Abstract

This report is my work experience at Bangkok Airways Co., Ltd in Flight Document Control department at Suvarnbhumi International Airport. The reasons for chose an intern here because it is a famous Airline, I would like to learn about working process of the Airline and improve my English Skills. In this my internship report describe many things that I had learned whether its importance documents that have to use in Aircraft Control or answer question to passenger foreigner. I also describe my main responsibilities as follow prepare Crew Sign Documents, Summited all document to Immigration officer, Customs, Health Control, and Airport of Thailand, and help all members in the office. In this department has cooperated with Immigration officers and Company's crew that made me feel pressured.

Almost I found problem outside office when I met passenger need me help them. In the office, I didn't have big problems because I have my supervisor to handle it.

There is a lot of detail my experience in the internship report that I would like to share working in the real situation. I wish readers have more knowledge about work behind the scene before Aircraft take-off. I think it is benefit for readers.

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