Abstract

Pan Air head office is located in Bangkok and a branch office in Sriracha, Chonburi. Our services include air tickets, online booking services, stopover plus, promotion, tour packages and visa services. Most customers are administrators of a factories and most of them are Japanese, Chinese, Korean and European.

The purpose of cooperative is to develop the student's English skill, to learn to solve problems and to gain new work experience and knowledge in the real work place.

I was assigned to do various tasks such as answering telephone calls, finding new customers, calling to customers for appointment, making company profile and writing sale reports. I solved problems by asking my supervisor and discussing about problemsthen we dealt with problems together.

In summary, I think I have gained a lot of great experiences, technical skills and service industry knowledge from my internship at Pan Air Travel Service that I can use in my future career.

SPU CHONBURI