

**CREATING A POCKET BOOK: INTERNSHIP EXPERIENCE AT THE
FRONT DESK OF SHERATON PETALING JAYA HOTEL MALAYSIA**



JOB TRAINING REPORT

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**MINISTRY OF HIGHER EDUCATION, SCIENCE, AND TECHNOLOGY
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ENGLISH LANGUAGE AND LITERATURE DEPARTMENT
ENGLISH DIPLOMA PROGRAM
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**Submitted as a Partial Fulfillment of the Requirement
for Diploma Program Degree**

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