Abstract

The internship opportunity I had with Bangkok Airways public company was a great chance for learning and professional development. I was doing this cooperative education for 22 weeks as a passenger services intern to practice English and other work skills used in Airline processes in the organization. In addition I had a chance to expand my knowledge and learn how to solve the problems at the workplace. I am also grateful to have a chance to meet so many wonderful people and professionals who led me through this internship experience. The preliminary part of the report provides the brief of information - introduction, background, and my objectives. Next part of the report provides the information related to assistance as an internship student and describes the importance of internship in an organization. It also describes the methods and self-evaluation and duties and responsibilities which are helpful to carry out in diligent manner. It describes problems and solutions performed during internship training program. The last past of the project consists of the suggestions and recommendations for future EBC students.

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