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UNIVERSITI
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MARA

**UNIVERSITI TEKNOLOGI MARA
CAMPUS BANDARAYA MELAKA**

**FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR OF BUSINESS MANAGEMENT (HONS) FINANCE**

**INDUSTRIAL TRAINING REPORT
MGT666**



HATTEN HOTEL MELAKA

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1.0 EXECUTIVE SUMMARY

This report summarizes the six months of industrial training that took place at Hatten Hotel Melaka starting in March 2025. The training took place in the Finance and Receiving departments and various financial and operational duties were assigned to me. I reported on payment vouchers, managed invoices, helped reconcile stock counts and I learned about the process of receiving goods from a supplier. This experience has given me an understanding about how financial activity is undertaken in the hospitality industry.

During the internship I felt that I developed accountability and attention to detail, as well as effective communication. I learned how to manage inventory and coordinate with suppliers, as well as how to manage documents involved. Through regular communication with my colleagues and supervisors, I have adjusted to the working environment and improved my team working skills. I think out of all these experiences I have gain a lot of confidence both to do a job well and in my own future obligations.

Overall Hatten Hotel Melaka was an exceptional place to conduct industrial training because it exhibited a dynamic working environment which had key processes and workflows that were structured toward a common goal. The industrial training experience allowed me to put theories learnt from class into action and practice based on real-life situations predominantly applying to financial management and operational coordination. I found the support from, and collaboration with other team members to be instrumental to my learning journey. Overall the industrial training experience added to my academic knowledge and personal growth in the context of working in a professional setting.

3.0 ACKNOWLEDGEMENT

With utmost respect, I want all praises and thanks to Allah for always being there to guide me during that stretch for practical training. I genuinely feel that I could not have brought this report to completion without His support. In addition, I wish to convey my prayer of gratitude to all those who have given me support in my journey of the practical training. I am very much thankful to Dr. Norashikin Binti Adam, my MGT666 advisor, for all the assistance she had provided to me in fulfilling the internship requirement. Her straightforward explanations, good guidance and full support enabled me to understand what actually needed to be done. I really appreciate all the time, ideas and energy she contributed to helping me to complete this report.

My family also deserves a special mention. They were my greatest support throughout my internship, giving me moral encouragement and showing me a very important lesson about our working world. They were always there to encourage and support me any time I doubted myself or was having a hard time meshing with the new environment. Those very instances, they reminded me not to give in and just go away because of little faults. I am thankful for everything they have done to support me through this entire process.

Last but certainly not least, my thanks go to Hatten Hotel Melaka for granting me the opportunity to undergo my internship there. It was truly a worthy experience and an honor for me. I am also very thankful to Ms. Iftitah binti Mohamad, my internship supervisor, for her constructive advices and continued patience throughout the entire training of internship period. I truly thank all my new friends and colleagues at the hotel for accepting me and making it easy for me to settle in. I also want to thank the Faculty of Business Management UiTM for presenting us with this internship opportunity as a part of our studies in Finance.

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