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Kampus Bandaraya Melaka

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE

MGT66 - INTERNSHIP



**INDUSTRIAL TRAINING REPORT AT
STUDENT RESIDENCY AND HOSPITALITY DEPARTMENT,
UiTM KAMPUS BANDARAYA MELAKA
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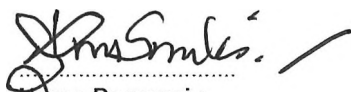
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EXECUTIVE SUMMARY

This report outlines experiences and contributions made during my internship at the Student Residency and Hospitality Department at Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka. The internship, which started on March 3rd 2025 until August 15, 2025 included the practical aspect of the administrative and operational processes of student residential management, specifically in regards to Kolej Kediaman Tun Mutahir and Kolej Kediaman Tun Mamat. During the internship, I felt I had a real presence in important aspects of this work experience such as the student registration processes, hostel allocation processes, maintenance request processes, data entry, and an involvement level to assist in events surrounding the student welfare aspect of residency. I gained knowledge in the areas of policy compliance, standard operating procedures (SOPs), and the importance of communications and teamwork in a formally structured department.

This internship has significantly impacted my applied knowledge of facility and hospitality management in relation to an educational institution. It has significantly developed my soft skills in time management, professional communication, and problem-solving. There were some challenges related to dealing with inefficiencies of the current systems and lack of resources; however, this has been a positive experience and I have learned a lot that will help prepare me for my future career in or related to administrative or hospitality work. To conclude, my internship experience at the Student Residency and Hospitality Department has grounded my academic learning in practical experience and taken my appreciation for the operational complexity involved with managing student welfare and residential services, within a public university, and expanded it.

ACKNOWLEDGEMENT

First and foremost, I am fortunate to have finished my internship report this semester, thanks to Allah S.W.T. My internship at the Student Residency and Hospitality Department provided me with an excellent opportunity to study, expand my knowledge and my major-related abilities. The fact that I had the opportunity to network and meet a professional who would mentor me throughout my internship, which runs from March 3rd, 2025 until August 15, 2025 makes me feel even more thankful.

After that, I would like to thank the Student Residency and Hospitality Department for helping me finish my SWOT analysis project during the training by guiding and continuing to teach me about the responsibilities linked to my studies. I would like to take this opportunity to thank Encik Jaslan Bin Sidek, my supervisor for his advice and direction in assisting me to complete my report. I also want to thank all of the staff members who helped me throughout my internship. Furthermore, I would like to express my gratitude to Sir Syahbudin Bin Senin, my internship advisor who is responsible for overseeing my internship this semester and helping me finish the analysis. In addition, I would like to express my gratitude to all of the instructors at UiTM Bandaraya Melaka as well as my friends who gave me all the support I needed, particularly during my internship. Finally, I would like to express my gratitude to my family for their support during my internship

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