

# INDUSTRIAL TRAINING REPORT

AT IMPIANA HOTEL IPOH (HRM 666)



UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Perlis  
Kampus Arau


impiana

Hotel  
IpoH • Perak

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 <b>UNIVERSITI TEKNOLOGI MARA</b>	<b>FACULTY OF BUSINESS AND MANAGEMENT</b> <b>ASSIGNMENT/ PROJECT DECLARATION FORM</b>
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: HUMAN RESOURCES INDUSTRIAL TRAINING REPORT

Assignment/  
Project Title

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Date

Student's Signature

## **EXECUTIVE SUMMARY**

Human Resource Industrial Training is a compulsory subject for every Human Resource student to complete a bachelor's degree. Students have to undergo industrial training for 6 months, which is 24 weeks in the selected company to carry out all the responsibilities as a trainee in gathering experience, creating a career and helping the company's success. I am Zurain Adila Binti Mohd Zamani, one of the Human Resource Management students who has undergone industrial training at Impiana Hotel Ipoh after receiving an acceptance offer to become one of their trainees.

Before that, I have received several companies and government agencies including the Perak Islamic Religious Council (MAIPk) and private companies in Shah Alam. I have decided to accept the offer of industrial training at Impiana Hotel Ipoh with the intention of gaining experience in tourism and the hotel industry. My internship period starts on 1 March 2023 (Wednesday) and goes on until 15 August 2023 (Tuesday). A lot of knowledge and skills that I have learned during this internship journey, and I will explain details in this report.

In this industrial training report, the first part is my updated resume that I will use to find job opportunities after this internship period. The second part is the company's profile where the background and all business activities are carried out. Next part is training reflection where my responsibility is to help the company and the reward that I got. The fourth part is SWOT analysis, in which all the details related to the company's current and future performance will be evaluated. The discussions and recommendations to assist Impiana Hotel Ipoh to reach high profitability and long-term sustainability will be explained in detail. The fifth, SWOT matrix will show details the comparable of Strengths, Weaknesses, Opportunities and Threats and give honest assessment of how Impiana understand their competitive advantage and determine to improve. Next, some of the appendices and references are shown as the prove end of industrial training journey.

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## 2.0 COMPANY'S PROFILE



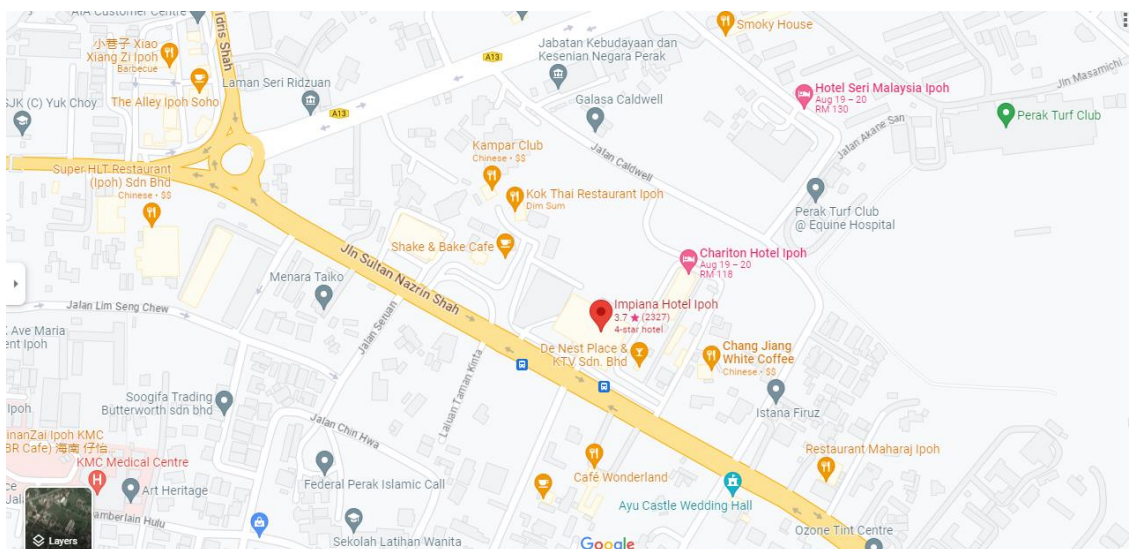
*Company's Logo*

### 2.1 Company's Name

Impiana Hotel Ipoh Sdn. Bhd.

### 2.2 Company's Address/Location

Impiana Hotel Ipoh located at 18, Jalan Sultan Nazrin Shah, 30250, Ipoh, Perak. It takes 11km from my home and estimated time arrival to internship place is about 20 to 30 minutes depends on the traffic.



*Impiana Hotel Ipoh location based on Google Maps*

### **2.3 Operation Hours**

Front Office/Lobby (24 hours)

The Deli (8am-10pm, Daily)

The Coffee House (8am-10pm, Daily)

The Bistro (9 am-2pm, 6pm-10pm, Except Monday)

### **2.4 Company's Vision**

Impiana Hotel Ipoh vision's is aspired to be acknowledged regionally and accepted globally as one of the most efficiently managed hospitality groups wherein their staff at both managerial and service levels consistently strive to always deliver the highest of service standards and under all circumstances.

### **2.5 Company's Mission**

Impiana Hotel Ipoh mission's is unswervingly committed in providing and delivering outstanding services and experiences to new and returning guests by exceeding their expectations of what they can offer, by recognizing and acknowledging their employees' contributions and involvement, by ensuring fair and reasonable returns to their shareholders, and by being responsible, conscientious, trustworthy, and dependable corporate citizens.

## 2.6 Company's Values



### *7 Impiana's values*

Impiana's values had its own meaning that include Innovations as to show they are adventurous, creative but eco-minded, Mutual Respect as they respect each other irrespective of age, race or religion to co-exist as a team, performance driven as they dedicated, passion of their work and improve their performance. Next, Integrity meaning as Impiana always be honest and professional, truthful and sincere in all they do and they say, Accountability as key to extend compassion where required, to be responsible for their own actions, passion in work and duties, Networking shows their strive to be approachable to build lasting rapport and professional relationships for business development and Accomplishments as they have courage to embrace change, and to deliver exceptional and exemplary service 24/7 to everyone and anyone who walks through their doors.



## 2.7 Background of Establishment

Impiana Hotel Ipoh was launched on 18<sup>th</sup> November 1985. The hotel opened under the name of The Royal Casuarina with 216 keys. Owned by Casuarina Hotel Sdn Bhd, under Perak Corporation Berhad. In 1997, the hotel changed name to ‘Casuarina Park royal’ and then ‘The Casuarina’. On 1<sup>st</sup> August 2006, this hotel managed by Impiana Hotels and Resorts as Impiana Casuarina. In December 2009, this hotel changed name to Impiana Hotel Ipoh. Impiana Hotel Ipoh was the second 4-star hotels built in Ipoh after Excelsior Hotel open in 1983. Impiana Hotels & Management (IHRM) is a wholly owned and subsidiary of Impiana Sdn. Bhd that has been established in 1994. The hotel Group has a portfolio of hotels and resorts in the 4-star category and upscale 5-star Private Villas.

Currently Impiana Hotel & Resorts manage three city hotels and resorts in Malaysia which is Impiana Hotel Senai, Johor, Impiana Hotel KLCC, Kuala Lumpur and Impiana Hotel Ipoh, Perak. Impiana Sdn Bhd also have several branches of villas in Thailand and Indonesia.



*Impiana Hotel Ipoh*

## 2.8 Organizational Structure



*Impiana Hotel Ipoh Departmental Head Chart (updated May 2023)*

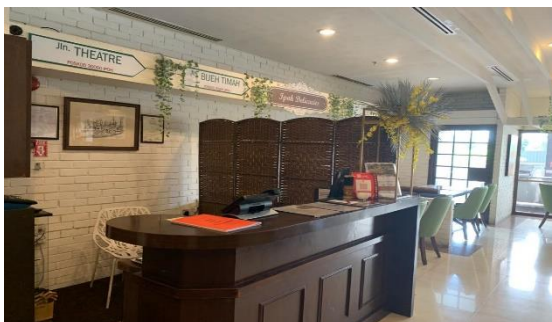
## 2.9 Product and Services Offered

Firstly, Impiana Hotel Ipoh offers 168 guestrooms from Deluxe to Royal Suite rooms with breath-taking views of the rugged limestone hills of Ipoh. All rooms are equipped with free WiFi, coffee & tea making tray, modern bathrooms and telephone connectivity. IHI offers affordable room prices to guests comparable to 4-star hotel standards. Various discounts can be obtained by guests especially during the festive season where the combo price can be enjoyed by guests and family. The room offer is equipped with a breakfast set and gym and swimming pool facilities where it is enjoyable to use the facilities.



*Impiana's guestrooms and facilities*

Secondly, Impiana Hotel Ipoh offers food and beverages at The Coffee House. It's located at Hotel's lobby Located at lobby level and The Coffee House offers guests their tempting spread of A la carte selections and a wide array from the daily buffet – buffet breakfast, buffet lunch, buffet hi-tea, and buffet dinner. The Coffee House serving a variety of local and international dishes that are very interesting and appetizing. Among them are Malay, Indonesian, Thai, and Western dishes. Guests staying overnight in hotel rooms can enjoy their breakfast at The Coffee House from 8 am to 12 noon. The lunch starts at 1 am until 4 pm and hi-tea starts at 4 pm meanwhile a variety of interesting western dishes are available starting at 6 pm.



*The Coffee House*

Thirdly, The Deli@Impiana offer various of fresh Pastry and Bakery to its guest. The operating hours was same as The Coffee House and its right next to The Coffee House at IHI lobby. Among the pastries are a variety of cakes like Red Velvet Cake, Carrot Cake, Pastry like Cheese Tart, Waffle and Bakery like Croissant, fresh bread and dessert like puddings, Malay traditional *Kuih-Muih*, freshly brewed coffee, tea and cold beverages. Besides, The Deli also offers Sandwich, Caesar Salad, Cookies and sweets, can beverages and instant foods.



*The Deli*

Fourthly, Impiana Hotel Ipoh just announced to reopen The Bistro this June. Dimsum@The Bistro offers a variety of Halal Chinese dishes that can be enjoyed with drinks. Among them are Chee Cheong Fun, Fried Kuey Tiow, Shrimp Dimsum, Taro Ball, Red Bean Bun and many more. Moreover, The Bistro also offers their beverages menu like Chinese Tea, Fruitee Yogurts, Soda drinks, freshly squeeze juice and more.



*Dimsum @ The Bistro*

### **3.0 TRAINING'S REFLECTION**

#### **3.1 Duration**

My internship duration was about to 6 months (24 weeks) starting 1 March 2023 until 15 August 2023. It is compulsory for Human Resource Management student to fulfil the internship period to graduate. I did report on duty on Wednesday, 1 March 2023 at HR department. Admin staff at Impiana Hotel Ipoh working days is Monday to Friday, 9 am until 5.30 pm and alternate on Saturday, 9 am until 12.30 pm.

#### **3.2 Specific Department**

I was assigned to several department in this Hotel include HR department, Sales & Marketing department and sent my little help on operation department which is Food & Beverages, Kitchen and Housekeeping. But there are two major department that I have learn more which is HR department and Sales & Marketing department. On my first day, I was assigned at HR department by IHI HR officer, Nurul Husna Radzaen then I was assigned to Sales & Marketing department for the only one week by Ms. Premila Kathamuthu.

#### **3.3 Roles, Responsibilities, Task and Assignment**

During my 6 months of internship period, I was assigned to various department and help almost all of department at this hotel. So, I separate my roles and responsibilities due to department that I have go.

### **3.3.1 Human Resource Department**

#### **3.3.1.1 Filling and Editing Documents**

The system used at Impiana Hotel Ipoh is still mostly manual for the reason of saving costs and the number of employees has not yet reached 200 staff. So, one of the big tasks given by the HR Officer and Assistant HR Manager is more about filling the documents. This includes including documents related to HR such as Summary leave form, Claim Hours form, EPF and Sosco distribution, training files and many more. My daily tasks in the HR department are filling leave forms received from staff and editing to summary leave for data storage to know the amount of leave, mc and unpaid leave. Besides, documents such as claim hours are used by IHI to give operation staff who work overtime to claim their working hours in the future so that they can go home earlier. Filling these documents is important to facilitate the Assistant HR Manager process of making salary payments, training, allowances and approvals.

#### **3.3.1.2 Design and Create Poster for Advertisements and Events**

As a trainee in the HR department, the important task given is to create posters for job advertisements on job sites and social media. This vacancy poster is one of the tasks I have done when given by the HR Officer, which is to design a job advertisement and posted it to a Facebook group. In addition, I also often create posters for upcoming events in IHI such as Training events and IHI internal events like *Majlis Berbuka Puasa* posters.

#### **3.3.1.3 Recheck and Tally the Documents**

As informed that Impiana Hotel Ipoh still uses a manual system, so the task of the trainee and HR Officer is to tally the documents to facilitate the process. When compared to other large companies, the punch card system uses a software system that can automatically receive employee time attendance data that can directly make payments. But if the system is manual, tally and recheck by HR officers and trainees must be done repeatedly to avoid payment errors. For example, in the punch card system, staff who do not punch in cannot be processed for daily salary payment because attendance is mandatory, as well as the amount of leave taken must be tallied with the presence of the punch card.



#### **3.3.1.4 Clear and Clean the previous HR Documents**

Most of the hotel industry was greatly affected by the Covid-19 pandemic that hit 2 years ago. Impiana Hotel Ipoh has closed operations at the end of 2021 and opening at the beginning of 2022 makes it just over a year for this Hotel to recover. So, all the documents from before until after the pandemic were delayed due to the retrenchment of several staff. Trainees are given the task of helping permanent staff to clear the previous document in the HR store, including filling the documents and clearing documents that are no longer relevant, i.e., documents from the past 5 years or more. Additionally, sorting the documents such as personal files, payroll summary needs to be done to make it easier to find the documents later.

#### **3.3.1.5 Develop and Update HR Form**

The old form that has been used since the ownership of Casuarina Hotel has been updated by the management of Impiana Hotel Ipoh to comply with the new Standard Operation Procedure. Among my duties as a trainee is to ensure that the new form is used, and I also suggest designing a new form for example summary annual leave form and summary leave form for operation staff. This makes it easier to see the amount of leave taken by staff. Moreover, I also helped to design a new HR orientation slide and training summary with a more beautiful and neater pattern.

#### **3.3.1.6 Update the Staff Properties**

Staff properties include the use of staff operation outfits provided by management to comply with the SOP. So, the task of updating the staff properties is the task of the HR department together with the housekeeping department to ensure that the staff gets enough outfits for them. My job as a trainee is to update the staff receiving and returning properties form from staff operation when they want to request a chef's shirt or a maintenance shirt, for example to fill in the data of the number of these properties. Additionally, giving new properties such as engrave name tag, safety shoes and black t-shirt polo needs to be given a new one to each of them to ensure they get the UpToDate outfit.

### **3.3.2 Sales & Marketing Department**

#### **3.3.2.1 Make Quotation, Receiving Letters and Editing Hotel Rates**

At the beginning of my journey into Impiana Hotel Ipoh, I was assigned to the Sales & Marketing department for one week at the instructions of the Assistant HR Manager, Ms Anuvartani to help the department. Among the tasks I have done is to help the sales coordinator, Puan Mastura to edit quotation of hotel room and events, plus I am also in charge of receiving calls from guests and pass it to the Director oleh Sales and Sales Executive. Besides, I was also given the task of editing receiving letters from events order and sending it to Director of Sale, Ms. Premila. Moreover, Director of Operations, Madam Normah also gave me a few tasks to update the hotel rates in Impiana Hotel website and must tally the rates number to Assistant Finance Manager, Mr Chan.

#### **3.3.2.2 Designing and Editing**

A compulsory task when in the Sales & Marketing department is to design and edit the signage for upcoming events. Among the ones I have created are wedding events, Hi-Tea events and Excellent Award Ceremony using the Canva Pro Impiana application. The signage created must be in accordance with Impiana's standard and theme colours, i.e., have 3 main colours, gold, black and white, must have the company logo and gold frame.

#### **3.3.2.3 Field Work for Promoting**

This is one of the most exciting tasks and activities I have ever done at IHI, namely field work. I was assigned with other staff to go to the public area to give Ramadhan vouchers to guests. Every store in the Greentown Ipoh area on the first day and the government agency in Meru, Bercham and Jelapang areas for second day, we go for gave voucher offers from time 9 am until 3 pm. This is done to attract public knowledge about the offer "Iftar at Impiana" prices and the special menus.

### **3.3.3 Operation Department**

#### **3.3.3.1 Assist operation staff to help their task done**

The side task of a trainee or anyone undergoing an internship at an industrial hotel is to assist the operation department complete tasks, especially when there is a big event. This matter has long been implemented by Impiana Hotel Ipoh to give trainees experience to get to know the staff of other departments and know the operational tasks. Additionally, this also gives trainees the opportunity to venture into the hotel and tourism industry in the future. Among my duties as a trainee is to help the kitchen department prepare food for the banquet at the IHI ballroom during the Iftar event at Impiana. Then, I also help the Food & Beverages department to setup ballroom for Government agency events and clear The Coffee House's table when it reaches 300 pax. Besides, I also help the housekeeping department to clean the rooms in level 9 for reopening after renovation. All the tasks in the operation department are not the compulsory tasks that I should be assigned but just a little help when I have free time to fill in the experience in my internship journey.

### **3.4 Benefits**

#### **3.4.1 Allowance, Claims and Duty Meal**

Impiana Hotel Ipoh has set an allowance for all trainees of RM 300.00 per month with free duty meals depending on working hours. The allowance offered depends on the working day and the taking of leave will be deducted according to the day. As for the duty meal, I, as a trainee of the admin division, will get duty once, which is at noon every day during work. In the meantime, I can also receive a duty meal in the evening due to working hours until 5.30 pm and permission is given from the kitchen. A variety of main meals and desserts can be enjoyed in the additional kitchen, the kitchen staff are very generous to share with other staff. For several reasons from the perspective of building renovation and cost cutting, my company does not provide accommodation. Additionally, all users of property or purchases at the Hotel can claim with the General Cashier, for example the purchase of duplicate room keys, stationery, duty meal when doing field work outside Impiana.

### **3.4.2 Knowledge and skills related to work**

During these 24 weeks at Impiana Hotel Ipoh, I have learned many things especially in the HR department where I was assigned to handle the leave by staff and filling HR documents and letters. Although IHI still uses a manual system, the task of handling this is challenging when there is a large number of documents at one time and documents from last year that have not yet been filled. Besides, I have also been exposed to basic HR knowledge in the calculation of foreign workers' salaries and trainees' allowances. Additionally, laws regarding employee rights such as working hours, employment contracts, minimum wages, overtime claims and retrenchment had been exposed more by my HR Officer, Ms Husna. Moreover, the knowledge in the new software system that is Autocount software is one of the good opportunities that I got where this Autocount training taught me to use the software especially in purchasing, stock inventory and financial purposes.

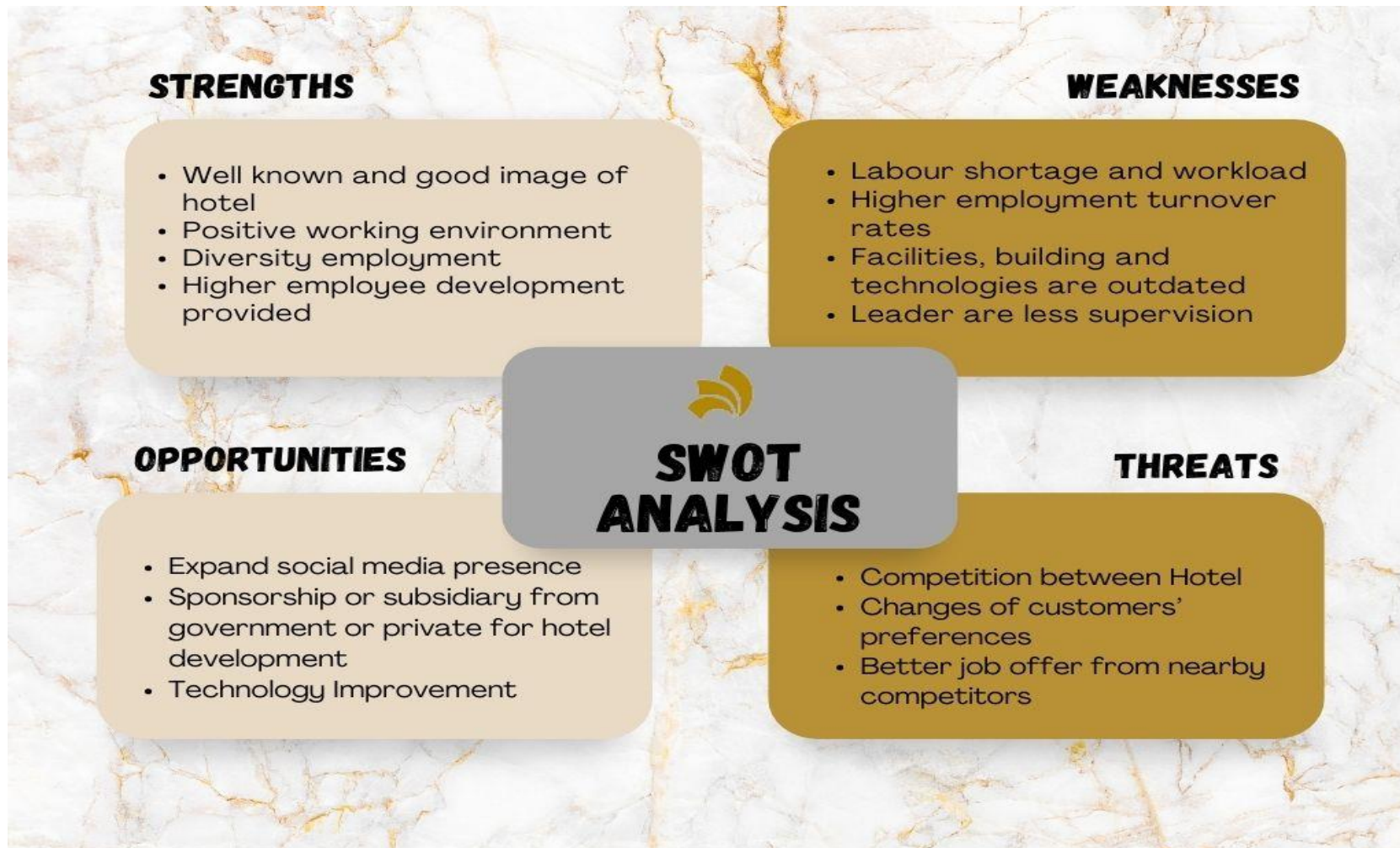
The next opportunity I got was the use of GCCB software while in the Sales & Marketing department where all upcoming events could be summarized and processed in this software. I am also exposed to the knowledge of how to make a quotation and events order that is proper for guests. As I mentioned before, I also gave help to the operation department, in the meantime I gained knowledge about other departments apart from the admin who gave me the opportunity to learn about how to handle the events and solve issues. Even in the operation department, good management is important for all problems to be solved easily, especially in the hotel industry. All the knowledge gained helped me to understand how the hotel industry system works and the HR department system that I can experience in the world of work later.

### **3.4.3 Knowledge and skills related to personal development**

Through this 6 months of internship period, I have been through various departments in this hotel so I can be a multi-tasking individual. With the positive working environment at Impiana, the friendly and generous staff sharing knowledge, I am very grateful for being able to learn to be a positive and being an active individual after this. In addition, the attitude of teamwork and hardworking can be fostered when I see staff who are determined to finish their work within time. At the beginning of the internship period, I was afraid to work because I am lacked experience working in a large company, but after 6 meaningful months, the courage to asking question about work

and the positive attitude towards the organization could be improved. An attentive attitude, for example, by observing the tidiness of the operation staff outfit and being alert about documents that are pending and have not yet been filled. The biggest knowledge that I obtained is good communication between the staff and my fellow trainees. This is what makes me independent to stay at this Hotel and finish my internship journey.

## 4.0 SWOT ANALYSIS



## **5.0 DISCUSSION AND RECOMMENDATION (SWOT ANALYSIS)**

### **5.1 Strengths**

#### **5.1.1 Well-known and Good Image of Hotel**

The name Impiana Hotel is well known among guests who have visited here since the establishment of Casuarina Hotel. Impiana Hotel Ipoh is one of the first 4-star hotels in Ipoh after Excelsior Hotel for more than 3 decades. Most guests know the name Impiana with the title "Impiana Casuarina" because of the peak of excellence of this Hotel in 2009 after Impiana Sdn Bhd took over. Impiana also has a good company image that brings a clean record in great management and service offers. Various awards have also been received from the government for the excellence of Casuarina in the past until now Impiana Hotel, the quality remains. In addition, most of the guests who visited have given good feedback to the hotel and many other people have a good image of Impiana. Among them are efficient and friendly employee services, cheap rooms and varied and delicious food.

Moreover, since the acquisition of Casuarina Hotel by Impiana Sdn Bhd, Impiana Hotel continues the legacy of high quality highlighted by Casuarina before. This can be witnessed from the same staff and facilities even though ownership has changed. Apart from that, Impiana Sdn Bhd is already a well-known hotel brand in Malaysia because it already has many branches including in KLCC, Johor Bahru and several branches abroad such as in Bali, Indonesia and Phuket, Thailand. Besides, this makes Impiana Hotel one of the more famous hotel destinations in Ipoh than other hotels whose name is already famous in the mouths of the surrounding residents and past guests. Most of the events that are booked are from government agencies from the state of Perak and other states because their organizations are familiar with Impiana's management which is good at providing event venues.

#### **Recommendation**

As a hotel that has been around for a long time and well known, there are several things that Impiana needs to focus on in order to maintain the company's image. Among them include being consistent with the best quality displayed and fulfilling promises in advertising to guests comparable to the services provided. Therefore, loyal and upcoming guests will remember all the good services provided by Impiana. By taking

action to improve all feedback given by guests, Impiana will be seen as a progressive company in fixing weaknesses. All deficiencies need to be discussed by the HODs themselves in the meeting so that action to repair is immediate and effective, especially involving guests. This includes guaranteeing the quality of products and services comparable to the prices offered by Impiana, otherwise guests will think it is not worth and achieving the standards of 4-star hotel.

### **5.1.2 Positive Working Environment**

Work environment includes the social and physical aspects of conditions where employees can perform their job. Impiana Hotel Ipoh is one of the best hotels in practicing positive work. Current staff, trainees and foreign workers state that Impiana's organization is very positive and overwhelming. The differences from high and lower positions are not practiced because all the staff at Impiana are the same and need to be treated equally. Additionally, the culture of gossiping at Impiana is prohibited to avoid conflicts between staff that bring down the dignity of individuals when talking about their personal matters. This matter can be seen from the leave form where staff do not need to write a detailed reason for taking leave because it's their right. They just to inform their date of leave and replacement public holiday they take.

Positive working at Impiana can also be proven in terms of cooperation and teamwork among the staff and head of department. When there is no degree between higher and lower positions, so all tasks and problems can be done together. For example, the joint task of cleaning the Hotel area after renovation is personally assisted by the General Manager and the head of department to help housekeeping complete their tasks immediately. In addition, many activities are made to strengthen staff relations, such as the Olympic Village, which is a sports day, a cooking competition by the management department and singing idol competition.

### **Recommendation**

The positive working environment comes from the superior itself. If Impiana wants to continue to maintain a positive working environment, HODs need to continue to practice open communication with subordinates. A transparent attitude needs to exist in the organization to avoid all forms of toxicity and bullying of subordinates from happening. This can be done by having discussions with all department staff on a daily or weekly basis to discuss work issues or performance improvement issues.



Besides, if you can detect some staff who like to gossip and sneer at other staff's personal matters, HODs need to immediately advise and take action to stop and not humiliate. Person who loves gossip need to be reported to the HR department immediately to show the reason and then be given a warning. This action aims to prevent personal matters from becoming a toxic issue and lowering the dignity in the organization, if that is the case the organization will respect each other's privacy while performing their duties at the Hotel effectively. Strong interpersonal relationships and a positive work environment can reduce some of the psychological pressure employees face at work (Yao et al., 2019).

### **5.1.3 Workplace Diversity**

Diversity can be defined as acceptance of difference background of employment. In the hotel and tourism industry, the compulsory thing that needs to be practiced is to employ staff from different demographics, religion, races and background. This can produce a harmonious working environment with the effect of individuals with different demographics. For example, Impiana Hotel Ipoh currently has a multi-racial and religious staff consisting of Malays, Chinese, Indians, Orang Asli, Bumiputera Sabah and Sarawak as well as foreigners from Indonesia, plus foreign workers from Nepal, Pakistan and Bangladesh. Hiring only one type of race and religion is not discouraged, but in the hotel industry, guests who come are a variety of race, religion and additional nationalities. Malaysia is already synonymous with a multi-racial and multi-religious country.

Among the benefits of workplace diversity is that the staff will get to know different staff cultures and respect each other's customs and traditions. It includes Indian culture that does not eat beef due to religious reasons, and Impiana Hotel does not provide staff food that has beef for example. Besides, when workplace have diversity hiring, the strength of the organization to perform the task will be better. It includes in performing duties in the front office department when there are guests of other nationalities, the staff will easily speak in their language to facilitate matters. In addition, things like foods in the kitchen will be diversified due to the diversity of races in the kitchen department such as Chinese and Indian chefs who will prepare cuisine other than Malay cuisine.

## **Recommendation**

If Impiana wants to maintain workplace diversity, hiring different demographic staff is the key. If there are vacant positions that need to be filled, the HR department must do recruitment fairly in terms of race, religion and nationality. For example, the position for the front office cannot be dominated by one race only, but instead needs to be filled with all races who are fluent in English and Malay. Apart from different demography, organization diversity for example hiring individuals who have extensive experience in hospitality and tourism. Practicing job rotation or organizing cross department activities can help staff gain experience working in other departments. For example, Impiana can encourage more staff to help in the kitchen to experience working in the operations department.

### **5.1.4 High Employee Development Provided**

Management Impiana Hotel Ipoh is one of the best organizations in providing employee development to every staff including for contract, foreign worker staff and trainee or internship. Development such as the provision of training to each department to improve the level of staff skills and knowledge in order to make their task management easier. Besides, training increase efficiency and employee productivity from the exposure of new technology such as *Autocount* training which aims to increase knowledge of the use of stock and inventory systems and food handling training to expose current sops about food handling in the kitchen, store and The Coffee House.

Next, the employee development that has been done by the HR department is like a proper assessment, especially during the staff probation period. During this period, the head of department will monitor staff performance according to KPIs, discuss productivity and act for better performance. The extend of probation will be done to give new staff the opportunity to adapt to the work environment. In addition, employee improvement has been done through direct consultation with HODs and HR Managers to solve problems quickly and easily. All plans for employee development have been planned by the HODs and even the staff themselves gives some ideas to express about what the deficiencies of their departments that need to be improved.

## **Recommendation**

The employee development is one of the things that is difficult to improve because it involves staff performance that is not the same in addition to the attitude and personal staff that are never ending. With this issue, Impiana needs to start exploring employee development ideas. It includes how Impiana will deliver the development to their staff. Among the effective ways is to do interactive content such as online learning training and many fun group workshops that involve face-to-face activities. Besides, Impiana also uses a communication tool with their staff by encouraging the conversations. Conversations allow staff to provide feedback on the level of satisfaction of superior management, their performance improvement and training feedback. It can be done by creating training feedback on a form or annual meetings with the General Manager.

## **5.2 Weaknesses**

### **5.2.1 Labour Shortage and workload**

After the post-Covid-19 pandemic, Impiana Hotel Ipoh took steps to reduce the number of employees according to their ability to pay their salaries. The overall closure of the hotel in 2021 has made almost half of the permanent staff retrench and decide to quit. So, in 2023, the total number of local staff is 85 people and 20 foreign workers and some trainees. This number of employees is completely insufficient to accommodate the number of guests who visit Impiana, especially during the festive season. Some staff had to change their off day to another day because of the guest density that needed to be resolved. The operation department, namely kitchen, housekeeping and front office, is significantly short of staff because they need a lot of helpers to complete tasks within the specified time.

The effect of this labour shortage is that most operation staff are workload including they must do more work outside their scope of work due to the lack of other staff. This also causes some management to be unmanageable and unable to complete tasks in a certain time. For example, make a room from the housekeeping department lacks local staff and only expects foreign workers to help during the peak guest check out time, which is from 11 am to 3 pm. The kitchen department also experienced the same thing

where there was a lack of chefs to help prepare food for 100 pax above, so Commis chefs or kitchen helpers had to help even though it was not their real scope of work.

### **Recommendation**

This labour shortage problem will not end if HODs themselves act to demand for manning. All workload complaints from subordinates need to be heard to prevent them from turnover and not performing the job properly as their job scope is worth with their salaries. The HR department is the department responsible for hiring candidates and needs to be stricter to prevent this workload from continuing. HR manager has the right to fight with the general manager for employee side to open manning as not enough staff to cover operation. The reason of cut costs does need to be prioritized but the welfare of the workers must be maintained. HR management responsibilities are used to recruit local talent; train, utilize, and retain employees; enlarge employee productivity; reduce costs; upgrade work quality; enhance the organization's competitive advantage; and foster employees' adaptability within the organization (Wu 2017).

#### **5.2.2 Higher employment turnover rates**

When there is a labour shortage and workload, staff start to decide to resign and look for better offer. This is proven by the HR department itself that from the beginning of January until June there were more than 15 staff who decided to resign and get better career opportunities. In the exit interview, it was stated that most resigned staff got careers with higher salaries according to the 2023 rate in the state of Perak and benefits such as overtime claims and allowances compared to Impiana. In the meantime, most staff are on a contract status for a year, and they are looking for new job opportunities when they have been at Impiana for a year plus they feel that Impiana in terms of wages and benefits is low and not worth it.

The main reason why employee turnover rates at Impiana are high is due to the cut costs factor. Post-pandemic has a big impact on the industry, especially in the state of Perak to recover their profits and operation costs in the long term. So, Impiana Hotel Ipoh decided to cut some costs to avoid waste, especially in terms of hiring and high salary offers. This decision made employees think not to stay long at Impiana because of the benefits offered that do not match the current economic situation. Staff also need to do part-time job to cover their cost of living plus to getting a salary from a permanent job.

Moreover, various nearby hotels and other companies started offering high salaries after this pandemic to regain profits, so many Impiana staff began to change jobs within this short of time.

### **Recommendation**

The issue of employee turnover can be solved by increasing the salary rate and staff benefits. The salary rate must match the local rate in Ipoh Perak depending also on the increasing cost of living in Ipoh. Salary increments for all staff regardless of their rank or annual increment to be fair to subordinate and superior staff. The benefits provided must meet the employee's welfare including such as transportation and accommodation allowances for those who live far away. Rank and file staff are also entitled to benefits such as supervisor level which is officer check (OC) and city ledger. Medical benefits such as the cost of medical checkup at the panel clinic need to be increased from RM40 to more in line with the staff's health level.

### **5.2.3 Facilities, building and technologies are outdated**

The current building of Impiana Hotel Ipoh has been built for a long time since the ownership of Casuarina Hotel 35 years ago. So, the age of the building which is more than 3 decades old brings various problems, especially in terms of the latest facilities and technology that can be used. First in terms of the building, various damages that need to be repaired by the maintenance department such as office ceiling, tiles, paint and walls as well as full renovation for each floor. Renovation consumes a very high cost corresponding to the age of the building as well as the use of new equipment in each guest room. High costs can result in additional costs in the use of finance which can lead to a company's profit deficit.

Second, the facilities used in Impiana are still old and only a few are new for reasons of safety, such as chairs, tables, old PCs that can be used as well as beds, televisions and bathrooms, the equipment is new. Besides, facilities for guests such as the gym and swimming which have been receiving bad feedback from guests for a long time because the gym equipment is still not up-to-date, and the swimming pool floor is uneven and there have been injuries to children who were bathing. Facilities at the Surau experience the same problem when the air conditioner's coldness does not match the Surau's room, and most guests complain about it. The facilities in the event rooms also need new

equipment such as monitors and screenplays as well as carpets in the Ballroom which are worn out and dirty.

Thirdly, the technologies used in Impiana are very outdated. For example, the system used for human resources is 90% manual and only one software is used, which is the payroll system. For other departments they also use one software such as *autocount* and the other is manual, so the use of paper and printing in Impiana is very high and wasteful. In terms of technology, the facilities use old TV's equipment and low Wi-Fi coverage to accommodate the number of guests.

### **Recommendation**

Updated technology should be done to make Impiana's management comparable to other 4-star hotels. The system used for staff data management must be updated to the latest software systems such as thumbprint or face ID recognition systems. An example that can be seen is the thumbprint system that only needs to print a search stamp for attendance and directly for salary and overtime payments. This avoids workload for the management staff who must check manually, and errors occur which can lead to financial losses. The technology or gadgets used must be up-to-date especially for PCs and monitors in the admin office and TV's and air conditioner in hotel rooms.

Moreover, the renovation should be carried out in phases by Impiana in accordance with the current financial situation. The age factor of the old building causes it is compulsory for Impiana to do renovation, but it depends on financial budgeted to invest on it. Facilities to guests must be purchased new and if you want to use old equipment, it must be safe to use. This is because not all the equipment must be replaced because it can still be used but it must depend on its condition such as chairs or dining tables at The Coffee House.

### **5.2.4 Head of Department are Less Supervision**

Mostly supervisors or called heads of departments at Impiana are experienced and educated in their field. In the post-pandemic era, various management issues arose, especially from the General Manager himself who made the decision to cut cost operations to recover profits within 2 years after the pandemic. Decisions could not be carried out well by some HODs who did not perform well in guiding their subordinates in terms of staying employed at Impiana or taking steps to improve their subordinate's

skills. The big issue that arose was the resignation from staff who complained on the grounds of low pay and getting a better offer. HODs just agreed to the staff and let them go without thinking about the solution to this turnover. This problem stills continues until some issues arise about better offers at other places rather than Impiana.

Moreover, the management of employees by HODs is less effective, especially in ensuring that tasks run smoothly. This can be witnessed with the duty roster which is made irregularly and unfairly for overnight shift staff in one month continuously. In addition, festive holidays such as Hari Raya Aidilfitri had to be postponed for 10 days for the reason of entertaining guests even though at that time the number of guests was less and the same as a normal day. HODs also seem to not fight for workers' rights and instead support the decision to save profits over workers' welfare. So far, the farewell activities carried out with the staff in 2023 are very little compared to the activities in the year before the pandemic. The staff also expressed that the managers in the past are not the same as they are now who only care about the company's profits.

### **Recommendation**

HODs need to be self-sacrificing in carrying out their duties, especially in terms of working hours such as working overtime to monitor staff movements at night. By making self-sacrifices, the leader clearly shows that she or he is focused on the welfare of the organization (Prapavessis & Carron, 1992). Besides, sacrifices in terms of protecting the welfare of employees, HR Managers need to fight for salary increment and benefits for Impiana staff due to the issue that arises, namely higher turnover rates. If HODs refuse to side with staff, then more staff will resign over the issue of low salaries and workload. Moreover, I suggested to HR Manager to be alert on staff duty roster. This is because if any unfair night to operation, HR department needs to act immediately to discuss with other operation HODs to correct the duty roster. For some of HODs who are less supervised can be helped to advise by other HODs so that they are more committed to carrying out their duties as leaders in addition to teaching the HODs by sharing knowledge and opinions.

## **5.3 Opportunities**

### **5.3.1 Expand Social Media Presence**

In this challenging hotel industry, Impiana has a great opportunity in developing social media platforms. This matter aims to be competitive with other hotels in addition to a new hospitality competition which is Airbnb. These external forces that include social will have a big impact if Impiana really cares about this factor. These factors include the total population in Ipoh and demographics in the state of Perak, which has the potential to become a future guest. Social media platforms are the most used media currently. For example, the tiktok application platform is the main platform for Malaysians and Impiana should use the opportunity to produce more interesting and up-to-date videos to impress guests.

Social media content at Impiana especially in Facebook, Instagram and TikTok still requires courage to produce good work in parallel with other content creators. In the meantime, Impiana has biggest opportunity to work with famous social media's content creators to spread Impiana's name on social media in the future. The taste of guests at this time needs to be reviewed with time in accordance with the technology used by each age generation and local. This matter is relevant compared to the old approach used such as the distribution of vouchers and posters to each company which consumes costs and energy to find sales and upcoming guests.

### **Recommendation**

In this digital era, the Impiana Marketing department needs to work harder to produce video content, especially on the Tiktok platform. Among the content that can be created is a video of the hotel's atmosphere, food and beverages as well as the positiveness the Impiana staff while working. In the Tiktok platform, virality is the main thing that can make Impiana accept future guests, therefore the takes a famous content creator in tiktok to review Impiana and then post it on the social media. The application of tiktok and Facebook is a great potential to take an opportunity in promoting Impiana, especially Facebook which is used by the millennial generation and boomers while tiktok is suitable for the younger generation.



### **5.3.2 Sponsorship or subsidiary for Hotel Development**

Every Hotel registered in Malaysia must be under the supervision of the Ministry of Tourism and Industry Malaysia. For Impiana, the best opportunity is to use government allocations well. This can be seen from the allocation of the Human Resource Development Fund to improve the quality of managing human resources and employee development. If this opportunity is used, then Impiana's performance will be improved and subsequently it will be easily for Impiana to get better allocations in the future for example subsidiary for renovation.

Besides, the political macro-environment factor needs to be improved to strengthen Impiana's relationship with the government and other private companies. This can be done by establishing good relationships with private companies to obtain sponsorship such as facilities or new technology. In addition, sponsorship such as sponsorship of industry students at Impiana Hotel as well as competitions or any events that take place at Impiana. The opportunity to establish an agreement with several companies for a cheaper labour exchange, for example private companies provide overseas labour with overtime work while Impiana pays them a salary for serving overtime with Impiana.

### **Recommendation**

Impiana Hotel Ipoh is one of the hotels that has the potential to receive funds from the government due to its excellence and history. If Impiana continues to maintain quality and improve all forms of weaknesses it will definitely attract other companies to cooperate. It includes government corporations that often hold events at Impiana to continue to be loyal guests and promote Impiana to other government agencies. Besides, the Impiana sales department needs to actively seek sales calls with private companies to reach promotion for Impiana especially for current facilities and technology. If a good relationship is maintained with an internet company, for example, Impiana will benefit from a more affordable internet package. In addition, there are several companies that have the potential to donate furniture to Impiana, especially large companies that have had a cooperate relationship with Impiana.

### **5.3.3 Improvement in Technologies**

As a company with the status of a 4-star hotel, the opportunity for Impiana to do technological innovation is even higher. Moreover, Impiana has other branches in

Malaysia especially compared to Impiana KLCC so exposure to the latest technology is easy to find. The external factor that is Technological must be reviewed for the awareness of the technology to be present at Impiana Hotel Ipoh. With the minimal use of technology and systems using at Impiana this time, there is still a long way for Impiana to become a quality 4-star hotel.

Studies and recommendations need to be done by HODs for Impiana to slowly start using the new technology especially in the use of software such as Human Resource Software that can update data and employee salaries digitally without the need to waste ink and paper. The awareness of this technology needs to be started especially from the current generation who are knowledgeable in the field of IT to give suggestions for improvement in the use of software and gadgets in hotels. Moreover, cooperation to contact technology companies to further develop knowledge about current software and systems used in organizations. For example, a good relationship between Impiana internet companies to get the best quality and affordable price for Internet plan in Impiana.

### **Recommendation**

Impiana's management needs to look ahead to this technology issue by highlighting to do a technology improvement plan in phases. This includes replacing all old equipment such as PCs, monitors, speakers, TVs and new internet outlets. This renewal is done in phases according to Impiana's financial situation as well as any donation received from outside authorities. Besides, technology investment also needs to be done by Impiana even in an uncertain economic situation. For example, invest in the purchase of new software especially for software for accounting and human resource management. Technological innovation has been widely used in the hotel industry and it is evident that information technology investments will increase Impiana's productivity, lower their costs, and at the same time add value to the services and products offered to their customers (Bilgihan et al., 2011).

## **5.4 Threats**

### **5.4.1 Competition between Hotels**

Impiana has many nearby competitors who are competitive in the same industry. Although Impiana has been in Ipoh for a long time since the days of Casuarina Hotel more than 3 decades ago, various 4-star hotels have existed in this period. So, the competition between hotels in the city of Ipoh is very high in addition to other more famous 3-star hotels. Economic factors and demand from the tourism industry are the main contributors to the establishment of hotels in the city of Ipoh. Competition in terms of price is a big issue that is often highlighted because it affects guest demand, especially in thinking about the cheaper and quality services offer price. Among the major issues that arise regarding this price include price competition in terms of offering cheaper hotel room prices and hotel food. This can be proven when the price of Impiana's Ramadhan buffet is higher than other nearby hotels. As a result, demand for guests to break the fast at Impiana dropped this year due to the price of the offer.

Besides, the comparison in terms of the quality provided is not comparable to the price. Impiana offers high prices for products and services, but the quality presented is not up to hotel standards. This can be proven through messy room service and the food sold does not meet the guest's taste and still does not reach the standard of a 4-star hotel. Although Impiana has reached the level of a 4-star hotel, the quality presented is increasingly poor and is still far from achieving the standard of a 5-star hotel in the future. In addition, good feedback from nearby hotels makes guests compare hotel ratings. So far, Impiana has received a rating of 3.7/5 stars on google reviews.

### **Recommendation**

Impiana needs to set a reasonable price and follow the 4-star standard if it wants to continue the competition between nearby hotels. This is because the majority of nearby hotels offer cheaper prices and better quality, especially in these endemic times. For example, this year's Ramadhan buffet price is set at RM95+ for early bird compared to nearby hotels like Casuarina Meru for RM79+ and symphony suites RM65+. Placing cheap prices for products and services does not mean that the quality is also reduced. The quality of food at The Coffee House must be comparable to hotel standards with the purchase of quality ingredients including types of chicken, vegetables and beverages. Competition in terms of promoting the hotel is also one of the

recommendations for Impiana to work harder to find sales. For example, this year the decorations for the Eid celebration were very disappointing especially at lobby site, so hopefully next year, any celebrations need to be more attractive to gain guests attention to come to Impiana.

#### **5.4.2 Changes of Customer's preferences**

In this post-epidemic era, people will look for accommodation when traveling that is more attractive and cheaper. Airbnb has become a big threat to the hotel industry since more than 5 years ago when this Airbnb service became famous among travellers and backpackers. Due to the success and popularity of Airbnb, nowadays both leisure and business travellers migrate from traditional hotels to Airbnb accommodations (Langfield, 2014). This is because several advantages offered by Airbnb include cheaper prices and larger accommodation space. Airbnb also gives guests the flexibility to enjoy the freedom of using accommodation according to the offer in the application. In addition, the rules given are free for guests to carry out events without having to respect the guest of the next room in the hotel. Airbnb is also suitable for guests who like privacy without the help of customer service like hotels or resorts.

Even though, Airbnb has some shortcomings in maintaining the level of security and poor customers, Airbnb will increase the number of their guests due to social media exposure. Advertisements online become an encouragement to guests, especially the younger generation, to use Airbnb because they are more technologically savvy than the older generation. The existence of Airbnb makes guests to compare the level of satisfaction through accommodation and the value of the prices offered by hotels and Airbnb. Change of guest preferences taste makes the hotel industry lose the number of guests in the future in addition to Airbnb becoming a new competition compared to the establishment of new nearby hotels.

#### **Recommendation**

Instead of doing price competition with Airbnb, Impiana also competes on rewards or amenities. The reward program is a strength of the hotel industry compared to Airbnb because the hotel offers events rooms to clients and from that the hotel benefits from expanding partnerships. Besides, competing on amenities is something that can be proudly to hotel industry because it gives Airbnb benefits in terms of security, comfort, customer service and facilities compared to Airbnb. Therefore, Impiana must continue

to improve their amenities opportunities to attract guests to believe that industrial hotels are more beneficial than airbnb.

Moreover, the suggestion to distribute hotel inventory to Airbnb is a long-term plan that needs to be done. This situation is due to high competition and great response from Airbnb making the hotel industry loss to attract returning guests. This proposal includes channel management between third-party in, payment processing systems and guest communication platforms in Airbnb platforms. This will make it easier for Impiana because the third party will promote the hotel directly on the website without the hotel advertising it.

#### **5.4.3 Better Job Offer from Nearby Competitors**


The post-pandemic brings adverse economic effects in 2023, 2 years after the Covid-19 pandemic. The poor economy leads to inflation in the prices of goods and services as well as all economic activities including job demand. When inflation occurs, the price of goods and the high cost of living make people want to look for better job opportunities. Mostly of people are looking for a job that offers a high salary and benefits in addition to flexibility in working hours. People now also work 2-3 jobs at a time to find more income to cover the high cost of living. Moratorium is one of the big impacts this year, especially for users who had to suspend payments during the pandemic 2 years ago.

So, Impiana has competition in job demand in the labour market, especially in salary offer competition. Many people apply for a job at Impiana for the reason of looking for just temporarily job after the pandemic, but the salary offered by Impiana is low and does not match the current economic situation. The job offer for new staff is still at the lower level compared to other 4-star hotels. The job offer from the nearby Hotel is higher and corresponds to the current job offer especially in the state of Perak. At the same time, the low salary offers, large amount of work and labour shortage caused the staff to feel it was not worth it to continue working at Impiana. This causes existing staff to start turnover and look for better jobs that have high offers and benefits. If Impiana continues to ignore this lower salaries and benefits offers, then this will pose a big threat to Impiana losing more new and existing staff.

### **Recommendation**

Impiana can choose an alternative that costs less by maintaining the number of manning staff but increasing the salary rate. If Impiana wants to cut costs by maintaining the salary rate, then the amount of manning needs to be increased so that it is comparable to the job scope performed by the staff. Due to this 2023 inflation, existing staff are doing side jobs to cover the cost of living, so it is better for Impiana management to open more manning and avoid staff doing other job scope staff due to labour shortage. Working hours of 8 hours by the staff are used at Impiana while the rest of the staff can use their time for side jobs. Besides, the benefits offer by Impiana must be better than nearby Hotel for example, benefits of medical cover, meal allowance, transportation cover and accommodation provided. This will show that even Impiana salary rate are low but the benefits offer is higher for their employee.

## 6.0 SWOT MATRIX

		<b>INTERNAL</b>	
 <b>SWOT MATRIX</b>		<b><u>STRENGTHS</u></b>	<b><u>WEAKNESSES</u></b>
		<ul style="list-style-type: none"> <li>• Well known and good image of hotel</li> <li>• Diversity employment</li> <li>• Positive working environment</li> <li>• Higher employee development provided</li> </ul>	<ul style="list-style-type: none"> <li>• Labour shortage and workload</li> <li>• Higher employment turnover rates</li> <li>• Facilities, building and technologies are outdated</li> <li>• Less supervision</li> </ul>
<b>EXTERNAL</b>	<b><u>OPPORTUNITIES</u></b>	<b><u>SO</u></b>	<b><u>WO</u></b>
	<ul style="list-style-type: none"> <li>• Expand social media presence</li> <li>• Sponsorship or subsidiary from government or private for hotel budget</li> <li>• Technology Improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Promote the hotel diversity at social media</li> <li>• Continue provided better employee development using the subsidiary provision</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the facilities, building and technologies using the sponsorship or subsidiary properly</li> <li>• Head of department should being manageable through technology improvement</li> </ul>
	<b><u>THREATS</u></b>	<b><u>ST</u></b>	<b><u>WT</u></b>
	<ul style="list-style-type: none"> <li>• Competition between Hotel</li> <li>• Changes of customers' preferences</li> <li>• Better job offer from nearby competitors</li> </ul>	<ul style="list-style-type: none"> <li>• Prove the hotel performance to compete with nearby hotel</li> <li>• Provide more benefits to upcoming staff to cover their cost of living</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the salary rates/open manning to reduce turnover</li> <li>• Upgrade the hotel facilities as it worth for guest to choose rather than Airbnb</li> </ul>

## **6.1 DISCUSSION (SWOT MATRIX)**

### **6.1.1 Strengths/Opportunities**

Impiana has the strength of being a well-known hotel for 3 decades ago compared to other nearby hotels, so with this social media opportunity Impiana can share their background and the success they have achieved. This includes the successful acceptance of the outstanding employee award, a visit from His Majesty the Sultan of Perak and even shows the diversity hiring in Impiana. This can be done on social media such as tiktok or documentary shows on YouTube channels or promoting it on television. This step will lead to a positive effect for Impiana to be more famous for their history and positive environment to future guests and future staff. Besides, Impiana should make good use of existing and future government subsidy opportunities for better employee development. This provision can be used by doing better training for example get outsider training for upgrade management safety and security in hotel building.

### **6.1.2 Weaknesses/Opportunities**

Impiana can overcome their outdated facilities, building and technologies using the sponsorship opportunities. This step can be done by using financial or physical donations to repair or change new facilities in the hotel such as beds, tables, TVs, and new PCs in the admin office. Moreover, the issue of head of department that are less supervision can be addressed by creating more manageable if the technologies using are upgraded. For example, purchasing software to manage employees to replace a manual system will be more efficient because employees do not have to waste time doing tasks manually. Additionally, HODs will easily monitor tasks as the software done certain things such as payment for monthly salaries and duty roaster.



### **6.1.3 Strengths/Threats**

Threats of competition between hotels can be overcome using Impiana's existing strength, which is by proving the performance and background history of the hotel. Impiana's performance which has reached an outstanding level more than 30 years ago can be shown to other hotels that Impiana is able to survive as a 4-star hotel despite various economic challenges. This can be done by showing the hotel higher quality of food and beverages and services provided to guests and past guest feedback. Besides, threats of better job demand offer by nearby competitors can be solved by giving more benefits such as food allowance, accommodation and transportation fee. This step can also attract future staff who want to work at Impiana to stay longer employed because the benefits provided are worth the higher cost of living.

### **6.1.4 Weaknesses/Threats**

Higher employee turnover rates can be overcome by increasing the annual salary rate for staff regardless of position. Although this step is costly, it can be done in phases according to the company's financial situation. So, threats to compete labour market with nearby hotels that offer higher wages can be reduced. Impiana turnover rates will be reduced as existing staff are feeling that working with Impiana is more worthwhile than other nearby hotels. Next, threats of customer preferences changes can be overcome if the weaknesses of facilities, buildings and technologies in the hotel are upgraded. A 4-star hotel in Ipoh needs to update the facilities especially in rooms, swimming and lobby area so that the guest or travellers feels that it is more worth to stay at the hotel compared to Airbnb which lacks in terms of customer service and security.

## 7.0 CONCLUSION

Throughout the 6 months of this industrial training semester, I have gained a lot of exposure to knowledge and skills as well as experience working with the company. All these experiences made my life change 360 degrees as a student. Industrial training is a compulsory subject that gives students life experience before preparing for the world of work. This 6-month period is a long period for me to become more mature in carrying out my duties at Impiana Hotel Ipoh. In the past, I never had any experience working with a company, especially in the administration department that involved the course I learned, which is Human Resource. So, this is the golden opportunity that I never wasted and forget in future.

All the company background, I have explained the assessment of Impiana Hotel Ipoh in the discussion of SWOT analysis and SWOT matrix. My hope for the company is to be more advanced and excellent in the future. To recover from this pandemic is not an easy thing, it consumes operational, financial and even labor costs to save the company in the long term. I am also one of the workforce contributors at Impiana in the post-pandemic recovery. I also pray to all Impiana staff regardless of race, religion and nationality who are always positive and encouraging the trainee to find a better job after this. Thank you also for the knowledge and skills they shared with me even though they rarely have free time.

Moreover, I am grateful to the advisor Madam Eliy Nazirah and my examiner, Dr Nursyamilah Annuar who always supported us to continue enthusiastically undergoing industrial training until the end of the period. I hope that after the end of this internship period, I will get a better job opportunity so that I can find experience, especially in this part of administration or any work that might give me new experience.

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## 9.0 APPENDICES



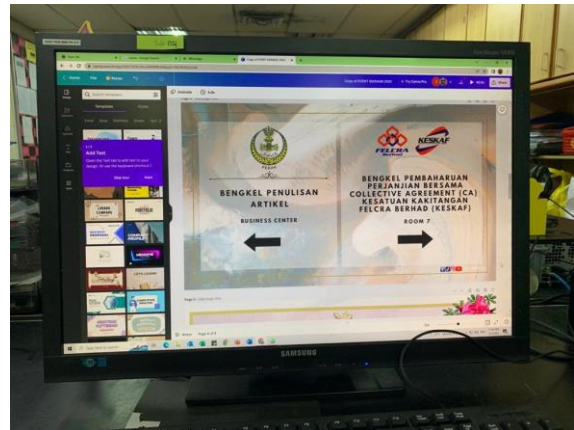
*Report on duty at HR Department*



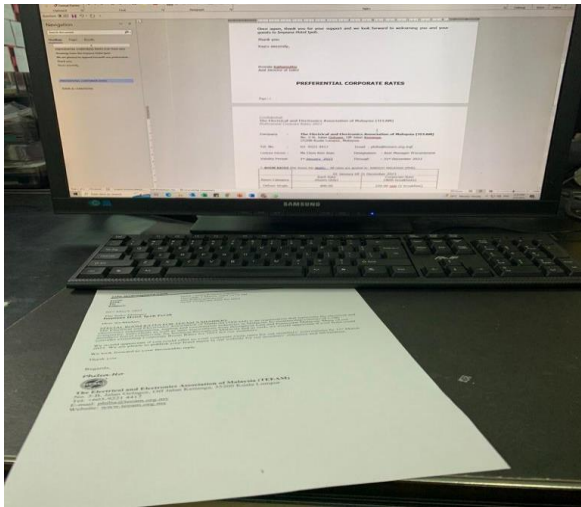
*Recheck and tally the punch card*



*Recalculated the part-time claims*



*Design the signage for events*



*Make quotation for event order*

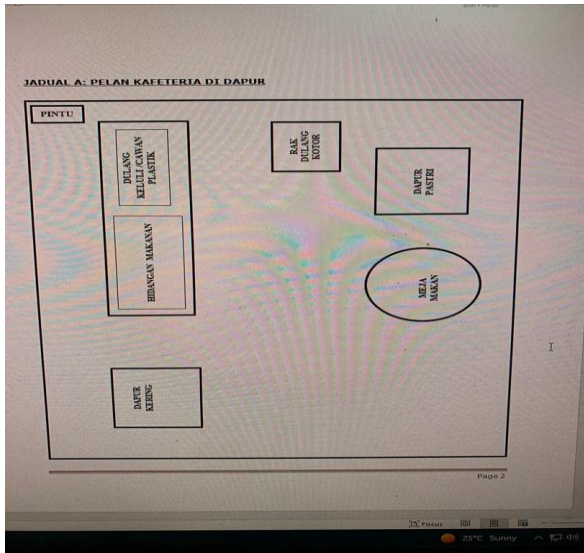


*Install the signage at room monitor*

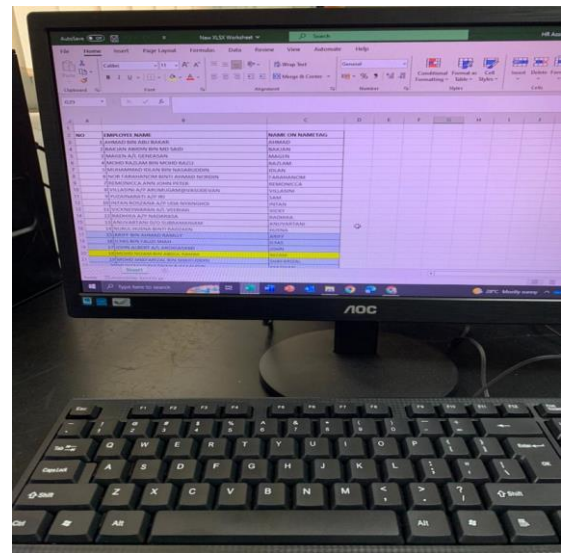


*Spread Ramadhan voucher at nearby Ipoh area*

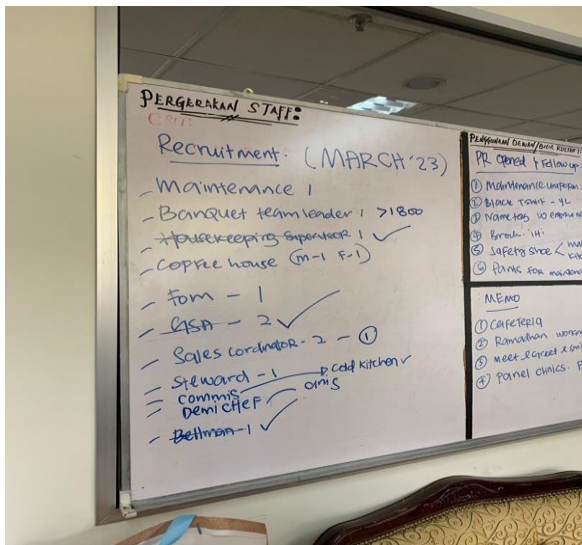




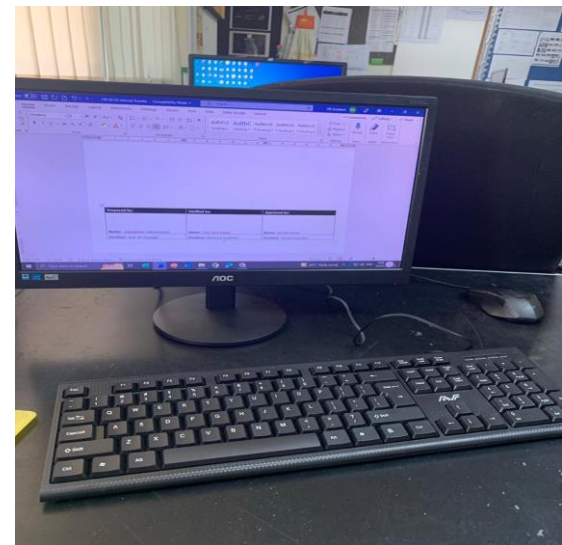
Translate memo to Bahasa Melayu



Updated name list and department



Updated upcoming tasks



Edited new HR department's SOPs



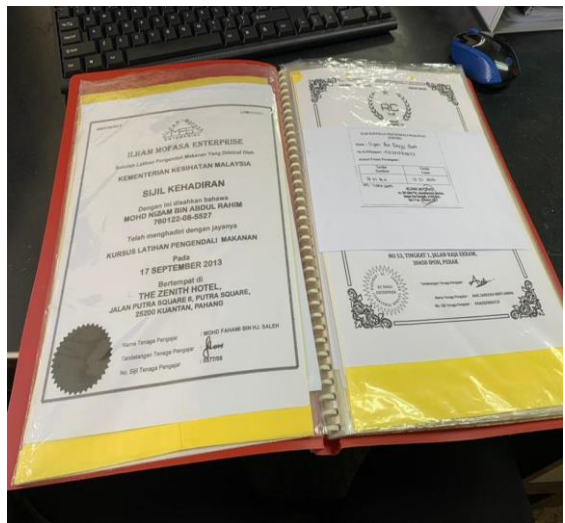
*Joined the orientation Training*



*Helped to clean the rooftop*

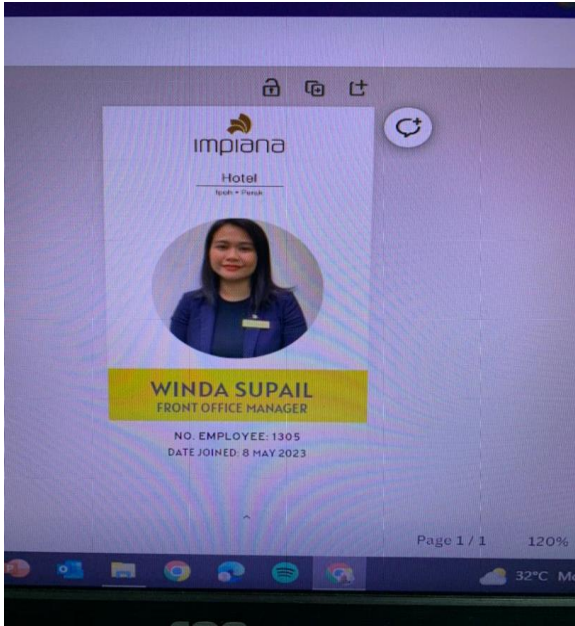


*Helped to pack the bubur lambuk*



*Updated the food handling certificate's files*

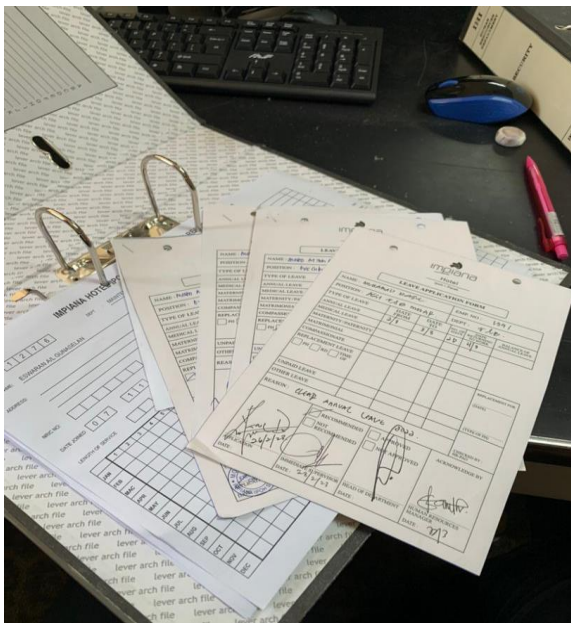




*Designed the staff ID*

NO	NAME	EXT NO
1	MS YOON	8088
2	FAZ	8083
3	MR CHAN	8082
4	AMY ONG	8085
5	CALVIN	8889
6	HUSNA/ANU(HR)	8054/8055
7	STORE/INCOMING	8094
8	PURCHASING	8093/8092
9	NORMA	8011
10	SALES	8015
11	MASTURA	8018
12	KURASHA	8012
13	PREMILA	8980
14	AZRI	8023
15	FAIZA(HK)	8071
16	BALQIS (HK)	8072
17	RESERVATION	8002
18	COFFEE HOUSE	8009
19	KITCHEN	8030
20	MAINTENANCE	8062
21	SECURITY	8051
22	BELLMAN	7

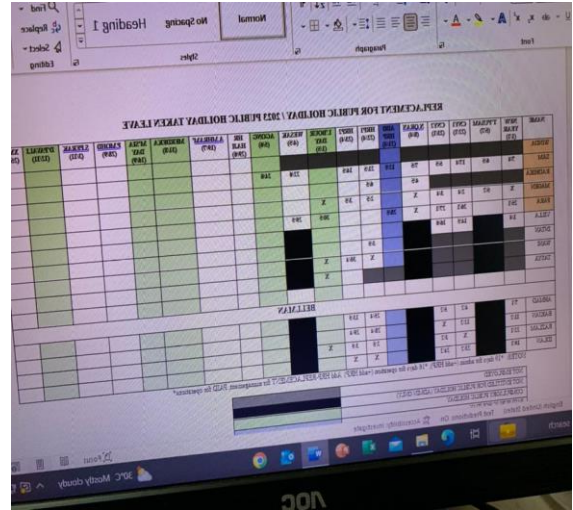
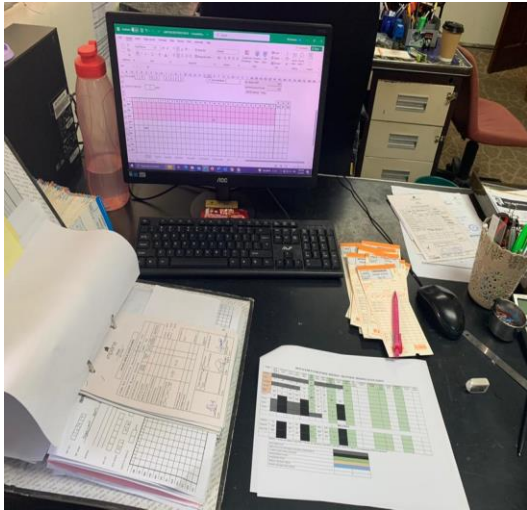
*Updated the extend number*



*Filling the leave form*



*Designed and update the HR board*



*Filling and updated staff leave form*



*Made the new files' title*



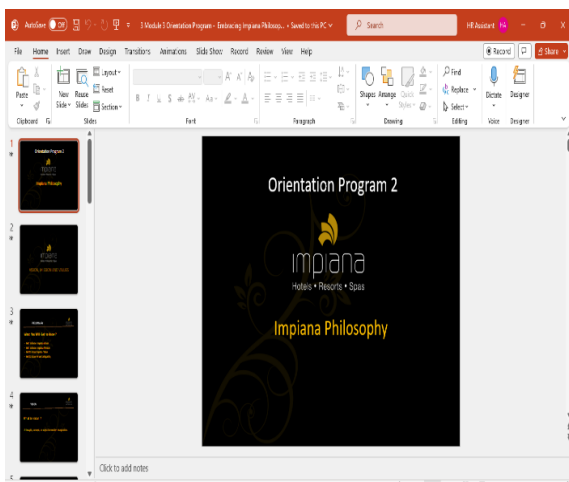
*Made training list name*



*Created the training summary slide*



*Took picture of training program*



*Edited old slides of orientation program*



*Helped kitchen for Buffet Ramadhan*



UNIVERSITI TEKNOLOGI MARA

## ENDORSEMENT OF OUR ORIGINAL REPORT

### Coordinator

Unit Jaminan Kualiti Akademik (UJKA)  
Universiti Teknologi MARA Cawangan Perlis  
02600 Arau  
Perlis

Mr. / Mrs.

### ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/ ASSIGNMENT

With reference to the work of the candidate below:

Nama : ZURAIN ADILA BINTI MOHD ZAMANI

Matric No. : 2020241488

Faculty : FACULTY OF BUSINESS AND MANAGEMENT

Programme : BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT (BA243)

Title : INDUSTRIAL TRAINING REPORT

Percentage of Our original Report : 4%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Our original percentage of the university's requirement.

Thank you

**ELIY NAZIRA MAT NAZIR**  
Koordinator Unit Komunikasi Korporat  
UITM Cawangan Perlis  
HP : 016-4408014

21/7/2023

\_\_\_\_\_  
1<sup>st</sup> advisor's signature and stamp  
Name : Eliy Nazirah Binti Mat Nazir










\_\_\_\_\_  
Date

\*\* Please attach 1<sup>st</sup> page of original report.

## Document Information

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Analysis address	nsyamilah.UiTM@analysis.ouriginal.com

## Sources included in the report

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