

# **INDUSTRIAL TRAINING REPORT**

**AT**

**UNIT RESIDENSI & HOSPITALITI PELAJAR  
(URHP) UiTM PULAU PINANG KAMPUS  
PERMATANG PAUH**

**NUR AZAH BINTI MOHAMAD ZAKI**

**(2022923295)**



UNIVERSITI TEKNOLOGI MARA CAWANGAN PERLIS

FACULTY OF BUSINESS AND MANAGEMENT

BA240

BACHELOR OF BUSINESS ADMINISTRATION (HONS.) MARKETING



MGT666

INDUSTRIAL TRAINING REPORT

**PEJABAT URHP (KOLEJ) ARAS 2, BANGUNAN KEMUDAHAN KRISTAL  
UNIVERSITI TEKNOLOGI MARA CAWANGAN PULAU PINANG KAMPUS  
PERMATANG PAUH**

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**1 MARCH 2024 – 9 AUGUST 2024**

## **EXECUTIVE SUMMARY**

The industrial training of BA240 program for the semester of March – August 2024 is six months starting from 1<sup>st</sup> March – 9<sup>th</sup> August 2024. The industrial training was at the Retail Space and Non-Resident Management Unit in Universiti Teknologi MARA (UiTM) Permatang Pauh, Pulau Pinang.

From the training, I was able to gain experience by completing tasks given besides working with staff in the office. The tasks given were very helpful to be good at critical thinking and work competently. The staff was also very friendly and always ready to guide me upon completing the tasks.

Besides, throughout the industrial training, I was learned to develop communication skills among the staff and with the top-level management staff. The skills of conveying a message clearly and listening attentively to obtain the right instructions were able to be developed and enhanced.

Moreover, working in an organization allowed me to learned the importance of great teamwork. Great teamwork is formed when everyone in the team understands their roles and can implement the roles or responsibilities with full commitment. Teamwork also requires tolerance and consideration among the team members to make the given specific task a success.

Lastly, I also acknowledge that time management is an important lesson learned during industrial training. It is a need to manage time well by planning to ensure all tasks are done and nothing can be missed. This is essential for high productivity and to be able to perform excellently even in hectic working surroundings.

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# COMPANY'S PROFILE

## 2.1 BACKGROUND OF ORGANIZATION

With 34 campuses spread across all 13 states of Malaysia, Universiti Teknologi MARA (UiTM) is Malaysia's largest public institution, providing excellent education at some of the most affordable tuition fees. **Vision** of UiTM is “To establish UiTM as a Globally Renowned University of Science, Technology, Humanities and Entrepreneurship.” Meanwhile, the **mission** of UiTM is “To lead the development of agile, professional Bumiputera’s through state-of-the-art curricula and impactful research.” (Universiti Teknologi MARA, n.d.). There are a few **objectives** of UiTM they want to fulfill which are to provide world class education, to expedite accessibility to higher education, to produced well-balanced, entrepreneurial graduates who are globally competent and many more.

Almost all the campuses are located near to places of interest. One of the campuses is the UiTM Penang branch, Permatang Pauh campus or known as UiTM Permatang Pauh (UiTMPP). The campus is in Seberang Perai Tengah of Penang state and was established in June 1996. There are a total of five faculties, comprising the Faculty of Mechanical Engineering, Faculty of Electrical Engineering, Faculty of Civil Engineering, Faculty of Chemical Engineering and Faculty of Hotel and Tourism Management. The programmes offered on the campus are at the bachelor and diploma level with all mainly focused on engineering, hotel and tourism fields (Universiti Teknologi MARA, n.d.).

UiTMPP has several divisions and units operated to ensure the overall management is strategic, efficient and effective. The divisions comprised of the Administration Division, Academic Affairs Division (Bahagian Hal Ehwal Akademik – BHEA), Students Affairs Division (Bahagian Hal Ehwal Pelajar – BHEP), Research, Industry Network, Community & Alumni Division, Office of the Bursar, Tun Abdul Razak Library, Facility Management Division and Infostructure Division and Police Auxiliary Division. As for the units, UiTMPP has Corporate Communication Unit, Quality and Accreditation Management Unit, Strategic University Transformation Unit, Islamic Affairs Unit and State UiTM Occupational Safety and Health Committee (Universiti Teknologi MARA, n.d.).