

■ Boardroom



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka

INDUSTRIAL TRAINING REPORT

HRM666

2026



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PART 1: PRELIMINARY PAGES

1.0 EXECUTIVE SUMMARY

My internship at Boardroom OutSource Services Sdn Bhd, based in Petaling Jaya, has been an enriching and transformative experience. Over the course of six months, from 11 August 2025 to 23 January 2026, I was assigned to the Human Resources Department, specifically within the Training and Development unit. With the approval of my supervisor, I was entrusted with managing various aspects of employee training initiatives.

Under the supervision of Winnie, my Direct Reporting Officer (DRO), I was actively involved in planning, organizing, and executing various training and onboarding activities. My responsibilities included conducting onboarding sessions for new employees, preparing training calendars, managing attendance trackers, and distributing certificates of attendance. I also handled administrative tasks such as updating SharePoint trackers, printing training materials, coordinating customized T-shirt sizing for team-building events, and ensuring proper documentation for training batches.

In addition, I supported the execution of major training programs like "Rewire for Growth," where I managed logistics including food arrangements, attendance verification, and multimedia documentation. I also assisted in reviewing e-learning modules, proofreading training materials, and maintaining employee listings.

This opportunity allowed me to apply theoretical knowledge in a practical setting, gaining firsthand experience in organizing training sessions, preparing materials, coordinating logistics, and monitoring participant engagement. I developed a clearer understanding of how structured training programs contribute to employee performance and organizational growth. Winnie's guidance was instrumental in helping me navigate challenges and refine my approach to HR practices.

Beyond technical skills, the internship fostered personal growth. I improved my communication, time management, and adaptability skills which are essential in any professional environment. The experience also deepened my interest in Human Resources, particularly in talent development and employee engagement strategies.

In conclusion, this internship has been an important step in my career journey. It not only strengthened my professional foundation but also affirmed my aspiration to pursue a future in Human Resource Management, with a focus on training and development.

1.1 ACKNOWLEDGEMENT

I intend to take this opportunity to sincerely thank everyone who has helped and mentored me throughout my internship at Boardroom OutSource Services Sdn Bhd. My career and personal development have been greatly influenced by this experience, and I sincerely appreciate all of the support and guidance I have received.

First and foremost, I want to express my sincere gratitude to my family for their constant encouragement and support. Even though they were far away, their unwavering support gave me the willpower to keep going and take advantage of this priceless chance.

My academic advisor and lecturer at UiTM Bandaraya Melaka, Puan Noraeffa bt Md Taib, has my deepest gratitude. I gained clarity and confidence from her direction, counsel, and regular check-ins during the internship. Her assistance in polishing my report and guiding me through the difficulties of the internship was absolutely priceless.

Additionally, I want to sincerely thank Winnie Low Mong Seh, the Managing Director of Boardroom and my supervisor. She constantly kept an eye on my development and provided helpful criticism despite her hectic schedule. Her commitment, tolerance, and guidance motivated me to pursue greatness. I was able to advance both professionally and personally. I am very thankful to her efforts in getting me involved in worthwhile training programs and letting me have a responsibility for important tasks.

Lastly, I would like to express my gratitude to all of my coworkers and employees at Boardroom OutSource Services Sdn Bhd. Their friendliness, collaboration, and willingness to help made the workplace fun and educational. I gained a practical understanding of HR procedures from working with such a committed staff, which reinforced my desire to pursue a career in this area.

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