

WORKSHOP ON INTERNSHIP COORDINATION MANAGEMENT FOR YEAR 2018, FACULTY OF HOTEL AND TOURISM MANAGEMENT

WRITTEN BY

AIDA KHALIDA MOHAMED IDRIS
& WAN HAYATI WAN BUJANG

Four lecturers who were in charge of the students' internship program at Hotel and Tourism Management Centre of Studies, Penang were invited by the Dean to FPHP Puncak Alam campus for a two-day workshop. The workshop was held on the 24th - 25th of September, 2018 at the Banquet Hall, Hotel UiTM Puncak Alam. The lecturers involved were:

1. Pn. Aida Khalida Mohamed Idris - Internship coordinator for Diploma in Pastry Arts (HM116)
2. Pn. Wan Hayati Wan Bujang - Internship coordinator for Diploma in Food Service Management (HM112)
3. En. Hasiful Fata Talhah - Internship coordinator for Degree (HM 240 and HM245)
4. En. Amirul Hakim Zulkifli - Internship placement coordinator for East Coast Zone



The workshop was also attended by other internship coordinators from the Faculty of Hotel and Tourism Management of other UiTM campuses such as Terengganu, Melaka, Sabah and Sarawak campuses. On the first day, the delegates were introduced to the new Head of Internship coordinator, Pn. Alina Shuhaida Mohammad Ramly from Puncak Alam Campus. In the opening speech delivered by the Deputy Dean of Academic Affairs, FPHP, Associate Professor Dr. Norzuwana Sumarjan, it was emphasized that the main reason for the workshop was to ensure that there would be some improvement made so that any changes done would be consistent at each campus, thus ensuring a more effective internship management by the campuses.

Apart from the opening speech at the workshop, the attendees were divided into five smaller groups focusing on the topics given such as:

- i) Relevant documents, flow chart and Gantt chart for students' internship
 - ii) Proses flow of students' application to the industry. (Domestic / within Malaysia)
 - iii) Preparing the students for their internship / students' preparation
 - iv) Assessment forms according to AIMS, based on subject code requirements
- Feedback forms – industry, students and visiting lecturers

For the two-day workshop, it can be concluded that various issues had surfaced such as:

1. Problems that usually arise during internship management that are faced by the coordinators.
2. Standardization of the Standard Operating Procedure (SOP) between the campuses and the coordinators for them to abide by.
3. Identification of potential industry players for collaboration with the faculty and also update of organization records.
4. Budget allocation preparation for internship operation by all campuses.
5. Improvement of the strategies in internship management so the faculty is visible nationwide and internationally.

In summary, the workshop was a great platform for the coordinators to voice out their problems and to find the solutions to the problems by having some discussions among their team members. It is hoped that the topics discussed will be beneficial to those involved in the FPHP internship programs.

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