



**UNIVERSITI TEKNOLOGI MARA  
PENANG CAMPUS**

**INDUSTRIAL ATTACHMENT (HTT 390)  
PRACTICUM REPORT**

**MALAYSIA TOURISM CENTER (MaTiC)  
JALAN AMPANG, KUALA LUMPUR**

**NURIN ADLINA BINTI AHMAD KHUZAIRI  
2015880982**

**DIPLOMA IN TOURISM MANAGEMENT  
FACULTY OF HOTEL & TOURISM MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
PENANG CAMPUS**

## ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious, the Most Merciful. I would like to express my deepest gratitude towards Malaysia Tourism Center (MaTic) for giving me an amazing opportunity to finish my industrial training in this organization. First of all, I would like to convey my deepest gratitude towards Mr. Zain Azrai, the Director of MaTic for welcoming me sincerely. Despite of being such a really busy man, he took his time to give me an amazing advices throughout the internship program.

In addition, I would like to express my gratitude towards Ms. Farizatol Huda, the Deputy Director of MaTic. I am very grateful to meet such an amazing woman who took her time to teach and guide me with unreplaceable knowledge that I will be using for the rest of my life. Next, I would like to thank my Internship Supervisor, Mrs. Noriza for guiding me throughout this internship program. Not to forget, I would like to express my gratitude towards every staff in this organization for giving me such an amazing memories and experiences while being in Malaysia Tourism Centre.

With this opportunity, I would like to express my gratitude towards Mrs. Johanna Adlin Ahmad and Ms. Rafidah Binti Abas, industrial training supervisor for helping me to complete this internship program. I am very grateful because with their guides and patience to supervise me, I managed to complete the internship program and successfully writing this report.

Finally, I would like to express my deepest gratitude towards my parents for always being there for me especially when I need them the most, without them I would not be able to complete my internship successfully. In addition, I would like to thank my family and friends for giving me the moral support, keeping me inspired and motivated to complete this internship and believing in me throughout this internship program. I am very grateful for the opportunity given, those experienced I had with MaTic will always be unreplaceable.

## TABLE OF CONTENT

	PAGE
EXECUTIVE SUMMARY	i
ACKNOWLEDGEMENTS	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	iv
LIST OF FIGURES	v
LIST OF ABBREVIATIONS	vii
<b>CHAPTERS</b>	
<b>1.0 INTRODUCTION</b>	<b>1</b>
<b>1.1 ORGANIZATION CHART MATIC</b>	
1.1.1. Malaysia Tourism Centre Organization	5
1.1.2 Information Technology Department	6
1.1.3 Administration, Financial and Travel Unit	7
1.1.4 Cultural Unit	8
1.1.5 Technical, Construction and Maintenance Unit	9
<b>1.2 TRAINING SCHEDULE</b>	<b>13</b>
<b>2.0 DEPARTMENTS</b>	
<b>2.1 ADMINISTRATION UNIT</b>	
2.1.1 INTRODUCTION	26
2.1.2 ADMINISTRATION UNIT ORGANIZATION CHART	27
2.1.3 TASK ASSIGNED	28
<b>2.2 TOURISM UNIT</b>	
2.2.1 INTRODUCTION	35
2.2.2 TOURISM UNIT ORGANIZATION CHART	36
2.2.3 TASK ASSIGNED	37
<b>2.3 FINANCE UNIT</b>	
2.3.1 INTRODUCTION	47
2.3.2 FINANCE ORGANIZATION CHART	48
2.3.3 TASK ASSIGNED	49
<b>2.4 EVENTS</b>	
2.4.1 INTRODUCTION	54
<b>3.0 OVERALL CONCLUSION</b>	<b>64</b>

## LIST OF TABLES

	PAGE
Table 1      Training Schedule of Industrial Training	13

## 1.0 INTRODUCTION

### MALAYSIA TOURISM CENTRE (MaTic)



Figure 1: Malaysia Tourism Centre Logo

The organization is known as Malaysia Tourism Center (MaTic). This organization is a one-stop tourist center. It is located at Jalan Ampang, Kuala Lumpur. The main purpose of this organization is to provide information for tourist regarding Malaysia tourism activities, places to visit or any question regarding tourism activities.

Besides than providing information regarding tourism activities, MaTic also provides few facilities such as Wow KL Restaurant, Money Changer, Tourist Police Station and KL Hop On Hop Off Counter. Most of the facilities provided by MaTic are very convenient towards neither tourist nor locals.

In this organization, there are two departments, which the main department would be Management, Promotion and Marketing Department and the second department would be Information Technology Department.

Under Management, Promotion and Marketing Department there are five units, which the first one would be Administration unit and the following unit would be Financial Unit, Tourism Unit, Cultural Unit and Technical, Construction and Maintenance Unit.

While under Information Technology Department, there are two units, which the first one would be Promotion Unit and the second unit is Helpdesk Unit