ABSTRACT

I am an undergraduate student majoring in English for Business Communication at the School of Liberal Arts at Sripatum University, Chonburi Campus. I have completed an internship for the duration of eighteen weeks at the Hilton Pattaya Hotel and Resorts. It is located in Pattaya, Chonburi Province. The prime reason I chose my internship at Hilton Pattaya Hotel and Resorts was the opportunity to work with a five star hotel and provide a first class service to their guests. I wished to practice my English skills: listening, speaking, reading and writing. My position was a GSA (guest service agent) and in this report I have included my working experience during the period from January 7, 2019 to May 10, 2019.

The report will show my internship duties at Hilton Pattaya Hotel and Resorts. This report includes my responsibilities of training and experience of work in the form of weekly reports, which was very useful for this 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 in using sentences with more vocabulary. I hope this report helps others to learn about my workplace and see that it is a good place to learn the about the hotel experience. I tried to write my reports with simple sentences to help everyone understand more easily. I hope my experience of internship in this report would bring success and ideas to others.

SPUCHONBURI