



# ANGSANA TELUK BAHANG

## INDUSTRIAL TRAINING REPORT MGT666

01 MARCH 2024 - 09 AUGUST 2024

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# EXECUTIVE SUMMARY

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This internship report outlines my in-depth analysis and practical training at Angsana Teluk Bahang from March 1, 2024, to August 9, 2024. The report provides a comprehensive overview of tasks performed, the organizational structure, and the professional growth gained. I acquired deep knowledge of financial operations in the hotel industry through a rotational internship in the Finance Department, covering roles such as Receiving Officer, Accounts Payable, Income Auditor, and Accounts Receivable. The report begins with an overview of Angsana Teluk Bahang, emphasizing its dedication to opulent hospitality services, customer satisfaction, and high-quality service through its vision, mission, and core values. The training reflections section covers key tasks and responsibilities, including managing goods receiving procedures, making bulk payments, reviewing revenue sources, and daily financial reconciliations. These roles enhanced my technical proficiency and provided insights into financial accuracy and operational effectiveness. A big part of the report focuses on SWOT and financial ratio analysis, which are key for making strategic recommendations. The SWOT analysis examines strengths, such as a strong market presence and loyal customers; weaknesses, including operational issues; opportunities like market expansion and new technology; and threats from competition and economic changes. Financial ratio analysis reveals trends in profitability, liquidity, and operational efficiency, supporting these findings. Recommendations are provided to enhance operational processes, leverage technological advancements, and optimize financial performance. By implementing these recommendations, Angsana Teluk Bahang can build on strengths, mitigate weaknesses, seize opportunities, and avoid threats, ensuring long-term growth and competitive advantage in the hospitality sector. This internship not only provided valuable financial management skills but also strategic insights essential for advancing my career in the hospitality industry.





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# COMPANY'S PROFILE

## BACKGROUND

Angsana Teluk Bahang is a five-star resort operated under the Angsana brand owned by the Banyan Tree Group. The resort, which opened on 10 October 2020, has a vibrant modern design with aesthetics inspired by Peranakan Nyonya. Its name comes from the exotic Angsana Tree, a golden flower that bloom unexpectedly for one day before the petals turn yellow and cover the ground with petals the next morning. The brand sticks to the concept of embracing each moment and making the most of the present. The resort, which is located in George Town at 11 Jalan Teluk Bahang, offers breathtaking views of the Andaman Sea as well as beautiful greenery.

The resort, which is located in George Town at 11 Jalan Teluk Bahang, offers gorgeous views of the Andaman Sea as well as lush vegetation. It is well-known for its idyllic location close to popular natural landmarks including Entopia Butterfly Farm and Penang National Park. The resort offers a luxury experience with individual amenities and cultural integration, focusing to leisure visitors, business clients, and event planners. It has rapidly become known as Penang's top tourist destination, combining a sense of the natural world with excellent service.

Bunga Angsana





# COMPANY'S PROFILE

## ORGANIZATIONAL STRUCTURE

