



ENGLISH LANGUAGE AND LITERATURE DEPARTMENT  
FACULTY OF LANGUAGES AND COMMUNICATION

BIK1136 INDUSTRIAL TRAINING

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PROGRAMME	DIPLOMA IN ENGLISH (A2150)
DURATION	12 WEEKS (6/6/2023 – 25/8/2023)
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INDUSTRY SUPERVISOR	ADIL RIDZUAN

**DIPLOMA IN ENGLISH**  
**DEPARTMENT OF ENGLISH LANGUAGE AND LITERATURE**  
**FACULTY OF LANGUAGES AND COMMUNICATION**  
**UNIVERSITI PENDIDIKAN SULTAN IDRIS**

**BIK1136 INDUSTRIAL TRAINING  
FINAL REPORT**

**FOUR POINTS BY SHERATON KUALA LUMPUR,  
CHINATOWN**

**2, Jalan Balai Polis,  
50000, Wilayah  
Persekutuan Kuala  
Lumpur**

**FARAH DANIA TAY BINTI MUHAMMAD FIRDAUS TAY  
E20211028660**

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## **ACKNOWLEDGEMENT**

First and foremost, I'd like to use this opportunity to express my heartfelt appreciation to everyone who helped me during my industrial training period. I promise to remember all the advice, motivation, and opportunities that have been provided to me with gratitude and honesty. In addition, I'd like to thank Four Points by Sheraton, Chinatown for the invaluable and unforgettable internship experience I had here.

I'd also like to thank my industrial supervisor, Adil Bin Ridzuan, Assistant Manager, for allowing me to experience my industrial training with the organisation and be a member of the Front Office Team. He is very empathetic and thoughtful during my whole period as well as extremely patient when assisting me with the tasks assigned. His mentoring and ongoing assistance have had a tremendous impact on my professional progress throughout my internship.

Following that, I'd like to thank the entire front office team and trainees. Their friendly greeting and patience with responding to my queries have considerably increased and enriched my internship experience. I was able to broaden my skills and have a deeper understanding of the management flow with the help of each team member.

Furthermore, I am grateful to the Diploma Course Coordinator, Dr. Muhammad Lothfi Bin Zamri, for guiding me from the beginning to the end of my industrial training repetition due to the lack of suitability from my previous internship placement. Dr. Lothfi ensured that I would be able to complete industrial training for my diploma and graduate alongside the other students.

Overall, the skills and information I gained during my internship will be of tremendous worth to me in the future, and I am very thankful to have served at Four Points by Sheraton. I wish them an abundance of happiness as large as their heart.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Foreword**

This final report is the outcome of Industrial Training (BIK1136) organized by Sultan Idris Education University at Four Points by Sheraton, Chinatown. The objective of this internship program was to familiarize the intern with the implementation of the knowledge she has acquired in the campus.

It is a required course for all Diploma in English students in Semester 6. This report will be an overview of her personal industrial training experiences and the knowledge she obtained during the 12-week internship at Four Points by Sheraton. The intern will go over the duties and situations that occurred while serving as a Customer Service Associate at the Front Office Team.

The documents attached to this report are the relevant documents and information, such as the company's background, a list of figures (Industrial Supervisor), weekly reports, comments on internship training, appendixes, and recommendations of all participating organisations. This industrial training final report will be used as evidence to the Sultan Idris Education University's Faculty of Languages and Communications that the intern has finished the internship successfully.



## **1.2 Chapter Specification**

### **Chapter 1**

In this chapter, the intern will outline the purpose of the final report, provide a brief explanation of the Industrial Training course, the objectives, training duration and components, the organisation where the industrial training was conducted, and a brief background of her industrial training supervisor.

### **Chapter 2**

The second chapter delves into the history of the organisation where the intern worked. It will go over the organization's background in great detail, including its history, core beliefs, contact information, and property information.

### **Chapter 3**

Discusses the knowledge and abilities obtained throughout the internship, including weekly reports, work descriptions, obstacles faced, and future goals. It is an evaluation of the training I received. It is to determine whether my placement was appropriate for my course and whether the training outcome was sufficient.

### **Chapter 4**

Recommendations for the internship company, PULAMI, and the Faculty of Languages and Communications.

### **Chapter 5**

Discusses the intern's conclusion and personal input.

### **1.3 Industrial Training Objectives**

Industrial training's main objective is to provide a platform for students to build a connection between academic learning and applications in the real world. Students must abide to standards set by the Centre for Teaching Practise and Industrial Training, as well as the location where they are undergoing Industrial Training. From the minute they apply for work to how they conduct themselves at work. This is not to be a learned off a textbook, but rather an opportunity to explore and discover for oneself. This short period is meant to help students grasp their roles, potentials, and responsibilities. This working experience will benefit to students when they graduate and seek to enter the employment market.

Industrial training also aims to provide students with hands-on experience and industry insights related to their subjects of study. Students can employ their academic knowledge on practical tasks, improving problem-solving abilities and strengthening their understanding of company procedures. Furthermore, industrial training hones crucial job skills such as effective communication, teamwork, and time management.

### **1.4 Training Duration and Components**

This mandatory course should be performed with a minimum of 12 weeks (3 months). The student's internship with Four Points by Sheraton, Chinatown is scheduled from 14th August 2023 to 3rd November 2023. The intern works five days a week for nine hours, with a 45-minute break in between.

### **1.5 Organization/Company**

The Four Points by Sheraton Kuala Lumpur, Chinatown is strategically placed in the heart of the city. It is situated in the prominent Pasar Seni area, close to the main attractions such as Petaling Street, Merdeka Square, temples, and much more. Public transport such as the LRT and MRT is just a few minutes' walk from the hotel makes it more appealing to vacationers. The intern is assigned to the front office department, which is located on 7th floor behind the reception area.

## 1.6 Industrial Training Supervisor



*Figure 1: Industrial Supervisor, Adil Bin Ridzuan*

Adil Bin Ridzuan, the Assistant Manager Front Office, was in charge of the intern's 12-week industrial training. He joined Four Points in October 2019 as Front Office Supervisor and was a member of the pre-opening team. From there, he was able to gain a position as a Duty Manager once the hotel economy had stabilized following the epidemic that affected the entire industry. After a year as Duty Manager, he was offered a position as Assistant Front Office Manager at another property. However, after three months away, he returned to Four Points as Senior Duty Manager, which later promoted him to Assistant Front Office Manager when the post became available. He has been with the hotel for many years and has acquired a deep enthusiasm and emotional attachment to it. This property is like his second home, with amazing people, culture, and atmosphere.

## CHAPTER 2

### ORGANIZATION BACKGROUND

#### 2.1 About



*Figure 2: Four Points Logo*

Exposed raw bricks, warm wood, and traditional jade hued tiles inspired by the surrounding area adorn the arrival lobby, while spectacular panoramic views of the city await at the reception. This lovely hotel has 318 spacious rooms with stunning city views, including 18 suites and 76 interconnecting rooms ideal for families and big groups, all of which are well-equipped with necessary amenities. The Deluxe King Room, Deluxe Twin Room, Premier King Room, Premium Twin Room, Premier Downtown King Room, Premier Downtown Twin Room, and Premier Suite are the four different categories to choose from. Suites are among the larger rooms and are well-equipped to provide comfortable lodging throughout the visit. Among the amenities are a 49-inch TV, tea and coffee making facilities, a small fridge, a strategically located full-length mirror, iron and board, and plenty of power outlets. Each area has a workstation in case it has to be used for meetings or getting work done.



*Figure 3: Quan's Kitchen Logo*



*Figure 4: Quan's Kitchen Interior*

There are three food and beverage outlets here, each named after the owner's daughters. The first, Quan's Kitchen, was named after Choy Yui Quan. Quan's Kitchen is an all-day dining restaurant that serves Chinese, International, American, dim sum, vegetarian, and vegan cuisines from 7 a.m. to 10.30 p.m. It offers a beautiful setting that is Instagram-worthy around every corner. Breakfast at the hotel's all-day dining restaurant, Quan's Kitchen, is full of regional specialties, and the menu changes daily. This bright and airy restaurant also serves Western basics such as cereals, eggs prepared to order, and fresh pastries for a more international palate. It is recommended to bring children because they will be given their own menu as well as colouring and face painting stations. Children under the age of five dine for free, while children under the age of twelve receive a 50% discount on the breakfast buffet.



*Figure 5: Peranakan Affair Afternoon Tea*



*Figure 6: Lady Yi's Tea House Logo*



*Figure 7: Lady Yi's Tea House Interior*

Secondly, Dato Choy Wai Hin's oldest daughter, Choy Yui Yi, inspired the name of our Lady Yi's Tea House. This tea shop is a tribute to the memories and talks she had with her dear grandmother over afternoon tea, as well as their mutual love for kuih. Lady Yi's Tea House is more than just a tea shop; it's a gateway to the rich Peranakan culture, with an impressive selection of teas and delectable Peranakan-inspired dishes. There are many different varieties to pick from in the expertly brewed tea selection. Having said that, the sweet things stand out, with a variety of flavourful and enjoyable finger sandwiches and other savoury delicacies. The high tea set is extremely inventive in incorporating local delicacies. This Peranakan-themed shop is serene and relaxing, with a traditional Chinese teahouse ambiance. The ambiance is classy and sophisticated, even the staff is attentive and kind, making customers feel welcome from the moment they arrive.



*Figure 8: Jann Bar Interior*



*Figure 9: Jann Bar Logo*





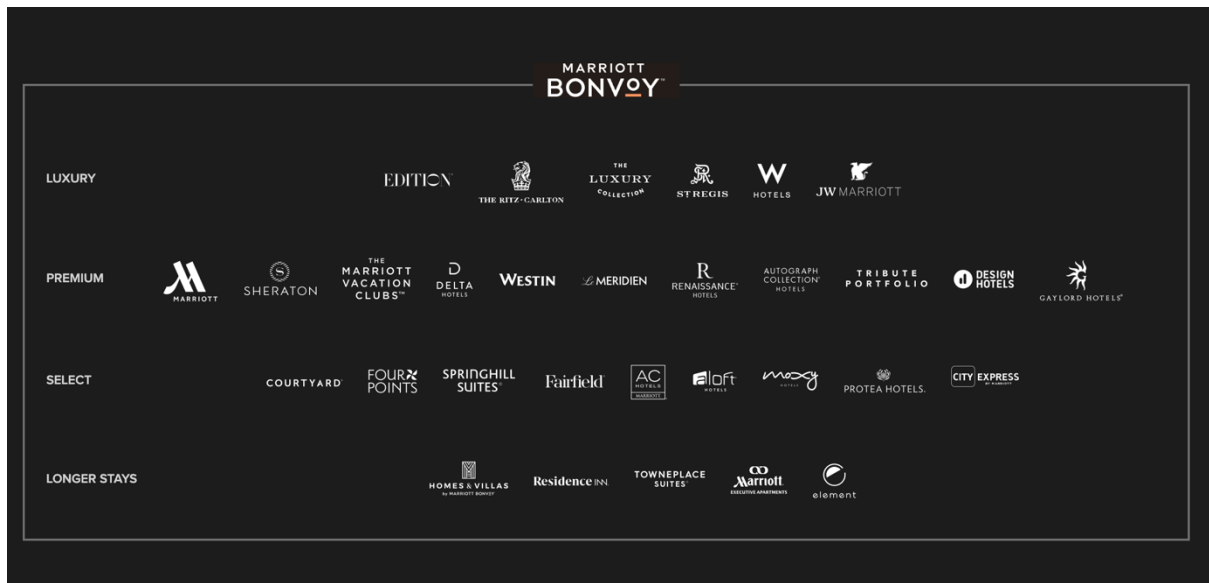
## **2.2 Mission & Vision**

Four Points by Sheraton strives to prioritise people by fulfilling their responsibilities to provide opportunity and purpose to everyone in the community. Delivering oriented processes and solutions enable clients to communicate comfortably in order to enhance sales and support growth. Aside from that, the team does not regard their job as a playground. Every day, they simply make the correct decisions based on their knowledge and experience. They aim for quality and strive to go above and beyond while still making it enjoyable. Following that, they embrace changes and, no matter how difficult it is, they will keep going. Another reason is that they believe that sincerity is as vital as the work they accomplish. Every action is carried out with integrity. Finally, Serve Our World refers to the work they perform to support the communities in from they live and work all over the world while keeping a distinct blend of professionalism and personal touch.

Moving forward, the vision of this organisation is being completely honest. Its goal is to gain guests' trust and comfort so that they can feel at home, with an authentic sense of the local, and friendly genuine service. Guests are more inclined to relax for a better travel experience, whether for business or pleasure. Following that, being approachable and direct leads to innovative solutions for society. With its streamlined but not simple experience, Four Points caters to the smart, independent visitor. Finally, it aspires to stay current, functional, and timeless while keeping the traveller in mind at all times.



## 2.3 Long-term Outcome



*Figure 11: Hotels under Marriott*

Given that it is a select 4-star hotel, it is expected that they will provide the greatest quality in meeting the needs of its visitors. After all, a pleasant attitude and excellent customer service are the greatest assets a hospitality industry may have. The degree of service provided should be up to standard to guarantee that guests enjoy their stay and repeat again in the future. The Four Points L.E.A.R.N. (Listen, Empathise, Apologise, Resolve, and Notify) concept will amplify how properties listen, act, and respond to guest input, connect with more guests in more ways, and improve customer loyalty and hotel performance.

The relationship developed over the years has created trust with travellers all around the world because they have been trained to listen to and understand the demands of their clients.

## 2.4 Contact Details

Mobile number: +60 12-5073351

Tel number: [+60 03-20357333](tel:+60320357333)

Email: [fp.kulfc.chinatownreservation@fourpoints.com](mailto:fp.kulfc.chinatownreservation@fourpoints.com)

## CHAPTER 3

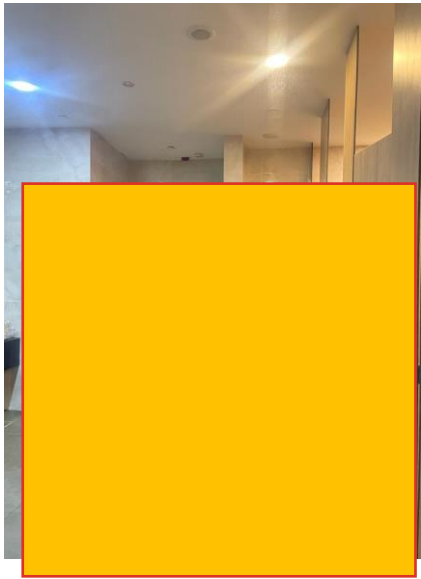
### INDUSTRIAL TRAINING EXPERIENCE

#### 3.1 Job Specifications

During the interns' 12-week industrial training, she worked on a range of activities and learned a variety of skills. Her main responsibilities as a Customer Service Operator include answering to client inquiries and managing reservations, as well as taking in-house guest requests such as extra pillows and heat up food service. Aside from that, the intern fires in room dining orders, directs calls to the appropriate department, guides guests who wish to extend their stay, and arranges transportation for guests to their preferred destination. In simple terms, she is in charge of all matters concerning guests and the general operations of the hotel.

#### 3.2 Weekly Reports

WEEK	SUMMARY OF WEEKLY ACTIVITIES	REMARKS / COMMENT FROM ACADEMIC SUPERVISOR
1 (14 <sup>th</sup> -20 <sup>th</sup> August)	The first week of my intern, I underwent new joiner training where I was presented PowerPoint slide. I learned the general information of the hotel, Four Points. It was presented by my industrial training supervisor, Mr. Adil. It was very clear and I understood it pretty fast. Other than that, I started doing GPS where I take down guest's personal preference of the room and update it in their upcoming stay. I took care of small GXP cases, that is attending to inquiries for room upgrade, adding 2 <sup>nd</sup> person name in reservation and more. I also joined the "Product	

	<p>Introduction” program conducted by supervisors from all department with my new colleagues. Some of them were from food and beverage team, some from engineering and some front the front office team. At the end of the program, we were given a test to measure how much we have learned from the speech. Lastly, I personally went over the operation hours of all facilities over and over to help me memorize everything faster and better.</p>  <p><i>Figure 12: Front Desk Team Uniform</i></p>	
2 (21 <sup>st</sup> -27 <sup>th</sup> August)	<p>During the second week, I received my own Opera account with my own EID and password. I took the initiative to explore the system on my own to know what is what. From this, I discovered keyboard shortcuts to ease my reservation search. I started taking internal calls where I learn to accept requests from in-house guests. For example, if a guest request for amenities such as blankets, extra pillows or bottled water, I have to inform the housekeeping team. Whereas, if I receive a call regarding, food heat up service or cutleries, I have to inform the dining team in designated</p>	

	<p>WhatsApp group. I also learned that Marriott has a free life time subscription called Marriott Bonvoy. This program has 6 tiers starting from Member, Silver, Gold, Platinum, Titanium to Ambassador Elite. When facing a difficult or complex calls, I remained calm and quickly search for guidance on how to solve the issue. Last but not least, I started taking 2 weeks E-Learning courses to fully indulge in the hotel's management. This was designed from the manager himself, Mr. Rashdan to me.</p> <div data-bbox="371 734 1163 1102" data-label="Image"> <p>The image shows a section titled 'Required Courses'. It contains two course cards. The first card is titled 'Shaping Service Part 1   Welcome to Four Points by Sheraton' and indicates it is 'COMPLETE BY OCTOBER 16, 2023'. It shows a duration of 84 minutes and a progress bar at 15%. The second card is titled 'Social Media   All Associates   Managed' and indicates it is 'COMPLETE BY NOVEMBER 1, 2023'. It shows a duration of 19 minutes and a progress bar at 0%. Both cards have a 'VIEW PATH' link at the bottom.</p> </div> <p><i>Figure 13: Example of E-Learning Courses</i></p>	
3 (28 <sup>th</sup> August- 3 <sup>rd</sup> September )	<p>The E-Learning courses have a different due date to them, however, I completed all of them earlier than needed. There were a lot of videos that teaches you on how to handle a situation, Opera system usage and so much more. Some of the video contains quizzes to make sure that I understand the messaged conveyed. Other than that, I learned and memorized each department's code so that transferring calls are easier and I would not have to search it every time. When answering phone calls, I was able to hone my speaking skills and gained professional telephone etiquette. I followed the new joiners front desk guidelines and it is safe to say that I'm glad I did. I also carefully gather</p>	

information from the guest before handing out a department corporate email to avoid confusion. I also participate in the front office team meeting at 2pm daily where they present the newsletter every night beforehand.



Figure 14: Front Desk Team Daily Newsletter

FOUR POINTS BY SHERATON, CHINATOWN TELEPHONE LIST				
ADDRESS : 2, ALAN BALAJ POOL, CENTRE, 50000 KUALA LUMPUR				
GENERAL TELEPHONE LINE : (003) 2051 7332				
GENERAL FAX LINE : (003) 2051 7332				
WEBSITE : <a href="https://www.marriott.com/hotels/travel/kulfc-four-points-kuala-lumpur-chinatown/">https://www.marriott.com/hotels/travel/kulfc-four-points-kuala-lumpur-chinatown/</a>				
UPDATED : 13 OCT 2022				
1. FRONT OFFICE				
NO	Name	Position	Ext/No	Email Address
1	General Manager	1000	General Manager	1000
2. FINANCE				
1	Director of Finance	1002	Director of Finance	1002
2	Chief Accountant	1004	Chief Accountant	1004
3	Team Lead	1005	Team Lead	1005
4	Team Lead	1006	Team Lead	1006
5	Team Lead	1007	Team Lead	1007
6	Team Lead	1008	Team Lead	1008
7	Team Lead	1009	Team Lead	1009
8	Team Lead	1010	Team Lead	1010
9	Team Lead	1011	Team Lead	1011
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14	Team Lead	1016	Team Lead	1016
15	Team Lead	1017	Team Lead	1017
16	Team Lead	1018	Team Lead	1018
17	Team Lead	1019	Team Lead	1019
18	Team Lead	1020	Team Lead	1020
19	Team Lead	1021	Team Lead	1021
20	Team Lead	1022	Team Lead	1022
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165	Team Lead	1167	Team Lead	1167
166	Team Lead	1168	Team Lead	1168
167	Team Lead	1169	Team Lead	1169
168	Team Lead	1170	Team Lead	1170
169	Team Lead	1171	Team Lead	1171
170	Team Lead	1172	Team Lead	1172
171	Team Lead	1173	Team Lead	1173
172	Team Lead	1174	Team Lead	1174
173	Team Lead	1175	Team Lead	1175
174	Team Lead	1176	Team Lead	1176
175	Team Lead	1177	Team Lead	1177
176	Team Lead	1178	Team Lead	1178
177	Team Lead	1179	Team Lead	1179
178	Team Lead	1180	Team Lead	1180
179	Team Lead	1181	Team Lead	1181
180	Team Lead	1182	Team Lead	1182
181	Team Lead	1183	Team Lead	1183
182	Team Lead	1184	Team Lead	1184
183	Team Lead	1185	Team Lead	1185
184	Team Lead	1186	Team Lead	1186
185	Team Lead	1187	Team Lead	1187
186	Team Lead	1188	Team Lead	1188
187	Team Lead	1189	Team Lead	1189
188	Team Lead	1190	Team Lead	1190
189	Team Lead	1191	Team Lead	1191
190	Team Lead	1192	Team Lead	1192
191	Team Lead	1193	Team Lead	1193
192	Team Lead	1194	Team Lead	1194
193	Team Lead	1195	Team Lead	1195
194	Team Lead	1196	Team Lead	1196
195	Team Lead	1197	Team Lead	1197
196	Team Lead	1198	Team Lead	1198
197	Team Lead	1199	Team Lead	1199
198	Team Lead	1200	Team Lead	1200
199	Team Lead	1201	Team Lead	1201
200	Team Lead	1202	Team Lead	1202
201	Team Lead	1203	Team Lead	1203
202	Team Lead	1204	Team Lead	1204
203	Team Lead	1205	Team Lead	1205
204	Team Lead	1206	Team Lead	1206
205	Team Lead	1207	Team Lead	1207
206	Team Lead	1208	Team Lead	1208
207	Team Lead	1209	Team Lead	1209
208	Team Lead	1210	Team Lead	1210
209	Team Lead	1211	Team Lead	1211
210	Team Lead	1212	Team Lead	1212
211	Team Lead	1213	Team Lead	1213
212	Team Lead	1214	Team Lead	1214
213	Team Lead	1215	Team Lead	1215
214	Team Lead	1216	Team Lead	1216
215	Team Lead	1217	Team Lead	1217
216	Team Lead	1218	Team Lead	1218
217	Team Lead	1219	Team Lead	1219
218	Team Lead	1220	Team Lead	1220
219	Team Lead	1221	Team Lead	1221
220	Team Lead	1222	Team Lead	1222
221	Team Lead	1223	Team Lead	1223
222	Team Lead	1224	Team Lead	1224
223	Team Lead	1225	Team Lead	1225
224	Team Lead	1226	Team Lead	1226
225	Team Lead	1227	Team Lead	1227
226	Team Lead	1228	Team Lead	1228
227	Team Lead	1229	Team Lead	1229
228	Team Lead	1230	Team Lead	1230
229	Team Lead	1231	Team Lead	1231
230	Team Lead	1232	Team Lead	1232
231	Team Lead	1233	Team Lead	1233
232	Team Lead	1234	Team Lead	1234
233	Team Lead	1235	Team Lead	1235
234	Team Lead	1236	Team Lead	1236
235	Team Lead	1237	Team Lead	1237
236	Team Lead	1238	Team Lead	1238
237	Team Lead	1239	Team Lead	1239
238	Team Lead	1240	Team Lead	1240
239	Team Lead	1241	Team Lead	1241
240	Team Lead	1242	Team Lead	1242
241	Team Lead	1243	Team Lead	1243
242	Team Lead	1244	Team Lead	1244
243	Team Lead	1245	Team Lead	1245
244	Team Lead	1246	Team Lead	1246
245	Team Lead	1247	Team Lead	1247
246	Team Lead	1248	Team Lead	1248
247	Team Lead	1249	Team Lead	1249
248	Team Lead	1250	Team Lead	1250
249	Team Lead	1251	Team Lead	1251
250	Team Lead	1252	Team Lead	1252
251	Team Lead	1253	Team Lead	1253
252	Team Lead	1254	Team Lead	1254
253	Team Lead	1255	Team Lead	1255
254	Team Lead	1256	Team Lead	1256
255	Team Lead	1257	Team Lead	1257
256	Team Lead	1258	Team Lead	1258
257	Team Lead			

Figure 15: Phone extension list

4 Another essential information to know is the surrounding of your workplace. I learned and observe the hotel's structure, landscape and map around it. I took a step ahead to see the

(4<sup>th</sup>-10<sup>th</sup>  
September  
)

Pasar Seni area so that I am able to recommend tourist spots to our guests. From this observation, I realized that Four Points Hotel is located at a convenience spot and has great views to offer at each side of the cardinal points. For example, the North side of the hotel faces KLCC which is highly requested by our top tier members. I find that this could help me in the future, so, I memorized the room and floor plan of each level in this hotel. Other than that, I also make it a highlight when a guest requests for connecting room or room for people with disabilities.

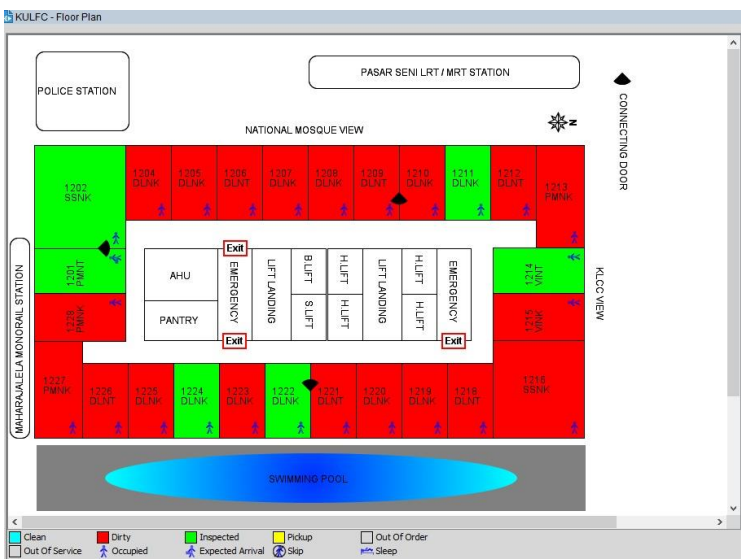


Figure 16: Example of 12<sup>th</sup> floor plan

5  
(11<sup>th</sup>-17<sup>th</sup>  
September  
)

One of the things that shocked me is that this hotel offers a lot of activities for in-house guests without any fee charge. For example, their mixology masterclass is conducted at Jann Bar where guests gets to learn on how to make cocktails and try our signature drinks. There are also activities for children such as Chef Academy that happens at Quan's Kitchen to teach kids how to cook simple meals. I also learned that we have a self-laundry service located at the Ground floor. This was the week I started handling lost and found items. The process goes as taking information

from guests appropriately to receive sufficient prove and checking it with the housekeeping team. After that, I am required to reach out to guests for recollection or in the case of the guest is at another state or country, shipping the L&F item is necessary upon request.

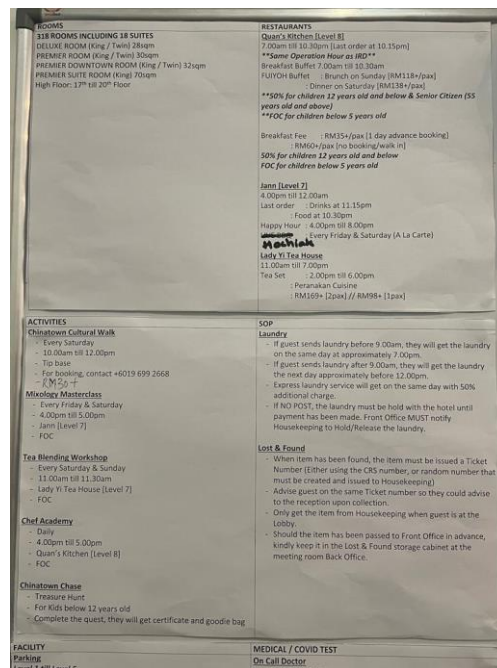


Figure 17: Activities for Four Points guests

6  
(18<sup>th</sup>-24<sup>th</sup>  
September  
)

Next, during this week, I was required to do laundry posting according to the amount of deposit given in the reservation. If the laundry billing is sufficient, I may charge it to the room (CTR), but if not, I must rate it as cash on delivery (COD). This is where paying attention to small things comes into play; I'd have to look in the comment section and rate information to determine if the reservation includes laundry. As a result, if the laundry is already paid for, I would need to make a rebate. It is considered complimentary from the hotel's end. CTR is a lot simpler than COD, I only have to charge the payment to their bill, however, COD has a few more steps. The extra steps are

calling the room to notify about the pending payment, send a letter to their room and they are required to settle it at the reception. Although this procedure is long, I adapted to it very well.

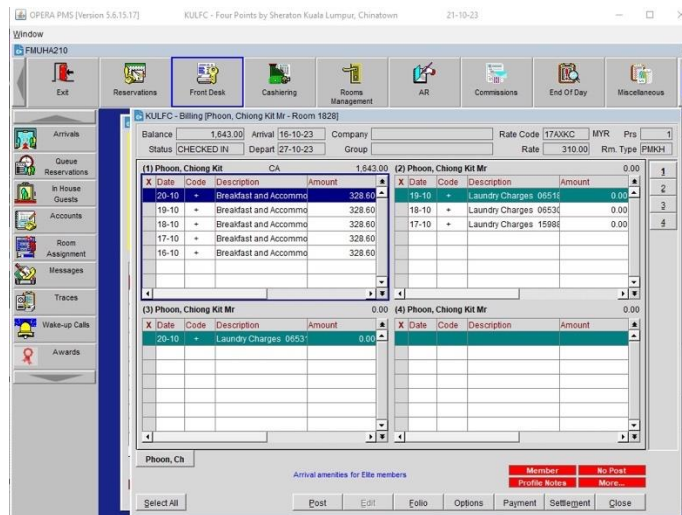



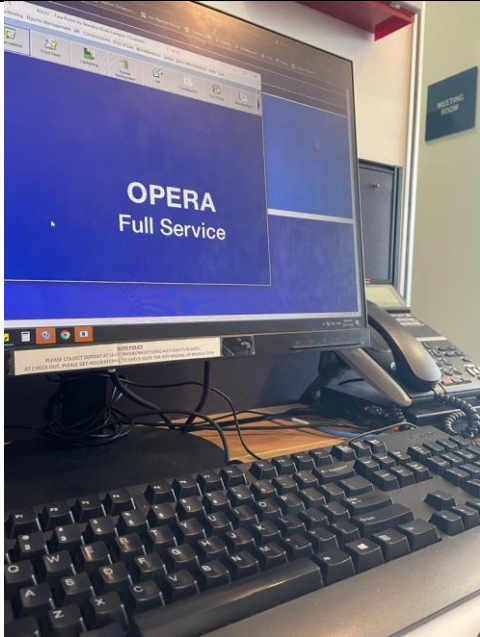
Figure 18: Laundry posting of an in-house guest

7  
(25<sup>th</sup>  
September  
-1<sup>st</sup>  
October)

During this week, I was doing the morning shift alone. I found out that we receive a lot of calls from Quan's Kitchen daily to check if the room number given has breakfast included in their reservation. This is so they can charge the guest accordingly. Breakfast at Quan's Kitchen is RM60+ for a pax, however, guests are encouraged to book it one day prior as they will get to enjoy almost 50% off discount. Therefore, the charge for a person would only be RM35+.



	 <b>Operating Hours</b> Breakfast: 7:00 a.m. - 10.30 a.m. Lunch: 12:00 p.m. - 2:30 p.m. Dinner: 6:30 p.m. - 10:30 p.m.	
	<i>Figure 19: Breakfast buffet hours</i>	
8 (2 <sup>nd</sup> -8 <sup>th</sup> October)	<p>By the 8<sup>th</sup> week, I started to adapt to external calls complex inquiries. The most frequently requested questions are "how do I make a reservation?" and "What time does breakfast start/end?". Suddenly, one day i received a call asking about senior discount, and when i am in doubt of my answer, I immediately hold the call and ask my senior colleagues for clarification. I discovered that we provide a senior discount to guests over the age of 60. Although I may pass the call to the appropriate department, I wanted to learn it myself. This is because I am sure that I will receive calls like these again in the future, it is best that I know about it sooner.</p> <p>During this week, I took my free time to read the Club Marriott membership program. Since they are currently offering 6 types of voucher that can be used in any of our F&amp;B outlets, I should learn about it so I can assist guests on how they may apply the vouchers here.</p>	

	 <p><i>Figure 20: Operator set up</i></p>	
<p>9 (9<sup>th</sup>-15<sup>th</sup> October)</p>	<p>This was another week of learning. I was taught how to fire in room dining orders. There are 2 ways for guest to make an order, that is to either call the operator and make order or the guest may scan the QR code provided in their room and submit the order through the website. The second way is much more practical as guest are able to browse through the menu and read the ingredients of each dish. I was told that firing in room dining order should not exceed 12 minutes. Therefore, I knew to make this a priority when handling few cases at once. It is crucial to ask the guests if they have any diet restriction or special request on the meal because Four Points would want to deliver the best experience for their guests and make sure that the process is being done smoothly. There were three new joiners in my department and to allow them to learn the basics, I was assigned to the reception. I learned how to check in a guest depending on their reservation type such as third party, direct booking and booking through sales and marketing departments for corporate rates.</p>	

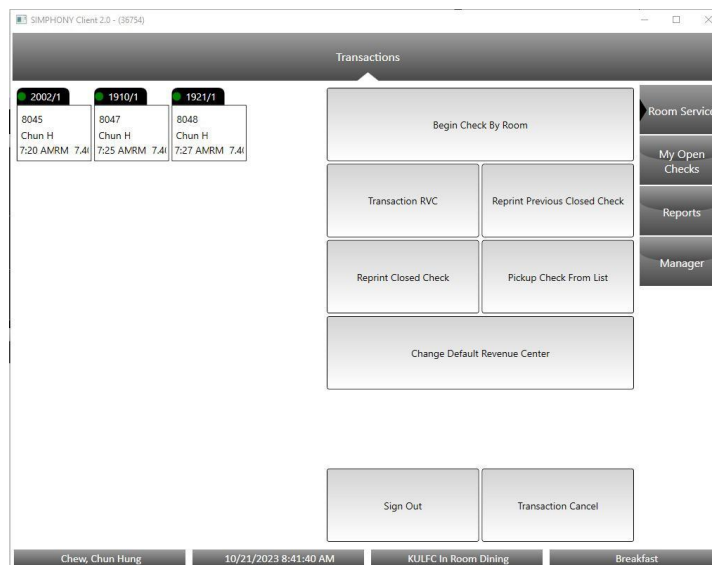
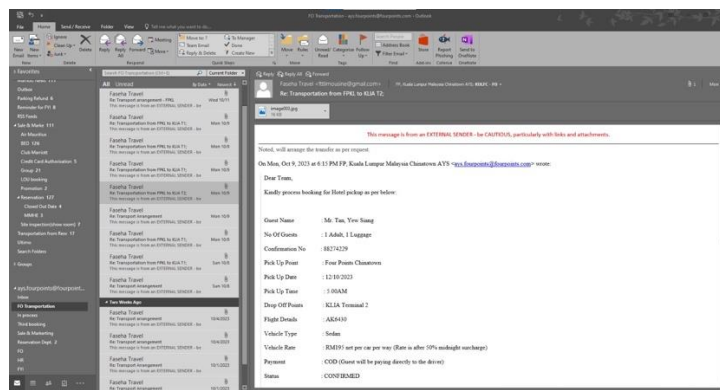


Figure 21: In room dining console

10  
(16<sup>th</sup>-22<sup>nd</sup>  
October)

Lastly, I was given enough trust to send and reply to guests' email to arrange transport. The process is easy, my task during taking care of this is just gather enough information such as flight details, number of people, amount of luggage, airplane landing time and time estimation to pick up the guest. Our collaboration with Faseha Travel & Tour Transportation is usually arrangements for transfer from Four Points hotel to the airport and vice versa. However, we do accept requests to other destinations as far as another state.



	<i>Figure 22: Example of email for transportation arrangement</i>	
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### 3.3 New Skills Acquired

During the 12 weeks of industrial training, the intern learned a variety of new skills while honing her existing ones. For example, as an English linguist, she learned a new set of skill such as hospitality administration and professional phone etiquette. This has aided the intern in a newfound method of boosting communication abilities in both written and spoken form. Her ability to converse with complete strangers in a language she was not born with has increased. She learned the importance of paying attention to small things while working in the hotel sector. The intern learned to be more cautious and to distinguish between which cases are more significant and should be prioritised. It was difficult to solve one problem while solving another, but she learnt to do it over time. The intern began to adjust to the fast-paced sector and understood the importance of finding instant solutions to problems. Overall, the intern believes that all of these skills will be very beneficial in her field of work in the near future.

### 3.4 Challenges and Solutions

As a customer service intern, it would be a lie if there was no challenges at the beginning. Being new in any industry, there are a lot to learn and adapt to especially when it is fast paced. The intern faced few difficulties of accepting and memorizing all information at once. To avoid giving the wrong information to guest, the intern wrote a note for everything. She observed her surrounding and learned on how to handle each and every situation accordingly. From there, the intern slowly began to adapt to her surroundings. She was able to speak clearer, answer inquiries easily and solving problems on her own. Although there are some exceptions, she remained calm and seek for advice from her colleague. The intern has faced multiple calls where the guest yells and demands a compensation that she has no authority for. Following the hotel's procedure, the intern calmly replied and explain to the guest regarding their issue. However, in the case that needs more experience, she would kindly ask

assistance from her senior colleague, supervisor or manager. All in all, the intern has learned to rationally handle everything by separating personal feelings from professional growth.

### **3.5 Future Plans**

The intern had wanted to be a stewardess since she was 11 years old. The chance to travel to other countries is an opportunity she would never pass up. However, the duty of cabin crews is not as simple as it appears to be. To get a step ahead of the competition, the intern must be able to speak English well. The intern believes that her industrial training has taught her that she still has a lot to learn. The internship opportunity provided by Four Points prepared her for real-world experience. Before beginning her career path, she aims to acquire numerous skills and mentally prepare herself for it.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 The Organization**

The intern enjoyed her internship at the Four Points by Sheraton Kuala Lumpur. Given the variety of internship opportunities available, the intern recommends future UPSI Diploma in English students who lives in Kuala Lumpur and Selangor to apply as interns at this hotel to gain valuable experience as a customer service agent. The positive attitude and bright personalities among the people here makes it easy to express ideas and address concerns. This has aided her career as a new and learning intern who hopes to advance in the customer service sector. The intern also had a lot of tasks at the company that were related to her English class.

#### **4.2 PULAMI**

During the intern's previous industrial training semester, she did secure a placement. However, the duties assigned did not fulfil the mutual agreement about the job description. Fortunately, with the assistance of Dr. Lothfi as her academic supervisor, Dr. Khazaila as her academic advisor, and PULAMI, the intern was able to start a new one and complete it by the end of the year 2023. The intern is grateful for their assistance in guiding her to a successful completion of her graduation.

#### **4.3 Faculty of Language and Communication**

The intern believes that each subject in the Diploma in English program is useful and intended for use in a professional setting. English At the Workplace, Professional Development, and Interpersonal Communication Skills are among the courses that was the most useful to her duties at work. These courses have assisted her in a variety of ways in conducting a smooth and trouble-free industrial training program. As a result, the intern would like to express her heartfelt gratitude to the Faculty of Languages and Communications for attentively and accurately organizing the entire course framework for Diploma in English students, as it has aided her in achieving her academic goals.

## **CHAPTER 5**

### **CONCLUSION**

To sum everything up, the Industrial Training is compulsory for a reason. It opens up a new path and clarifies doubts regarding their career path and goals. The training provided throughout this course will aid students to get to know the industry they have chosen deeper and get a clearer picture the management. For example, the student that chose hospitality gets to see how each department works. The skills obtained from the training will be useful to the intern later in her future career. She also got the chance to take her newly acquired skills to the next level. Throughout the Industrial Training, she was able to put all of the theories she had learned at Sultan Idris Education University (UPSI) to use. Learning the theory and putting it into practise are two very different things; learning the theory is far easier than putting it into practise.

Other than that, The distinction between studying at UPSI and completing Industrial Training at Four Points is clear, especially when it comes to how the people around me communicate. People in this industry speak in a more mature and professional manner. Therefore, the intern naturally picked up on their way of speaking, putting her in a position where she may appear more professional with speech manners. As a result, Industrial Training has proven to be useful to students and should be continued to provide exposure to the industry for soon-to-be graduates before they enter the working world. During her stay at Four Points, the intern received an abundance of fresh knowledge and experience.

The knowledge and experience the intern obtained at Four Points are extremely beneficial as it increases her level of expertise and general marketability as a future employee. All of the knowledge she had received has boosted her confidence knowing that those skills will be useful in future employment. There were ups and downs particularly while dealing with guests, however, she learned to adapt and blend well from her seasoned co-workers. Throughout the Industrial Training, the coworkers continually provide her with support and guidance. She is very grateful for this because she would not have progressed as far or obtained as much knowledge and expertise she currently have without them.

## REFERENCES

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3. *Marriott Bonvoy: Explore member benefits in Asia Pacific*. Four Points by Sheraton Kuala Lumpur, Chinatown. (n.d.-a). <https://marriottbonvoyasia.com/restaurants-bars/four-points-kuala-lumpur-chinatown-jann>
4. *Four points KL Chinatown: Instagram, facebook*. Linktree. (n.d.). <https://linktr.ee/fourpointschinatown>



## APPENDIXES

### APPENDIX A: DUE OUT LIST AND EXTENSION LIST

18/10 farah  
DUE OUT LIST

extend -  
luggage -  
packing -  
day use -

12pm - 1002, 1111, 1112, 1117, 1124, 1128, 1307, 1308, 1311, 1315, 1323, 1324, 1412, 1504, 1522, 1524, 1526,  
1527, 1608, 1623, 1625, 1628, 1704, 1723, 1726, 1825, 1904, 1908, 2004, 2005, 2008, 2026

13pm - 1405, 1708, 1911, 1919, 1920, 1924,

14pm - 1705, 1928, 2021, 2022

15pm - 1523, 1915,

16pm - 1028, 1302, 1316, 1514, 1702, 1714, 1715, 2010, 2013, 2027.

17pm -

18pm -

19pm -

20pm - 1118,

[illegible]

## APPENDIX C: NEW JOINER TRAINING SLIDES



### New Joiner Training 2022



### Singapore, Malaysia, Maldives Area Team

<p><b>Aileen Ong</b> Area Vice President - Singapore, Malaysia &amp; the Maldives Contact: +65 9335 4716</p>	<p><b>Aileen Ong</b> Area Director - Revenue Strategy - Singapore, Malaysia &amp; Maldives Contact: +65 9335 4017</p>
<p><b>Aileen Ong</b> Area Director - Sales &amp; Distribution - Singapore, Malaysia and Maldives Contact: +65 9335 8035</p>	<p><b>Aileen Ong</b> Area Director - Human Resources - Singapore, Malaysia &amp; Maldives Contact: +65 9335 4018</p>
<p><b>Aileen Ong</b> Area Director of Operations - Singapore, Malaysia, Maldives Contact: +65 9335 9443</p>	<p><b>Aileen Ong</b> Area Director of IT - Singapore, Malaysia, Maldives, Indonesia, Philippines, South Korea Contact: +65 9335 4019</p>
<p><b>Aileen Ong</b> Area Director of Finance - Singapore, Malaysia and Maldives Contact: +65 9335 4027</p>	<p><b>Aileen Ong</b> Area Director - Engineering - Indonesia &amp; Malaysia Contact: +62 811 3859569</p>



**Honest**  
Best times, local spots, a place to unwind. A familiar place with an authentic sense of the local, and friendly genuine service. Guests relax for a greater travel experience, whether on business or pleasure.



**Uncomplicated**  
Approachable and straightforward. We cater to the smart, independent traveler with our straightforward, not simple, experience at Four Points. We offer what matters most, plus extra guests want.



**Comfort**  
Classic and timeless. Casual and relaxed. Our style is modern, always practical, but never trendy. A place designed with the traveler in mind.



- Put People First**  
We Put People First by fulfilling our commitment to associates to deliver Opportunity, Community, and Purpose to them.
- Pursue Excellence**  
There is no playbook for what we are going through. We simply **test** to make the best decisions every day based on what we believe.
- Embrace Change**  
Change is hard. There's no way around it. It's risky, there are usually challenges involved and, frankly, like a warm blanket, the status quo is just more comfortable. Change can be big.
- Act with Integrity**  
As a company, we have long believed "how we do business is as important as the business we do" and that's at the heart of acting with integrity.
- Serve Our World**  
Serve Our World is the work we do to support the communities where we live and work around the world.



Property Name: Four Points by Sheraton Kuala Lumpur, Chinatown  
Phone No: 03 2035 7333  
Location: No 2, Jalan Balai Polis, 50000 Kuala Lumpur  
Opening Date: December 2019  
Total Rooms: 318 rooms including 18 Suites  
Landmark: PNB118, LRT/MRT [Pasar Seni](#)

**PARKING**  
Level 1A, 1B, 1C, 2A, 2B, 3A, 3B, 4A, 4B, 5A (Season Pass Lots)  
Cashless Parking System: May use TGS, Dabai or Credit Card  
Parking Charge:  
RM5 per day from 12.00am till 11.59pm (Validation 1 time per day with multiple exits)  
RM6 per hour normal rate  
Valet: RM20/service from 9.00am till 11.00pm at Ground Floor (Main Entrance)



Ground Floor: Arrival/Departure/Pick Up area, Valet, Café Vendors, Staff Entrance  
1st Floor till 5th Floor: Parking  
6th Floor: Admin Offices (Sales, Finance, Housekeeping, Engineering, HR, Locker, Take5, F&B)  
7th Floor: Lobby, [Jann](#), Lady Yi's Tea House, Swimming Pool, Gymnasium, 2 meeting rooms (Han & Xuan)  
8th Floor: [Quan's Kitchen](#), Ballrooms ([Jeune 1&2](#), [Sherin](#))  
9th Floor till 20th Floor: Hotel Rooms



This all-day dining restaurant features traditional culinary specialties from Kuala Lumpur's Chinatown neighborhood alongside Western favorites. The open theatrical kitchen provides a unique dining experience in Kuala Lumpur.  
Operation Hour: Daily 7.00am till 10.30pm  
Location: Level 8  
Breakfast: Buffet 7.00am till 10.30am (RM60+ for walk in / RM55+ in house reserved with FO)  
Lunch & Dinner: A la Carte 11.00am till 10.30pm  
Last Call: 30minutes before closing time  
F&B/DH Buffet  
Brunch: RM118+[tax](#) (12.30pm till 3.00pm)  
Only on Sunday  
Dinner: RM138+[tax](#) (6.30pm till closing)  
Only on Saturday  
Kids below 12 years old 50% and below 5 years old complementary  
IRO - Following [Quan's Kitchen](#) Operation. QR code scanning for menu and could be found in the room posted on the mirror of Meibai.



Unwind in the evening with inventive cocktails dedicated to the traditional trades of Chinatown while you enjoy panoramic views of the Kuala Lumpur skyline.

Operation Hour: Daily 4.00pm till 12.00am  
Location: Level 7  
Last Call: 11.15pm for drinks and 10.30pm for food  
Happy Hour: 4pm till 8pm

Food: Snacks and menu from [Quan's Kitchen](#)  
Extra: Live BBQ station every Friday and Saturday  
Menu: Curated cocktails, beers, wine and liquor



Turn up the nostalgia in KL as you sample the tastes of the Straits with our Peranakan Afternoon Tea. Jazz things up in Chinatown with cocktails and live music.

Operation Hour: Daily 11.00am till 7.00pm  
Location: Level 7  
Last Call: 6.30pm

Food: Tea set and snacks ala carte menu  
Timing: tea set from 2.00pm till 6.00pm  
Menu: Peranakan Afternoon Tea (RM168+[2pax](#))