

TLMM INTERNSHIP PROGRAM

‘Be brave. Take risks. Nothing can substitute experience’

“Too many interns, all over the country, will spend their Internship Program stapling stacks of papers, filling, and fetching coffee. But a lucky handful will be engaged in much more valuable, challenging and educational work.

**TLMM Offers you the platform for an INTERNSHIP
LIFE CHANGING EXPERIENCE**

TLMM Internship Program was officially established in 2010 for undergraduates to gain on-the-job exposure in the EDUCATION & TRAINING industry. It aims to nurture and develop Malaysian talents as part of our contribution to the country, and provides a potential talent pool for employers.

Up to date we have engaged 200 interns from private and public Universities. We have hired 10 interns from the programs we offered.

The intern students we recruit comes from Management, Communication, Entrepreneurship, Business Administration, Multimedia, Computer Network

OUR INTERNSHIP FORMULA

- 3 DAYS TRAINING FOR STUDENT ON THEIR JOB ROLE
- EACH DAY WE OFFER MOTIVATION SESSIONS IN THE MORNING TO STUDENT
- WE OFFER ADVISE AND FEEDBACK TO STUDENT
- WE ROTATE THEIR PROJECTS THROUGH OUR DEPARTMENTS
- EACH STUDENT IS HANDLED BY A CONSULTANT IN OUR OFFICE
- WE OFFER THEM OPPORTUNITIES TO SPEAK AND BECOME A LEADER THROUGH PROJECTS
- AT THE END OF THE INTERNSHIP WE ASSESS TO SEE IF THEY CAN BE HIRED.
- WE OFFER THEM TESTIMONIAL LETTER (DEPENDING ON HOW EXCELLENT THE STUDENT IS)

Besides, gaining the on-the-job exposure they are also given opportunities to network and gain industry insights from senior management, fellow interns and Management Associates.

Allowance RM700.00 - RM1000.00 (allowance will increase depend on the skills and attitude of student)

Morning motivation Sessions with activities to develop own self.

Supervisors can nominate interns to join in visits to customers site.

Supervisors can nominate interns to attend training events.

Interns will be given TLMM benefits (Bowling and Dart activities, Festival Lunches, Commissions and Rewards each month)

Our interns can be our potential future TLMM's and also our ambassadors. Let's provide them the best experience and ample opportunities for self - development!

Testimonials written and verbal from past students:

2.0 Detail of the Internship

2.1 Internship Overview

I have my internship training in The Learning MatchMaker within the period 27th May 2013 to 30th August 2013. During my internship period, I have learnt a lot of knowledge from our company's supervisor Ms. Cheryl. She possesses wide level of knowledge and guided me patiently and shared a lot of her experience with us. I learnt a lot and gained a lot of insights from her.

Besides, I also gained some significant skills from this internship training which are teamwork skill, communication skill, computer literacy skill and time management skill. For example, every day I have to face Microsoft Word, Outlook, PowerPoint and Excel. I have able to improve my teamwork and communication skill whenever carrying out tasks with other interns. Then, I improved my language for English as well as Bahasa Malaysia.

Besides, I have been able to realize my weakness and improve it during this internship programme. For instance, I improve my confidence and communications whenever talk to customer. I learnt how to write emails in professional way. Apart from that, and most importantly I changed my mindset from negative to positive. I being able to motivate myself and identified the ways in order to success in career and life.

2.2 Skill Acquired in the Workplace

2.2.1 Teamwork Skill

During this three months internship training, teamwork is typically essentials to achieve anything. Tasks can be completed effectively and efficient providing we are supporting each other and we have the same goals. For example, I worked with other internship students in order to complete any tasks given. Besides, even on the sales floor, I worked in team with my senior consultants to handle every RFQs from clients because interns are not being expert to manage every order from beginning until the end. Interns need to learn step by step along the period. Teamwork is also important to achieve KPI for each sales team.

2.2.2 Leadership skill

Besides, leadership skill is also one of the skills acquired in the company. Whenever we carrying out tasks given, there will be a person in charge and she will be the leader. The leader will responsible on the task given and to ensure it completed on time and communicate with boss on behalf of the team. Other interns and I were also given opportunity to become leaders for any tasks given.

2.2.3 Computer Literacy Skill

I face Microsoft Word, Excel, Outlook and PowerPoint very frequently during the internships. I have to use these tools to perform my daily duties as well as additional task. These few tools are essential in the company's business. For instance, the main communication medium with clients and vendors were through emails by Microsoft Outlook. I have enhanced my computer literacy skill during these three months.

2.2.4 Communication and Negotiation Skills

During my internship period, I found that communication skills are typically important in business. I communicate with clients, vendors, as well as among colleagues in the office everyday in order to perform my daily duties that support the company's businesses. Besides, I learnt how to negotiate with clients and vendors especially about the agreed training fees.

2.2.5 Tele-marketing skills

The main medium to communicate with clients and vendors are through the phone. The company get its businesses were mainly through tele-marketing. This is common in the training industry as it typically an effective and low cost strategy. I did phone calls every day in order to get new RFQs from new clients. I being able to talk and transfer message more effective and confidence through the phone as well as to convince others through the phone.

Besides, I was rotated on various departments during the three months such as HR, Admin, Marketing, Sales, Quotation and Social Media. Therefore, I was being assigned additional tasks every week from different department. For instances, I assigned admin tasks to arrange the company's files, databases and also company's portfolio in both hardcopy and softcopy.

3.0 Work culture of the Company

3.1 Multicultural Work Environment

This company comprised of different races and cultures of internship trainers and staffs which are consist of Malay, Chinese and Indian. Moreover, it has one consultant from Pakistan. This diversity environment will eventually provide me the opportunity to work, interact and share ideas, experiences with each others. Although we have different cultural background but we always respect each other and we treat each other like no different. Different races and cultural background environment is not a barrier for us to interact and work together.

3.2 Good Learning Environment

The Learning MatchMaker has provides a comfortable working environment with facilities such as pantry, water-heater, books and air-conditioning for internship students to have a good working and learning environment. Hence, we have better mood to learn something in a comfortable working environment. Besides, I have also been given an opportunity to work with other university's internship students in this working environment.

3.3 Efforts and Rewards

Company is doing good practices in providing rewards to staff. Besides of releasing commissions accordingly, extra rewards were given. As long as staff put efforts and achieve the rewards' requirements and eventually contributed to the company, it will give out rewards properly to the staff that deserve for. Sometimes the company even has different attractive rewards every month. This ultimately can motivate staffs and increase their commitment towards the company. In addition, once the company monthly target achieved, all staff can enjoy a good meal.

4.0 Expectation of the Company

4.1 Time Management

One of the expectations of this company is each staff should have very good self time management. Otherwise, work cannot be finished on time and the staff his or her self will demotivate due to large amount of workload.

4.2 Creative and Pro-activeness Employee

Besides, creative and pro-active employees are needed to help company's business grow. The staffs have to take initiatives to ask question, seek assistance and update the potential clients' status frequently with CEO. Then, through the creativity of employees, they can build a unique and good rapport with clients and vendors. The company will ultimately have competitive advantage as the services delivered to client are different from other training company.

4.3 Full Commitment to Achieve KPI

TLMM expects the staffs are putting full commitment and efforts towards the company businesses by achieving their own KPI. Company will reward accordingly in return of their efforts.

4.4 Code of Ethics

TLMM giving trust on employees and provides flexible to them as it also expects their employees are being self disciplined and having good ethics in doing any tasks especially in pushing on sales.

5.0 Limitation of the Company

One of the limitations is that I needed to bring my own laptop to work indicate that the company do not have extra pc provided to interns. Secondly, the working space is compact because sometimes during phone calls, the staffs or interns will easily get distracted by the sound or noise produced by others due to their place is close. Thirdly, interns easy feeling de-

motivated in the beginning since they are not familiar in doing tele-marketing and worried cannot handle the jobs.

6.0 Recommendation

6.1 Provide extra PC

The company can consider to provide extra PCs for interns if have extra funds on development, so that interns do not need to bring their own laptop every day to work. Besides, this can avoid interns to misuse their working time by using their own laptop.

6.2 Increase office space

The company can consider to increase office space if its business reach the maturity to expand. This can improve the working environment and the staffs will not get distracted easily. Moreover, company can recruit more staff or interns.

6.3 Brief properly and motivate interns

Company can give proper and motivating briefing to interns during their training in the beginning. Interns might usually de-motivate and worried to do tele-marketing especially those are not from marketing course. In fact, the jobs are challenging yet interesting. Company can encourage interns frequently and transfer a message that tele-marketing is common in business and not those boring hard sales.

7.0 Conclusion

I have a great experience and learnt a lot of new things from The Learning MatchMaker during these three months. During this internship period, I learnt a lot of knowledge from different field of subjects as I rotated on various departments such as HR and Admin, Marketing, Quotation and Social Media. I believe that there has a greater opportunity for me to get a job easily in the future since I received a testimonial from the company.



UNIVERSITI TUNKU ABDUL RAHMAN

Faculty of Business & Finance
Perak Campus, Jalan University, Bandar Barat, 31900, Kampar, Perak
Tel: 05-4688888 Fax: 05-4667407

Academic Year 2013

May Trimester

UBMM 3376 Industrial Training

UTAR Industrial Training: STUDENT FINAL SUMMARY

Programme	Bachelor in Business Administration
Name of Trainee	Leong Hew Kah
ID Number	11ABB01608
Name of Company	The Learning MatchMaker
Address of Company	Suite 598 8-4, Mutiara Complex, 3 1/2 Mile, Ipoh Road, 51200 Kuala Lumpur.
Name of Company Supervisor	Ms. Cheryl
Name of Visiting Supervisor	Mr. Chong Chee Keong
Date of Appointment	27/ 05/2013
Date of Completion	31/ 08/2013
Special Conditions/ Requirement	NIL

WHATS IN IT FOR THE UNIVERSITIES:

**We Hire and Train YOUR students to be ready
for employment!**

**Contact: Mr Colin to register Interns to
[TLMM admin@tlmm.com.my](mailto:TLMM_admin@tlmm.com.my)**