

# **INDUSTRIAL TRAINING REPORT (MGT666)**



**TINGKAT VALLEY  
(1st MARCH 2023 - 15th AUGUST 2023)**

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# EXECUTIVE SUMMARY

My wonderful journey as an internship for 6 months at Tingkat Valley. As a Part 6 student under Bachelor of Business Administration (Hons.) Finance, it is required for all students to undergo industrial training at one company for at least 6 months or 24 weeks. This is a good thing since I can gain a lot of experience before entering a real industry in the future. Apart from that, it also gives an opportunity to students to join an organization to practice what they have learned in the university and try to develop it during the industrial training. By doing that, it can develop our skills and build a professional network with people. In this report, I will be explaining about my internship journey from the start until the last day of my internship.

A company that I have chosen to do my industrial training in is Tingkat Valley which has been operating for less than 3 years. The reason why I chose this company is because it is near my house and easy for me to commute every day which takes me 20 minutes to arrive. Some things that I have learned are on how to communicate with people face to face and also in online communication. Other than that, I also learned how to handle an event, making quotations and invoices for customers, housekeeping, quality check for rooms and many more.

In conclusion, industrial training is really a good opportunity for students to develop their skills before entering the real industry.



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## 2.0 COMPANY'S PROFILE

Tingkat Valley is an eco-resort in Perak which takes place at Meru, Ipoh. The well-planned spot is only 20 minutes away from town, 7 minutes away from Jelapang and only takes as long as 5 minutes to reach the mini market as well as food courts.

They started their operation in November 2021 after the pandemic. At that time, they only accept groups of people who want to book for the whole area or half of the area. Tingkat Valley is basically owned by Muhammad Aqil Fitri bin A'zman and helped by Nur Atikah binti A'zman.

Tingkat Valley is one of the perfect landing places to get away with loved ones, pleasuring Mother Nature while witnessing the outstanding creatures without any disturbance. The contentment of catching the beautiful and calming sight of Tingkat Valley will never disappoint anybody, an experience that is too good to be true. Apart from that, it also has its own unique features which can give a great experience to every customer who goes there.



# 2.0 COMPANY'S PROFILE

## **Vision:**

To be recognized as a highly respected industry leader in hotel development, management and in giving value to owners and a great place to work.

## **Missions:**

To provide excellent hospitality through their core values such as service excellence, passionate, innovation, integrity and respect:

**1) Service Excellence:** Committed to the pursuit of excellence in our services.

**2) Passionate:** Passionate about customer satisfaction and offering memorable stays and lasting memories.

**3) Innovation:** Constantly strive for a perfect blend of tradition and innovation as per global trends.

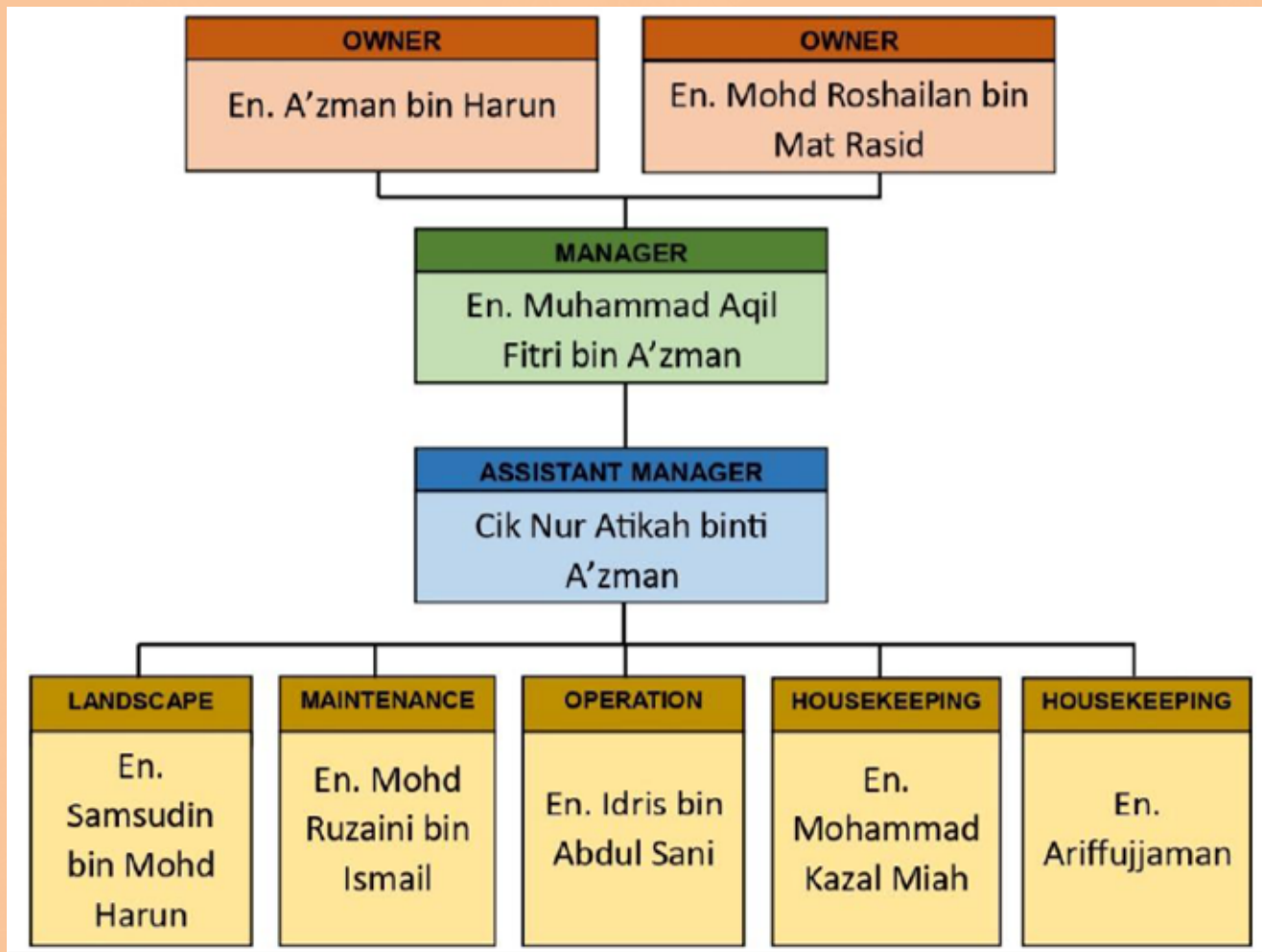
**4) Integrity:** Believe that integrity is essential in all the dealings.

**5) Respect:** Respect all partners and team members and ensure that the relationships are mutually beneficial.



# 2.0 COMPANY'S PROFILE

## Organizational Structure:





# 2.0 COMPANY'S PROFILE

## Products and Services:

Room	Facilities	Rates
<b>Orkid Room - 1 Unit</b> (2 Guests)	<ul style="list-style-type: none"> <li>• 1 Queen-Sized Bed</li> <li>• Air Conditioner</li> <li>• River View</li> <li>• Toiletries</li> <li>• Shower</li> </ul>	Weekday <b>RM250.00 per night</b> Weekend <b>RM325.00 per night</b>
<b>Keladi Suite - 1 Unit</b> (6 Guests)	<ul style="list-style-type: none"> <li>• 3 Rooms</li> <li>• 3 Queen-Sized Bed</li> <li>• Air Conditioner</li> <li>• Shower</li> <li>• Lamp</li> <li>• Bidet</li> </ul>	Weekday <b>RM650.00 per night</b> Weekend <b>RM800.00 per night</b>
<b>Senduduk Tent – 2 Units</b> (2 Guests)	<ul style="list-style-type: none"> <li>• 1 Queen-Sized Bed</li> <li>• Air Conditioner</li> <li>• River View</li> <li>• Toiletries</li> <li>• Shower</li> <li>• Lamp</li> </ul>	Weekday <b>RM200.00 per night</b> Weekend <b>RM260.00 per night</b>
<b>Kemboja Tent - 2 Units</b> (4 Guests)	<ul style="list-style-type: none"> <li>• 2 Queen-Sized Bed</li> <li>• Air Conditioner</li> <li>• Forest View</li> <li>• Toiletries</li> <li>• Shower</li> <li>• Lamp</li> </ul>	Weekday <b>RM360.00 per night</b> Weekend <b>RM420.00 per night</b>
<b>Teratai Tent - 3 Units</b> (4 Guests)	<ul style="list-style-type: none"> <li>• 2 Queen-Sized Bed</li> <li>• Air Conditioner</li> <li>• Forest View</li> <li>• Toiletries</li> <li>• Shower</li> <li>• Lamp</li> </ul>	Weekday <b>RM300.00 per night</b> Weekend <b>RM360.00 per night</b>

\* Weekdays: Sunday to Thursday

Weekends: Friday to Saturday / Eve Public Holiday / Public Holiday



## 3.0 TRAINING'S REFLECTIONS

March 1, 2023. It is the date I am starting my internship journey. The duration of my internship is a total of 24 weeks which ended on 15 August 2023. At Tingkat Valley, they have two shifts of working hours . In the morning it will start at 8.30 am to 5.30 pm, while for the noon shift it will start from 11.00 am to 8.00 pm. For every month, I will have 6 days off and 24 working days and it all has been scheduled by the management including the working shifts hour.

During the internship, I have been doing different tasks such as daily office administration, operation, accounts and marketing. For daily office administration tasks, I need to respond to customer's WhatsApp by answering all their questions, doing a booking confirmation and making a quotation based on their purpose.

For operation, it requires me to do the housekeeping whenever there are new customers who want to check in. Sometimes, I also will be taking responsibility to do the quality check for each room before all customers are allowed to enter the rooms. I need to make sure all things are good and functioning well such as the fan, lamp and air conditioning can be on and make sure all things are complete such as amenities and towel. Apart from that, I will also take part in any events happening in Tingkat Valley.



## 3.0 TRAINING'S REFLECTIONS

For accounts, it requires me to record all transactions happening in the company's account to the system. It is to make sure that the system is in line with the bank statement. Apart from that, I need to record all the receipts information in the system to know the expenses of the company for each day. It is important to record all the transactions to keep track of the cash flow of the company.

For marketing, there are a few activities that I have been involved in. Some of them were following my manager to promote Tingkat Valley at Taman D.R Seenivasagam during Hari Landskap Negara on 10 until 12 March 2023. I need to explain all the products and services that Tingkat Valley provides to customers. Apart from that, I also need to do posting on social media and record short videos for Instagram.

As a result, the amount of allowance that I receive every month is RM500. It does not include extra payment if I work more than working hours that I need to. Usually if there is an event during night time, I need to work until night which I will get extra payment for. There are many new things that I have learned during my internship for six months at Tingkat Valley. One of the things that I have learned is communication. Since I need to talk to customers who come to stay at Tingkat Valley, it is important for me to make sure the customers are comfortable when we are communicating with each other.



# 4.0 COMPANY ANALYSIS

## 4.1 Introduction

Company analysis can also be known as fundamental analysis. It is a process to evaluate securities, collecting info related to the company's profile, products and services as well as profitability of the company by the investors. Apart from that, a company analysis incorporates basic info about the company such as the mission statement and apparition and the goals and values. During the process of the company analysis, investors also consider other parts of the company such as the company's history, focusing on events which have contributed in making the company successful.

By doing a company analysis, investors can study various aspects of a company or any kind of situations, decisions and dilemmas managers need to face every day. It is also an effective way to understand financial performance, identify areas for improvement and make informed decisions about how to grow and succeed in the industry.

In addition, the objective is to examine the earning capacity and efficiency of various business activities with the help of income statements and to measure the managerial efficiency under various business situations.



# 4.0 COMPANY ANALYSIS

## 4.2 Financial Ratios Analysis

Ratio analysis is a quantitative method for analyzing a company's financial documents such as the balance sheet and income statement. It is used to calculate the company's liquidity, leverage, activity, profitability and market ratio. By carefully examining previous and present financial statements, investors and analysts use financial ratio analysis to assess a company's financial health. Comparative data may show how a business is doing through time and can be used to predict how the company will perform in the future.

There are many types of financial ratios. In this report I will analyse four ratios which are liquidity ratio, leverage ratio, profitability ratio and activity ratio. Firstly, liquidity ratios. It estimates the ability of the company to pay off its short-term loans by using the company's current or quick assets when they become due. Liquidity ratios include the current ratio, quick ratio, and net working capital ratio.

Secondly, leverage ratios. It is also known as solvency ratios. It determines whether a company will be able to sustain itself over the long term by repaying both its long-term debt and the interest on that debt by comparing the amount of debt it has to its assets, equity, and earnings. Leverage ratios include debt ratios, debt to equity ratios and times interest earned.



## 4.0 COMPANY ANALYSIS

Thirdly, profitability ratios. These ratios demonstrate how effectively a company can turn a profit from its operations. It includes gross profit margin, operating profit margin, net profit margin, return on assets and return on equity.

Lastly, activity ratios. It is also known as efficiency ratios. It evaluates how well a company makes use of its resources to increase sales and maximize profits. Examples of ratios under activity ratios are average collection period, inventory turnover, fixed asset turnover and total asset turnover.

There are two types of analysis methods used to examine the performance of the current financial year and upcoming financial year's, which is trend analysis and comparative analysis. Financial analysts use a method called trend analysis to analyze financial statements' values over a predetermined time period line by line and make a decision. On the other hand, comparative analysis method is to evaluate the current year's financial statement with prior period statements or with the statement of another company.



# 4.0 COMPANY ANALYSIS

## 4.3 Trend Analysis (Year 2020 until Year 2022)

### Liquidity Ratio

LIQUIDITY RATIO	2020	2021	2022
Current Ratio	0 times	286.87 times	24.15 times
Quick Ratio	0 times	300.65 times	23.91 times
Net Working Capital	RM7,443	(RM52,393.15)	RM243,078.35

The liquidity ratio of the company had not shown a favorable outcome in 2020 to 2021. The company had a decline in liquidity which can be seen by the current ratio from 0 times in 2020 to (286.87) times in 2021. The decline was caused by an increase in account payable by RM182 and a decline in current assets (money in the bank). However, the current ratio increased from (286.87) times in 2021 to 24.15 times in 2022.

The company had a decline in quick ratio from 2020 to 2021 which is 0 times in 2020 to negative 300.65 times in 2021. However, there is an increase of quick ratio in 2022 which is from negative 300.65 times to 23.91 times. Based on this, it shows the company might not be facing difficulties in the future as their liquidity position is not relying heavily on inventory.

Apart from that, the company shows a positive net working capital in 2020 which is RM 243,078.35 from negative RM52,393.15 and RM7,443 in 2021 and 2020 respectively.



# 4.0 COMPANY ANALYSIS

## 4.3 Trend Analysis (Year 2020 until Year 2022)

### Leverage Ratio

LEVERAGE RATIO	2020	2021	2022
Debt Ratio	0 %	(1.02 %)	3.65 %
Debt to Equity Ratio	0 %	(1.01 %)	3.79 %

The leverage position of the company for debt ratio had slightly decreased from 0% in 2020 to negative 1.02% in 2021. The increase of total assets is more than the increase of total debt which makes the debt ratio to decrease. Apart from that, the debt ratio had an increase from negative 1.02% in 2021 to 3.65% in 2022. This shows that the company is relying on debt to finance their investment in assets.

Debt to equity ratio of the company has increased which is 3.79% in 2022 as compared to 2021 and 2019 which was negative 1.01% and 0% respectively. The increase in total equity shows that the company is increasing their borrowing from equity than debt. This can be seen when the total equity increases as much as 343% in 2021. Overall, it gives a high financial risk to the company due to high increase of total equity.



# 4.0 COMPANY ANALYSIS

## 4.3 Trend Analysis (Year 2020 until Year 2022)

### Activity Ratio

ACTIVITY RATIO	2020	2021	2022
Average Collection Period	0 day	16 days	8 days
Inventory Turnover	0 time	68.9 times	6.85 times

The company activity ratio for the average collection period shows a decrease from 16 days in 2021 to 8 days in 2022. It indicates that the company is efficient in collecting account receivables.

Apart from that, inventory turnover shows a huge increase from 0 times in 2020 to 68.9 times in 2021. The increase was because the company's material purchase is high which is 1195% in 2021. In addition, the inventory turnover decreases in 2022 to 6.85 times from 68.9 times in 2021. Although the inventory turnover decreases, it still shows that the company is still efficient in managing their inventory

# 4.0 COMPANY ANALYSIS

## 4.3 Trend Analysis (Year 2020 until Year 2022)

### Activity Ratio

ACTIVITY RATIO	2020	2021	2022
Fixed Asset Turnover	0 time	3.70 times	9.68 times
Total Asset Turnover	5.75 times	(12.11 times)	2.46 times

The fixed asset turnover shows an increase from 3.70 times in 2021 to 9.68 times in 2022. The increase was caused by the company buying more fixed assets by 100% in 2022. Other than that, the total asset turnover had a decrease from 5.75 times in 2020 to negative 12.11 times while increasing to 2.46 times in 2022. The increase of fixed assets resulted in an increase of total assets of the company. It indicates the company is not good in making sales but still efficient in utilizing the assets.



# 4.0 COMPANY ANALYSIS

## 4.3 Trend Analysis (Year 2020 until Year 2022)

### Profitability Ratio

PROFITABILITY RATIO	2020	2021	2022
Gross Profit Margin	68.8 %	(5.14 %)	94.86%
Operating Profit Margin	34.78 %	40.29 %	88.98 %

The company profitability had shown a favorable outcome in 2022. The gross profit margin had declined to negative 5.14% in 2021 from 68.8% in 2020. However, the gross profit margin had a huge increase to 94.86% in 2022 from negative 5.14% in 2021.

Even though the company has increased their expenses, the sales generated is able to cover the expenses. This has resulted in the operating profit margin increase from 34.78% in 2020 to 40.29% and 88.98% in 2021 and 2022 respectively

# 4.0 COMPANY ANALYSIS

## 4.3 Trend Analysis (Year 2020 until Year 2022)

### Profitability Ratio

PROFITABILITY RATIO	2020	2021	2022
Net Profit Margin	100 %	131 %	100 %
Return on Asset	200 %	487 %	219 %
Return on Equity	200 %	479 %	227 %

The net profit margin had a decline to 100% in 2022 from 100% and 131% in 2020 and 2021 respectively. This was caused by the increase of net income is low than the increase of sales which is 196% in 2021 and 423% in 2022.

In addition, return on asset had an increase to 219% in 2022 from 487% and 200% in 2021 and 2020 respectively. It shows that the company are efficient by using their assets to generate sales which can provide profit to the company.

Besides that, return on equity increases from 200% in 2020 to 479% in 2021. However, there is a decline to 227% in 2022 from 479% in 2021. This indicates that the company are making return to the shareholders. All in all, the company are good in profitability positions.



# 4.0 COMPANY ANALYSIS

## 4.4 SWOT Analysis

SWOT analysis is a framework used to assess a company's competitive situation and create a strategic plan. A SWOT analysis gathers data on internal factors such as the company's strengths and weaknesses. As well as external factors such as opportunities and threats that could have an uncontrollable impact on decision-making.

The purpose of conducting a SWOT analysis is to help organizations in becoming fully aware of all the factors that are involved in making a right decision for business. In addition, it also helps a business to know what they are good at and how to make a good strategy that can be used in the future. SWOT also reveals areas of the company that are restricting them to grow or certain areas that competitors could take advantage of if the business is not protecting themselves.

There is the importance of SWOT analysis. A business can benefit from challenging risky assumptions and identifying potentially harmful blind spots on the operation of the company. This SWOT analysis can give the company new insights into where the company currently stands if it is used wisely and collectively. Additionally, it can assist the company in creating the right strategy for every circumstance. For instance, a company may be aware of its strengths, but it may not be aware of how unreliable those strengths are until it records those strengths alongside weaknesses and threats.



# 4.0 COMPANY ANALYSIS

## 4.4 SWOT Analysis

Below is the SWOT analysis for Tingkat Valley.

### STRENGTHS

- Good working environment
- Great customer service
- Sales increase

### WEAKNESSES

- High expenses
- Lack of technology development

### OPPORTUNITIES

- Expand new products and services.
- Collaborate with travel agency.

### THREATS

- Competition from other resorts or hotels.
- Surrounding areas



# 4.0 COMPANY ANALYSIS

## 4.4 SWOT Analysis

### STRENGTHS

#### 1) Good working environment

The first strength is a good working environment. A healthy workplace environment can gain benefit since it can lead to an increase of sales for the company. Apart from that, it also boost employee's productivity. Employees will feel more motivated and will perform their job to the highest standard. This is because of a good environment and a good circle of colleagues. Tingkat Valley are very open to new ideas and suggestions which make it easy for people to work together and try new things. As an intern, I find this place to be very welcoming and supportive which makes my time with them very valuable.

#### 2) Great customer service

The second strength is great customer service. It is a vital part of any business. To make customers happy by providing outstanding customer service will enhances the reputation of the business. Excellent skills in customer service can also be used to explore new market possibilities. For example, most customers who have been staying at Tingkat Valley would say that the staff is friendly and will always be willing to entertain them. This will make the customers feel comfortable and not scared to ask for help if they need anything.



# 4.0 COMPANY ANALYSIS

## 4.4 SWOT Analysis

### STRENGTHS

#### 3) Sales increase

The third strength is that the sales of Tingkat Valley are increasing. Based on the financial ratio, we can see that the sales for Tingkat Valley are increasing. It has been increasing every year even though they are still new in this industry. Apart from that, they need to compete with other big names of hotels and resorts. Due to that, they need to have a good strategy and their own uniqueness to attract people to come rather than choosing other hotels and resorts.



# 4.0 COMPANY ANALYSIS

## 4.4 SWOT Analysis

### WEAKNESSES

#### 1) High expenses.

The first weakness is high expenses. Tingkat Valley is trying to do their best every day and make sure customers feel comfortable during their stay. That is why many improvements in terms of rooms, surroundings, utilities and services need to be done. For example, Tingkat Valley had done some renovation such as adding a sliding door to Keladi Suite, extend the space for Orkid Room and added air conditioner to Senduduk and Teratai Tent. All these improvements were good however it might increase the expenses of the business.

#### 2) Lack of technology development

The second weakness is lack of technological development. Technology is now being used by every business from inventory management to communicating with customers. Thus, it is crucial for every business to have advanced technology to make more sales of their business. For example, Tingkat Valley has its own website to make booking, however there is no access to make a payment through the website. In the other way we need to send them a booking confirmation through WhatsApp or email and for a payment. This is because the management is still figuring out which integrated payments are better and easier for customers to use.



# 4.0 COMPANY ANALYSIS

## 4.4 SWOT Analysis

### OPPORTUNITIES

#### 1) Expand new products and services.

One of the opportunities is to expand new products and services. In order for the company to expand with new products and services, they must make sure the product should have a high quality to increase brand recognition and reputation. For example, Tingkat Valley can build a small café or restaurant inside the resort. It will make it easier for the customers who stay at Tingkat Valley to get their food instead of needing to go outside or buying through grab food. Apart from that, it also can increase a company's revenue from the café or restaurant.

#### 2) Collaborate with travel agency.

The second opportunity is to collaborate or partner with a travel agency to attract tourists outside from Perak or Malaysia. More people nowadays around the world are traveling than ever before as a result of how connected and accessible the world has become. By that, Tingkat Valley can use this opportunity as a resort to get more customers from other countries by collaborating with travel agencies. A travel agency also can help to promote and market the business in exchange for them to earn a commission on every reservation made under them.



# 4.0 COMPANY ANALYSIS

## 4.4 SWOT Analysis

### THREATS

#### 1) Competition from other resorts or hotels.

One of the threats is competition from other resorts and hotels. Due to the abundance of hotels and resorts on the market, the tourism business is very competitive. There are times when well-known companies in the tourism industry such as Gopeng Glamping and Tiarasa which might give a tough competition to hotels and resorts. As they are growing, Tingkat Valley need to compete with other resorts which might offer better services with affordable price. However, some people would not care about the price as long as they get a good service. Due to that, Tingkat Valley needs to have a good strategy by offering a unique attraction that can attract customers to come here rather than other place.

#### 2) Surrounding area

The second threat is the surrounding area. Since Tingkat Valley is an eco-resort business, it is basically surrounded with trees and more to nature. Some people might really care about the environment and the place that they will go. To arrive at Tingkat Valley, customers need to be careful since the road itself is a little bit uneven. However, to those who really love nature, they would really enjoy their time there by doing their own activities such as playing fun archery, badminton, football, board games and doing bbq and campfire during night.



# 5.0 DISCUSSION AND RECOMMENDATION

## STRENGTHS

### 1) **Maintaining excellent customer service standard.**

One of the things that might help a hotel stay in business for a long time is having good customer service. It is important to have a high level of skilled staff that can provide excellent customer service, respect, and the ability to make a customer's stay as comfortable as possible. A hotel that provides excellent service will not only be able to remain in business for a long time, but it will also likely attract repeat customers. Same goes for Tingkat Valley, if they want to have a good reputation as a resort, they need to have excellent customer service to attract customers. Also, they must have an in-depth understanding of their target customer in order to ensure that they can provide good services and facilities.

### 2) **Positive working environment**

A positive work environment, according to (Jennifer Herrity, 2023) is one that enables employees to feel comfortable, grow and be able to accomplish the objectives of the company. These kinds of places are best for a successful workforce because they urge employees to accomplish their best work which is optimal for a productive workforce. By concentrating on employees' entire culture, supporting employee development and ensuring that employees feel safe and comfortable at work may create a good place to work for a business



# 5.0 DISCUSSION AND RECOMMENDATION

## WEAKNESSES

### 1) Manage the operating costs

Based on the study in 2023 by Finmodelslab stated that according to Statista, the hotel business generated a record \$570 billion in global sales in 2019. Operating costs are the expenses that arise from conducting daily business operations. These costs are needed to keep the hotel operating and providing customers with a comfortable stay. In Tingkat Valley, the operating expenses that lead to high costs are property maintenance and repair costs. This includes the cost of repairing and maintaining the facilities such as air conditioning and plumbing. However, by properly managing these costs, the company can maximize its resources and ensure long term success in the competitive tourism industry.

### 2) Use advance technology in the system

Nowadays, technology plays a significant role in our lives. The increased demand for technology could help hotel operations in differentiating themselves from their competitors and attract new customers. Although technology offers countless potential to increase hotel efficiency, hoteliers must nonetheless maintain the proper balance of automation and human touch. Tingkat Valley may take advantage of this advancement in technology by including a payment option on their website which would make it easier for customers to make their booking.



# 5.0 DISCUSSION AND RECOMMENDATION

## OPPORTUNITY

### 1) Strategic collaboration

A strategic collaboration or partnership is when two or more organizations cooperate and share resources, technology and funds to help each other succeed. Non-competing companies typically choose to collaborate in order to lower the risks like expanding their marketing efforts into new areas which can be expensive and has no guarantee to success (Connor Blakely, 2023). Strategic collaboration in the tourism industry involves collaborating with travel agencies to attract customers or travelers and increase the resort's profile. Tingkat Valley can collaborate with the travel agency to put together a great package that includes lodging, food and activities at the resort.



# 5.0 DISCUSSION AND RECOMMENDATION

## THREAT

### 1) Have good strategy to attract customers

The tourism industry has been growing bigger and bigger every year. Travelers will always be looking for something perfect accommodation for their stay. The demand for accommodation is rising which also increases the level of competition in this sector. In order to attract customers and travelers, these new and existing competitors will use this chance to lower prices, offer top-notch services and amenities or significantly expand or upgrade their facilities. In order to compete with other hotels and resorts, they must have a good strategy to attract travelers. Management can do something great such as making rooms include with packages.



## 6.0 CONCLUSION

After completing my industrial training at Tingkat Valley, I have learned a lot of things and gained new experience that I would never get outside. Despite being a small eco-resort company, Tingkat Valley is very ambitious to compete with any other big name in the tourism industry. My manager and all the staff at Tingkat Valley have given me a lot of new information about how things work and how they work technically which I never knew before. It really helps me to improve my skills before entering a real working phase.

Apart from that, by doing my internship, Tingkat Valley really helped me to increase my confidence to communicate with customers that I have never met before. Opening and promoting a booth at Taman Dr is another new experience that I got where I could meet people from different backgrounds in the tourism industry. Aside from that, getting to handle a few events really taught me to delegate the task to other staff and make sure all things went well until the end of the event. The exposure that I got from Tingkat Valley gave me a picture of how a real industry works. After doing my industrial training, it really grew my interest to work in the tourism industry. All in all, students' participant in industrial training is very important to develop and improve their skills



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# APPENDICES

	LIQUIDITY RATIO		
	Current Ratio = Current Asset / Current Liabilities	Quick Ratio = Current Asset – Inventory / Current Liabilities	Net Working Capital = Current Asset – Current Liabilities
2020	7,443 / 0 = 0 times	7,443 – 0 / 0 = 0 times	7,443 – 0 = RM 7,443
2021	-52,211.15 / 182 = -286.87 times	-52,211.15 – 2,507 / 182 = -300.65 times	-52,211.15 – 182 = -RM 52,393.15
2022	253,578.35 / 10,500.00 = 24.15 times	253,578.35 - 2,507 / 10,500 = 23.91 times	253,578.35 - 10,500 = RM 243,078.35

	LEVERAGE RATIO		
	Debt Ratio = Total Debt / Total Asset	Debt to Equity Ratio = Total Debt / Total Equity	Times Interest Earned = EBIT / Interest
2020	0 / 7,443 = 0%	0 / 7,443 = 0%	7,443 / 0 = 0 times
2021	182 / -17,916.34 = -0.01016 @ -1.016%	182 / -18,098.34 = -0.01006 @ -1.006%	-25,541.34 / 0 = 0 times
2022	10,500 / 287,873.16 = 0.03647 @ 3.647%	10,500 / 277,373.16 = 0.03786 @ 3.786%	295,471.50 / 0 = 0 times

	ACTIVITY RATIO			
	Average collection period = Ave. Acc Receivable / Sales x 360	Inventory Turnover = COGS / Ave. Inventory	Fixed Asset Turnover = Sales / Ave. Fixed Asset	Total Asset Turnover = Sales / Ave. Total Asset
2020	0 / 21,400 x 360 = 0 days	6,670 / 0 = 0 times	21,400 / 0 = 0 times	21,400 / (0 + 7,443)/2 = 5.75 times
2021	(0 + 5,495)/2 / 63,395 x 360 = 16 days	86,365.99 / (0 + 2,507)/2 = 68.9 times	63,395 / (0 + 34,294.81)/2 = 3.70 times	63,395 / (7,443 – 17,916.34)/2 = -12.11 times
2022	[5,495 + (9,200)]/2 / 332,056 x 360 = 8 days	17,170 / (2,507 + 2,507)/2 = 6.85 times	332,056 / (34,294.81 + 34,294.81)/2 = 9.68 times	332,056 / (-17,916.34 + 287,873.16)/2 = 2.46 times

	PROFITABILITY RATIO				
	Gross Profit Margin = Gross Profit / Sales	Operating Profit Margin = EBIT / Sales	Net Profit Margin = Income / Sales	Return on Asset = Net Income / Ave. Total Asset	Return on Equity = Net Income / Ave. Total Equity
2020	14,730 / 21,400 = 0.688@ 68.8 %	7,443 / 21,400 = 34.78%	21,400 / 21,400 = 100%	7,443 / (0 + 7,443)/2 = 200%	7,443 / (0 + 7,443)/2 = 200%
2021	-3,257.99 / 63,395 = -5.14 %	-25,541.34 / 63,395 = -40.29%	83,108 / 63,395 = 131%	-25,541.34 / (7,443 - 17,916.34)/2 = 487%	-25,541.34 / (7,443 – 18,098.34)/2 = 479%
2022	314,986 / 332,056 = 94.86%	295,471.50 / 332,056 = 88.98%	332,156 / 332,056 = 100%	295,471.50 / (-17,916.34 + 287,873.16)/2 = 219%	295,471.50 / (-18,098.34 + 277,373.16)/2 = 227%

# APPENDICES

2020	
<b>FIXED ASSETS</b>	<b>MYR</b>
Total	0.00
<b>CURRENT ASSETS</b>	<b>MYR</b>
PublicBank 3817198232	7,443.00
Total	7,443.00
<b>CURRENT LIABILITIES</b>	<b>MYR</b>
Total	0.00
<b>NETT ASSET / LIABILITIES</b>	<b>7,443.00</b>
<b>LIABILITIES &amp; EQUITY</b>	
Retained Earnings	
Share Capital	0.00

2021	
<b>FIXED ASSETS</b>	<b>MYR</b>
Computer, Equipment & Software	2,829.00
Furniture & Fittings	9,247.61
Land & Building	21,379.20
Machine & Equipment	839.00
Total	34,294.81
<b>CURRENT ASSETS</b>	<b>MYR</b>
Acc Receivable / Sale Invoice	5,495.00
Stock Purchased / Inventory	2,507.00
PublicBank 3817198232	(25,064.45)
Cash	(35,148.70)
Total	(52,211.15)

2022	
<b>FIXED ASSETS</b>	<b>MYR</b>
Computer, Equipment & Software	2,829.00
Furniture & Fittings	9,247.61
Land & Building	21,379.20
Machine & Equipment	839.00
Total	34,294.81
<b>CURRENT ASSETS</b>	<b>MYR</b>
Acc Receivable / Sale Invoice	(9,200.00)
Stock Purchased / Inventory	2,507.00
PublicBank 3817198232	251,452.05
Cash	2,002.30
Maybank	5,517.00
Maybank 558314452982	1,300.00



# APPENDICES



Hari Landskap Negara 2023 at  
Taman D.R Seenivasagam



Wedding Event at Tingkat  
Valley



Iftar corporate 2023 at  
Tingkat Valley



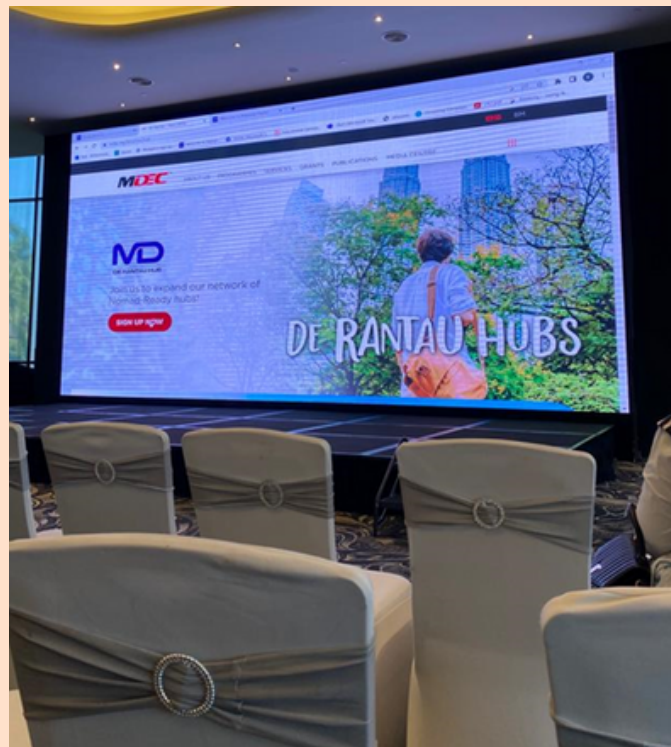
# APPENDICES



Lunch with Datuk Ramli Sarip at Tingkat Valley



Launch of DE Rantau Programme by YAB Dato' Seri Saarani Mohamad



DE Rantau Programme at M Roof Hotel



## Document Information

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<b>Analyzed document</b>	NURSYAHIRA BINTI SHAHINI_2021132507_RBA2426B_MGT666.pdf (D172346752)
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<b>Similarity</b>	0%
<b>Analysis address</b>	hafizha853.UiTM@analysis.ouriginal.com

## Sources included in the report

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### Entire Document

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INDUSTRIAL TRAINING REPORT (MGT666) NURSYAHIRA BINTI SHAHINI 2021132507 BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE TINGKAT VALLEY (1st MARCH 2023 – 15th AUGUST 2023) ADVISOR NAME: MADAM NOOR HAFIZHA BINTI MUHAMMAD YUSUF

EXECUTIVE SUMMARY My wonderful journey as an internship for 6 months at Tingkat Valley. As a Part 6 student under Bachelor of Business Administration (Hons.) Finance, it is required for all students to undergo industrial training at one company for at least 6 months or 24 weeks. This is a good thing since I can gain a lot of experience before entering a real industry in the future. Apart from that, it also gives an opportunity to students to join an organization to practice what they have learned in the university and try to develop it during the industrial training. By doing that, it can develop our skills and build a professional network with people. In this report, I will be explaining about my internship journey from the start until the last day of my internship. A company that I have chosen to do my industrial training in is Tingkat Valley which has been operating for less than 3 years. The reason why I chose this company is because it is near my house and easy for me to commute every day which takes me 20 minutes to arrive. Some things that I have learned are on how to communicate with people face to face and also in online communication. Other than that, I also learned how to handle an event, making quotations and invoices for customers, housekeeping, quality check for rooms and many more. In conclusion, industrial training is really a good opportunity for students to develop their skills before entering the real industry. 2

01 Executive Summary Table of Contents Acknowledgement 1.0 Student's Profile 2.0 Company's Profile 3.0 Training's Reflection TABLE OF CONTENT Title Pages 4.0 Company Analysis (Financial Ratios and SWOT Analysis) 5.0 Discussion and Recommendation 6.0 Conclusion References Appendices Ouriginal Endorsement Form & Report 02 03 04 08 09 05 06 07 10 11 12 2 3 4 5 6 - 9 10 - 11 12 - 27 28 - 31 32 33 - 34 35 - 38 39 - 40 3

ACKNOWLEDGEMENT Assalamualaikum W.B.T. and in the name of Allah S.W.T. the most beneficent and The Most Merciful. First of all, I would like to express my gratitude to Allah S.W.T because of His blessings, I am able to successfully complete my internship report for this semester. Even though I have been facing some difficulties in completing this assignment, I still managed to complete it within the time given. I would like to express my gratitude to my advisor, Madam Noor Hafizha binti Muhammad Yusuf for helping me throughout this semester. This is impossible to happen without help from my lecturer for this subject for always giving my classmates and me positive words. Thank you so much Madam Hafizha for always guiding me very well. Next, I would like to thank Mr. Muhammad Aqil Fitri (Manager of Tingkat Valley), Ms. Nur Atikah binti A'zman (Supervisor of Tingkat Valley) and other staffs at Tingkat Valley for always guide and helping me out during my internship period. Finally, I would like to express my gratitude towards my parents and my friends for continuous support in completing this assignment even without realizing it. Also, I want to thank everyone that has been involved in this assignment either directly or indirectly. Thank you and May Allah ease everything for them and repay their kindness. 4