Abstract

This report is about my professional experiences during my five-month internship at Cape Dara Resort Pattaya in North of Pattaya, Chonburi.

I am undergraduate student majoring in English for Business Communication at Sripatum University- Chonburi Campus. The reason I chose to do my internship at Cape Dara Resort Pattaya Hotel was that this hotel is managed and run by Corner Co., Ltd. Also Mike Shopping Mall group in Pattaya. I wanted to gain experience from this hotel during my internship. One of my main goals was to improve my English skills, so I chose my internship here. My position at the hotel was a guest service agent in front office department. My main responsibility was welcoming and saying goodbye to the guests, checking in and out. I met foreigners every day at work and that makes me practice my English skills.

The main problems for me were dealing with guests from non-English speaking countries and learning all the terminology for the software programs, with FROMAS programs.

SPU CHONBURI