

LE GRANDEUR



اوتو سيني تيكنولوغي مارا
UNIVERSITI
TEKNOLOGI
MARA

**UNIVERSITI CAWANGAN MELAKA
KAMPUS BANDARAYA MELAKA**

FACULTY OF BUSINESS AND MANAGEMENT

BA232

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

MGT666 - INDUSTRIAL TRAINING REPORT

1st MARCH – 15th AUGUST 2023

LE GRANDEUR PALM RESORT JOHOR

CLASS:

M1BA232 6A

PREPARED FOR:

MADAM NUR FAITHZAH BINTI JAMIAN

SUBMISSION DATE:

23th AUGUST 2023

PREPARED BY:

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EXECUTIVE SUMMARY

This report is about my industrial training at Le Grandeur Palm Resort Johor. This report includes information about Le Grandeur Palm Resort Johor and what I have learned and experienced while undergoing my industrial training. As part of my obligation from Universiti Teknologi MARA (UiTM) in order for me to graduate, I must complete this course for six months. The information about my profile that is displayed through my resume is included in this report. Additionally, it includes information about company's profile such as name, location, background, vision, mission, and objectives, as well as its organizational structure and the products and services Le Grandeur Palm Resort Johor offers. I have detailed the duration, intern allowance, and the specific unit I was assigned throughout my internship period for training reflection. In addition, a detailed discussion of SWOT analysis is included in this study. Lastly, the discussion and recommendation part are discussing about the details for SWOT analysis.

TABLE OF CONTENT

NO.	CONTENT	PAGE
1	PRELIMINARY PAGES <ul style="list-style-type: none"> • EXECUTIVE SUMMARY • TABLE OF CONTENT • ACKNOWLEDGMENT 	2 3 4
2	STUDENT'S PROFILE <ul style="list-style-type: none"> • UPDATE RESUME 	5 - 6
3	COMPANY'S PROFILE <ul style="list-style-type: none"> • NAME, LOCATION, BACKGROUND • VISION, MISSION OBJECTIVE, GOAL • ORGANIZATIONAL STRUCTURE • PRODUCT OR SERVICES 	7 - 12
4	TRAINING'S REFLECTION <ul style="list-style-type: none"> • DURATION: SPECIFIC DATE, WORKING DAY AND TIME • DETAILS DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENT, TASK • GAINS: INTRINSIC & EXTRINSIC BENEFITS 	13 - 15
5	SWOT ANALYSIS	16 -17
6	DISCUSSION & RECOMMENDATION	18 - 23
7	CONCLUSION	24 - 25
8	REFERENCES	26 - 27
9	APPENDICES	28 - 31

ACKNOWLEDGEMENT

I would like to express my gratitude to several people who helped and guided me throughout the entire practical training period from 1st March 2023 until 15th August 2023. Because of their constant support and information sharing, this practical report can be completed entirely within the allotted time.

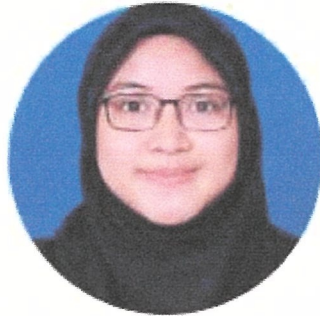
Firstly, I would like to thank my advisor, Madam Faithzah binti Jamian who were there help, guide and inquire us about our progress of internship report. While she was usually busy with her own commitments, she was still willing to offer me advice as well as guidance to help me during my internship period.

Secondly, I would like to express my gratitude to my company supervisor, Mr. Zamrizal bin Kunari, Assistant Manager of Engineering Department and Madam Jamilah binti Muhamad, Manager of Procurement Department at Le Grandeur Palm Resort Johor who has been guiding me since my first day of practical training there. They also gave me advice on how to get ready for the real world of work.

Finally, I would want to express my gratitude to my parents and other family members for providing me with ongoing moral and financial support as I complete this internship. Not to mention the personnel who are always willing to assist me with my office tasks which is my officemate. They consistently encouraged me while I was having difficulties and motivated me not to give up I completed this internship successfully

STUDENT'S PROFILE

STUDENT'S PROFILE



UMMUL JANNAH BINTI HASSNI

OFFICE SYSTEM MANAGEMNET

OBJECTIVE

To achieve my office administration skills, knowledge, ability and other significant talents, in order to fulfill the requirement of my coursework. A student who eager to learn in new knowledge within the working environment.

WORK EXPERIENCE

INTERNSHIP (DEC 2019 - MAC 2020)

PEJABAT PENDIDIKAN DAERAH MUAR

- Manage event
- Emceefor Muar District Intervention Program

INTERNSHIP (1 MARCH - 15 AUGUST 2023)

LE GRANDEUR PALM RESORT JOHOR

- Manage marketlist purchase order
- Update data daily energy consumption report

EDUCATION

Sekolah Menengah Kebangsaan Tengku Mahkota, Muar

Sijil Pelajaran Malaysia (SPM) | 2012 - 2016

Politeknik Port Dickson, Negeri Sembilan

Diploma in Secretarial Science | 2017 - 2020

UiTM Kampus Bandaraya Melaka, Melaka

Bachelor in Office System Management (Hons.) | 2020 - Present

ACHIEVEMENTS/ INVOLVEMENT

- Bureau in Webinar Value and Mannerism
- Bureau in Keyboarding Master Tournament Event
- Exco Publicity and Multimedia of Club Bulan Sabit Merah Malaysia (BSMM) 2022/2023UiTM Kampus BandarayaMelaka
- Participated in Professional EtiquetteWebinar

CONTACT ME AT



LANGUAGE SKILLS

- Malay
- English

SOFT SKILLS

- Adaptability
- Communication Skills
- Problem Solving
- Teamwork

TECHNICAL SKILLS

- Microsoft : Word, Excel & PowerPoint
- Document Processing
- Record Management

COMPANY'S PROFILE

COMPANY'S PROFILE

The name offered is Le Grandeur Palm Resort Johor, and the practical spot I chose since it includes both Palm Resort Golf & Country Club. The address is Jalan Persiaran Golf, Off Jalan Jumbo 81250 Senai, Johor.

This resort is owned by AFP land, and the owner is an Indonesian Muslim Chinese. He is Indonesia's richest guy. Eko Tipja Widjaja, the outstanding guy, has four sons. He has several enterprises, including food and lodging. As a result, one of his children, Muktar Widjaja, was appointed to the board of directors for this Malaysian lodging establishment.

Le Grandeur Palm Resort Johor is a usual integrated leisure experience, connecting a 54-hole golf course on one side and a 330-room luxury resort hotel on the other. All of this is located within 5 minutes' drive from the Senai International Airport on 800 acres of lush, rolling hills.

The Second Link to Iskandar Puteri and Singapore, as well as the major highways that cross the peninsula from north to south and east to west, are both within a few minutes' drive of this strategically placed hotel.

VISION

- Our vision is to become and remain highly professional and leading Regional Multinational that enjoys the strong loyalty of its customers.

In this vision statement, the organization aims to highlight the professional and multinational to their customers. So, the customers' trust in Le Grandeur Palm Resort is very high. By giving the best trust to the customer, this can also have a good income effect for the company. These points of the vision statement have direct correlation with the points in Le Grandeur Palm Resort Johor mission statement.

MISSION

- To be the best golf and leisure resort in Malaysia.

Le Grandeur Palm Resort Johor's mission statement focuses on the best golf. So, Le Grandeur Palm Resort needs to constantly increase golf tournaments and advertise them on every social media. The golf course has become a symbol of the resort's success. From that, many people can know that Le Grandeur Palm Resort is the best golf course in the Johor district and the best in Malaysia.

OBJECTIVES

1. Keeps and protect the company's best interest. Ensure that the company would be able to avoid loss in time, material, resources and efforts.
2. Find the best solution by studying problem from a positive manner and point of view and always listening and respecting colleague's opinions.
3. Be enthusiastic and make optimum effort to achieve the best result within a definite time frame. Be disciplined in our time and effort.
4. Take preventive action to solve issues that can potentially cause damages / loss to the company through continuous improvement effort.
5. Continuously improving the business process by adding value to create greater work efficiency and effectiveness of the company.
6. Become a role model in the implementation of the company's core values. Recommend talented people to join the company.

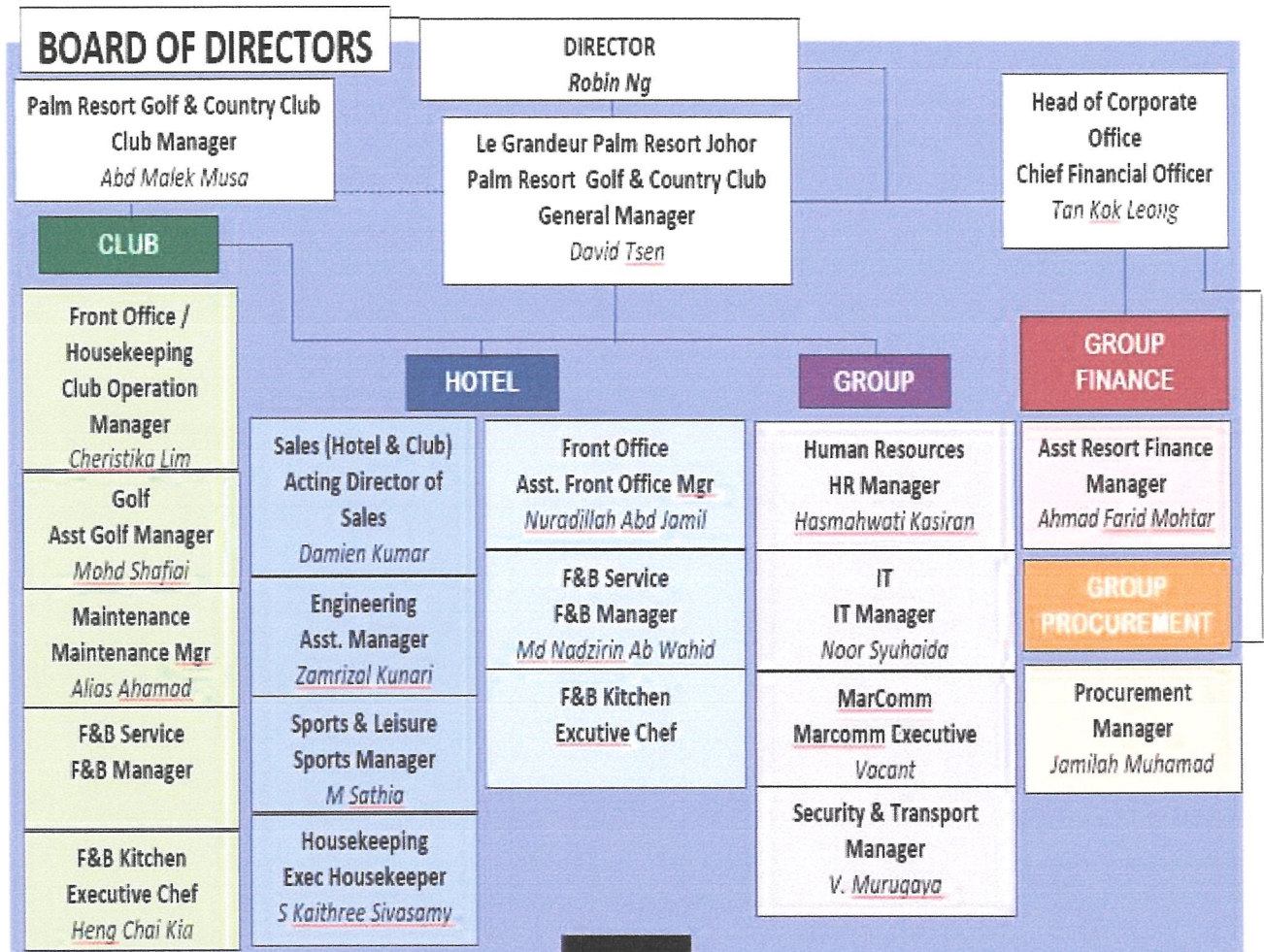
BACKGROUND OF ESTABLISHMENT

After the palm resort was established to accommodate guests and golfers who visited in 1992, the Club House was built to accommodate users. The region that spurred the idea to develop a 54-hole golf course designed by master Hiromasa Inagawa, namely the Allamanda course (1992), Cempaka course (1993), and Melati course (1994), and the hotel premise was also built in the same year. The resort's name at the time was the Sofitel hotel, not Le Grandeur.

Following the upgrade of several infrastructures. They also take advantage of the extensive geographical structure and greenery by constructing a sports and leisure centre. For outdoor activities, there is a bowling alley, a gym, and a wide and extensive pool.

Because of its proximity to Singapore, this Le Grandeur resort was also well known among visitors from other countries. Its strategic location is just a few minutes from the second link from Iskandar Puteri to Singapore, as well as the main highway that runs across the peninsula from north to south, east to west. It is close to all points of interest and amusement. However, visiting a greenery-filled region in this premise makes us feel as if we are in a semi-conscious universe, as we are surrounded by tropical green bordered with palm trees.

ORGANIZATIONAL STRUCTURE



PRODUCT OR SERVICES OFFERED

At Le Grandeur Palm Resort Johor they aim to fulfill the aspiration of Le Grandeur hotels to provide luxurious accommodation that is combined with gracious hospitality. Rated as 4-star, all 330 rooms and suites are endowed with natural views of either the golf course, the swimming pool or of lush tropical gardens and are spacious with large, indulgent beds. The bathrooms embody luxury with marble en-suite glass shower cubicles, with a fine range of amenities selected with their guests' particular needs in mind.

Besides that, they offered three 18-hole golf courses which are the Allamanda, Cempaka and Melati courses cover 800 acres of undulating hills, daunting bunkers and scenic lakes that offer varying degrees of challenge to golfers. Its facilities include private male and female changing rooms with separate shower and toilet cubicles, dedicated lockers, powder rooms and Jacuzzi.

Palm Resort is the preferred meetings, incentives, conventions and exhibitions (MICE) venue as it is naturally granted with versatility of space, whether indoors or outdoors. With more than 30 function rooms that are easily-converted and fitted with wireless broadband internet services, they are able to cater to varied demand. From as small as 12 persons in a seminar to as extensive as 1500 people in a cocktail reception; from a poolside candlelit buffet dinner with floating stage to theme parties, corporate teambuilding and family days to golf outings.

In addition, for food and beverage at Ishawara Asian Brasserie and Terrace which is a rustic setting of coffee terrace overlooking gardens and the sparkling pool. Always inviting with an exhaustive array of buffets and features from the a'la carte menu. Another that, for sizzling barbecues and divine desserts have served at the grill at Cocomo.

Next, Le Grandeur Palm Resort Johor offered sports and leisure centre for their customers which is a stand-alone anchorage point of activities. The activities they provide are 8-lane bowling alley, squash and tennies courts, gym and fitness center and many more.

Lastly, yet another way to while away extraneous moments is at the Shoppe Mart, a little boutique where one will find suprising offerings of Malaysian-styled trinkets, souvenirs, snacks, sweets to toiletries, great for those who have little time to spare to shop for gifts or pick up the necessities.

TRAINING'S REFLECTION

TRAINING'S REFLECTION

Every student who is continuing their diploma or degree program may apply for a practicum placement at the Le Grandeur Palm Resort Johor. The students have the choice of staying in the same department or changing employment every few months. This is done to ensure that the student can learn something new and get experience working in an office environment. For instance, if the students are taking part in information and technology (ICT) courses, they may choose to remain in the same unit, ICT. This is done to make sure that the students have hands-on experience in the workplace and that they can apply the concepts they have learned in class to more real-world situations.

Not all courses can be applied. If the students desire to move forward with their practical training even though it is outside of their course, they need to evaluate the advantages and disadvantages. The Le Grandeur Palm Resort Johor provides an allowance to the students who are doing their practical. The amount of allowance given is RM800 per month with complete 8 hours of working hour. If a student wants to apply for an internship at the procurement department, those who have taken administration, finance, and ICT are suitable.

Other than that, as my internship duration was from 1 March 2023 until 15 August 2023. It was a great chance for me to get experience and discover many new skills because it was quite long. I had the chance to try to acquire experience and switch between other units throughout that period. As it will assist me in comprehending the function of the Le Grandeur Palm Resort Johor. I was fortunate to be placed under two units by Human Resource Manager throughout my practical experience. I was assigned to the Administrative Engineering Department and the Procurement Department.

During my early practical time at Le Grandeur Palm Resort Johor. I was assigned at Administrative Engineering Department and responsible for update data daily energy consumption report and overtime requisition. Other than that, I responsible to open purchase requisition company if engineering department want to buy item engineering. Then, I also responsible to send that purchase order and item quotation to Procurement Department to proceed the next process. I also helping in filing documents field service report and invoice according company and update file of monthly duty roster March 2023 of Engineering Department.

Lastly starting April, i was ask by Human Resource Manager to rotate my position from Administration Engineering Department to Purchasing Department. I was under Purchasing

Department until end of practical. I was responsible to key in data for purchase requisition and purchase order approval process. Besides that, I also responsible to do daily purchase order for buying item market and store for hotel through their system which is “CMS” application. After done purchase order the items, I have to email that purchase order to the company. Then, print out that purchase order and give to Receiving Department. So that, the next day they can check that the item we buy have sent to our company and every purchase order have their dateline. I need to filing document requisition note, vendor listing, and expedite store item file. Furthermore, I also need to update tender price of supplier and change the wrong unit price item store to the latest price. While I was assign under two (2) department, I gain so many new knowledge and skills which will help me in the future when I am going to start my career.

SWOT ANALYSIS

SWIOT ANALYSIS



DISCUSSION & RECOMMENDATION

STRENGTH

1. Provide quality and customer-friendly service.

The provision of quality and customer-friendly service is Le Grandeur Palm Resort Johor first strength. For each of their department, Le Grandeur Palm Resort Johor has supplied a variety of services. They must provide a high-quality and customer-friendly service to everyone they do business with. This is due to the fact that maintaining a positive reputation as a hotel agency and achieving high customer satisfaction are both crucial, especially for businesses that view long-term client relationships as a competitive advantage.

Given the shift in emphasis from brand creation to effective customer relations, which can be attained through effective management and marketing services, as well as positive interactions with customers, customer service is now seen as a critical tool for increasing customer satisfaction and gaining a competitive advantage. At the same time, we can observe a movement that places more emphasis on organizational strategy than on consumer behaviour, with the aim of enhancing the value provided to customers and their satisfaction. (Metz, 2020)

Making a great interaction using positive language is my suggestion for improving Le Grandeur Palm Resort Johor quality and customer-friendly service because words are powerful and they will build trusting relationships with your customers. In addition, Le Grandeur Palm Resort Johor also should make the process of services faster and easier for the customer. If the work requires documents, give the customer excellent instructions on what to bring. In order for the work process to continue and the necessary documentation to be on hand when they arrived at the office.

2. Palm Resort Golf and Country Club is a secure and relaxing location to stay.

Many people doubt that a building that has been standing for centuries can retain its beauty and comfort as time passes. Tourists frequently seek venues with a pleasant atmosphere and a secure environment. Full of greenery and the ability to undertake outdoor activities such as jogging and brisk walking will help tourists maintain a healthy physique because this big area needs to be explored.

A four-story building with full amenities such as elevators and stairs is highly convenient for visitors. As a result, the accommodation retains the user's preference. Aside from that, the lift can be utilised by families with pushchairs. The network will connect to the building other structures are simple. The location is also convenient for 17 getting to the golf course destination because a buggy is supplied for faster and safer transportation. This emphasises the fact that this company is a safe and comfortable location to stay. It is the responsibility of hotel visitors to follow by health and safety regulations, use equipment properly, and notify personnel of any dangers. It is the responsibility of hotel visitors to follow by health and safety regulations, use equipment properly, and notify personnel of any dangers. (Tiernan, 2022)

My suggestion for the Palm Resort Golf and Country Club to expand on this strength is to maintain the safety of everyone passing by the golf course area with siren warnings to be careful with golf balls.

WEAKNESS

1. It must compete with a new modern hotel.

This resort has been in operation since 1989. This old and decaying structure will face increased competition. This is due to the high cost of renovating this resort. Renovation also necessitates a significant investment in both money and manpower. Furthermore, several goods are no longer available. This establishment has been in operation for a long time and has never been closed. Because there are frequent visitors, it is impossible to update directly. At the same time, COVID-19 had a significant impact on industry and the country. According to (Tomasz Napierała, 2020), applying sustainability to the hotel sector may give businesses that serve to customers who are conscious of sustainability issues a competitive advantage.

Furthermore, numerous new developments have created lodging in Johor Bahru, such as the KSL Hot spring Hotel and Forest City. This shortcoming cannot be avoided, but new initiatives can be found. Improved service and user comfort, for example. The promised equipment should be delivered. To be a trustworthy lodging option for customers.

This flaw is highlighted because the disparity between the buildings would drive clients to abandon our services. My recommendation is to hold tournaments and hosting numerous

activities or events at the hotel and Palm Resort Golf & Country Club can help improve annual revenue and allow for changes to be made to this resort.

2. Outdated technology and software.

Outdated technology and software that are still being used among employees is Le Grandeur Palm Resort Johor second weakness. My observations show that most of them, including supervisors, continue to use outdated technology and software. While some of them use computers with i3 processors, others use computers with i5 processors. According (Paul, 2019) claims that compared to other Core processors with different clock rates, Intel Core i3 processors can handle less RAM and have smaller cache sizes (onboard memory). As a result, as a private office that manages various systems and databases. They should use a computer with at least an Intel Core i5 CPU to avoid system lag and ensure speed performance is at its best.

In addition, some of them are still using outdated software on their out-of-date computers. For example, Microsoft Word. Some employees are still using the outdated Microsoft Word 2010 software. Microsoft Word 2010 will no longer receive extensions or long-term security fixes starting on October 13, 2020, according to the company's website. In this situation, it will place their computer at risk from security threats like malware, since the software lacks an update toolbar like other version of Microsoft Word, such as Word 2013, 2016, and 2019. Another disadvantage of having outdated software is that the document format may have defaults when it needs to be transferred to another computer with updated software. Furthermore, outdated computers with lower Random Access Memory (RAM) speed are preventing them from printing particular documents and connecting to photocopying machines. They sometimes need to use a different employee's PC that can directly print with photocopying machine. It will causing a delay in the process.

Therefore, my suggestion for Le Grandeur Palm Resort Johor outdated technology and software is that they standardize the software they use across all computers in the workplace. In order for the staff to use the most recent version of Microsoft Word and other programs, they can update their computers and obtain new software by calling certified Microsoft Technicians. Other than that, Le Grandeur Palm Resort Johor need at least supply all of their computers with Intel Core i5 or i7 and higher Random Access Memory (RAM) in order to secure their security mechanism and maximize the system performance. The use of higher

technology and current software can make their work process running smoothly and without any lag.

OPPORTUNITIES

1. Great relations with others; public and private organizations.

Through great public relations with other public and private organizations, the Le Grandeur Palm Resort Johor has several chances. A competitive advantage and improved organizational performance may be attained by establishing strong business relationships, according to a research done by Kosgei (2016). One external relationship with private organizations was established by the Le Grandeur Palm Resort Johor. This is important since there is a clear correlation between effective management and the performance of an organization.

My observations show that Le Grandeur Palm Resort Johor have great connections with these organizations because of their necessity to work with many different organizations. One supplier who works with Le Grandeur Palm Resort Johor in terms of delivering office supplies including pens, ring files, file indexes, and more is Rainbow Art Stationery Sdn.Bhd. They have provided my office with high-quality goods in terms of shipping their stocks on time and providing great quality of stationery since Le Grandeur Palm Resort Johor consistently purchases office supplies from them. This shows the great relations both organizations have.

So, in order to sustain a long-term relationship, my recommendation is for enhancing good relations with others, including public and private organizations, is to maintain great interaction and benefits for both sides. Le Grandeur Palm Resort Johor have advantages if maintaining great communication with other private departments, agencies, and others. They can gain information, have an expertise or equipment for a certain task and many more.

2. The focus of the entire country.

Senai, as we all know, is a popular resort for foreign travellers. Because it takes 30 minutes to go to Johor Bahru's city centre. Our hotel is near Senai International Airport. Many people's attention will be drawn to this when the weekend arrives. Most Singaporeans will remain there after a day of driving, and visitors from Korea will stay there to participate in competitions like as the interclub tournament.

Furthermore, by holding such a stopover, good relations between countries will be better safeguarded and maintained. This type of focal point is also a national asset that should not be disregarded. The activities are also appropriate for foreign visitors to our country. According to a study, using high-performance work systems (HPWSs) can improve organizational performance, increase customer and employee satisfaction, and provide the company a distinctive social identity that makes it competitive on an international level.

As a result, in addition to competing with other countries, my recommendation is they may also work across borders. Every year, for example, their government hosts a Sinarmas Cup tournament to promote diplomatic ties between Malaysia and Indonesia.

THREATS

1. Receive negative comment on review.

Negative comments that are not constructive will lower a premise's rating. Even if it is illogical to argue that one word can damage an entire reputation. Maintaining an image is difficult. It is also likely that this resort does not use many social media platforms other than Facebook and Google to post about the activities carried out to avoid this problem. According (Campos, 2022) people put trust in a place to stay on other people's feedback.

My recommendation is in this age of globalisation, we must deal with it in a different way. High-tech can detect any party attempting to pull down other companies for personal gain. Action will be taken, and punishment will be meted out. So, even if there will be many 20 approaching challenges, they must be prepared in order to achieve their goal, and the trust and safety of our clients is essential.

2. Pandemic global uncertainty.

The travel and tourism sector are strongly reliant on both domestic and foreign tourists. The effects of COVID-19 are a major problem for the hotel sector. Le Grandeur Palm Resort Johor should be cautious of unforeseen circumstances that might harm the company. When it comes to absolute value, the non-financial shocks have a far less impact on the reduction of global industrial production than the financial uncertainty shocks. (Anderson,2020) It is advisable for hotel owners, staff members, and practitioners to comprehend how COVID-19 will affect the economy. New business plans should also be implemented to ensure the hotel's

sustainability in a competitive marketplace. By offering incentives and subsidies for hotel spending, stronger regulations for the protection of the disadvantaged in the hospitality sector should be implemented.

My recommendation for their own health and safety, travelers are asked to keep to procedures. The vaccine required certifications for travel, hotel stays, and domestic travel are among the health and safety preventative measures.

CONCLUSIONS

CONCLUSION

In conclusion, my industrial training at Le Grandeur Palm Resort Johor, has taught me a lot about real working experience and provided me with a new experience because it exposes me and gives me insight into the real working life. I learn a lot of new skills, such as how to do the purchase order for item market of hotel, deal with supplier to purchase order, open new purchase order, close purchase order, and many other things. Additionally, I was able to improve my proficiency in Microsoft Word and Microsoft Excel. I also identify my new skills, such as my ability to work effectively under pressure, which will be very helpful when I pursue my career after my training.

The other things that I can develop other aspects of myself by improving my communication. I have found that effective communication can be useful because it's a necessary component of negotiation and interpersonal skills. Corporate communication has an important impact on an organization since it affects the type of work and customer services we can provide. With this experience, I am more able to prepare further and avoid cultural shock. I can get used to the office environment earlier.

The SWOT analysis for Le Grandeur Palm Resort Johor is important because it identifies the organization's weaknesses and threats. It is important to plan the organization's future strategic planning and the path it will take to fulfil its vision, purpose, and goals. Additionally, in order to effectively manage the company, Le Grandeur Palm Resort Johor should retain all of the positive aspects of the services, work processes, relationships, and search for any parts that need an improvement in order for them to run the organization smoothly.

Overall, I am looking forward to working for the privacy organization because my internship has given me experience. My internship's duration is appropriate for me to develop my abilities and adapt to the workplace. I feel blessed to have been able to complete my internship at Le Grandeur Palm Resort Johor because of the comfortable work environment, the friendly and helpful staff. I'm hoping to work with them again in the future.

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REFERENCES

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APPENDICES



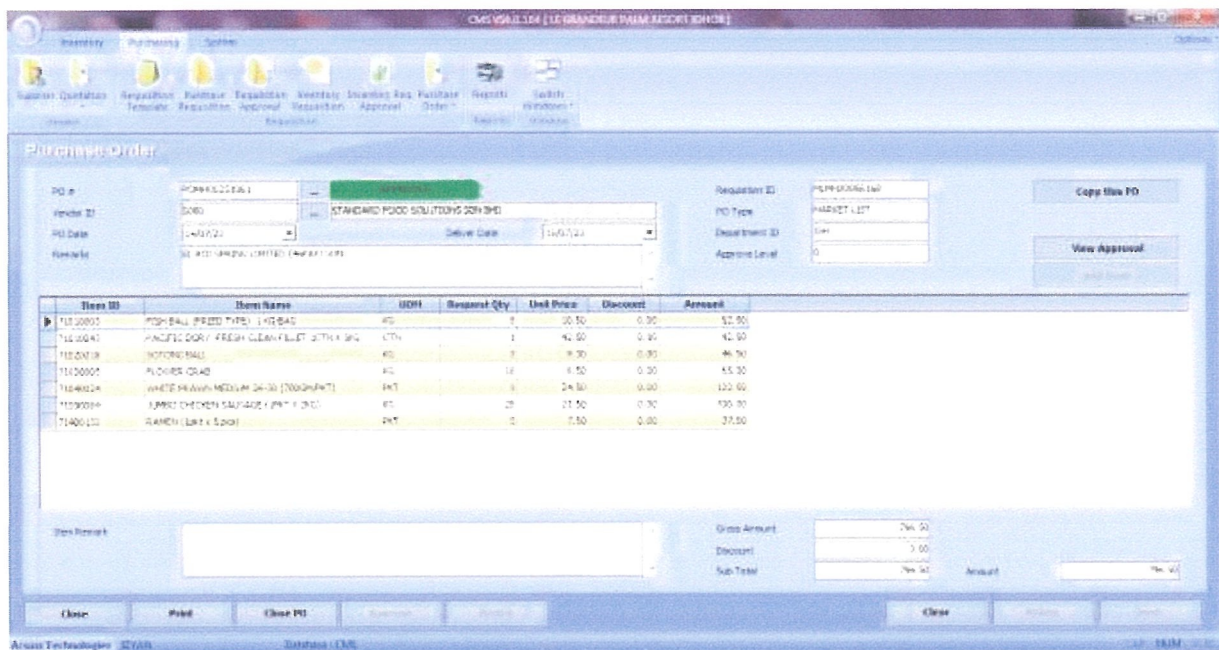
Picture 1: Procurement Department Office

	Actual	Last Year	Variance	Actual FY21	Last Year FY21	Variance		
IT	26.53	66.87	(17.50)	26.53	66.87	(17.50)		
IT 1								
IT 1 kWh	8,380	8,381		8,381	8,381		kWh Cost	9,000
IT 1 Cost (201)	3,561.40	3,463.04	107.37	3,561.40	3,463.04	107.37		
IT 2 Services								
IT 2 kWh	1,680	1,800	(120)	1,680	1,800	(120)		
IT 2 Cost (201)	722.40	728.80	(117.80)	722.40	728.80	(117.80)		
Steam Water							Liters Cost	281,000
Steam Water Liters	380,000	400,000	(120,000)	380,000	400,000	(120,000)		
Steam Water Cost (201)	390.00	1,313.00	(1,000.00)	390.00	1,313.00	(1,000.00)		961.00
Clean Water								
Clean Water Liters	0	0		0	0			
Clean Water Cost (201)	0.00	0.00		0.00	0.00			
Clean Water M3							Liters Cost	3,000
Clean Water M3 Liters	3,000	3,000	0.00	3,000	3,000	0.00		
Clean Water M3 Cost (201)	17.50	8.50	11.50	17.50	8.50	11.50		17.50
Clean Water M3								
Clean Water M3 Liters	0	0		0	0			
Clean Water M3 Cost (201)	0.00	0.00		0.00	0.00			
Clean Water M3								
Clean Water M3 Liters	0	0		0	0			
Clean Water M3 Cost (201)	0.00	0.00		0.00	0.00			

Picture 2: Update of Energy Consumption Report



Picture 3: Filling Engineering Department Report



Picture 4: CMS system for purchase item market for Ishwara Hotel.

