



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka

**UNIVERSITI TEKNOLOGI MARA (UiTM) CAWANGAN MELAKA
KAMPUS BANDARAYA MELAKA**

FACULTY OF BUSINESS AND MANAGEMENT

**BA232 - BACHELOR'S IN OFFICE SYSTEMS MANAGEMENT (HONS)
MGT 666: INTERNSHIP
MARCH 2023 – AUG 2023**

PNB
Commercial

**PERMODALAN NASIONAL BERHAD (PNB) COMMERCIAL SDN. BERHAD
DEPARTMENT: SALES AND LEASING**

**PREPARED BY:
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**PREPARED FOR:
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MADAM ZATUL HIMMAH BINTI ABDUL KARIM**

**PRESENTATION DATE:
27 JULY 2023**

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1.0 ACKNOWLEDGEMENT

Alhamdulillah, I am deeply grateful to the many individuals who provided guidance and assistance throughout the process of preparing and completing this Industrial Training Report (MGT666). Without their support, this report would not have been successfully completed. I would like to express my eternal gratitude to those respected individuals who helped me along the way.

First and foremost, I am thankful to Allah for granting me the opportunity to complete my industrial training at Permodalan Nasional Berhad Commercial Sdn. Berhad in Kuala Lumpur, Malaysia. I am immensely pleased with the experience and would like to extend my appreciation to my esteemed advisor, Madam Zatul Himmah binti Abdul Karim for her invaluable guidance. She also provided me with comprehensive reporting guidelines during the completion of this report.

Next, I would like to express my gratitude to my company and the Acting Head of Sales and Leasing, Mr. Nik Shafuddin bin Ramli for providing me with the opportunity to undergo my industrial training at PNB Commercial Sdn. Berhad. I would also like to extend my thanks to the manager and all the staff members who have directly and indirectly guided me throughout my journey here. Their efforts and initiatives, from my very first day to the successful completion of my industrial training, made me feel comfortable and part of the team.

Furthermore, I am thankful for the moral support and enthusiastic encouragement of my parents and the rest of my family. Their unwavering support made everything possible during this long and challenging journey. I would also like to acknowledge and appreciate the patience and assistance of all my friends in completing this report and industrial training.

I would like to express my sincere apologies to all the other unnamed individuals who provided assistance in various ways to help me complete this report. I hope that this industrial training report will enhance our understanding of the industrial world and provide valuable insights into becoming entrepreneurs in the future.

2.0 EXECUTIVE SUMMARY

This report provides a comprehensive overview of the six-month internship I completed at Permodalan Nasional Berhad (PNB) Commercial Sdn. Berhad in Kuala Lumpur, from 1st March 2023 to 15th August 2023.

The report covers various aspects, starting with my resume, followed by an introduction to PNB Commercial Sdn. Berhad, including its vision, mission and organizational structure. A detailed SWOT analysis of PNB Commercial Sdn. Berhad is also included.

The primary focus of this report is to analyze the SWOT factors encountered during my six-month industrial training, with special emphasis on the tasks I completed, knowledge I acquired and the experience I gained within the Sales and Leasing department of PNB Commercial Sdn. Berhad. During the internship, I was introduced to the company's systems, work procedures and most importantly, the work culture and environment.

Furthermore, this report presents valuable suggestions and recommendations to address the identified weaknesses. I learned how to overcome challenges by applying communication, problem-solving and management skills that I acquired through practical experience during the internship.

As a result of this internship, I developed a deeper understanding of professional work behavior, gained practical experience in a corporate setting and obtained a comprehensive understanding of how to effectively function within a company.

Overall, the point of this report is clear and relatable, as it provides a detailed overview of the internship experience, including the analysis of strengths and weaknesses encountered during the training and the valuable skills and knowledge acquired. However, it could be further improved by breaking down the paragraphs into smaller, more digestible chunks and adding a concluding section summarizing the key takeaways and future implications of the internship experience.

3.0 STUDENT PROFILE

STUDENT PROFILE

INTERNSHIP'S RESUME

BACKGROUND & PERSONALITY



MUHAMAD SYAHMI BIN MUKTI

40300 Shah Alam, Selangor

Mobile: +6012 XXXXX | **Email:** XXXXXXXX @gmail.com

Personality & Strength: Interested in big ideas and theories excel at developing plans and strategies for every eventuality, self-sufficient and can quickly adapt to working in a team.

WORK HISTORY

INDUSTRIAL TRAINING FOR MGT666 PNB Commercial Sdn. Berhad (Sales and Leasing Department)	MARCH – AUG 2023
<ul style="list-style-type: none">• Conducting market research.• Participated in client meeting and property viewings.• Managing the paperwork and administrative tasks associated.	
EVENT PLANNER FIESTA.MY by F.A.M.E.S Management	SEMESTER BREAK
<ul style="list-style-type: none">• Organizing corporate or private events for companies or individuals.• Brainstorming and implementing event concepts and themes.• Identifying client's requirements and expectations for each event.	
PR (PUBLIC RELATIONS) MIRA FILZAH F.C. MIRACLEGACY Fan Club	FREELANCER
<ul style="list-style-type: none">• Coordinating events, such as fan meet-and-greets and fan club gatherings to engage with fans and promote the Miraclegacy.• Developing and executing communication strategies to promote the Miraclegacy.• Building and maintaining relationships with media outlets to ensure positive coverage of the Miraclegacy and Mira Filzah.	
STYLIST BAYU SOMERSET	FREELANCER
<ul style="list-style-type: none">• Researching and sourcing clothing, accessories, and beauty products.• Developing and executing a creative vision for the BAYU's wardrobe.• Maintaining relationships with designers, photographers and makeup artists.	
BAKERS Chip Cookies by Syahmi Mukti	EID MUBARAK
<ul style="list-style-type: none">• Sourcing and purchasing ingredients and supplies needed to make the chip cookies.• Creating and implementing business plans, including strategies.• Marketing and promoting the bakery and its products to attract and retain customers.	

EDUCATIONAL HISTORY

UNIVERSITI TEKNOLOGI MARA, KAMPUS BANDARAYA MELAKA, MELAKA BACHELOR'S IN OFFICE SYSTEMS MANAGEMENT (HONS) CGPA : 3.59	2021 – CURRENT
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UNIVERSITI TEKNOLOGI MARA, KAMPUS ALOR GAJAH, MELAKA DIPLOMA IN OFFICE MANAGEMENT AND TECHNOLOGY CGPA : 3.51	2018 – 2021
SEKOLAH MENENGAH KEBANGSAAN SEKSYEN 19, SHAH ALAM	2012 – 2016
SEKOLAH RENDAH KEBANGSAAN TAMAN SRI MUDA (2), SHAH ALAM	2006 – 2011

EXTRA CURRICULUM ACTIVITY

PRESIDENT

Webinar R.E.A.L (Real Entrepreneur Achievement Lesson)	DECEMBER 2021
<ul style="list-style-type: none"> Delegating tasks for each members. Monitor team performance and report. Motivating team members and helping to accomplish our goals. 	

LEADER

Choir Minggu Aspirasi Budaya – MAYA 2022 (1 st Place)	DECEMBER 2022
<ul style="list-style-type: none"> Leading rehearsals, conducting warm-up exercises, and ensuring that the choir members are on track with their vocal training. Ensuring that all members are committed, punctual, and well-prepared for rehearsals and performances. To communicate effectively with choir members, providing feedback on their performance and addressing any concerns they may have. Need to inspire and motivate them to give their best during rehearsals and performances. 	

GRAPHIC DESIGNER

Week Without Wall (WWW) UiTM Cawangan Melaka, Kampus Bandaraya Melaka	DECEMBER 2022
<ul style="list-style-type: none"> Created banners and bunting that promote university's program to prospective students and faculty. 	

SKILLS & COMPETENCIES

TECHNICAL SKILLS

• Microsoft Office	(Good)
• Social Media	(Good)
• Word Processing	(Good)
• Fast Typing – 60 WPM	(Good)
• Research	(Good)

PERSONAL SKILLS

• Communication	(Good)
• Creative Thinking	(Good)
• Administrative	(Good)
• Problem Solving	(Good)
• Project Management	(Good)

REFERENCES

<p>1. Siti Norashikin binti Bashirun Senior Lecturer Faculty Business and Management UiTM Kampus Alor Gajah, Melaka +6012</p>	<p>2. Mohammad Fauzi bin Abdul Manan CEO F.A.M.E.S Management Cyberjaya, Selangor +6016</p>
<p>3. Farha Diana General Manager Mira Filzah Management (M) Sdn Bhd +6013</p>	

4.0 COMPANY PROFILE

4.1 Background Company



Company Name : PNB Commercial Sdn Berhad (518026-P)

No. 3.6, Level 3

Address : PNB Perdana Commercial Centre
10 Jalan Binjai
50450 Kuala Lumpur

No. Tel : 03 2180 2888

Fax : 03 2180 2828

Email : info@pnbcommercial.my

- Business Offices :
1. PNBC Mutiara Sdn. Berhad (17398-X)
Level 1, Mutiara I&P Green Hall
10200 Penang
 2. PNB Commercial Sdn. Berhad (518026-P)
Level 8, Bangunan Pelangi
Jalan Biru, Taman Pelangi
80400 Johor Bahru
 3. PNB Commercial Sdn. Berhad (518026-P)
A57, Jalan 1A
Kawasan Perindustrian MIEL Sungai Lallang
08000 Sungai Petani

4.1.1 Corporate

PNB Commercial Sdn. Berhad (PNB Commercial) focuses on the management of commercial and industrial properties located all over Malaysia, with its vision to become a reputable asset management company focusing on asset enhancement initiatives (AEI), strong growth, attractive yields, quality portfolios of assets, tenants and a customer-focused work culture.

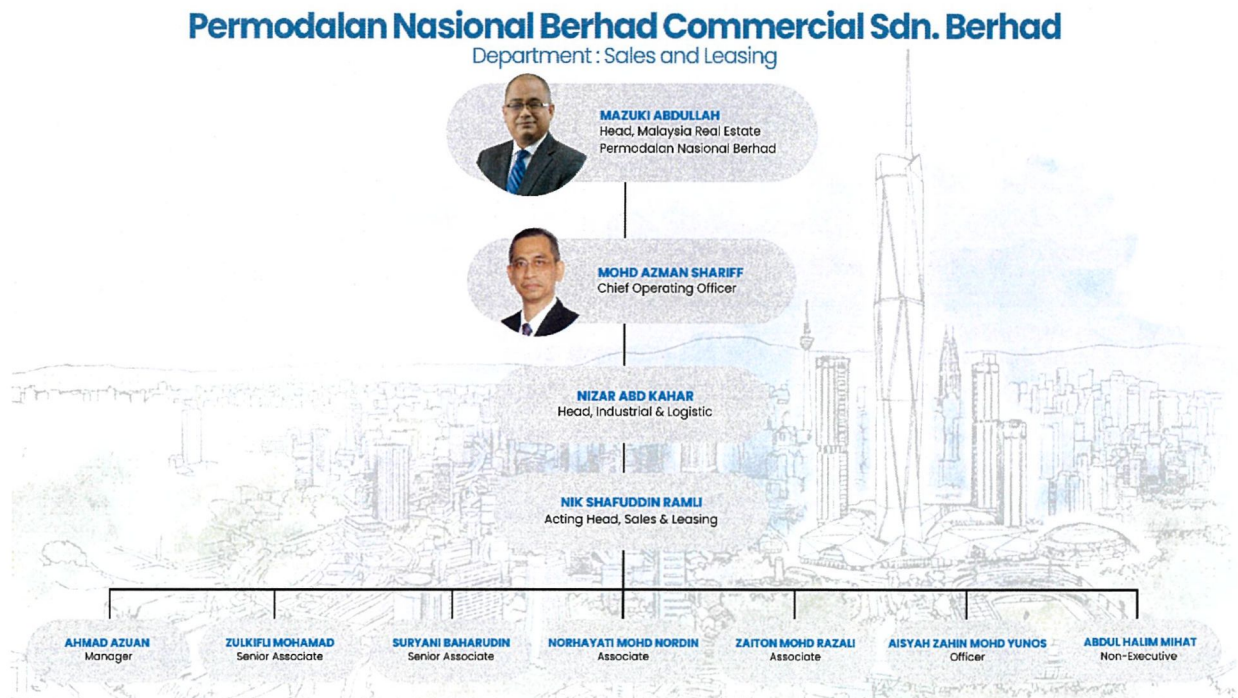
4.1.2 Milestones

PNB Commercial is wholly-owned by Permodalan Nasional Berhad (PNB), one of Malaysia's leading asset managers.

In August 2008, it was known as PNB Property Holdings Sdn. Berhad and subsequently in June 2009, it became PNB Commercial Sdn. Berhad following the corporate exercise by PNB, incorporating companies namely Petaling Garden Berhad, Island & Peninsular Berhad and Pelangi Berhad.

In 2019, pursuant to the harmonization exercise of PNB's property development companies, MIDF Property Berhad (MPB) became a wholly-owned subsidiary of PNB Commercial. MPB was previously known Malaysian Industrial Estates Berhad and was incorporated in September 1964 under the auspices of the Ministry of Trade and Industry (MITI) and was then the industrial property development arm of Malaysian Industrial Development Finance Berhad (MIDF). MPB still has a portfolio of industrial properties for sale and rent at various locations in Malaysia.

4.2 Organizational Structure



4.3 Company Mission Vision

Mission

PNB Commercial to be recognized by the target market and investing public for its ability to turn around the assets into a quality performing assets.

Vision

To create desirable economic value from the assets managed through excellence in assets management skills to enable the shareholders to realize superior returns on their investments.

5.0 INDUSTRIAL TRAINING REFLECTION

My industrial training experience at Permodalan National Berhad (PNB) Commercial, specifically in the Sales and Leasing Department, has been a truly transformative and enriching journey. Throughout the duration of the training programme, I was given the chance to partake in a variety of tasks and projects that significantly enhanced my knowledge of the commercial real estate industry. In this reflection, I will discuss the invaluable skills and knowledge I acquired, provide strong evidence to support my claims and present examples of my accomplishments during the training.

Development of Sales and Leasing Expertise

During my time at PNB Commercial, I was exposed to a wide range of sales and leasing activities, enabling me to develop a comprehensive understanding of the processes involved. By shadowing experienced professionals and actively participating in team discussions, I gained insights into market analysis, client prospecting, property valuation and negotiation techniques. These experiences have provided me with the required abilities to proficiently interact with prospective clients, comprehend their requirements and offer suitable solutions.

One of the projects I was involved in was conducting market research for a new commercial development. Through this task, I utilized various resources such as industry reports, property databases and demographic data to analyse market trends and competitor activity. I identified potential target segments and recommended tailored marketing strategies to maximize leasing prospects. This project allowed me to apply my knowledge in a practical setting, enhancing my research and analytical skills.

Furthermore, I actively participated in client meetings and property viewings. By observing experienced sales and leasing agents, I learned the art of effective communication and relationship building. I witnessed firsthand how personalized attention, prompt responsiveness and trust-building initiatives played a crucial role in securing lease agreements and fostering long-term client partnerships.

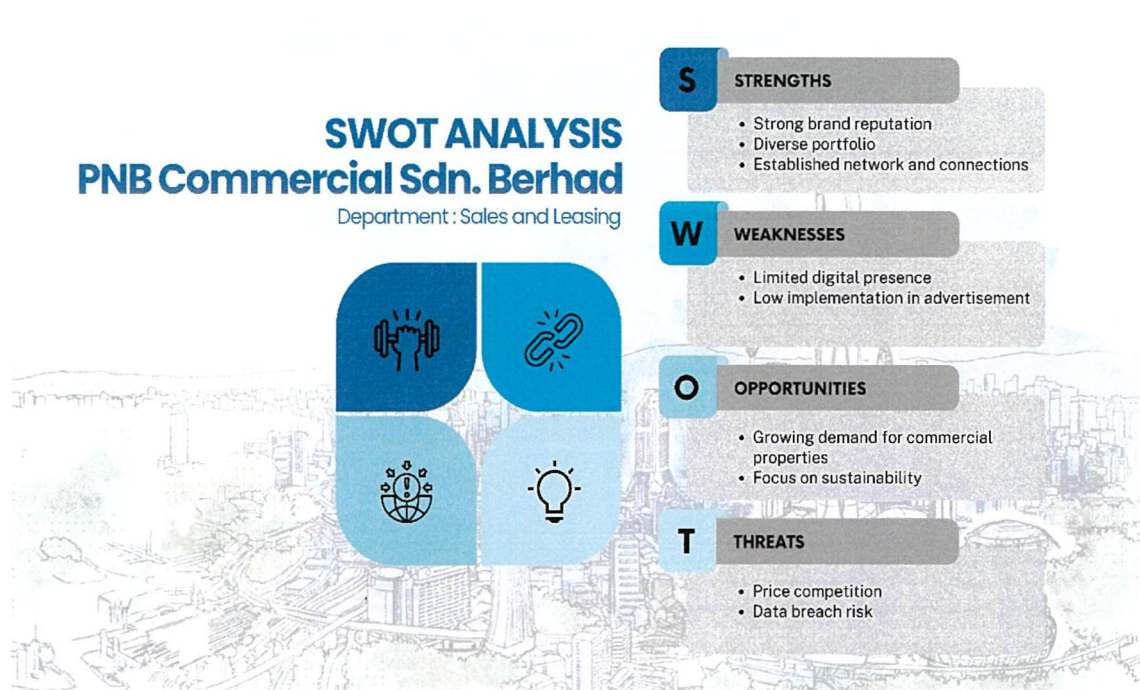
I had the opportunity to assist in the valuation of several commercial properties. By collaborating with the valuation team, I learned how to assess factors such as

location, condition, market demand and potential rental income. Through this hands-on experience, I honed my analytical skills and developed a keen eye for identifying value-adding opportunities.

In conclusion, my industrial training experience at PNB Commercial's Sales and Leasing Department was an invaluable opportunity for professional growth and development. The hands-on tasks, exposure to industry professionals and active involvement in various projects equipped me with a strong foundation in sales and leasing within the commercial real estate sector. The evidence provided, including market research, property valuation and successful negotiation outcomes, demonstrates my ability to apply theoretical knowledge in real-world scenarios.

Overall, this industrial training has enhanced not only my technical abilities, but also my communication, problem-solving and teamwork skills. I am confident that the skills and knowledge learned during this training will serve as an excellent basis for my future career in the commercial real estate industry. I am grateful to PNB Commercial and its Sales and Leasing Department for providing me with such a thorough and beneficial learning experience.

6.0 SWOT ANALYSIS



SWOT analysis is a useful instrument for evaluating a business's or department's Strengths, Weaknesses, Opportunities and Threats. Conducting a SWOT analysis of the Sales and Leasing Department of Permodalan Nasional Berhad (PNB) Commercial Sdn. Berhad can provide valuable insight into its current situation and potential improvement areas.

Strengths

1. Strong Brand Reputation

PNB Commercial Sdn. Berhad has developed and established a strong brand reputation over time, which has significantly contributed to its prominent market presence and widespread recognition. Both clients and employees hold the company in high regard, owing to its well-known and trusted name in the real estate industry.

The value of a strong brand reputation cannot be underestimated, as it acts as a powerful magnet, attracting potential clients and investors to PNB Commercial. The company's reputation as a reliable performer and provider of high-quality services makes it an attractive option for individuals and businesses seeking to engage in real

estate ventures. The certainty and trust associated with PNB Commercial alleviate potential clients' worries and fears, creating long-lasting relationships.

Asia Asset Management has acknowledged PNB Commercial as one of the largest fund management organizations in Malaysia. This acknowledgement enhances the company's already impressive reputation. PNB Commercial's status as a major player in the commercial real estate industry is underscored by its size and influence, enhancing the company's credibility and prestige. (Management, 2020)

PNB Commercial has an excellent track record generally because of its regular provision of top-notch services, its longstanding position in the real estate industry and its standing as a major force in fund management. As a result, the company attracts new clients, fosters trust and positions itself as the go-to solution for individuals and businesses seeking dependable and trustworthy professionals in the real estate industry.

2. Diverse Portfolio

PNB Commercial sets itself apart in the real estate industry through its diverse portfolio of properties available for sale and lease. This extensive selection allows the company to cater to the diverse needs and preferences of a wide range of clients, giving them a substantial competitive edge over their competitors.

One of the key strengths of PNB Commercial's diverse portfolio lies in its ability to target different client segments effectively. With a wide range of properties available, the company can accommodate businesses from various industries, individuals seeking long-term or short-term real estate options and entrepreneurs in search of prime commercial, industrial, or retail spaces. PNB Commercial is able to meet the needs of any potential client by offering specific solutions.

The company's commitment to satisfying clients is evident through its website, which prominently showcases the diversity of its properties. Prospective buyers and tenants can easily explore the website to review the properties, complete with detailed information and high-resolution photos. This comprehensive platform empowers clients to make well-informed decisions, further strengthening PNB Commercial's reputation as a reliable.

Moreover, by offering a wide range of properties, PNB Commercial demonstrates its adaptability and agility in responding to market changes and latest trends. The company efficiently allocates its resources to capitalize on new opportunities across multiple sectors.

In summary, PNB Commercial's diverse portfolio, including both properties for sale and lease, serves as a key factor of its success. The company's ability to cater to various client needs, evident through its comprehensive website, committed to providing real estate solutions that meet the changing needs of the market.

3. Established Network and Connections

PNB Commercial possesses a significant competitive advantage through its extensive and well-established network of contacts within the property industry. This extensive network allows the company to access numerous potential clients, ensuring a good business opportunities. Moreover, PNB Commercial can effectively collaborate with established property companies to develop mutually beneficial projects that cater to the ever-changing market demands.

In addition to builds a strong business connections, PNB Commercial's well-connected network enables the company to gain valuable insights into the market. By leveraging its relationships with key industry players, the company stays informed about crucial market trends and knowledge, which empowers them to make informed business decisions and adapt quickly to changes in the market.

The New Straits Times has written about how strong PNB's business networks and relationships are. It makes PNB Commercial's links more reliable and useful and adds to its reputation as a dependable company in the real estate industry. (Kaur, 2020)

In short, PNB Commercial's well-established network and ties in the real estate industry are the basis of several advantages. Some of these benefits include being able to find prospective clients, make smart partnerships with other property companies and learn important market information.

Weaknesses

1. Limited Digital Presence

In today's digital age, the Sales and Leasing Department at PNB Commercial faces a significant weakness due to its limited online presence. In the highly competitive real estate industry, having a strong digital strategy is crucial for attracting potential clients and gaining a competitive advantage. While PNB Commercial does have a website, there is ample room for improvement in its digital marketing efforts to maximize visibility and engagement.

In today's highly competitive real estate industry, an article by Search Engine Journal highlights the importance of embracing creative ideas to enhance digital presence. To address this challenge, PNB Commercial must embrace creative ideas to enhance its digital presence. Utilizing social media platforms such as Facebook, Twitter, Instagram and LinkedIn can be powerful tools to effectively communicate with prospective clients. By adopting these strategies and establishing a comprehensive digital marketing plan, PNB Commercial can boost exposure, attract new clients and solidify its position in the market. (Jindal, 2022)

In conclusion, recognizing the significance of maintaining a strong digital presence is important for PNB Commercial's success in the real estate industry. Implementing a well-thought-out digital strategy will pave the way for sustained growth and competitiveness.

2. Low Implementation in Advertisement

PNB Commercial's current advertising approach is falling short, causing the company to miss out on a significant opportunity to connect with a large audience actively using social media for property-related searches. By neglecting these channels, PNB Commercial severely limits its reach and potential client base.

Social media platforms like Facebook, Instagram and LinkedIn have become integral parts of daily life. They present a unique chance for businesses, especially in real estate, to engage with their target audience effectively. However, PNB Commercial is overlooking this potential and losing prospective clients who are actively searching for properties or market information on these platforms.

To address this issue, PNB Commercial should consider adding active advertising channels such as iProperty and Mudah.my, in addition to leveraging social media sites. By combining social media advertising with these specialized property listing platforms, PNB Commercial can significantly expand its client base, enhance its reputation and better target potential clients.

iProperty and Mudah.my are among the most popular real estate websites, attracting a wide number of property seekers and prospective clients. By utilizing these platforms alongside social media advertising, PNB Commercial can increase its marketing efforts, increasing visibility within the target market. These websites offer comprehensive search capabilities that allowing PNB Commercial to efficiently engage with clients actively seeking properties for sale or lease.

PNB Commercial should consider adopting a comprehensive strategy that includes prominent advertising channels like iProperty and Mudah.my, along with social media platforms. Such an integrated approach will significantly boost their sales and leasing departments' reach, brand awareness, targeting capabilities and overall relationship with potential clients.

Opportunities

1. Growing Demand for Commercial Properties

The Malaysian commercial real estate industry is growing due to numerous factors. Malaysia's economic growth is a major factor. Companies are growing and looking for appropriate locations as the economy grows. This has increased demand for office, retail and industrial sites.

Malaysian commercial real estate demand is also influenced by population increase. Commercial spaces are in high demand as more people relocate to cities in search of better employment and lifestyles. Kuala Lumpur, Penang and Johor Bahru have the most urban development. Commercial properties are in great demand as a result of urbanisation and the emergence of new businesses.

Foreign investments have also increased Malaysian commercial real estate demand. Manufacturing, technology and the financial sectors have attracted investments. International enterprises need commercial locations to function and grow in Malaysia. Foreign investments have stimulated the economy and commercial property market.

PNB Commercial's Sales and Leasing Department is ready to capitalise on this favourable industry. PNB Commercial can lead commercial real estate solutions by analysing market trends and company demands. This might include offering a variety of properties for different industries, flexible lease choices and good customer service.

Strategic actions might increase its market share in this growing real estate industry. PNB Commercial should build excellent connections with local and international companies, create an excellent online presence to attract new clients and use its experience to deliver bespoke solutions that match each tenant's needs. To become a trusted commercial real estate partner, PNB Commercial must engage in marketing and advertising to boost the company's visibility and reputation.

PNB Commercial can dominate the real estate industry, capture profitable possibilities and increase its sales and leasing operations by capitalising on Malaysia's rising demand for commercial properties and focusing on clients.

2. Focus on Sustainability

The real estate industry is currently witnessing a significant shift towards prioritizing sustainable and green buildings. This growing emphasis is driven by an awareness of the urgent need to address environmental issues. PNB Commercial has a golden opportunity to leverage this trend by proactively marketing and presenting eco-friendly properties.

By adopting sustainable practices in its operations, PNB Commercial can not only meet evolving market demands but also demonstrate its dedication to protecting the environment. This commitment includes various aspects, such as reducing energy consumption, minimizing waste generation and utilizing renewable resources. Through embracing energy-efficient technology, eco-friendly building materials and supporting renewable energy sources, PNB Commercial can contribute to a better and greener future.

Importantly, PNB Commercial's proactive approach to sustainability aligns with the global investment trends, where investors are increasingly recognizing the significance of sustainable investing and seeking opportunities that align with their environmental and social values. According to a study by Bernama (2022), implementing a new sustainability strategy can position PNB Commercial as a leader in promoting a more sustainable future.

This sustainability strategy should guide the development and management of properties, as well as the overall organizational perspective of PNB Commercial. It should include specific goals related to obtaining sustainable building certifications, reducing carbon footprints, conserving water, minimizing waste and undertaking social responsibility projects. By employing this comprehensive approach, PNB Commercial can effectively communicate its commitment to sustainability to potential investors, partners and clients, attracting like-minded individuals who prioritize sustainable real estate choices.

By prioritizing sustainability, PNB Commercial can play an important role in driving the transition of the real estate industry towards eco-friendly practices. By promoting sustainable properties and creating a strong system for promoting sustainability, the company can position itself as a benchmark for environmental responsibility, attracting stakeholders who value sustainable investments. This not

only enhances PNB Commercial's reputation but also contributes to a greener and more sustainable future for the entire real estate industry.

Threats

1. Price Competition

In a highly competitive market, pricing plays a crucial role as clients often prioritize cost and search for the best deals among various companies. PNB Commercial Sdn. Berhad, faces pressure to reduce pricing to remain competitive. However, uncontrolled price reductions can negatively impact the company's profitability and long-term sustainability, potentially leading to a triggering price war or decreased investment.

To overcome pricing competitiveness in the marketplace, PNB Commercial Sdn. Berhad needs a strategic approach. Simply racing to the lowest price is not a sustainable solution. Instead, the company should focus on creating and promoting exclusive value propositions that go beyond just pricing. Highlighting unique qualities of their properties and establishing a strong brand identity can set them apart from the competition.

One effective strategy is enhancing the overall client experience. By providing excellent service, personalized interactions and creative solutions, PNB Commercial Sdn. Berhad can build strong client loyalty. This approach helps clients see the value beyond just the price and encourages them to choose the company based on overall satisfaction rather than based only on price.

A successful marketing and communication strategy is crucial to emphasizing the benefits of their goods. PNB Commercial Sdn. Berhad can influence client perceptions by highlighting qualities such as durability, dependability and simplicity, thereby developing a preference for their properties beyond just the price factor.

In conclusion, although facing challenges from price competition, PNB Commercial Sdn. Berhad can maintain a competitive advantage by implementing a diversified strategy. Prioritizing customer experience, highlighting properties uniqueness and implementing effective marketing strategy will allow the company to establish itself as a strong player in the market, beyond the constraints of price alone.

2. Data Breach Risk

Data breaches pose a significant and serious threat to PNB Commercial Sdn. Berhad's Sales and Leasing department. The department relies on a traditional "green file" system to store client information, including Identification Numbers and Bank Statements. This physical printing and compilation of documents increase the risk of unauthorized access and potential data leaks.

Within the Sales and Leasing department, financial records, such as transaction details and payment information, are also at risk. Unauthorized access to this data could lead to fraudulent activities, unauthorized transactions and financial losses for both the company and clients.

Moreover, the exposure of sensitive contracts could result in disputes, legal problems or even the dissolution of corporate relationships, as they often contain crucial commercial and legal terms.

Additionally, the department handles trade secrets and intellectual property, which provide a competitive advantage in the market. Unauthorized access or exposure of this information may lead to a significant loss of competitive edge, as competitors could gain insights into proprietary operations, manufacturing processes or strategic plans.

To strengthen the Sales and Leasing department's security, it is essential for PNB Commercial Sdn. Berhad to implement strong security practice to safeguard, enhance data encryption and enforce strict access controls. By proactively addressing these data breach risks, the company can safeguard all the private information.

7.0 CONCLUSION

In a nutshell, the process of preparing this industrial training report has been valuable in demonstrating my professional attitude and good work ethics in the workplace. It allowed me to apply business concepts and theories to real-world decision-making scenarios, enhancing my communication skills for office tasks and report presentations. Additionally, I gained valuable experience in problem-solving using various information sources and applications and performing standard procedures related to my assigned tasks within the company.

Furthermore, this report helped me evaluate both the internal potential and constraints of the company, as well as external possibilities and threats. By considering these factors, I can adapt changing trends and effectively incorporate them into the organization's decision-making process.

Moving forward, my aim is to bring my unique vision to the company and contribute in various ways. I am a quick learner and a diligent worker, eager to integrate seamlessly into the team and ensure the company's success. I will focus on establishing exceptional customer service standards to improve online ratings and drive repeat business. Moreover, I am committed to managing resources and supplies effectively to increase sales and save costs.

Looking ahead, my ultimate goal over the next five years is to advance to a management role within my department. I plan to actively participate in all aspects of the company to improve my understanding and actively pursue relevant training opportunities for my professional growth, including leadership development initiatives. I also look forward to becoming an active member of the organization's strong volunteer team.

The skills, knowledge and sense of direction I acquired through industrial training have prepared me well for future endeavours. With my dedication, adaptability and commitment to continuous growth, I am confident that I will make significant contributions to the company's success while also seizing opportunities for my own personal and professional development.

8.0 REFERENCES

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9.0 APPENDICES

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 03 27 86 2890
 info@pnbcommercial.my
 www.pnbcommercial.my
 PNB Commercial Sdn. Berhad (601010)
 Lot 5.5, Level 5, PNB Postbox Commercial Centre, 15 Jalan BB-04, 50000 Kuala Lumpur



9th December 2022

Encik Muhamad Syahmi Bin Mukti

 40300 Shah Alam Selangor

Dear Encik Muhamad Syahmi,

INDUSTRIAL TRAINING PLACEMENT AT PNB COMMERCIAL SDN. BERHAD

We are pleased to inform that you have been accepted to undergo your practical training in PNB Commercial Sdn. Berhad from 1 March 2023 – 15 August 2023.

For the duration of your practical training, you will be based at Administration Unit, Human Capital Department.

Kindly report to the Human Capital Department on 1 March 2023 at 10.00am for a briefing on the rules and regulations of the company.

During your training, you shall abide by all rules and regulations as stipulated by the Company as follows :-

1. Working Hours

Clock In	Clock Out
8.00 a.m. to 10.00 a.m.	5.00 p.m. to 7.00 p.m.

Mode	Frequency / Time
Work-in-Office	Three (3) days per week
Work-from-Home/ Remote location	Two (2) days per week
Operations	Daily operating hours

2. Annual Leave

You shall entitled One (1) day paid annual leave during the duration of training.

3. Medical Leave

You shall entitled Two (2) days paid medical leave during the duration of training.

4. Code of Conduct

You are to conduct yourself with propriety and decorum at all times and with due care, skill and diligence without causing any harm or damage to the Company's property, reputation or other interests howsoever.

5. You will be given an internship allowance of RM800.00 per month pro-rated to the number of days in training each month.

6. If you are required to write any report about the Company, we must remind you that prior approval from the Company must be sought.

We look forward to having you with us and hope that training will be mutual benefit to both parties.

Thank you.

Yours sincerely,
PNB COMMERCIAL SDN. BERHAD

ZIN AZIAH MUSA
 Head, Human Capital

Cc: Practical Training File

ACCEPTANCE OF OFFER

I, Muhamad Syahmi bin Mukti, NRIC No:

having read the above letter of offer hereby confirm that I fully understand the terms and conditions set out therein and hereby accept the offer on the said terms and conditions.

(Signature)

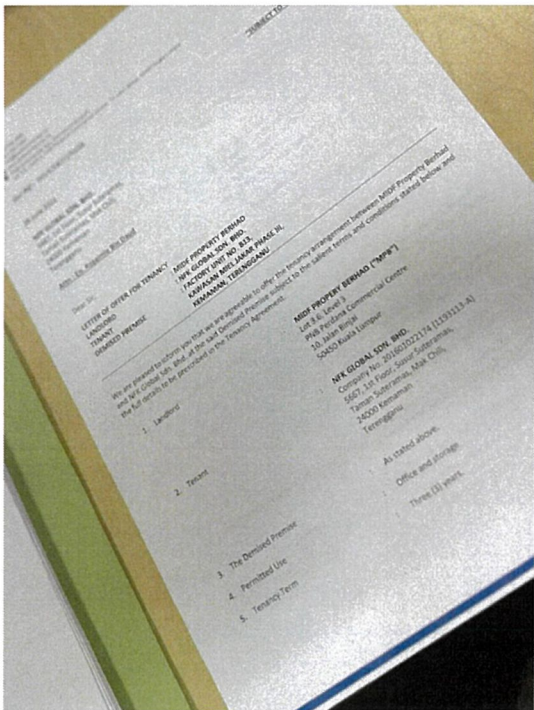
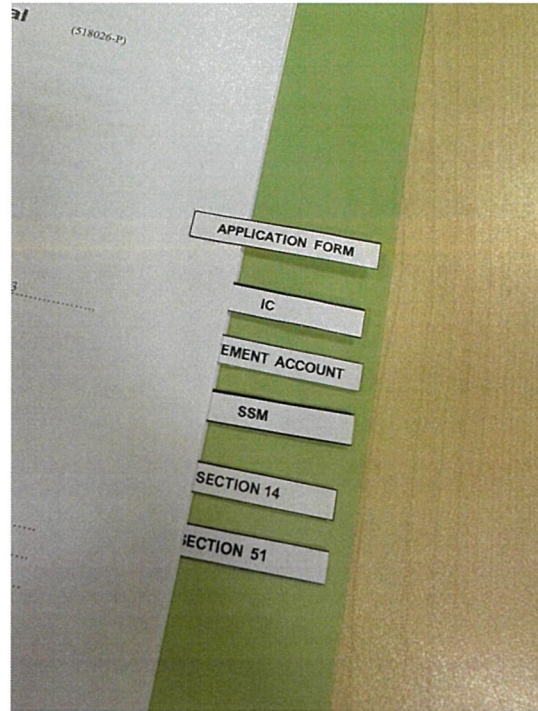
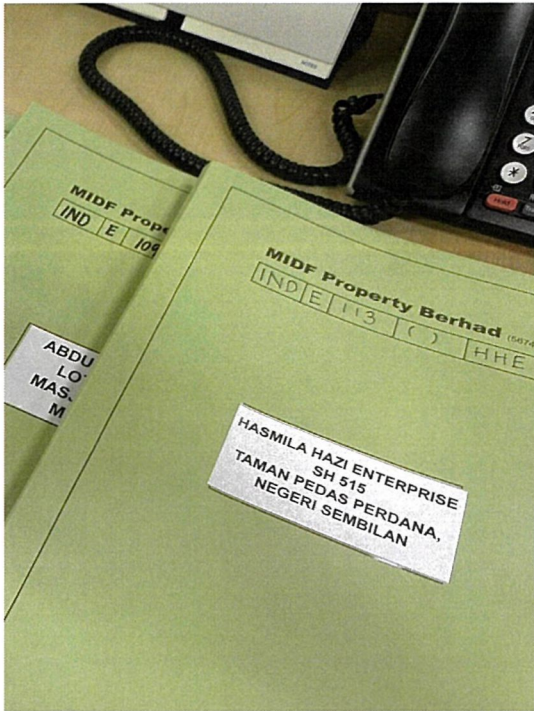
13 December 2022
 (Date)

Picture 1 & 2 : Letter Offer Industrial Training at PNB Commercial Sdn. Berhad



Picture 3 : Google Meet session

- Having a Google Meet session with our advisor, Madam Zatul Himmah. We will be discussing and updating to our advisor about our internship journey.



Picture 4,5,6 & 7 : Job Done at Department Sales and Leasing

- Maintaining and updating the green files, generating offer letters for clients and developing slide presentations for business-related objectives.



Picture 8 : Discussion session with my Supervisor

- During the discussion session with my supervisor, Mr. Nik Shafuddin, he provided an easy-to-understand description of the tasks that I am required to complete.