Abstract

I have completed my internship having the duration of nineteen weeks at AVANI Pattaya Resort & Spa, located on Pattaya 2nd Road, Chonburi Province. It is a part of my Bachelor's Degree completion. It is my first time to work in a real workplace with officers and guests during the period from 08/01/ 16 to 18/05/16. I had a lot of responsibilities, obligations and problems while I worked at the Guest service Agents. I of course, gained useful experiences and learned to solve problems.

The report will show my internship duties in Front office of AVANI Pattaya Resort & Spa. It was fast time that I used English language for conversation with many foreigners who spoke with different English accents, and I tried to practice my skills to talk with them. At the same time I had pressure from my trainer regarding work. I had to learn how to avoid problems for working my work easier. In this report, I have also described and reflected my learning objectives and personal goals that I have set during my internship period

SPU CHONBURI