Abstract

I am an undergraduate student English for Business Communication Program at Sripatum University Chonburi Campus. The reason to do my internship at Hotel Quickly App for my internship I wanted to gain experience from this company during my internship. One of my main goals was to improve my language and communication skills and I wanted to get benefit from the experience from this internship here. My position at the company is Data Entry. My main responsibilities were to maintain/update/research hotel information and make sure that it is correct and updated. I also check the hotel inventory and upload hotel photos which helps the team achieve its KPI (key performance indicator) and result in more bookings on the website/app. I was also assigned to an additional task to help with HCT (customer service team) tickets on customer cancellations and refunds.

In this internship report I have described my experiences during my internship period. The internship report contains an overview of the internship and the activities, tasks that I have worked on during my internship. In this report, I have also described and reflected my learning objectives and personal goals that I have set during my internship period.

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