Abstract

For my Cooperative Education Program I chose to practice at Birds & Bees Resort Cabbages & Condoms Restaurant at Hu-Gwang Bay, Pattaya, Chonburi. This is not a medium resort. It is a family boutique resort with 54 room and well design of rooms. There are sixteen types of rooms with many facilities such as laundry room, swimming pool, and restaurant, Meeting room, 24 hours reception, Schedule shuttle service, Car parking, WiFi in all hotel area, Complimentary drinking bottled water, Hot water boiler & coffee and tea making facilities, Integrated electronic control panel for lights, air conditioning and alarm.

I practiced in Food and Beverage Department. I was a trainee as a waitress. My duties at the first place in the restaurant here every day, I had to prepare all equipment's to be ready for using. After that, I set on the tables. On each day, I took orders and served food also. This duty made me have opportunity to communication with foreign customers because when they ordered they always asked me about the ingredients, promotions, and interesting menus. Sometimes, I move to help other staff in other departments because there were not enough staff on that day. Next my responsibilities at Housekeeping Department were to take care of the building one which was assigned by the housekeeper supervisor. For other duties which I had to do, there were preparations of cleaning equipment's or change the bed sheets and pillowcases in the guest rooms, and I helped housekeeper they needed.

I learned and got many things from this practicum. I knew more about hospitality, the resort system, and responsibilities of staff in each department, as well as how to solve the problem, and how to work with other people on real work situations.

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