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INDUSTRIAL TRAINING REPORT AT KOTA SERIEMAS GOLF & COUNTRY CLUB

1 March – 15 August 2023

NAME: ALYA SYAMILA BINTI ABDUL KADIR

STUDENT ID: 2021101383

**PROGRAM: BA232 / BACHELOR OF OFFICE
SYSTEM MANAGEMENT (HONS.)**



1.1 EXECUTIVE SUMMARY

This report is on practical training, which is covered in the course MGT 666, which is where it requires students to take to complete their degree. Practical training is an initial job training programme for students who will graduate from their studies and enter working life. I have already completed my practical training at Kota Seriemas Golf & Country Club starting on March 1, 2023, and finished on August 15, 2023.

In this report, I have explained the background of this company, including its location, operating hours, vision, mission, and values. I was assigned a part of the marketing and sales group. Everything I contribute including my work is like what the staff does. I was granted the chance to learn how to organise my paperwork, connect and communicate with clients and other employees, handle administration work as part of my everyday duties, and many other skills.

Next, further information about the business is also available. Information like the type of business done here, the goods or services provided to customers, the management style employed here, and other such things. Additionally, I had the opportunity to interact with many experienced and professional individuals including General Manager, Mr. Shahril, Mr. Ramiriz, the Operations Manager, Mrs. Zaihasra, the Manager of Human Resource department, AHR employees Ms. Poh Jin, Ms. Eliz, Mr. Fauzie, and many others.

Not only that, but I was also able to identify swot analysis at KSGCC. I can determine this company's standing in the market based on that. At the conclusion of my report, I give some solutions to the issues the organisation faces. Finally, I gained a lot of knowledge and experience working in an actual work environment while completing my industrial training at KSGCC.

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1.3 ACKNOWLEDGEMENT

First of all, I would like to begin by expressing my sincere gratitude to Allah SWT for His blessings, guidance, and for allowing me the strength to carry out my duties as a trainee and finish this industrial training report (MGT666) within the allotted time.

I had an incredible opportunity to learn and advance my career through my internship with Kota Seriemas Golf & Country Club (KSGCC). Since I was given the chance to participate in it, therefore, I consider myself to be a very fortunate person. I am also appreciative of the opportunities I had to interact with so many charming individuals and experts who guided me throughout this internship term.

My heartfelt thanks goes out to Mr. Shahril Jeffry, the general manager, for allowing me to complete my industrial training in this business for 24 weeks. The staff members made a significant contribution and worked incredibly hard during the practical session.

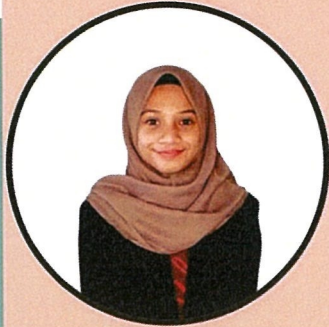
I would specially like to thank my generous supervisor, Mr. Aliff Ritzman Merican and Mr. Mohd Sidik, which helped me a lot during the training period by giving the valuable guidance, criticism, and useful advice. The guidance and assistance he provided were crucial to the seamless development of the internship programmes.

Not to mention, I want to express my gratitude to the rest of the Kota Seriemas Golf & Country Club staff who occasionally assisted me directly and indirectly. Being a part of their team makes me incredibly happy because they helped me feel comfortable during my industrial training experience.

Last but not least, thanks to my family and friends who support me and help me along the way as I work towards completing my internship. Thank you to everyone who participated, whether directly or indirectly, in making this programme seamless and understandable.

2.0 STUDENT'S PROFILE

2.1 UPDATED RESUME



ALYA SYAMILA

A precise and detailed graduated student specializing in Office Management seeks to apply for an available related position in a reputable organization.

PERSONAL INFORMATION

Name : Alya Syamila Binti Abdul Kadir Kadir

Address :

Phone :

Email :

LANGUAGES

- Malay (**Native**)
- English (**Good**)

SKILLS

Software

Microsoft Office (Word, Excel, Access Database, and Powerpoint) - **Advanced**

Softskills:

- Able to communicate effectively with others
- Open to new ideas and willing to learn new ways of doing things
- Able to lead a team and work well in a team

➤ WORK EXPERIENCE

INTERNSHIP TRAINEE/ March 2023 - August 2023
Public Relations and Marketing
Kota Seriemas Golf & Country Club (KSGCC)

- Responsible for administrative work such as quotation, event order, performa invoice, entering data in pipedrive system
- Marketing promotes the transfer of goods and services from the producer and provider to the consumer
- Marketing's measures of success is the number of sales and/or the revenue it generates
- Helps an organization and its publics adapt mutually to each other
- Understanding or positioning of the organization with its publics
- Measure of success is expressed public opinion or other evidence of public support
- Organizing and handling events
- Handling all the client and sale call

DISTRIBUTOR OF SHAKLEE/ April 2020 - April 2021
Shaklee Corporation

- Learn about the product and the business from my master, coordinator, and supervisor
- Setting up attractive product displays and having positive engagements with clients
- Attended workshops and training sessions
- Providing excellent customer service and following up with potential clients

Figure 1: Updated resume

REFERENCES

Mrs Nur Hazwani Binti Mohamad Roseli

Lecturer
UiTM Bandaraya Melaka

Mrs Norshiba Binti Norhisham

Lecturer
UiTM Bandaraya Melaka

- Using social media in marketing campaigns
- Educating and training new representatives
- Grow team and build sales volume
- Attracts others by being passionate, energetic, and positive

➤ EDUCATIONAL BACKGROUND

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS)/
2021-2023

MARA University of Technology (UiTM)
CGPA: 3.52

- Member of Faculty Club BOSS
- Member of Technical Bureau for a Seminar Project for the subject Professional Etiquette for Hoteliers

DIPLOMA IN OFFICE MANAGEMENT AND TECHNOLOGY/
2018-2021

MARA University of Technology (UiTM)
CGPA: 3.65

- Member of Faculty Club OMAC

SIJIL PELAJARAN MALAYSIA (SPM)/ 2013-2017

SMK Kompleks KLIA
3A's 1B 3C 2D

➤ ACHIEVEMENTS

- Dean's Award for semester 1, 2 and 5 during Diploma in Office Management at UiTM Alor Gajah, Melaka/ 2018-2021
- Participated in The Power of Digital Marketing Via Socmed/ 2021
- Participated in two (2) hours Online Basic Mandarin course/ 2022

Figure 2

3.0 COMPANY'S PROFILE

3.1 NAME, LOCATION AND BACKGROUND OF COMPANY

KOTA SERIEMAS GOLF & COUNTRY CLUB



Location: Persiaran Seriemas Utama, Kota Seriemas, 71800 Nilai, Negeri Sembilan

Operation hour: 7:00 am – 7:00 pm (Operation hour)
8:30 am – 5:30 pm (Office hour)

The Kota Seriemas Golf & Country Club is situated 20 minutes from Kuala Lumpur International Airport in the booming township of Kota Seriemas, Nilai, Negeri Sembilan. The Clubhouse is a grand colonial-style structure with a sophisticated interior as its standout feature. Nigel B. Douglas created this public championship course with the "Colours of the Forest" concept, which features flowers and trees covering the course and makes each hole distinctive and special. The 18-hole, par-72 course is ideal for holding significant professional tournaments.

The Clubhouse is a grand structure in the colonial style, with its twin towers serving as the focal point. Its imposing front was created to convey to our esteemed guests the standard that the Club aspires to. It is located at the end of a tree-lined drive. The elegant Clubhouse's décor is intended to welcome golfers and guests. With its comfortable settings, the Club hopes to provide golfers with a refuge where they can relax and recharge from the bustle of modern life, and one of its goals is to do so by creating pleasant environments.

3.2 VISION, MISSION, AND VALUES OF COMPANY

<p>Vision</p>	<p>➤ To be recognized as a premier Malaysian Hospitality Group that delivers unique crafted experience that exceeds guests' expectation, which ultimately helps the Group generates reasonable shareholder's wealth.</p>
<p>Mission</p>	<p>➤ To deliver the best hospitality experience to our guests by managing profitable and operationally efficient assets hospitality assets as well as maintaining consistent high-level service standards.</p>
<p>Values</p>	<p>In pursuit of our mission, we constantly uphold our long-standing values of:</p> <ol style="list-style-type: none"> 1. Creative: We continuously improve our standards in meeting internal and external requirements 2. Respect: We treat all people with dignity and value the collective power or teamwork 3. Attentive: We take an active interest to ensure the success of our business 4. Friendly: We build lasting 5. Trustworthy: We are transparent with highest moral standard of corporate and individual ethics, in all that we do

3.3 ORGANIZATIONAL STRUCTURE

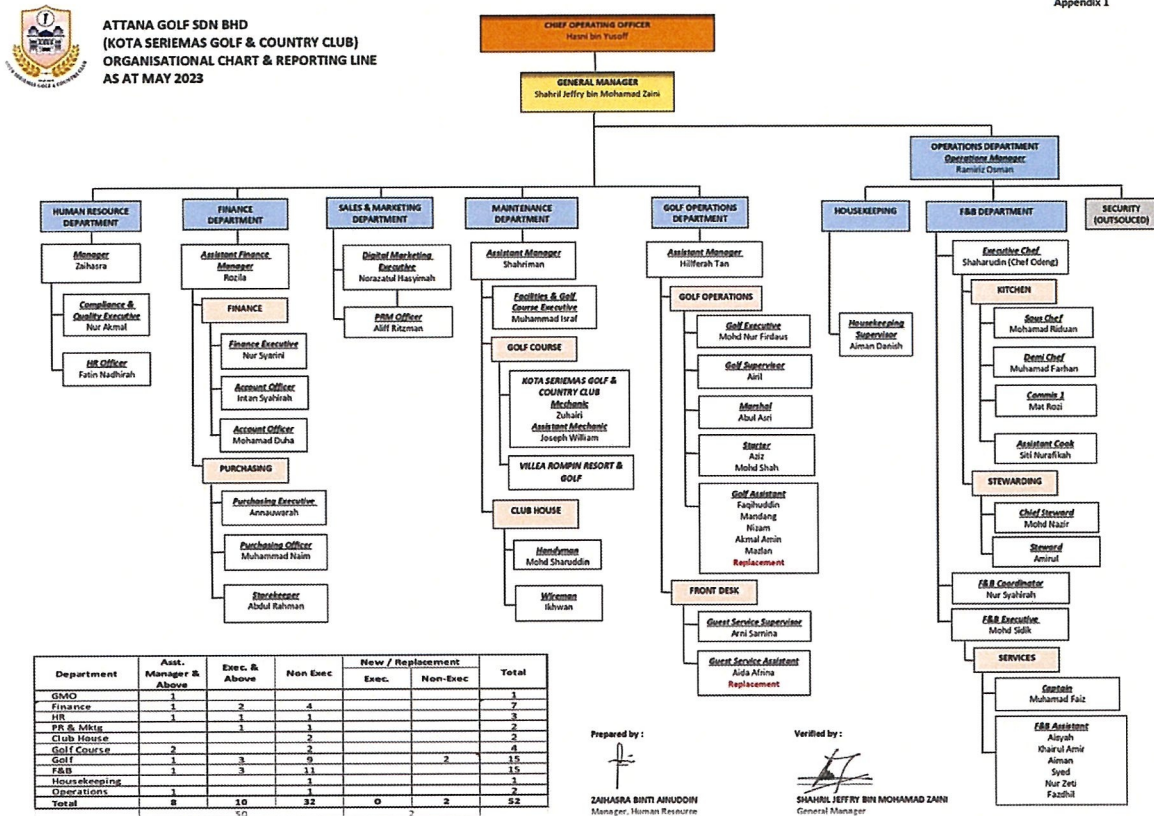


Figure 3: Organisational structure

According to the above organisational chart, Mr. Hasni bin Yusoff, the chief operational officer and Mr. Shahril Jeffry bin Mohamad Zaini, the general manager, and hold the top two positions at KSGCC. Another person with the highest rank at KSGCC is Mr. Ramiriz Osman who holds a position as the operations department. He is responsible for taking care of three further departments under him, which are housekeeping, food and beverage, and security. Six further divisions report to our general manager: human resources, finance, sales and marketing, maintenance, and golf operations department. There are only two employees in the sales and marketing department.

3.4 PRODUCTS OR SERVICES

THE CLUBHOUSE AND GOLF		
Types of product/services	Description	Remarks
Clubhouse	<ul style="list-style-type: none"> ➤ Free Wi-Fi connection ➤ Registration and Information Counter ➤ Locker/Changing Rooms (Ladies & Gentleman) ➤ VIP Lounge ➤ Prayer Room ➤ Golf Pro-shop ➤ Private Dining Room ➤ Bag Drop Service ➤ Seriemas Terrace 	
Golf	<ul style="list-style-type: none"> ➤ 18-hole Golf Course ➤ Driving Range ➤ Tournament Host ➤ Golf Development 	
FOOD AND BEVERAGES		
Banquet and Events	<ul style="list-style-type: none"> ➤ Ballroom with Banquet Kitchen for mass cooking and production ➤ Function Hall ➤ Private Dining Room 	
Capacity	<ul style="list-style-type: none"> ➤ Ballroom ➤ Function Hall LVI ➤ Function Hall LVII ➤ Private Dining Room ➤ Seriemas Terrace 	<ul style="list-style-type: none"> ➤ 300 pax at a time / up to 2,500 pax in-out buffet ➤ 100 pax at a time ➤ 100 pax at a time ➤ 60 pax at a time ➤ 170 pax at a time / up to +-500 pax in-out buffet including outdoor
F&B Outlet	<ul style="list-style-type: none"> ➤ Seriemas Terrace with Coffee House Kitchen for cooking and production, Halfway Hut 1 & Halfway Hut 2 at 1st Nine and 2nd Nine ➤ Take-away / Pick up services ➤ 3rd Parties Delivery services ➤ Food supply for Event, Groups and Company 	<ul style="list-style-type: none"> ➤ 11.00am – 7.00pm daily ➤ 11.00am – 7.00pm daily ➤ Pick up or delivery



Figure 4: Eagle Room



Figure 5: Birdie Room



Figure 6: Seriemas Terrace



Figure 7: Albatross Ballroom



Figure 8: Hole in One Room



Figure 9: Hut



Figure 10: Proshop

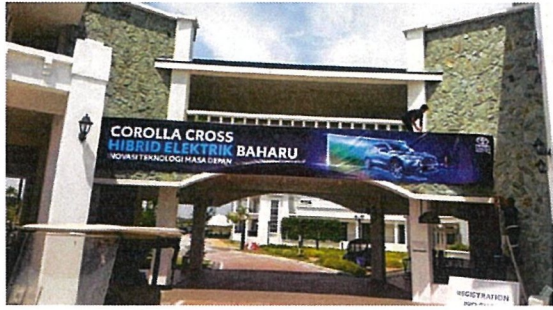


Figure 11: Bagdrop



Figure 12: VIP Room



Figure 13: Changing Room

4.0 TRAINING'S REFLECTING

4.1 DURATION, SPECIFIC DEPARTMENT AND ROLES, RESPONSIBILITIES, TASK AND ASSIGNMENT

I am grateful and feel very lucky to have the opportunity to experience practical training at Kota Seriemas Golf & Country Club. This is because KSGCC is one of the subsidiaries of Permodalan Nasional Berhad (PNB) which is one of the largest and well-known companies in Malaysia. I have been doing my Practical Training here from March 1, 2023, to August 15, 2023, which equals to 24 weeks. I worked from 8.30am to 5.30pm. The days allocated to work are Monday to Friday and alternate Saturdays. I have been placed under the sales and marketing department. For your knowledge, there are only two staff in this department, namely the digital marketing executive and the officer.

My work scope is more about daily office administration work. I am assigned to prepare documents such as making quotations, proforma invoices, event orders, responding to emails, responding to clients who want to make events or golf bookings. In addition, I also manage the filing of event order and quotation records. In addition, I have been given the mandate and responsibility to maintain the pipe drive system, which is a system where we key in all information about clients who make bookings for events and golf tournaments. This system is only accessible to certain people such as General Manager, Operations Manager, Public Relations and Marketing, Golf Operations, and part of Attana Hotels & Resort.

I will update the client's activity every day. We can also plan our future actions using the system. For instance, we can determine when we will follow up with a client, how many sales we made this month, and how many events we won and lost. Plus, all client information has been recorded in this system so that we may easily access it in the future. Not only that but I also had to deal with meeting the client both in person and online. I work with a lot of clients that want to host events like dinners, hi-teas, and weddings. Starting with quotation-related inquiries and continuing until the payment procedure and the event is over.

4.2 BENEFITS AND GAINS

Additionally, KSGCC offers its employees and interns a wide range of advantages. Students who are doing practical training are awarded an allowance of RM250 per month. Students who are interns may also be eligible to claim part-time pay in addition to the monthly stipend. For instance, I helped with the Ramadhan buffet stall during the final month of Ramadhan. I only worked for three hours and was paid RM10 per hour. Furthermore, I am also eligible to make a part-time claim if a weekend event requires public relations and marketing staff members to attend and oversee the event. Not only that, the fact that all employees, including practical students, receive staff meals everyday is what I appreciate most about this place.

4.3 KNOWLEDGE AND TECHNICAL SKILLS

I was able to learn the true manner of working at KSGCC as well. This is because that the assignments I receive correspond to the actual task scope such as dealing with clients, managing reservations, arranging client meetings, collaborating with the team, and other tasks. Not only that, but I also had the chance to attend the training for the pipe drive system, which only included those who were necessary for operating the system. From all of this, I was able to adapt the actual work atmosphere.

Here, I was forced to multi-task. Working in this area gave me the opportunity to develop my ability to collaborate with employees from other departments. This is due to the linked nature of our job. Therefore, having effective communication is important for preventing conflicts. Not only that, but I also learned to be confident in myself such as communicating with clients, selling our products and services to clients. And it all requires me to learn and understand the products and services that this company offers. And finally, what I have learned here is to take responsibility for the risks or mistakes that we have made. Like me, who once made a mistake in the pipe drive system, and I had to contact a superior person to solve the problem while I was just an intern.

5.0 SWOT ANALYSIS

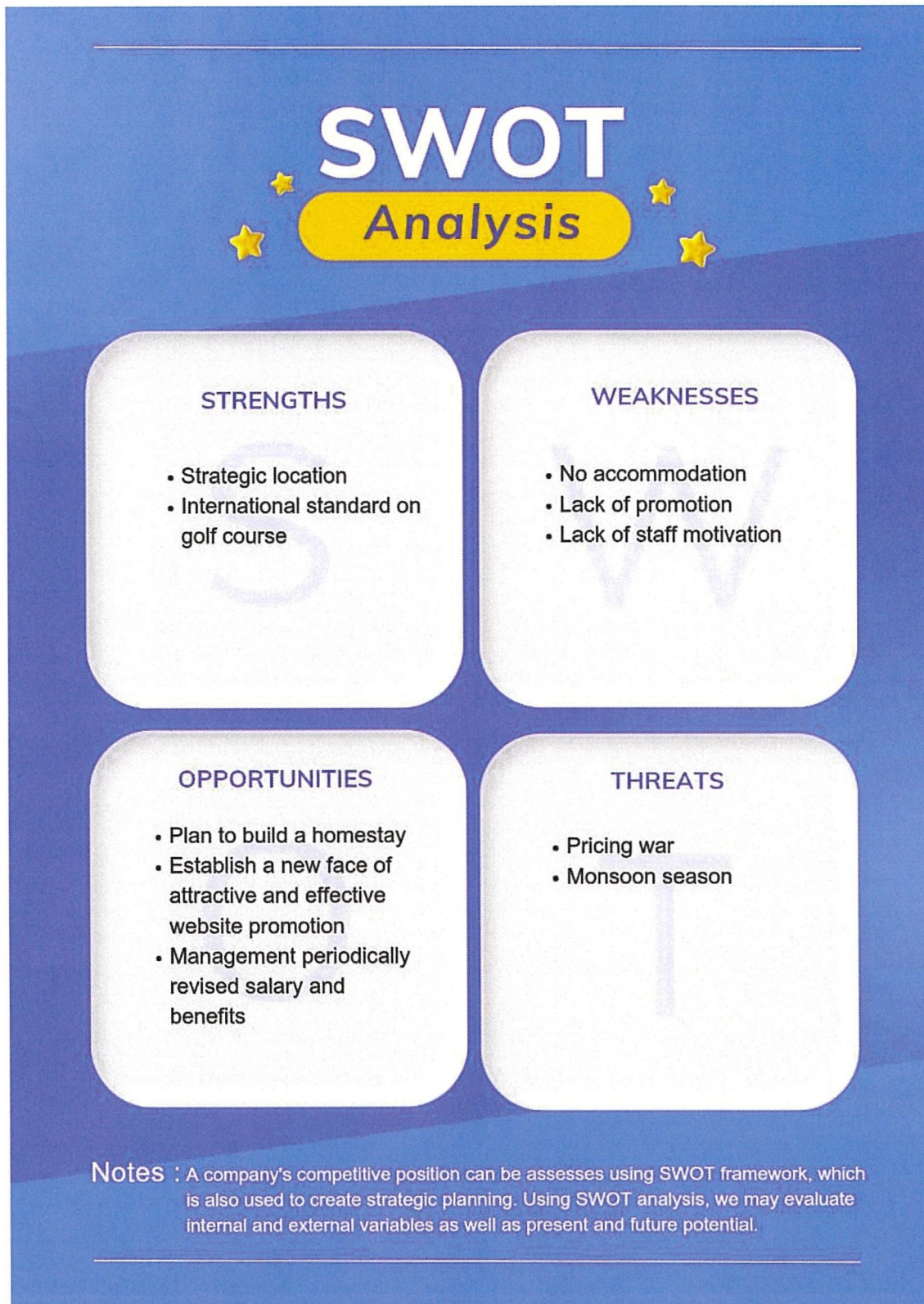


Figure 14: Swot analysis

5.1 STRENGTHS

Strengths are the characteristics that enable us to carry out the mission of the organisation. These are the foundations for achieving and maintaining long-term success. I can highlight two strengths for KSGCC I can highlight two strengths for KSGCC which are its ideal location and its big 18-hole course. The first advantage is that KSGCC is in a **strategic location** because it is accessible via highway plus, elite, and kesas, making it convenient for customers to make a trip. Next, this clubhouse has nearby to residential areas, township development, township education, authorities, and the airport. Although it is in the outside the town, this location is not isolated. However, it is not a busy town like Kuala Lumpur. Considering this location is close to the airport around 10 minutes, it allows KSGCC to explore foreign markets such as Singapore, Korean, Japan, Vietnam, China, and Indonesia through Travel Agencies. Overall, this golf firm has the potential to make a reputation for itself in other countries.

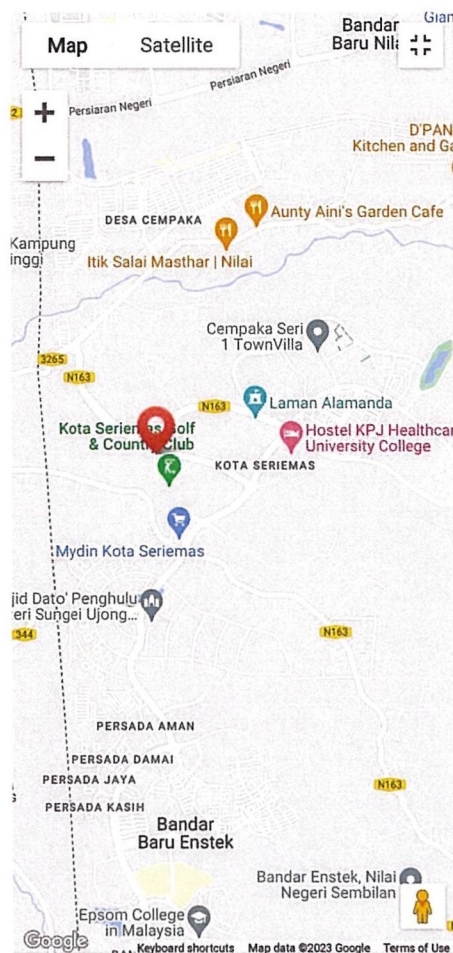


Figure 15

The second point is **international standard on golf course**. For information, Kota Seriemas Golf & Country Club golf course opened in 2016 and was created by Nigel Douglas, the top contractor in Malaysia. This golf course has 18 holes with a par of 72 spanning over 6,904 yards. Each hole is given a unique appearance with special attention. The fact that the golf course quality and maintenance work of KSGCC follow the standard that has been set by United States Golf Association (USGA) standards is an additional advantage for this business. The standard of USGA is in term of the size of the course, the surface of the golf course which is a balanced course that is going to challenge golfers of all skill levels, golf course greens pin placement and others. Because of this, we are qualified to organise golf tournaments internationally since our course meets international standards course. Among the international golf tournaments that have been held here are PGM UMW Championship 2022 and PGM Ladies Championship and Bridgestone Asean Amateur Open 2023.

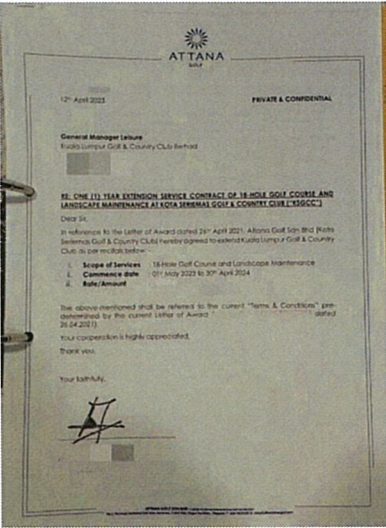


Figure 16: Service contract



Figure 17: Certificate management course



Figure 18: PGM Ladies Championship



Figure 19: Bridgestone Asean Amateur Open

5.2 WEAKNESSES

Weaknesses are characteristics that block us from completing our objective and reaching our full potential. These flaws have a negative impact on the organization's success and growth. The first weakness is that KSGCC does **not provide accommodation** for golfers or other guests. This has been a concern because most golfers and guests who attend events, particularly weddings, inquire whether we provide accommodation.

In addition, the weakness at KSGCC is in terms of **lack of promotion**. KSGCC does less promotion about golf, banquet events, and food & beverages on social media. This is due to a lack of personnel in the sales and marketing department. As a result, we do not do much promotion for this location on Facebook or Instagram, yet a TikTok account was just created to assist spread information about KSGCC.

Another problem is a **lack of motivation** among employees. This is due to the actuality that the most significant problem here is the salary. The compensation received is not commensurate with the work performed. Not only that, but management is also assigned to work from Monday to Saturday. It has thus led to a decline in the staff's motivation.

5.3 OPPORTUNITIES

Opportunities are positive external elements that may provide a competitive edge for a company. Based on the weaknesses above, I have released some opportunities that can be develop by KSGCC. The first opportunity is **to build a homestay for a staycation**. Attana Hotel & Resort (AHR) has agreed to establish homestay for golfers and other guests. This homestay is in the manufacturing progress where it will be built in Cempaka Sari. Since we may include accommodation in the package, it will be simple to accommodate our golfer and guest if this staycation is ready. Then, indirectly we can add additional profit for company.



Figure 20: Proposal for homestay



Figure 21: Site location

The second point is to **establish a new face of attractive and effective website promotion**. For instance, KSGCC digital marketing might add different banquet photos to the website, Facebook, Instagram, Tiktok, and other social media platforms along with the package. In addition, they can advertise further discounts for golf, such as the Ramadan promo, Eid al-Adha promotion, Malaysia Day promo, weekend promotions, and others. KSGCC also can implement website improvements to enable golfers to make bookings online instead of booking via Whatsapp and through call as before. Not only that, the interesting attraction at KSGCC also includes food and beverages. As a result, chef launch new menus to draw in customers, like the recently launched menus which are 'Mee Udang' and Beryani Lamb Shank, both of which have affordable prices.

The third point is **management periodically revised salary and benefits**. The goal is to encourage employees to work tenaciously and happier. The OMNIA has already made a salary adjustment for all staff at KSGCC. They must be happy because the benefits given are commensurate with what they do. For examples include increasing wages, providing Officer Cheque (OC) which is a part of executive allowance for food, increasing employee insurance (personal accident and hospitalization), offering inexpensive outpatient medical coverage for both employees and dependents, and giving employees more additional leave. Not only that but general manager also approved to increase the allocation of staff's meal by RM1.

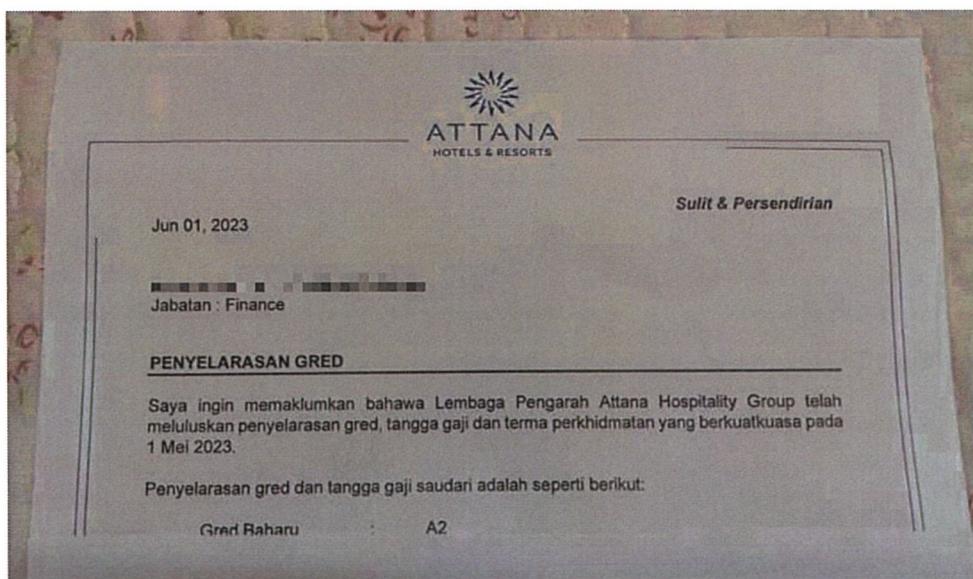



Figure 22

5.4 THREATS

Threats refer to anything that can threaten the business from the outside. I could identify that the pricing war and the monsoon season as the two main threats here. The first point is **pricing war**. Kota Seriemas Golf & Country Club is competing with two more properties that do golf business as well, namely Nilai Spring Golf & Country Club and Staffield Country Resort Berhad. The fact that we have a public course in the clubhouse while Nilai Spring offers membership is what creates a competitive environment.



1.3 Competitors' Golf Rate Analysis






	KOTA SERIEMAS GOLF & COUNTRY CLUB 	NILAI SPRINGS GOLF & COUNTRY CLUB 	STAFFIELD COUNTRY RESORT BERHAD 	DANAU GOLF CLUB (UKM) 	BUKIT JALIL GOLF & COUNTRY RESORT 
HOLES	18	27	27	18	18
WEEKDAYS RATE	AM/ PM : 143.10	GUEST: AM/ PM : 120.00	GUEST: AM / PM : 165.00	GUEST: AM/PM : 115.00	GUEST: AM/ PM : 150.00
MONDAY AM/PM & FRIDAY AM	PROMO : 132.50				
WEEKENDS RATE	AM : 233.20 PM : 159.00	GUEST: AM : 150.00 PM : 115.00	GUEST: AM : 255.00 PM : 195.00	GUEST: AM: 175.00 PM: 120.00	GUEST: AM : 208.00 PM : 208.00 Sunday PM: 150.00
AGR	137.31	58.34	81.25	60.00	60.00
ROUNDS	4,252	3,500	3,200	4,000	3,800
TYPES	PUBLIC	MEMBERSHIP	MEMBERSHIP	MEMBERSHIP	MEMBERSHIP
REMARKS	Rate inclusive of 18-hole green fees, twin sharing buggy fees, daily insurance.	Green Fee, Twin Sharing Buggy Fee and Golf Insurance. Caddy Compulsory.	Rates are subject to change at the Club's own discretion. Weekdays 18-hole. Weekend 27-hole. Caddy compulsory at RM65 per caddy.	Rates inclusive of 18-hole green fees, twin sharing buggy fees & daily insurance.	Inclusive of 18-hole green fee, buggy fee & daily insurance. Single buggy upon request.

Figure 23

The second point is the **monsoon season**. This is viewed as a threat to the company's operations because we are unable to predict the weather. The golfer is not bothered by the current weather conditions, therefore business is smooth when the weather is favourable. Heavy rain and extreme hot can both hinder golfing activity because it's not good for our health if it's too hot outside. This is because the golf course is a large expanse without any tall trees to provide shade and indirectly it will interfere with the activities. And the revenue of the business will be impacted. In conclusion, the smaller number of the golfer, the less sales that we get.

6.0 DISCUSSION AND RECOMMENDATION

6.1 WEAKNESSES AND RECOMMENDATION

1. No accommodation

In business, particularly in industries like tourism and recreation, accommodations are an asset. Due to KSGCC's problems, golfers and other guests have no place to stay. So, my recommendation is that KSGCC provides accommodation to facilitate and give satisfaction in terms of the service and product we offer to golfers and other guests as is currently in progress, which is to build a homestay in Cempaka Sari. According to (International journal of the Society for Advancing Innovation and Research in Economy, 2019), a better and more comprehensive tourist experience, greater levels of satisfaction, and the development of a more competitive offer are the goals of the diversification of accommodations in the field of sports and recreational activities.

2. Lack of promotion

Next, KSGCC does less marketing of the products and services offered to customers, particularly on social media. Due to the present generation's increased exposure to technology, promotion plays an important role. Therefore, it is the responsibility of us as business owners to take advantage of this chance by stepping up our advertising efforts and spreading the word about what we specialize in. My recommendation to solve the issue is for the person in charge to be more active on social media platforms like Instagram, Facebook, TikTok, and its website, as well as to display its products and services in a more innovative way to attract customers' attention. In order to increase their market share, businessmen require efficient marketing method (Allyana Infante, 2022).

3. Lack of staff motivation

The lack of employee motivation is a common problem. It is affected by many factors. The management of KSGCC is required to work from Monday to Saturday (alternate). It causes employees to experience fatigue as an effect of the excessive workload and short weekends, which indirectly lowers productivity and lowers the standard of work. Therefore, my recommendation is that the company should compensate its staff more. For example, in terms of increases in salary, increasing the amount of leave that

can be taken, and so on. Based on (Dr. Sony Hiremath, 2021) 91% of incentives and other advantages will affect employee performance.

6.2 THREATS AND RECOMMENDATION

1. Pricing war

Pricing war is a threat in business because we will always compete with other businesses. I think the best method to solve this issue for the organisation is to always be attentive about conducting market research because this knowledge is important for understanding our market and the competitive environment in which we operate. It can inform us of how our target market and other customers view our business. According to a survey, nine out of ten businesses mistake by setting prices that are too cheap, which affects their long-term ability to grow their business. Research on pricing helps prevent value marketers from setting prices that are too low and destroy their brand's reputation (Tinterov, 2021).

2. Monsoon season

Monsoon season is something that we cannot expect. We cannot avoid it from happening because this is how nature works. Therefore, I recommend providing a raincheck as a solution to the issue that we are unable to fully solve. This rain check helps the team's players who are unable to participate in games due to inclement weather. With this rain check, golfers who are unable to play can continue their round or play a certain number of holes (often 9 or 18) for a lower price. It can be challenging to estimate distance and control when playing on wet grass because the ball may slip or roll unpredictable. Furthermore, a lot of rain reduces control and increases the chance of a mishit and affects club and ball contact (Tim Marose, 2023).

7.0 CONCLUSION

In conclusion, this industrial training programme is excellent and beneficial for all students. This is because I was able to learn a lot through this programme that I could not learn in class, such as system usage skills, exposure to safety at work and others. Not only that, but this program also gives me the opportunity to apply skills or knowledge that I have learned before.

Kota Seriemas Golf & Country Club is a great place for me to undergo practical training because I am able to enhance my knowledge, abilities, and skills of myself. I also have gained a lot of knowledge about work organisation from various units and people. As I work on finishing the internship program here, I consider this to be a great journey of my internship that I will never forget.

Finally, I want to express my gratitude to the other departments for their support throughout my internship as well as to my two supervisors, Mr. Aliff Ritzman and Mr. Mohd Sidik. They always provide a helpful response and lecture me well when I have inquiries about the job. For me to get more in-depth information about work and business here, the six months of practical training in this program is not enough because I can learn a lot more than what I got. I hope that this industrial training course continues to remain because students can learn from it how to be responsible and valuable employees in the future.

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9.0 APPENDICES



Figure 24: Training Chemical Safety Awareness



Figure 25: Training Body Language and Attana's Smile

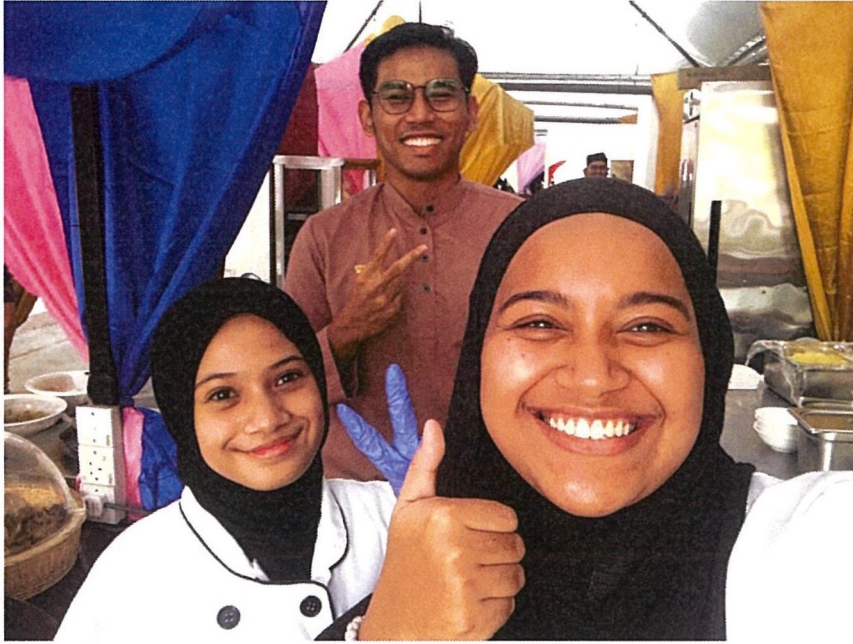


Figure 26: Stall's Ramadan



Figure 27: "Teh Session"



Figure 28: Photoshoot Raya



Figure 29: Open House at Espira Kinrara

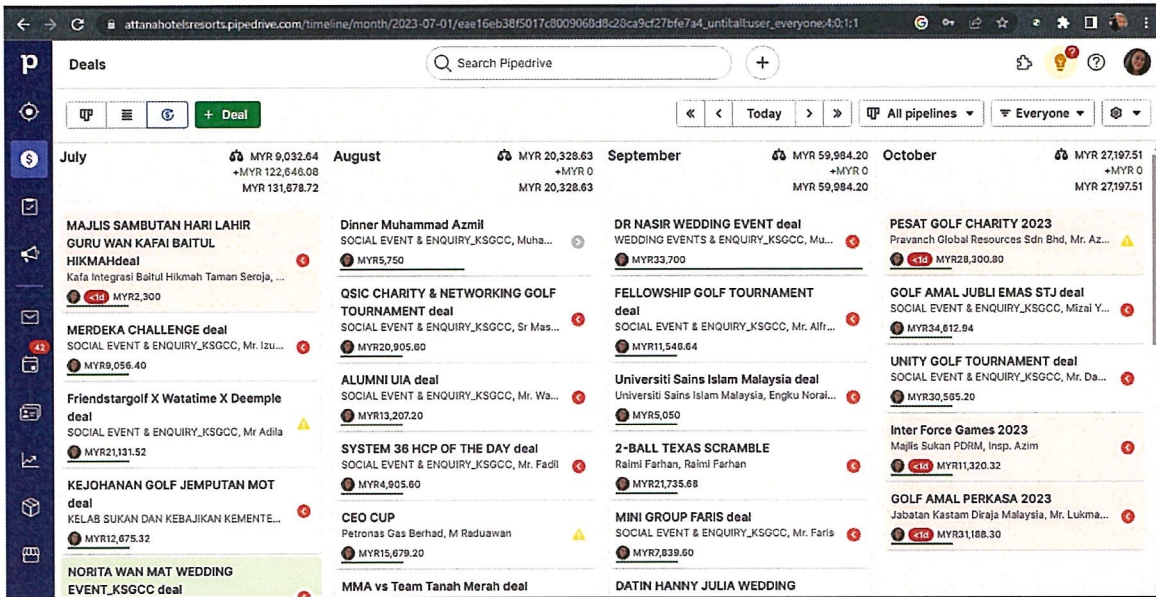


Figure 30: Pipedrive System