Abstract

For my Cooperative Education Program I chose to practice at The Sanctuary of Truth, Pattaya. This is the biggest wooden carving castle in the world. The owner is Mr. Lek Viriyaphan. The architectural style is inspired by Buddhist and Hindu beliefs. Each of the four corners has a tower with figures from Thai, Cambodian, Indian and Chinese beliefs and legends.

I was a trainee as a seller. I had to sell the ticket to customers who come from many countries to visit the building. There are a lot of accents, sometime I didn't understand what they mean. This was a problem for me at the beginning. So I decided to design a handbook about sales in English to help the staff and future interns on problems of this communication. I would like to correct all of important data for sale on the English-Thai handbook. I summarized each part to understand easily. All sentences come from what I listened and speak each day. Moreover, there are many situations, problems, and solutions which staffs always confront. My supervisor checked the manual and said that it was a good handbook for new staff and trainee who will come to work at this department in the future.

In conclusion, I made this handbook intentionally and I hope it will be a perfect guideline for next generation. If readers forget some information they can read again and again. Moreover, the handbook can help supervisor save time to explain the detail of work process to new staff.

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