Abstract

I have completed my internship for the duration of nineteen weeks at Chon Inter Hotel, an international hotel located in the center of Mueng Chonburi. It is a part of my Bachelor's Degree requirement. It is my first time to work in a real workplace with officers during the period from January 08, 2018 to May 18, 2018. During my internship I had a lot of responsibilities, obligations and problems while I worked as a receptionist. In this report I have mentioned what experiences I have gained and problems that I faced.

The report will show my internship duties and other responsibilities taking place at Chon Inter Hotel. My responsibilities were greeting the guests who stayed in hotel, checking in and checking out them, and informing them of breakfast time and Wi-Fi password. I replied and coordinated by phone with in-house phone, other department and outside line. Also I printed a tax invoice, folio, Thai and Foreign immigration. Sometimes, I made booking room for guests on Epitome program which is the intra-system in the hotel. I hope the experience gained during my internship recorded in this report would be useful to future interns who are interested in hotel business.

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