performance and engagement with VRRG, the human source department has developed a few initiatives. Therefore, the staff will be familiar enough with the resort structures and their own roles and responsibilities. In which, the Head of Department (HOD) will plan the job in training for the staff at VRRG regarding their job scope and department itself. Sometimes, there will be training that requires the involved staff to travel which should not be an issue as the resort will provide them the meal and accommodation allowances. They also might use their own money for the meal, accommodation and mileage first and just claim it with the resort later. Besides, the human resource department will conduct the different types and scope of training by inviting the related speakers to deliver his or her knowledge and skills. Even staff that are not in the job scope can join themselves as all the training is open to all staff of VRRG.

In addition, the attendance of the staff will be noted through the attendance list that has been provided by the human resource department for every training with their signature. Therefore, the human resource department will be able to trace the staff participation toward the initiatives that have been planned by the human resource department. For each training that has been conducted required the staff to fill in the survey form for pre and post of the training. This indicated to analyze the staff perceptions and knowledge and skills gained through the training.

#### **6.4.3 Compensation and benefits system**

In order to retain the staff of the company the compensation and benefits are frequently the approach used by companies all over the world including VRRG. It is just not to retain the staff of the resort but it is an appreciation towards their contribution and also for their own welfare. The wages are fairly enough regarding the staff position and grade at VRRG. Which they have been paid accordingly without any bias. This attracts the staff of VRRG to retain at the resort as they have not been intimidated by the management. While there are many benefits that can be gained by the staff at VRRG. This includes medical

and health benefits, insurance, job assignment, subsistence allowance, travel and mileage, accommodation, entertainment allowance, bereavement contribution, marriage and childbirth, transportation, shift allowance, duty meal, product discount and hostel.

<b>BENEFITS</b>	<b>EXPLANATION</b>
➤ Medical and health benefits	All the staff eligible to claim for their medical and health expenses followed by their grade starts from RM3,000.
➤ Insurance	All the staff with five-year services are eligible for the provided insurance followed by their own grade.
➤ Job assignment	The staff that need to be given a job assignment at another resort may receive the allowance.
➤ Subsistence allowance	The staff that need to travel for their tasks will be given allowance for their essential expenses such as food.
➤ Travel and mileage	All the staff that need to accomplish the tasks out of the VRRG are able to receive travel and mileage allowance.
➤ Accommodation	All the staff that need to accomplish the tasks out of the VRRG are able to receive accommodation allowance.
➤ Entertainment allowance	The staff that may need to entertain the guests or visitors will be given allowance to accomplish it.
➤ Bereavement contribution	All the staff that lose their family members are eligible for the bereavement contribution which amounted RM1,000.
➤ Marriage and childbirth	The staff who are newly married are eligible for RM300, likewise with the staff who are having their first child.
➤ Transportation	All the staff eligible for the provided transportation in completing their outstation tasks.
➤ Shift allowance	The staff that work as shift hour eligible for the shift allowance if they need to work over their schedule shift.

➤ Duty meal	All the staff at VRRG are eligible for the free duty meal at the staff cafeteria.
➤ Product discount	All the staff at VRRG are entitled for the product discount offered by VRRG.
➤ Hostel	All the staff are entitled to the hostel provided by VRRG which is located about 14km from the resort.

#### **6.4.4 Performance management strategies**

It is crucial to VRRG to ensure the performance of the staff to increase and improve day by day so that the objectives of the resort will be achieved accordingly. Therefore, the staff will be aware that they have been observed by the management and need to perform well in their work. Usually in measuring the performance of the staff, they need to fill the key result areas (KRA) and key performance indicator (KPI) evaluation form twice a year every six months. The marks are given by their head of department depending on their work performance through the year. As a result, the staff will acknowledge their own strengths and weaknesses in performing tasks throughout the year. Whereby, it helps them to improve any lacking parts that will lead to enhancement of their work performance.

## 7.0 SWOT ANALYSIS OF VILLEA ROMPIN RESORT & GOLF (VRRG)

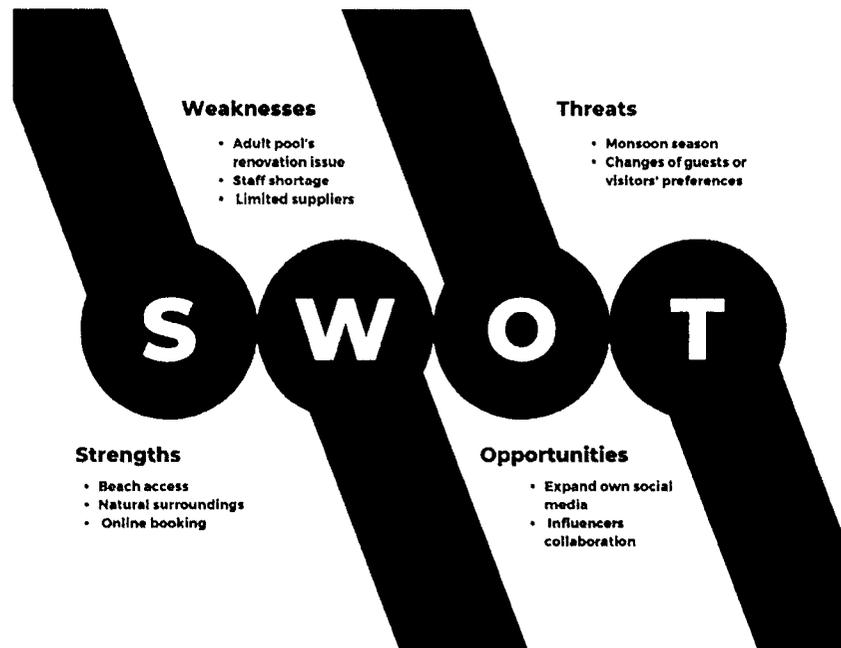


Figure 8 SWOT analysis of VRRG.

### 7.1 Strengths:

- **Beach access**

VRRG is an accommodation that may attract people to be the guests or visitors due to its beach access. Commonly, the view of the beach helps to ease people's hearts when they want to find a place to relax. It can be included as the strength of VRRG as according to Ross Worden, 2024 beaches foster a deep connection between us as humans and the environment, beaches are particularly dear to our hearts. The sound of the waves, the sensation of sand under our toes, and the expansive views of the ocean all contribute to this profound connection, which leaves the guest feeling at ease and satisfied when they are at the beach. Therefore, the guests or visitors that stay at VRRG can enjoy the calm fullness of the beach at the resort.

Also, the immersive experience that VRRG delivers strengthens the bond between its visitors and the environment in addition to providing a peaceful beach view. Visitors may fully enjoy the peace and quiet of the beach thanks to the resort's strategic location, which includes peaceful evenings by the sea and stunning sunrises. Because of its unique value, VRRG is a great option for people looking to get away from the worries of everyday life and discover a place to unwind, recharge, and find calmness.

- **Natural surroundings**

VRRG was located at a place that is close to nature. This enables the guest or visitors to enjoy the beautiful nature while staying at VRRG for their vacations or business meetings. Especially to people who stay in the city which may lack a place that brings them close to nature and free from the loud environment of the city. The experience is improved for both business and leisure travelers by these natural surroundings. In order to make their stay memorable and restful, vacationers can enjoy beautiful scenery, enjoy outdoor activities, and embrace the serene atmosphere of nature at VRRG. Professionals attending business meetings find that the calm environment encourages concentration and creativity, providing a motivating setting for effective conversations and creative problem-solving.

Research demonstrates the wider effects of spending time in natural settings in addition to the immediate advantages of relaxation and mental clarity. According to studies, spending time in nature can enhance physical health, lower stress levels, and boost general wellness. It can also result in favorable societal consequences like decreased rates of crime and violence (Jims Robbin, 2020). Beyond this, spending time in nature has been linked to better mood, sharper mind, and more resistance to mental health issues.

- **Online booking**

Guests or visitors who want to experience VRRG can organize and secure their stay any way they choose, accommodating a variety of demands and interests. If a more conventional method is preferred, guests can come to the resort in person to take advantage of the chance to tour the facilities, speak with staff members directly, and make last-minute plans. People can just browse the internet or install the travel application such as booking.com, D-edge, the expedia and any available travel application. Travelers who are impulsive or who prefer a personalized touch while booking their lodging will love this walk-in alternative. But for those who want efficiency and convenience, contemporary technology offers a smooth substitute in the form of online reservation systems. Using state-of-the-art digital technologies, guests may quickly peruse VRRG's offers from the convenience of their homes or while on the road, including accommodation types, amenities, and availability.

Whereby, to save time, this advanced solution also enables prospective visitors to read reviews, weigh their options, and make well-informed judgments whenever it's convenient for them. Online booking platforms are particularly helpful for short-term visits when time is of crucial importance because they facilitate easy and rapid reservations. In order to provide users peace of mind, these platforms frequently

incorporate immediate confirmation and safe payment methods. The user experience may also be further improved by the digital interface's inclusion of elements like promotional packages, virtual tours of the resort, and adjustable booking preferences. The online booking applications include booking.com, expedia, TripAdvisor and many more.

## **7.2 Weaknesses**

- **Renovation issue**

VRRG's children's pool is open to the guests or visitors, however the adult pool is closed for renovations. Fortunately, the renovations have been delayed since the existing tiles on the pool floor are having damage which could be harmful to the guests or visitors. Maybe grownups, especially single ones, do not like lounging or suitable in the kid pool as much as they would like to in the adult pool. It could take a lot of time and effort in order to ensure that the adult swimming pool will be ready with a good condition of tiles. In which it has been estimated by the management that the renovation may be settled in 2026. This lengthy period indicated to avoid any unwanted incident that might happen to the guests or visitors while having fun at the swimming pool. This may impact the revenue for the resort as one of the attractions could not be enjoyed by the guests or visitors which lead them to not vacate at VRRG.

- **Staff shortages**

Reviews from the guests or visitors through the website and booking applications towards the VRRG have indicated that the resort has been lacking staff, especially in the housekeeping department. With the shortage of housekeeping staff, it has lowered the services as there are guests and visitors have complained that they have to wait for a long time for the room to be ready (NurFarrahJenn, 2023). The delays in waiting for the room to be ready surely has passed the estimated check in time which leaves the guest or visitors being angry and unsatisfied. Also, there are some problems with the general cleanliness that have not been done as required due to shortages of the housekeeping staff. As a result, it increases the complaints from the guest or visitors as their room is not in a condition of comfort and hygiene as required. The guests and visitors might not experience the hygienic conditions, and their first reaction to VRRG would probably not be as positive as the first time before they looked up for the resort. This could hinder visitors and guests from experiencing a typical vacation in light of the flaws.

- **Limited suppliers**

A well-organized network of suppliers from a variety of categories is necessary for the effective management of a resort like VRRG in order to guarantee seamless operations and continuous service provision. These suppliers are crucial for supplying vital resources like raw material inventories for everyday operations, gas for energy requirements, routine maintenance for vital equipment like elevators, and top-notch food and drinks to satisfy visitors. In order to keep the resort running smoothly, suppliers of office supplies and other operational necessities are also crucial.

However, given the limited number of suppliers used by VRRG, the resort may have to overcome such obstacles. Due to a monopolistic scenario brought forth by the absence of competition, the current suppliers have significant negotiating power over prices. Consequently, they frequently put the resort in a difficult financial position by inflating the costs of their goods and services. Profitability and customer satisfaction may suffer as a result of the resort's inability to maintain competitive pricing for its services due to these markup expenses.

### **7.3 Opportunities**

- **Expand own social media**

The brand awareness of VRRG is at risk since Attana Hotel & Resorts controls its social media accounts in addition to its management. As the potential guests or visitors may not be aware of the existing social media that is likely unknown to them. The resort may lose its individuality and become less of a standout travel destination if VRRG's social media presence is too closely aligned with Attana's overall corporate branding. VRRG's web presence could become generic and less desirable to its target audience if it fails to highlight its unique assets, which include its tranquil natural settings, customized guest experiences, and distinctive amenities. Due to this lack of distinction, prospective visitors may find it difficult to perceive VRRG as a customized, unique resort as opposed to merely another Attana property.

- **Influencers collaboration**

Once VRRG has used an influencer to promote the resort and interact with its audience, it creates a big chance for the resort to grow this approach. Working together with influencers has shown to be a successful strategy for expanding your audience and producing relatable, real content that appeals to prospective visitors. Influencers can emphasize various resort features in a way that appeals to their followers' interests, particularly if they have experience with travel, the outdoors, wellness, or upscale activities. Building on this early success, VRRG would gain a lot by collaborating with a variety of influences who fit its target audiences and brand values. To better reach particular market segments, VRRG might hire influencers with a range of expertise, including adventurers, eco-conscious bloggers, family

travel specialists, and luxury lifestyle influencers. Influencers with an eco-conscious bent, for instance, could highlight VRRG's dedication to sustainability, while influencers of family travel might highlight kid-friendly attractions and lodging. With this multifaceted strategy, VRRG would reach a wider audience, appeal to a variety of interests, and establish itself as a desirable destination for a wide spectrum of prospective guests.

#### **7.4 Threats**

- **Monsoon season**

Pahang is one of the east coast states most affected by the monsoon season. Vilea Rompin could be one of the affected areas because it is located in Rompin, which is near the shore and is prone to high rainfall, strong winds, and flooding during the monsoon season. These factors may have an impact on Vilea Rompin's accessibility, operations, and tourism activities, providing issues for both the local people and nearby companies. This may hinder the guests or visitors' intention to choose VRRG as the resort they want to vacate. Potential visitors may be discouraged from visiting the resort due to the major interruptions caused by the excessive rainfall at this time, such as road closures and delays in transit. Flooding can also harm facilities and infrastructure, which can negatively affect visitors' overall experience.

- **Changes of guests or visitors' preferences**

It is possible that the number of guests or visitors to VRRG is likely to change over time due to a trend or preference, which could affect the organization's capacity to draw in and hold on to its audience. The economic trends may impact the capacity of the audiences towards VRRG. This can be defined as the earnings of people may be affected or there is inflation. In which these might influence their decision in spending their money for leisure travel or business meetings. Clearly, they prefer to use their money wisely for the essentials needs and commitments. As the people wanted to cut off their budget for non-essential needs, it can affect the reduction of the bookings for the products or services offered by VRRG. Also, the changes of demographics. Especially for the younger generations and retirees that strictly demand for their own preferences in terms of the services and amenities provided by an accommodation. It is crucial for resorts to have an effective social media strategy that offers Instagram-worthy experiences. Since it can be seen nowadays that this young generation is more likely to interact with influencers and rely on user-generated material when they search for travel recommendations. If VRRG is unable to keep up with these demographic changes, it may lose the targeted audience that may impact its revenue.

## **8.0 DISCUSSION AND RECOMMENDATION**

### **8.1 Strengths recommendation**

- **Beach access**

As the beach has the attraction and gives peaceful feelings to the guests or visitors, it is crucial for the VRRG to ensure it does not become such a bad experience towards them. Therefore, I would like to recommend that VRRG should always maintain the cleanliness of the beach. It can be in terms of a routine schedule in cleaning the beach for upkeep of the clean condition of the beach. This is to create a welcoming and wholesome atmosphere to the guests or visitors while enjoying the view of the beach. All the guests or visitors are able to spend their time peacefully at the beach with the clean surroundings. Also, this is just not to create the welcoming and wholesome atmosphere but also to be conscious of the guests or visitors' safety. As there might be rubbish that becomes a hazard to them due to the unclean condition of the beach.

Besides, VRRG can put some decorations at the beach to enhance the excitement of the guests or visitors when they reach the beach. Whereby, VRRG can securely install swings with aesthetic decoration and more hammocks at the beach.

- **Natural surroundings**

Ensuring the good upkeep of the natural surroundings of VRRG is crucial for one's attraction to the guests or visitors. Therefore, I would like to recommend VRRG to maintain the natural surroundings with beautiful and interesting flora and fauna. Whereby, the resort must ensure that there will be such a harmful activity such as deforestation that can affect the surroundings there. As once the harmful activity has been carried out for sure it will be such hard work to sustain the natural condition of the habitat as before. Whereby, it may also lead to environmental damage such as pollution (The Effects of Deforestation, 2024). This will be such a nightmare to the flora and fauna at the resort that will hinder the guests or visitors' intentions in enjoying the beautiful nature there. VRRG may also implement the practices of sustaining landscaping at the resort's nature surroundings. In which, the resort can use eco-friendly pest control while managing the proper care of the surroundings from being affected and carrying diseases to the staff, guests or visitors. Clearly, with this it will retain the nature and lead to the guests or visitors's fulfillment.

- **Online booking**

People commonly find it easy to search the hotels or resorts that want to stay for their vacation but there might be some time they find it difficult. While going through the online booking applications in making reservations for staying at VRRG, the guests or visitors might experience some difficult experiences. Therefore, in improving people's experience VRRG may upgrade the accessibility of the online booking process. VRRG can update the description for the accommodation or its services in detail and understandable. This can avoid any confusion of people while going through the platforms. Also, VRRG must ensure the steps of booking should be simple to understand and efficient. So, the people can easily make a reservation without affecting their time and effort badly. With several languages of the online booking platforms able to help the people that have difficulty in understanding a certain language. They can find it easy for them to understand the information or steps provided by VRRG through the online booking applications. Clearly, the detailed descriptions and several languages can enhance the people's experience in booking an accommodation.

## **8.2 Weaknesses recommendation**

- **Renovation issue**

It is essential for the resort to ensure that the adult pool's renovation issue can be completed as soon as possible. But as I mentioned before, it may require a lengthy time of about two years considering the importance of choosing good quality pool tiles. Therefore, I would like to recommend VRRG to offer an exclusive package and promotion of the other amenities for the guests or visitors. The package and promotion can be as some of discount rates for the rooms, suites or event services, complimentary dining vouchers at its restaurant and extended hours while playing at the games room. However, these packages or promotions must be properly developed to reach the objective which will benefit both the resort and guests or visitors. These packages or promotions to reduce any dissatisfaction that may occur due to the unavailability of common attraction for an accommodation. Also, to enhance the experience of the guests or visitors while staying at the resort so they will not feel disappointed due to the ongoing adult pool renovation. It will be such a great brand reputation for VRRG if it can actively inform the guests or visitors regarding the purpose of the renovation and its progress. Whereby, the guests or visitors will acknowledge the efforts of the resort in providing a good experience for them while staying there.

- **Staff shortages**

Due to several complaints from guests or visitors regarding the staff shortage especially in the housekeeping department has become a serious issue. Therefore, I would like to recommend VRRG to hire part time workers in the housekeeping department as permanent staff at the resort. As they were experienced with the job scope of housekeeping, it did not take a lot of time in explaining to them how to do the housekeeping tasks. It will be more efficient as they are familiar enough with the roles and procedures that have been brief to them. In which, by hiring the experienced part time workers able to improve the service of the resort in terms of the housekeeping department. So that the guest or visitors do not have to wait a lengthy time for their room or suites to be ready. They also can be satisfied with the hygiene of their rooms or suites due to proper cleanliness.

Moreover, VRRG can also offer the contract services not only to the local community but also to the foreigners. It may take time in training the contract workers for the job scope of the housekeeping department, but it will help in terms of saving costs in hiring new staff. Not just to cut costs but also to fill in the remaining position in the housekeeping department for the smooth operations and better manpower. This enables VRRG to solve the staff shortage without delays in maintaining the good services for the guests or visitors. In which the guest or visitors will be satisfied enough and lead to decreases of bad complaints. VRRG's reputation will not be damaged and able to retain the ability to attract more people to vacate at the resort.

- **Limited suppliers**

Not only absence of suppliers but also with the high markup price from the existing suppliers may become such a difficulty towards VRRG's operation. Therefore, I would like to recommend VRRG to discover the most potential suppliers outside of the Rompin region. The potential one must possess some characteristics which are able to offer an affordable and fixed price. This is to ensure that VRRG obtains the supply from the suppliers with good control of the operational costs and does not be costly affected in the future. Also, the suppliers must be able to supply the needed supplies for the VRRG according to the designed schedules. Any disruptions of the supply chain can be avoided that lead to satisfactions of VRRG in serving the guests or visitors. Not to be forgotten, VRRG must ensure that the potential suppliers supply their supplies with good quality. The supplies can be stored and be used by the resort with specified period and well served. There will be such benefits if VRRG manages to discover the potential suppliers with these characteristics. In which VRRG is able to stabilize the costs in terms of suppliers for the unwanted cost wasted and smooth operations of the resort.

### **8.3 Opportunities recommendation**

- **Expand own social media**

While looking up the resort information, I did not find an active social media site of VRRG that is promoting its resort. Which is quite a surprise as social media being important for the brand awareness of a business. Therefore, I would like to recommend VRRG to create its own active social media such as Instagram, Facebook and TikTok to advertise its products and services. This is because the people out there might not be so familiar with Attana Hotels & Resorts which handle the social media to promote VRRG and other resorts. Also, social media plays a significant role in many various types of businesses all over the world in terms of marketing strategies since individuals spend the majority of their day on applications and social websites (Dollarhide, 2024). In which, by its own social media, it can attract the targeted audiences to choose VRRG as the place for their holidays or business meeting. It helps the people who want to have their holidays at or visit VRRG to acknowledge the ratings and the environment of the resort from the experienced one. As they can just directly browse VRRG on social media to obtain the information that has been shared there. To conclude, social media has a kind of influence to attract people and provide information that is essential to them.

- **Influencers collaboration**

Nowadays, a business hires an influencer in promoting its products and services to reach a wide range of audiences. Influencers able to bring influence as once VRRG hired an influencer to promote the resort which quite reaches the audience but it will be more effective with more collaborations. Especially the influencers with the backgrounds that align with the VRRG's industry, which is hospitality. I would like to recommend VRRG to joint ventures with more famous and affordable price range influencers that are actively promoting the hospitality and golf industries. According to Sheikh 2024, by collaborating with the influencers able to draw a wider audience for a brand or company. It is because it can reach audiences that may not be ever exposed or familiar with the brand or company. This is a golden opportunity for VRRG in enhancing its brand awareness. Whereby, VRRG is able to reach the demographics and right audience to be the future guests or visitors at the resort. VRRG may provide free rooms or suites and dinings to the influencers for their affordable services. Both VRRG and the influencers must be bound by agreement to avoid any violation. So, VRRG may apply what it has offered to the influencers and vice versa. Usually, in promoting a brand, the influencers may do live streaming around the resort or making a reviews video about the services or products offered by the resort. These will enhance the new audience's curiosity and excitement to choose VRRG as their destination for vacation.

### **8.4 Threats recommendation**

- **Monsoon season**

Due to the monsoon season, it may give such an impact toward VRRG to be operated as usual. Sometimes, it may be difficult to manage certain situations that are out of human control and ability. Therefore, I would like to recommend VRRG to be well prepared to face the expected monsoon season every year. VRRG may outline the planning in terms of before, during and after in preparing for the expected monsoon season. So that VRRG is able to enhance the management of the resort during the monsoon season smoothly. It may also lessen any unexpected risks that may occur during the monsoon season towards the resort itself and the guests or visitors. In which, VRRG is capable of maintaining the good services towards the guests or visitors in whatever situation it is in. With good planning, VRRG can enhance the guests or visitors that stay at the resort especially with the monsoon season such as the heavy rain.

- **Changes of guests or visitors' preferences**

It is important to VRRG for understanding the economic trends and changes of demographic. Therefore, I would like to recommend VRRG to possibly introduce flexible payment options and offer diverse experiences. VRRG may offer the flexible payment options that can be in the form of credit cards, mobile payment and even cryptocurrency. This enables the guests or visitors to have such a change and opportunity to vacate at VRRG if they want to save their budget efficiently. But surely it will need proper procedure so that there will not be frauds that possibly occur. Besides, VRRG may offer the diverse experiences to the young generations and retirees that have been the guests or visitors of the resort. For younger generations, they might be fond of adventure activities. As they wanted to feel the thrill and excitement while enjoying the provided activities by the resort. While the retirees might be fond of more calm and relaxing activities that help them to enjoy their holidays peacefully. Clearly, these enable the resort to satisfy its guests or visitors by following the preferences of them that might change through the time.

## 9.0 CONCLUSION

Being an intern at Villeda Rompin Resort & Golf has given me lots of lessons and experiences as an employee for these six months. Less or more, this kind of opportunity exposes me to the extent of my ability to comprehend about workplace environments. Through the months I have learned how the finance department works in the hospitality company. As I believe every company may have different styles and ways in managing their own finances. It is not an easy task for me to absorb the standard operating procedures for the finance department at first as I am not quite familiar with the few terms used. However, the guidance from my supervisor and other staff of the finance department enhances my understanding in the terms used and manage to complete the tasks given according to the standing operating procedures.

Nevertheless, there are remaining skills and knowledge from different departments at VRRG that I had less of opportunity to explore and learn. For instance, skills and knowledge in the department of human resource, sales, purchasing, recreation, quality, front office, maintenance, f&b, housekeeping and golf including the department of finance itself. I acknowledge the basics of the financial processes in the resort especially in part of general cashier and account payable except for part of general ledger and account receivable. While, for others mentioned departments, I only know the little bits of the mentioned departments for their job scope but not in details. Sometimes it makes me confused which departments are held accountable for certain tasks. Surely it does not hinder or disrupt me to gain the skills and knowledge in the future.

Last but not least, I have learned the importance of enhancing provided services especially in a business that directly engages with the people. As it will show how the business can manage the provided services that can be satisfied enough to the future guests or visitors. VRRG's provided services could be enhanced from time to time as it will build up the guests or visitors' loyalty in choosing VRRG as the accommodation that they prefer. As well this led VRRG to stay on track and be more successful with the efficient services that it has been offering to the guests or visitors.

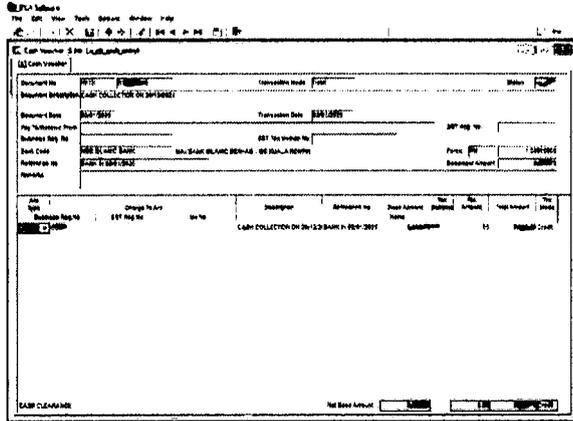
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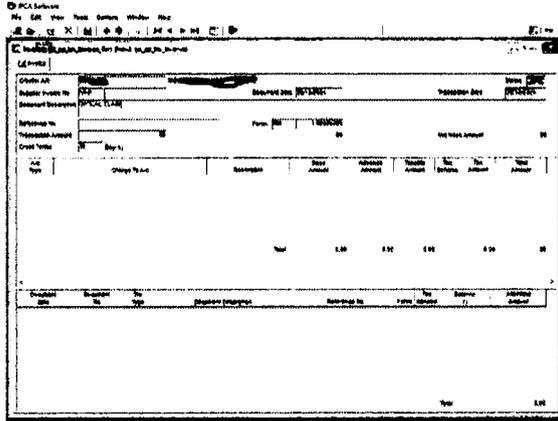
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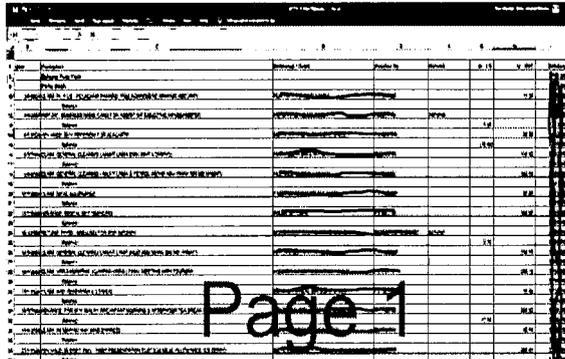
# 11.0 APPENDICES



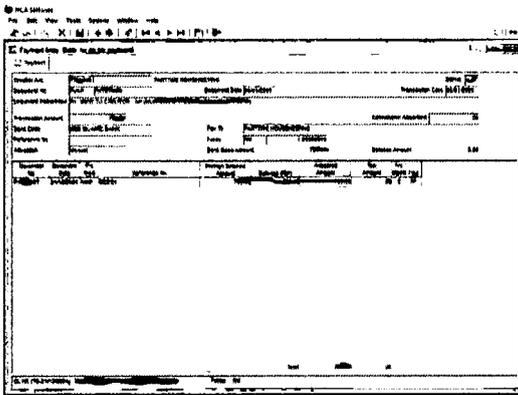
Key in the cash collection.



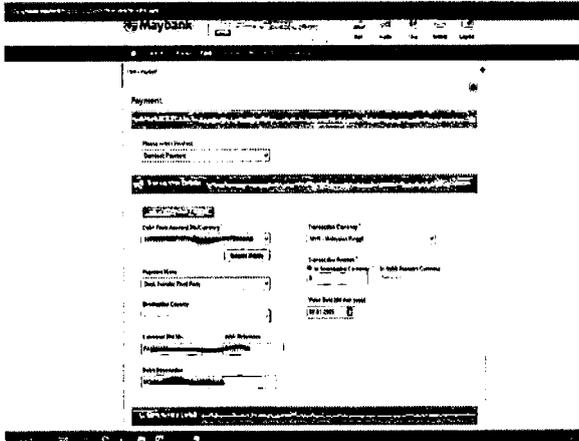
Key in the invoice of the creditor (IVAP).



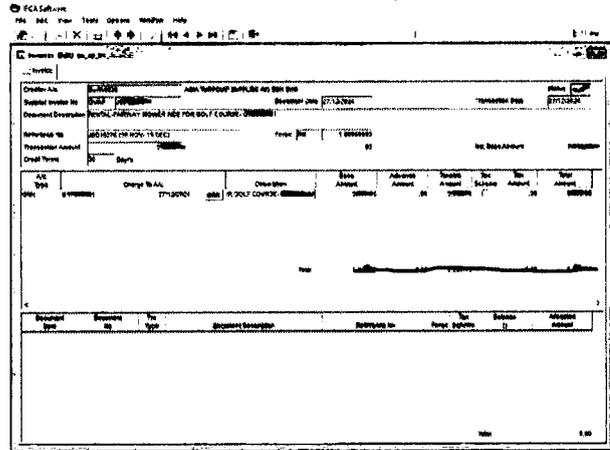
Key in petty cash data into excel doc



Key in the payment to creditor (PVAP)



Key in payment data on maybank2e website



Edit the goods received note (GRN)



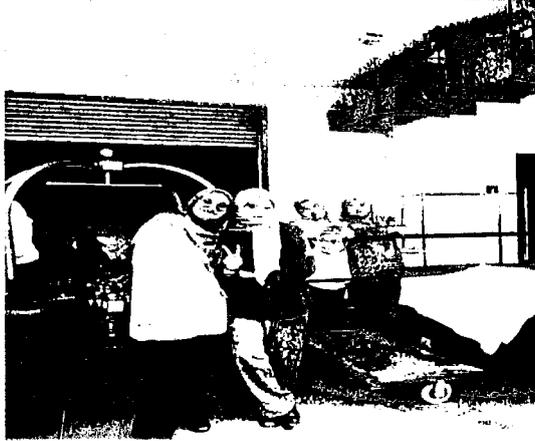
Joining blood donation's event.



Assisting f&b department for Billfish's event.



Industrial Training's certificate.



**Joining fire drill's training.**



**Joining a food safety handling's event.**



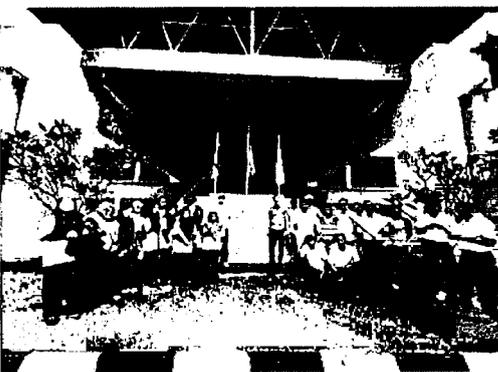
**Joining a mental awareness's training.**



**One of the committees for VRRG'S annual dinner 2024.**



**Attending farewell for Mr. Zebby.**



**Joining "gotong-royong" at the golf clubhouse.**