Abstract

For my Cooperative Education Program I chose to practice at Serenity Hotel & Spa Kabinburi. The location is in Prachinburi. This isn't a big hotel. It is a family boutique hotel with 70 cozy modern and well design rooms. There are five types of rooms with many facilities such as laundry room, fitness center, spa room, onsen, swimming pool, golf course and restaurant.

I practiced in two departments; Food and Beverage Department and Front Office Department. I was a trainee as a waitress and a receptionist. My duties at the first place- in the restaurant were every day, I had to prepare all equipment to be ready for using. After that, I took them to set on the tables. On each day, I took an order and served food also. This duty made me have opportunity to talk with foreign customers because when they ordered they always asked me about the ingredients, promotions and interesting menus. Sometimes, I moved to help other staffs worked in another department because there were not enough staff on that day. Next, my responsibilities at Front Office Department were rearranging documents and using the booking system. For other duties which I had to do, there were checking ins, checking outs, answering telephone calls and e-mails, giving customers some details and suggestions, and helping guests when they needed. The words were different from the first department where I practiced. I tried to learn new things and did my best every day.

I learned and got many things from this practicum. I knew more about hospitality, the hotel system, and responsibilities of staff in each department, how to solve the problems, and how to work with other people on real work situations.

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