Abstract

Amari Pattaya is five star hotel, located in the peaceful northern end of Pattaya. There are two buildings called Amari garden, resort style hotel and Amari ocean tower, modern style and ocean view. With fully facilities and services, for examples two swimming pools, three restaurant, the most famous restaurant in Pattaya is Matra restaurant. Also fitness, spa, and kids cave teen town. For all of these reasons make me so interested in this hotel for my cooperative education program.

I would like to start my internship there because I hope the hotel will give me good experiences and give me the right position.

Finally, I worked as Guest Relation Officer (GRO) position, my responsibilities are taking care of the guests when they come to check-in, making a short conversation with them. And also taking care of VIP and special guests. I have to check amenities and the rooms for them.

Since I started working I have faced many problems and I try to solve it. For example, the guest form Russia can't speak English and she wanted something I didn't know, I tried to use body language but I still didn't understand. So I gave her paper and pen to write it down what she wanted, I thought maybe she wanted the towel, because she walked from the swimming pool I went there and gave her the towel. For this case I had learned how to communicate with other if they can't speak English.

SPU CHONBURI