Abstract

Amari Pattaya Hotel is a five star hotel in Pattaya. There are many brunches not only Thailand but also oversee; such as Maldives Doha and Qatar. Amari Pattaya Hotel has many facilities and services such as restaurant. There are three restaurants, and one of famous restaurants is Mantra serve A La Carte menu. It is famous because it offers delicious food and beautiful place. Other services are fitness, salon, spa, swimming pool and kid cave. For swimming, there are two, free form pool and lap pool and also a pool bar.

I was assigned to serve the guests when they came to the spa. I had to answer the phone, check the reception area, burner, music, lighting, and temperature. Sometimes, I had to check e-mail, calculate the bill and arrange queue of the therapists.

Sometimes, if the hotel holds activities, I always attend and contribute help. For example, Earth Hour's Day, Songkarn day, Big Cleaning Day and Birth day of staff party.

I have learnt new things; new jobs and I discovered that these are about the point of an internship. It filled me up with various experiences which I didn't realize before that I needed it. I can adapt quickly to the environment and have good relationships with others. For myself, I have found many points of weakness but it helped me to improve. I have learned from the mistakes, problems and found solutions to be successful. This is the first important step of my learning.

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