Abstract

Chon Inter Hotel is three-star hotel, located in Muang Chonburi. There is only one building, with about 148 rooms, it has superior rooms, deluxe, suits room and there are also seminar halls. With fully facilities and service, for example fitness center, massage spa, beauty and Chinese restaurant. For all of these reasons make me Interested in this hotel for my Cooperative Education Program.

I planned to start my Internship there because I hoped the hotel would provide me good experiences and offered me the right position.

Finally, I worked as Guest service agent (GSA) position, my responsibilities are taking care of the guests when they come to check-in-out and making room reservation, making tax invoice for the government guest .and the last one is checking amenities the room for them.

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

SPU CHONBURI