

FINAL REPORT OF INDUSTRIAL TRAINING AT
TERENGGANU EQUESTRIAN RESORT (TER)

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(UMT)

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Resort (TER) / Pritbha Vashi Purswani.

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AT
TERENGGANU EQUESTRIAN RESORT
(TER)**

By

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INDUSTRIAL TRAINING REPORT PREPARED FOR:

**MANAGEMENT AND MARKETING DEPARTMENT
FACULTY OF MANAGEMENT AND ECONOMICS
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MALAYSIA**

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EXECUTIVE SUMMARY

Terengganu Equestrian Resort (TER) is a state-of-the-art concept which was established in early 2006. However, this resort does not focus on equestrian activities. It deals with a larger scope. This resort is managed by Alam Laguna Management Sdn. Bhd and its funds are allocated from Yayasan Kebajikan Perkasa Alam (YKPA) which was a vision of Al – Watiqubillah Sultan Mizan Zainal Abidin and it was built in 1995. This was established in order to follow-up the activities of sports and recreation with the focus of up-grading the sports infrastructure and managing the activities to those needed.

TER manages to achieve its target and success today due to the sole purpose of its facilities that differentiates them from other hotels or resorts in Kuala Terengganu. No doubt that the main attraction is its 12 lane bowling lanes available for public- the only one available in Kuala Terengganu.

During the 12 weeks intensive training, trainee was placed in the Marketing and Communication (MARCOMM) Department most of the time. However, trainee was also placed in other departments for exposure- Human Resource, Sports and Equestrian Departments. Trainee had managed to learn three systems- booking banquet system, training system as well as payroll system. These systems were obtained from trainee's observation as trainee had followed through them. Any doubts were cleared after interviewing with the respective managers.

However there are some problems in these systems and can be improvised in the near future. For example, the banquet booking system's main problem is the fact that there is no information at hand such as seating capacities for each banquet, menu options, area of banquet and so on. Other problems such as lacking in details on the enquiry form can lead to waste of time and money. Training is essential in today's workplace. TER should prepare a training manual

or a kit with details of TER in which employees can make their own decision. Payroll problem such as wrongly filling up the overtime form can cause a lot of hassle once the human resource executive starts the salary report. These are some examples of the problems incurred- they may be minor, however if changes do occur, TER will not face any problems again.

In this report, trainee has listed the suggestions to the problems that trainee had observed. Hopefully with these suggestions; TER can live up to its reputation- a world class Oceanside equestrian resort.