[NETHERLANDS MARITIME

INSTITUTE OF TECHNOLOGY]

WINE TALK SDN BHD (1005217-U) 210 BLOCK B 8 PHILEO DAMANSARA II JALAN 16/11 OFF

[INDUSTRIAL TRAINING PROJECT REPORT]

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TRAINING DURATION	3 MONTH (16 MAY 2016 – 15 AUGUST 2016)
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EXAMPLE

winetalk
great wines made easy

DECLARATION OF ORIGINAL WORK

DIPLOMA IN MARITIME TRANSPORTATION MANAGEMENT/DIPLOMA IN SHIPPING MANAGEMENT
NETHERLANDS MARITIME INSTITUTE OF TECHNOLOGY

"DECLARATION OF ORIGINAL WORK"

EXAMPLE

I, RAY MARCO JIPIN (IC Number: XXXXXX619-1[illegible]XX)

Hereby, declare that:

- This work has not previously been accepted in substance for any diploma, locally or overseas, or any other diploma.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

ABSTRACT

The purpose of this Industrial Training Report is to clarify what is the tasks that the student implemented in Wine Talk during their 3 months' internship program in the organization that is specialized in e-commerce business. This Include the individual task, in group task, and special task given to the student by the company will be stated here. Furthermore, the daily activities that executed by the scholar in the firm are also stated here in detail. In this report, the student is placed in Operation Department, so that most of the task will be related to the operation department itself, that is also connected with logistic and warehousing activities. In short, most of the report written here are the summary what the students actually conduct during their internship program, whereby all this information is vital for the internal supervisor for marking purpose.

ACKNOWLEDGEMENT

To be able to finalizing this Industrial Training Project Report magnificently, there are a lot of efforts utilised from many individuals and parties that supports all the content inside this report to be more valuable and accurate.

First and foremost, thousands of gratitude needs to be expressed to the Chief Executive Officer (CEO) of Wine Talk also the External Supervisor Mr. David Stephan that gave me an opportunity to apply what I learnt in my classroom into a real working environment in their organisation. In other hand, the CEO that holds a title as a Chief Sommelier for Wine Talk has taught me regarding to the description of their products, the origin of the products itself and the nature of business of the company.

Not to be forgotten the persons who have provided me with a lot of useful advice in terms their knowledge and skill and even a spiritual support, which is the internal supervisor that elected by Netherlands Maritime Institute of Technology(NMIT) Ms. Ros Ilyani Binti Rosdi and also Ms. Liyana Adilla Binti Burhanuddin the person in charge to guide all students from NMIT prior their internship program.

Lastly, special thanks need to be asserted to both of my parents that assist me in terms of financial during the process of completing this Project Report and the parties who accommodate me with vital information for this report.

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CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION OF PROJECT

Wine Talk which is quite eminent as a leading online wine shop in Malaysia is not only aiming on increasing their sales, the firm itself struggling to surge their efficiency in terms of delivery of their merchandise to the purchaser door step. Specifically, the delivery service is handled by the operation department, whereby they will oversee the movement of goods and ensure that the product ordered by the consumer will be delivered on time.

Focusing on the task executed by the operation department, the operation department itself can be classified into five different major tasks, which known as Profiling and Monitoring, Customer Service, Inventory, Stock Ordering and Packaging. All these activities are indispensable to be implemented in a proper manner to elude any hindrances from occurring that will affect the efficiency of the progression.

Furthermore, the operation department needs to be proactive and have an abundant liaison with the sales department in terms of their communication, since all the consumer orders will be received by the sale department and they need to inform the operation department, so that the operation department able process and ship the parcel to receive by the consumer within promised working days. In short, an effective communication amongst departments will contribute to smoother processing and enhance efficiency.

In the process of conducting their task, all the staffs are required to give their full concentration toward their work to abstain any difficulties from arising. By doing this, the staffs able to dwindle the probability of dilemmas from happening which is the major factor that lead to the delayed of shipment and buffer in processing of an orders. Even though all the staffs are subject to this term, still this term is much more crucial for the workers in the operation department, since they are the key of success of the firm itself.

1.1.1 Operation Organization Structure

Figure 1: Operation Stricture

(Investor Presentation, 2015)

1.1.2 Daily Task

1.1.2.1 Processing Consumer Order

As stated by (Rawi, 2016) most employees will be assigned a specific task that they need to conducted in daily basis, this tasks can be classified as major task and the person that in charge take a full responsibility for any occurrence due to their actions. Specifically, each staff will not conduct all the task in the organization process flow, since it is hard for an individual to focus on their task if they perform various types of job at one time.

Figure 2: Day to day task.

(Operation Standart Operating Procedure, 2014)

As stated above, there are several procedures need to perform by the staffs daily. Different staff may have different capability, for instance, employee that working in ordering goods and packaging is not capable to pick up a call from consumer. Still, an intern student will be familiarised with all the process in the firm, for instance, not only learn in packaging, but also they will be tough in other process by the external supervisor like how to prepare a report, how to answer a call and et cetera to assist the students in their development and awareness in real working environment.

1.1.2.2 Updating Consumers Orders

In order to assure the consumer notified that their order has been ships out from the warehouse. They will receive an email from the firm, that will inform the status of their order. Basically, the person in charge to update this information plays a crucial role to update the information in the database known as Magento. He must ensure that all the information that updated in the system is accurate, since all the updated information will be used to determine whether the consumer order has been processed.

Fundamentally, all the staffs in Wine Talk are allowed to update the information in the database, however, the operation department holds an important role to assure that all the information is updated on a daily basis to increase the efficiency of the process itself. There are some common terms used to update the consumer orders status like Processing, Wine in House, Wine on Board, complete and et cetera. Each term has its own meaning, to guide the staff to conduct their daily task. For instance, Wine on Board shows that the parcel is ready to be self-pick up by their owners and Wine on board means that the product has been ship out. In short, all the information in this system is crucial for most of these activities implemented in the organization.

CHAPTER 2: REPORT OF THE TASK ASSIGNED

2.1 INTRODUCTION

Wine Talk is a firm that well-known as the largest online wine retailer in Malaysia, to be the leading firms that carry out e-commerce business most of their daily operation will rely on Information Technology(IT) and also system that required internet connection. In Operation Department, there are some process need to be conducted without system and IT like the packaging activities, nevertheless it still utilized a system prior the order was processed into the packaging stage.

The British firm that started to operate in 2012 currently has 11 professional employees that have their own responsibility, most of their workforce are able to perform multitasking and conduct more than one task on the same time, has given the firm confident to employ less staff to reduce their expenses. Currently, in operation department, there is only 3 mains staffs in charge to conducting all the tasks for operation and the existence of internship scholar is to assist all the activities in the department itself besides to enhance his knowledge and skill that has been learnt in theory form.

In fact, there are various types of errands that need to perform by the employees, for the operation department there are more than seven main tasks that needed to be conducted that been distributed to the fellow operation team members including the internship students. The tasks that include are customer service, packaging of order, restock goods, receiving goods from suppliers, tracking consumer parcels and et cetera. All these task is commonly implemented by the operation team in day to day and all these task above has been experienced by the internship student at least once.

For the daily task, since the intern scholar course is related to logistic, the external supervisor assigns him to do the oversee of the parcel that has been ships out by the firm to a courier service provider like Ninjavan, Sure Reach, Rapido, and et cetera. Not only tracking the parcel, the intern student will also responsible to double check all the packaging and follow ups need to be conducted for those parcels that spoiled during the delivery activities.

Other than that, the operation head assigns some special tasks for the intern student to examine the performance of the students and to evolve his capabilities. The tasks that given by the operation head are as below:

1. Conducting Inventory Report in Monthly Basis
2. Prepare an Incoming Stock Report Every Month
3. Daily Hurdle Report for Operation Efficiency

2.2 PROJECT DESCRIPTION

2.2.1 INVENTORY REPORT

SKU	WINE/META TITLE	TYPE	IMPORTER	COST	Stock	Damaged	Deferred	Total Bottles	TOTAL COST
MLSP0013	Moet & Chandon 'Brut Imperial' Champagne	Sp	Milawa	160.0	12		1	13	2,080.00
MLW0062	Voga Italia Moscato	W	Milawa	51.9	4			4	207.40
CCWTW0001	Chateau d'Antugnac Limoux White 'Terres Amoureuse	W	WT/C&C	58.0	41			41	2,378.00
MLWTR0001	Altos de Rioja Crianza	R	WT/LB/Milawa	56.0	11			11	616.00
MLWTR0055	Altos de Rioja Tempranillo	R	WT/LB/Milawa	50.4	15			15	756.00
MLWTR0007	Bodegas Valtravieso 'Crianza'	R	WT/LB/Milawa	70.4	4			4	281.60
MLWTR0021	Finca Munoz 'Barrel Aged' Tempranillo	R	WT/LB/Milawa	51.2	10	1		11	563.20
MLWTR0022	Finca Sobreno 'Crianza'	R	WT/LB/Milawa	58.4	12			12	700.80
MLWTW0024	Altamont Wine Studio Chardonnay	W	WT/Milawa	68.0	10			10	680.00
MLWTW0005	Ca' Bianca Roero Arneis	W	WT/Milawa	48.0	11			11	528.00
MLWTR0012	Chateau Bel-Air Ortet - St Estephe	R	WT/Milawa	91.0	48	2		50	4,550.00
MLWTR0015	Chateau Franc-Pipeau - St Emilion Grand Cru	R	WT/Milawa	99.0	51	3	5	59	5,841.00
MLWTR0044	Chinon 'Le Grand Vin' du Domaine de Pallus	R	WT/Milawa	124.0	25			25	3,100.00
MLWTR0019	Chinon 'Les Pensees de Pallus'	R	WT/Milawa	72.0	16		1	17	1,224.00
MLWTR0045	Gotham Wines Barossa Valley Shiraz	R	WT/Milawa	65.0	18			18	1,170.00
MLWTR0046	Gotham Wines Langhorne Creek Cabernet Sauvignor	R	WT/Milawa	54.0	16			16	864.00
MLWTW0009	Helderberg Sauvignon Blanc	W	WT/Milawa	49.0	24			24	1,176.00
MLWTR0048	Hither & Yon Young Shiraz	R	WT/Milawa	72.0	15			15	1,080.00
MLWTW0010	Leeuwenkuil Vineyards 'Family Reserve' White	W	WT/Milawa	49.0	4			4	196.00

Figure 3: June Monthly Inventory Report.

(Wine Talk, 2016)

Frequently, Inventory Report will be conducted once a month in Wine Talk. The purpose of this report is to assure that all the goods received from the suppliers are correct and to assure there is no missing goods inside the warehouse.

The responsibilities to prepare this report are given to some of the staffs in Operation Department including the Internship Students, so that they able to finalize the report smoothly. The staff that appointed to execute the report frequently need to work overt time to finalize this report, that will take around 2 to 3 hours to be fully completed. There is Standard Operating Procedure (SOP) provided by the Operation Manager on how to conduct the report in a proper manner as below.

First and foremost, the Inventory Report Excel File need to be amended according the latest format needed by the Operation Manager. The Microsoft Excel file will be consisting of 10 horizontal columns and vertical columns will depends on type of goods inside to warehouse. The horizontal column will be categorized as SKU, Product Name, Type, Importer, Cost, Stock, Damaged, Differed, Total Bottles and Total cost.

Secondly, after the Microsoft Excel File is prepared. The staff will start calculating all the products inside the warehouse. It is very important for the staff to arrange all the products with a similar type in one are to assure all the products inside the warehouse counted. Thus, will contribute to the inaccurate information of the Inventory Report. Also, any new product that is just stored in that month in the warehouse will be recorded in the Inventory Report for that month.

As a closure, when all the information is recorded in the Microsoft Excel File. The file will be once again reviewed and processed. All the price for the goods that is stored in the warehouse for that month need to be updated according to the latest supplier price list, so that the total price of the product in the Inventory Report File will be accurate. Lastly, the Inventory Report File will be handover to the Finance Department for the final process and used by them as a reference for investigation if there is any missing product inside the warehouse.

2.2.2 Preparing Monthly Incoming Stock

	J	K	N	O	P	Q	R	S	T	U	X	Z	AB	AT
1	Date	Supplier Invoice #	Item Number	Quantity	Description	Price	Inc-Tax Price	Discount	Total	Inc-Tax Total	Journal Memo	Tax Code	Tax Amount	Received
2	4/7/2016	166595	MLSP0021	2	Veuve-Clicquot Yellow Label Champagne	RM180.00	RM190.80		RM360.00	RM381.60	Purchase wine	TX	RM21.60	2
3	4/7/2016	166595	MLW0071	1	Peter Lehmann 'Hill & Valley' Eden Valley Riesling	RM74.00	RM78.44	15%	RM62.90	RM66.67	Purchase wine	TX	RM3.77	1
4	4/7/2016	166595	MLW0162	24	Raiz Sauvignon Blanc	RM33.00	RM34.98		RM792.00	RM839.52	Purchase wine	TX	RM47.52	24
5	4/7/2016	166595	MLR0286	24	Raiz Cabernet Sauvignon	RM33.00	RM34.98		RM792.00	RM839.52	Purchase wine	TX	RM47.52	24
6	4/7/2016	166595	MLWTW0006	12	Chateau de Vimont - Graves White	RM57.00	RM60.42		RM684.00	RM725.04	Purchase wine	TX	RM41.04	12
7	4/7/2016	166595	MLR0157	1	Tempus Two 'Silver Series' Cabernet Sauvignon	RM51.00	RM54.06	15%	RM43.35	RM45.95	Purchase wine	TX	RM2.60	1
8	4/7/2016	166595	MLR0168	1	Brown Brothers 'The Windmill' Shiraz	RM54.00	RM57.24	15%	RM45.90	RM48.65	Purchase wine	TX	RM2.75	1
9	4/7/2016	166595	MLW0004	2	Alois Lageder 'Riff' Pinot Grigio	RM57.00	RM60.42	15%	RM96.90	RM102.71	Purchase wine	TX	RM5.81	2
10	4/7/2016	166595	MLW0062	6	Voga Italia Moscato	RM61.00	RM64.66	15%	RM311.10	RM329.77	Purchase wine	TX	RM18.67	6
11	4/7/2016	166595	MLR0129	1	Luis Felipe Edwards 'Gran Reserva' Shiraz	RM66.00	RM69.96	15%	RM56.10	RM59.47	Purchase wine	TX	RM3.37	1
12	4/7/2016	166595	MLR0207	2	Luis Felipe Edwards 'Pupilla' Carmenere	RM48.00	RM50.88	15%	RM81.60	RM86.50	Purchase wine	TX	RM4.90	2
13	4/7/2016	166595	MLWTR0029	12	Reyneke 'Organic' Shiraz-Cabernet	RM57.00	RM60.42		RM684.00	RM725.04	Purchase wine	TX	RM41.04	12
14	4/7/2016	166595	MLWTW0010	12	Leeuwenkuil Vineyards 'Family Reserve' White	RM49.00	RM51.94		RM588.00	RM623.28	Purchase wine	TX	RM35.28	12
15	4/7/2016	166595	MLWTR0025	12	Helderberg Cabernet Sauvignon	RM49.00	RM51.94		RM588.00	RM623.28	Purchase wine	TX	RM35.28	12
16	4/7/2016	166595	MLWTR0052	12	Bodegas Munoz 'Legado' Garnacha	RM51.00	RM54.06	20%	RM489.60	RM518.98	Purchase wine	TX	RM29.38	12
17	4/7/2016	166595	MLWTR0053	12	Bodegas Munoz 'Legado' Tempranillo	RM52.00	RM55.12	20%	RM499.20	RM529.15	Purchase wine	TX	RM29.95	12
18	4/7/2016	166595	MLWTR0042	12	Altamont Wine Studio Pinot Noir	RM68.00	RM72.08		RM816.00	RM864.96	Purchase wine	TX	RM48.96	12
19	4/7/2016	166595	MLWTR0006	12	Bodegas Munoz 'Artero' Reserva	RM63.00	RM66.78	20%	RM604.80	RM641.09	Purchase wine	TX	RM36.29	12
20														
21	4/7/2016	166625	MLR0052	1	E. Guigal Chateauneuf Du Pape Red	RM182.00	RM192.92	15%	RM154.70	RM163.98	Purchase wine	TX	RM9.28	1
22	4/7/2016	166625	MLR0015	4	Cape Mentelle Cabernet-Merlot	RM95.00	RM100.70	0%	RM380.00	RM402.80	Purchase wine	TX	RM22.80	4
23	4/7/2016	166625	MLR0189	2	Peter Lehmann 'Layers' Red	RM76.00	RM80.56	15%	RM129.20	RM136.95	Purchase wine	TX	RM7.75	2

Figure 4: Incoming Stock Report.

(June Incoming Stock Report, 2016)

In fact, Incoming Stock Report is ordinarily needed in any corporation, particularly, for those businesses that provide merchandise to their consumer. The incoming Stock report will contain all the information regarding the products that have been received by the firm or product that has been delivered by the suppliers. The superior purpose for this report are to track what is the items that have been received and stored in the warehouse are, thus the staff can easily access to the report file since it has been transferred into Microsoft Excel files.

The incoming stock report in Wine Talk will be conducted once a month. As a largest online wine shop in Malaysia, the movement of their merchandise is very fast and sometimes the product that their consumer ordered is not in their warehouse, which lead the firm to create a Purchase Order (PO) for those products. Basically, the firm will receive more than one types of products every day from their suppliers, which means that they will receive invoice from the suppliers every day that need to be included in the report. In sum, it is essential for the firm to work with the report on a daily basis to assure that the report is well updated.

The contains of the Incoming Stock Report will record the essential information from the invoices given by the suppliers after they delivered the product. Normally, the most crucial information that needs to be included in the incoming stock report is the date of invoice, Stock Keeping Units number, number of invoice, quantity of products received and the total amount for the products.

The intention why the firm want Inventory reports to be conducted on a daily basis is that the report can be used by the staff to track down the previous order information without searching it in a bulk of papers that consume a bunch of times. Besides, after the report has been completed, the space needed to store all that information is less since it not using any paper and support the goal of the firm, to be one of the company that is environmentally friendly.

All in all, the intern student that in charge for the Monthly Inventory need to work with the report in daily basis or at least in weekly basis, to assure that the information in the report are well amended and can finalize the incoming stock report on the end of the month for other department reference, notably the finance department that will used that information for the payment purpose to the suppliers. Also, if the intern student manages to finish the report earlier, he still has a time to double check the report and do the correction if there is any inaccurate information before hand it to other departments.

2.2.3 Daily Hurdle Report

Wine Talk Operations and Service DHR S1

I. Delivery Performance vs Target Date 8 7 6 5

West Malaysia

Delivery Speed	Day	Due Day 14-Aug-2016	MTD Orders Aug	Progress July	June	May
A. Klang Valley	0		0%	18%	21%	11%
	#	0	0	32	51	24
	1		58%	42%	31%	23%
	#	5	73	76	75	51
	2		25%	28%	24%	38%
	#	3	32	51	57	87
	3		12%	8%	22%	22%
	#	0	15	14	53	50
Late	>3		5%	4%	2%	6%
	#	0	6	8	5	14
Pending POD	P					
	#	4	16	0	0	0
TOTAL WKV		excl POD	126	181	241	226
WKV Inaccurate Del	I		2%	0%	1%	0%
	#	0	2	0	3	1
B. Outside KV	1		38%	39%	24%	17%
	#	0	15	26	23	13
	2		28%	41%	35%	34%
	#	0	11	27	33	26
	3		15%	3%	24%	25%
	#	0	6	2	23	19
	4		13%	6%	8%	14%
	#	0	5	4	8	11
	5		3%	6%	2%	5%
	#	0	1	4	2	4
Late	>5		3%	5%	6%	5%
	#	0	1	3	6	4
Pending POD	P					
	#	0	9	0	0	0
TOTAL ORDERS		excl POD	39	66	95	77
OKV Inaccurate Del	I		0%	0%	1%	0%
	#	0	0	0	1	0
C. Special Requests		14-Aug-2016	MTD Orders	July	June	May
Successful	S		100%	100%	100%	100%
	#	1	73	78	79	24
Inaccurate	I		0%	0%	0%	0%
	#	0	0	0	0	0
Total SPR orders			73	78	79	24

(launched 12th July 2016)

East Malaysia

Delivery Speed		Due Day 14-Aug-2016	MTD Orders Aug
A. 3D Zone	1		0%
	#	0	0
	2		#DIV/0!
	#	0	1
	3		#DIV/0!
	#	0	0
Late	>3		0
	#	0	0
Pending POD	P		
	#	1	2
TOTAL EM3		excl POD	1
EM3 Inaccurate	I		200%
	#	0	2
B. 7D Zone	1		#DIV/0!
	#	0	0
	2		#DIV/0!
	#	0	0
	3		#DIV/0!
	#	0	0
	4		#DIV/0!
	#	0	0
	5		#DIV/0!
	#	0	0
	6		#DIV/0!
	#	0	0
	7		#DIV/0!
	#	0	0
Pending POD	P		
	#	0	0
TOTAL EM7		excl POD	0
EM7 Inaccurate	I		
	#		
C. Special Requests		14-Aug-2016	MTD Orders
Successful	S		#DIV/0!
	#	0	0
Inaccurate	I		#DIV/0!
	#	0	0
Total SPR orders			0

Figure 5: Daily Hurdle Report.

(Wine Talk Sdn. Bhd., 2016)

In a business world, the competition is very high, if the company want to assure they able to compete with other companies, they should have their own indicator to tracking their firm performance. If the company did not track their current performance, it is easy for other organisations to surpass them.

In Wine Talk the Chief Executive Officer (CEO) will set a monthly target for their organisation to assure that the firm is in a right direction. As an online shop firm, one of the key that indicates the performance of the company is the delivery speed of a product ordered by the consumer, since a fast delivery can make customers happy and a happy customers willing to purchase more merchandise.

How did the company tracking their delivery performance? maybe be a question that pops up in reader's mind, so the alternative way that the firm used to assure that they able to track their delivery speed is by creating a Daily Hurdle Report for Operation. The report will need to be conducted on a daily basis by the person in charge, which is the internship scholar. However, before conducting the report, the intern still need to update several information's, whereby the information afterward will be used in the process of conducting the report.

First of all, the intern need to update all the consumer information in the master data manually by referring to the database known as Magento. The main information that included here are the date of the consumer's orders been ships out and when the parcel is delivered to the purchaser. Then, after all the information has been fully updated, the data will be exported into the report files that contain an automatic formula to calculate the information needed.

Furthermore, the consumer response and feedback is also essential to be included in the daily report to oversee if consumers are satisfied with the service provided by the firm. In order to collect feedback from consumer, the firm use another third party system known as "Hot Jar". The Hot Jar will store all the feedback that gave by the consumer online, along with the consumer personal information. As for the report, the information from Hot Jar will be exported into a Microsoft Excel form before transferred into the master data to be processed and lastly will be moved to the report.

Finally, when both information from the Master Data and Hot Jar has been exported to the daily report, the final step that needs to be perform by the intern student before finalising the report is to filter the information according the report needs. In fact, the Daily Report can be separated into 3 segments that know as Section 1(S1), Section 2 (S2) and Section 3 (S3), whereby the S1 will be automatically done by the formulation. However, the intern still need to place the consumer feedback (comment) on the bottom column of S1. In S2 and S3, the information that needed here are the consumer orders based on their target delivery, for S2 the orders that need to be placed here are those order that need to be delivered yesterday and in S3 are for the orders that need to be delivered tomorrow and next 2 days. Basically, the intern will need to filter the exported before getting that information needed.

2.3 ROLES AND RESPONSIBILITIES

2.3.1 JOBS DESCRIPTIONS

1. Working with Daily Hurdle Report

Preparing the Daily Hurdle Report for the operation department on a daily basis, by collecting all the consumer's info information, that will be used in a short meeting every morning and to be send to the board director. The report will consist of the date that purchaser ordered a product along with their name and quantity of products including the date of products delivered to the owner. Inform head of operation regarding to that information that incomplete for future action. Finally, Collecting the consumer's feedback to be included in the report.

2. Assure Products Delivered on Time

Oversee the movement of the products from warehouse to consumer's door steps in a proper condition. Also, conducting a follow up for the pending shipment by contacting the courier service and Inform consumer for any expected pending delivery by the courier service. Investigate the actual circumstances for any damage parcel and determine the person that needs to bear the cost for damaged products. Lastly, charges the cost for the spoiled parcel to the person who are responsible for the mistake.

3. Responsible in Updating Consumers Order.

Updating the consumer orders status in the system is another crucial task to be done day by day to assure they are well notified with their order status The information needs to be accurate to avoid any confusion, to assure the information are accurate, communication between the individuals in operation department play an important role.

4. Preparing Incoming Stock Report Monthly.

Assure that the invoice from the suppliers is well organised according to the supplier's name and the date that the goods delivered into storage area. Inputting the information from the invoice sheet into the excel file in such as the date of delivery, Stock Keeping Units number, total cost and et cetera. Compare the prices of the goods in supplier's invoice with the price of the goods in the Master List. Inform the head operation for any goods price that not in line with the price stated in Master List. Recheck all the information that has been inserted into the report before submitting the report to the financial department and do the filing for the original invoice sheet.

5. Assisting The Packaging Process

Preparing a boxes, a bubble wrap and tape prior the packaging process takes place. Ensure that the goods that need to be pack are in a good and clean manner and avoid the goods from moving by using adequate cushioning materials. Finally, conducting a double checks for each box prior ships out to avoid mistake from occurring.

6. Preparing The Inventory Report

Create a Microsoft Excel file that is suitable for storing the bulk information's of the quantity of the goods in storage area along with the total cost. Also, the Stock Keeping Units numbers with the name need to be included in the inventory report to assist for feature action, notably the ordering process. Calculate the amount of goods in the storage area according their types and vintage, whereby the information will be recorded in the report. Basically, the amount of goods is separated into three categories, labelled as in shelf, damage and differed. Afterwards, all the report will be hand over to the finance department as their reference for the inventory.

2.3.2 INDUSTRIAL TRAINING TASK

1. Email the Monthly Attendance Sheet

Send the Monthly Attendance Sheet in monthly basis to Coordinator of Industrial Training in Netherlands Maritime Institute of Technology.

2. Liaise with Internal Individuals as a Reference.

Interview and discuss with some of the staffs in the firm for any information related to reports like Organizational Structure and company background. Also, asking for permission from the Chief Executive Officer for the information that will be used for report purpose.

3. Liaise with The Head Operation

Talk with the head operation for any inquiries regarding to the tasks given and the Standard Operating Procedure (SOP) for conducting the task given by him.

4. Conducting The Report writing for Industrial Training.

Conducting the reports for the Industrial Training when there is a spare time, especially, weekends and holiday.

5. Communicate with Internal Supervisor

Converse with Ms. Ros Ilyani Binti Rosdi as the Internal Supervisor elected by Netherlands Maritime Institute of Technology regarding the report and incoming events in Netherlands Maritime Institute of Technology.

2.4 CONCLUSION

All in all, the responsibility during conducting the Industrial Training Programme gave the scholar plentiful benefits in order to develop their general knowledge that already learnt in their studies to be more valuable. Moreover, all the experience earned by the students during working in the firm, which cannot be learnt in a classroom, lead them to be a more successful individual for their future career and give them a competitive advantage for applying new jobs towards their competitors.

CHAPTER 3: CONCLUSION

3.1 INTRODUCTION

Wine Talk that knows as the largest Wine online shops in Malaysia is operating their business online. They are selling more than 2000 types of wine that imported worldwide and the company guarantee that their price is cheaper compared to other wine retailers in Malaysia (Stephan, 2016). As an online shop the firm fully utilised a system to perform their daily transaction, however the firm also accept Cash of Delivery for the wine that cost below RM 1,000.

Specifically, the firm can only guarantee to deliver the goods within 3-5 working days in peninsular Malaysia, but currently on 13 July 2016 the firm has launched their new branches in East Malaysia. The new branches that located in Kota Kinabalu, Sabah and Kuching, Sarawak has contributed to the efficiency of delivery, now they can guarantee their customers to deliver their parcel within 3-5 working days in both areas.

As a person that working in Operation department, the daily task that need to be conducted by the staff is processing customers order, preparing Daily Hurdle Report, pick up customer call and et cetera. Below is the major process that perform by operation team day to day.

Figure 6: Operation Process.

(Development Plan, 2016)

Checking customers order is one of the crucial task to do on a daily basis to ensure the efficiency of the feature process. The order can be received in 2 forms, one is from the main website and the other is order received from apps. Then, prior proceeding to the next process, the payment confirmation needs to be done by the finance department to assure that the payment has been received. Next is updated the orders status into processing and also calling customers for any issues regarding their information or for replacement. Afterwards, any consumer orders which are not available in warehouse should be included in the Purchase Order. Then the next process need to be done after receiving the wine that has been ordered is the packaging process of goods according to the Standard Operating Procedure and to be shipped out. Lastly, the orders that have been ships out, will be updated on the system and will be tracked to ensure the product arrived in their destination.

3.2 LESSON LEARNED

3.2.1 TECHNICAL

During the Internship Program, the lesson that the scholar technically learnt is the nature of business of the organization itself and their daily procedure that needs to be done. The students also learnt how to do the work correctly for their own safety and also to comply with the Standard Operating Procedure (SOP) of the firm to assure the task given conducted in the most efficient way.

3.2.2 HUMAN

Another important lesson that is learnt in this program is the lesson as human being, the staffs in the company are working in very polite ways and they are very supportive that can be a benchmark for the students. Even though they are segregated amongst difference department, but still they will support each other when they are issues faced by the specific department. Moreover, the communication and social connection between the workers a great, which help them to reduce the stress in the working environment.

3.2.3 SELF-MOTIVATION

In Wine Talk, they will conduct a short meeting daily, in the meeting each staffs will need to mention what is their 3 superior priorities for that day. Even more, the Chief Executive Officer (CEO) will announce sales target for that day, the CEO believes that by doing such things it helps the staff to focus on their daily task. As the results, the staff able to conduct their task much more efficient and reduce error in completing their task. What can be learnt by the scholar from this circumstance is that, it is important for each person to have their own purpose of living. In addition, the individual must have a daily goal that needs to be accomplish ever day in order to achieved your major goal.

3.3 KNOWLEDGE GAINED

3.3.1 COMMUNICATION SKILL & LISTENING SKILL

In working environment, a communication skills are very essential to help the individuals to conduct their task in an efficient manner. The scholar learnt how to communicate in difference ways, since during working days they will not only communicate with their colleague but also with suppliers, purchaser and even with their boss. What the scholar actually learnt is that how to communicate in proper manner by using a business ethics in their daily communication. Another crucial skill that learnt is a listening skill, need to be equivalent with the communication skill as it helps the students to understand any given instruction better.

3.3.2 NEGOTIATION SKILL

Another skill that evolved during the Industrial Training Program is the negotiation skill, which is mostly used by the staff during communicating with the suppliers, purchaser or even amongst the staff in the firm itself. In a normal life the negotiation skill is not fully utilized, but in business negotiation skill is crucial to be able to get a discount from the supplier or attract consumer to purchase product that we are selling.

3.3.3 Basic Wine Knowledge

Wine Talk is a largest online wine retailer are selling more than 2000 types of wine. Technically, the staffs that working in the firm will learn a basic knowledge regarding the product their offer. For the scholar, it is a new experience and great knowledge for him as the nature of business of the companies is unique compared to other firm.

3.3.4 Microsoft Excel Skill

In order to accomplish daily tasks, most of the tools that used is the Microsoft of Office software, notably, the Microsoft of Excel. The software is mostly used in preparing report like Inventory Report and also Incoming Stock reports, basically the students already have a basic knowledge how to used such software in performing certain task. However, in order to create a formula in the excel sheet is a new experience for them as that kind of skill is not taught in a classroom.

3.4 LIMITATION

3.4.1 INTERNET CONNECTION AND SOFTWARE PROBLEM.

As the company are fully utilised system and technologies support in their daily operations, any buffer or system failure will cause a major issue for each staffs to perform their tasks. Notably, the operation department, since the customer's order are received online and if there is no Internet connection it is hard for them to process the consumer orders, which leads to the delivery delayed.

3.4.2 INSUFFICIENT WORKFORCE.

In terms of workforce, currently the operation department is having a problem in employing a new staff, since the company nature of business that unique from other firm. It is a struggle for the company to search for a person with a knowledge and experience in wine to work with them. As a result, the staffs in the operation department need to do multi task as they did not have enough Workforce, even worse if there is any staff that is on leaves the workers need to cover all the tasks to avoid any delays along the process.

3.4.3 UNCLEAR JOBS DESCRIPTION

Another limitation for the company is that, they did not give their employees a clear job description, which causes some of the employees took an advantages to instruct other staff to conduct the tasks that supposed to be done by him. This leads to the buffer in the daily process of the operation department that might affect the efficiency of the process and increase the tendency of errors.

3.5 RECOMMENDATION

3.5.1 Installing Offline System

As the solution for Internet connection problem or system not functioning, the firm can install a substitute offline system that automatic captured the information from the main online system and also save all the work, which is not saved during the Internet connection problem occurs. By doing this, the firm able to reduce the data loss and reduce delays on the daily procedures, notably, for the operation department.

3.5.2 Employ and Conduct Training to Fresh Workers or Employ Internship Scholar.

In fact, most firm will face a common issue in employing a new staff to work in a new firm, nevertheless, conducting training to the new staff can solve this kind of problem and if the company did not have enough budget to conducting a training, they also can employ an intern student after he finished his internship training in the firm, which can reduce the expense of the company to conduct training for a new employee.

3.5.3 State a Job Description for Every Individuals in The Firms.

In working environment, it is important for each individual to know what is their main tasks in the firm and the company should state the jobs descriptions of the employees before employing them. For those staffs that did not conduct their task according to the given jobs descriptions should be given a warning to avoid them from continually doing such issues and the management itself need to monitor the staff's activities in the firm.

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APPENDIXES

COMPANY STRATEGY

WINE TALK SWOT ANALYSIS

STRENGTH	WEAKNESS
• Operating using latest system. • Strong network connection. • Experienced Sommelier.	• Poor communication between department • Long process updating data into system. • Lack of training programme.
OPPORTUNITY	**THREAT**
• Growth of wine demand	• Government taxes for alcohol product. • New online retailer offering same product.