Abstract

This report is about my personal and professional experiences during my four-month Cooperative Education Internship at Balcony Seaside Sriracha Hotel & Serviced Apartment. This hotel is a famous and popular in chonburi, located just 300 meters from Sukhumvit Road in Sriracha and not far away from Laem Chabang Industrial Estate. Also, I hope that I can practice myself by working in a real workplace and learn from my co-workers about many things such as how to work in team and how to communicate with guests.

My main responsibility is to work at both Receptions and Reservation. And the duties depend on the shift I was assigned to, either morning and afternoon shifts. Some of the problems and difficulties that I encountered on my internship at my workplace of work is I did not understand when communicating with customers and I also solved the problem by trying to catch the keyword and ask them to repeat again. This is a good experience for me to do something that I never know before. I can improve myself to listen as much as I can. I like when I talked with them.

SPU CHONBURI