ABTRACT

I am a bachelor degree student in English for Business Communication at the Faculty of Liberal Arts of Sripatum University University Chonburi Campus. I have completed internship having duration of nineteen weeks at the Avani Pattaya Resort and Spa. It is located in Pattaya, Chonburi Province. The reasons I chose to do my internship at Avani Pattaya Resort and Spa was I want to work with a five star hotel in the future and this place had many guests. So I wanted to practice my English skills: listening, speaking, reading and writing here. My position was a GSA (guest service agent) and in this report I have included my working experience during the period from January 08, 2018 to May 18, 2018.

The report will show my internship duties at Avani Pattaya Resort and Spa. This report includes my responsibilities of training and experience of work in the form of weekly reports, which was very useful for internship for new interns and for everyone. This report shared my experience for using English language for conversation with foreigner guests with different English accents, and I developed my skill about sentences or vocabulary. I hope this report would help share about my workplace that look good as a place for everyone. I tried to write my reports with easy sentences to understand easily. I hope my experience of internship in this report would bring success.

SPU CHONBURI