Abstract

Thai Airways International Public Company Limited is the national carrier of the Kingdom of Thailand. From its hub at Suvarnabhumi Airport It operates to 84 destinations within Thailand and across the globe, using a fleet of over 90 aircraft. According to Skytrax (The International Air Transport Rating Organisation) Thai Airways is the 13th World's best airlines and the World's most improved airlines in 2016 and certified 4-star Airlines.
The Vision of Thai Airways is The First Choice Carrier with Touches of Thai.
For all of these reasons make me Interested in this airline for my Cooperative Education Program. I planned to start my Internship there because I hoped Thai Airways would provide me good experiences and offered me the right position.

Finally, I worked as Lost and Found officer position; my responsibilities are giving luggage information to TG and TG handling customers passengers at arrival area, tracking missing luggage and delivering delayed baggage to passengers, supporting services for arrival passengers and helping transit passengers to connect their flights and tracking lost items on aircraft.

Since I started working I have faced many problems and tried to solve it. For example, the passengers from Russia and China always speak fast and specialized words and I don't understand their languages, I always asked him/her to repeat again. For this case, I had learned how to communicate with others if this situation happens again.

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