Abstract

For my Cooperative Education Program I chose to practice at Serenity Hotel Spa and Onsen. 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 the room with many facilities such as laundry room, fitness center, spa room, onsen, swimming pool, golf course and restaurant.

I was a trainee as a receptionist and a waitress. I practiced in two departments; Front Office Department, and Food and Beverage Department. My responsibilities at Front Office Department were rearranging documents and using the booking system. For another duties which I had to do, there were checking in, checking out, answering telephone and e-mail, giving customers some details and suggestions, and helping guests, when they needed. Next, my duties at the restaurant. Every day, I had to prepare all equipment to ready for using. After that, I took them to set on the table. At first, I put them in wrong position but after I did it every day I could set it correctly. In each day, I take an order and serve food also. This duty made me had opportunity to talk with foreign customers because when they order they often ask me about the ingredient and promotion. The words were different from the first department where I practiced.

I got and learned many things from this practicum. I knew the hotel system, responsibility of staff in each department, how to solve the problem, and how to work with other people on the word "Team work".

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