

Cooperative Education Report

at Cholchan Pattaya Beach Resort

Submitted by

Teerapong Tapwan

(ID: 58706161)

In partial fulfillment of the requirements

for a Bachelor of Arts in English for Business Communication

School of Liberal Arts

Sripatum University in Chonburi Campus

June 2019

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The examining committee has unanimously approved this internship report submitted by Mr. Teerapong Tapwan, as a partial fulfillment of the requirement for the Bachelor of Arts degree in English for Business Communication at Sripatum University – Chonburi Campus, and accordingly signed their names as evidence hereof

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_____EBC Advisor

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ACKNOWLEDGEMENTS

I would like to express my deepest appreciation to all those who provided me with the opportunity to complete this report. A special gratitude I give to our final year project teacher, Mr. Sukarna Chakma, whose contribution and stimulating suggestions about training project, weekly reports, grammar and sentence constructions, presentation and encouragement, helped me complete my project especially in writing this report.

Furthermore, I would also like to acknowledge with much appreciation the crucial role of the staff Mr. Sutin Phromsri, who helped me with my work at Cholchan Pattaya Beach Resort with good suggestions and knowledge of the hotel services.

Mr. Teerapong Tapwan
Cooperative Education Student
June, 2019

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ABTRACT

I am an undergraduate student in English for Business Communication at the Faculty of Liberal Arts of Sripatum University Chonburi Campus. I have completed internship having duration of eighteen weeks at the Cholchan Pattaya Beach Resort. It is located in Pattaya in Chonburi Province. The reason I chose to do my internship at Cholchan Pattaya Bleach Resort was I would like to work with a four 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 positions were a room boy and waiter, and in this report I have included my working experience during the period from January 07, 2019 to May 10, 2019.

The report will show my internship duties at Cholchan Pattaya Beach Resort. 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 vocabulary and sentence constructions. I hope this report would help share about my workplace that looks 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.

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PREFACE

I am a bachelor degree student. The reason I chose to do my internship at Cholchan Pattaya Beach Resort was I wanted to benefit from the experience from this internship. One of my main goals was to improve my English skills and to get much practical knowledge as possible and be able to learn in practical way by developing a project was a life time experience. My responsibilities were as a Room boy. I supported maids at the guest rooms, cleaned the rooms, folded beds, served towels, water and other things that guests wanted. And every day I prepared towels, hand towels, head towels and foot towels for the next day.

My responsibilities as a waiter. I kept the dishes and all the equipment that the guests had used in the buffet breakfast and explained to the guests what the food was for foreigners. I served food and drinks as ordered by guests, took care of the VIP guests, filled the rice, and added water to the VIP guests. I went to serve the foods to the guests in the rooms. I took fruits to the showrooms.

In this internship report, I have descried my experience 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 referred my learning object and personal goals that I have set during my internship period.

I hope and believe that this internship training will become mutually beneficial for EBC students as well as for me. This will also become an exceptional part of my professional curriculum and will work as catalyst for my future career enhancement.

Mr.Teerapong Tapwan

June, 2019

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CHAPTER 1: INTRODUCTION

1.1 Background

This is a report on my internship at Cholchan Pattaya Beach Resort from 07 January, 2019 to 10 May, 2019. This report shows my experiences during the time of my internship at this company.

The internship and this report is a part of my graduation requirements for the degree in English for Business Communication major at Sripatum University – Chonburi Campus.

Inside, you will find both the University's objectives and my own personal objectives. There are chapters which discuss about my activities that have contributed to achieve my stated goals. In the following chapters description of the organization and activities are given. After this a reflection on my functions, the unexpected circumstances and the learning goals achieved during the internship are described. Finally, I have given a conclusion on the experience about my internship.

1.2 Objectives of the Cooperative Education Program

I am an English major student in English for Business Communication program. There is a requirement for this program to have a five- month internship period where a student is required to go to train with a company for a period of time.

The Cooperative Education Program at Sripatum University Chonburi Campus is designed to:

- Provide students with valuable, real-world work experience
- Face problems at a workplace and learn the ways to solve
- Learn to stay and work under pressure from officers or customers
- Increase English Skills especially listening and speaking
- Increase learning and develop skills about working as a team member, and learn to handle responsibilities at work

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- Learn to work with others people in an organization
- Learn the new things that I never learned in classrooms
- Enhance and spread the fame of Sripatum University Chonburi Campus to other persons and institutes
- Introduce prospective employers to Sripatum students who will be seeking employment in the near future

1.3 Personal Objectives

After deciding to study in the Cooperative Education Program, I set myself some goals which I wished to achieve.

These personal objectives for my internship were to:

- Practice my English skills for speaking to help with my conversations with others and foreigners
- Learn about working condition, social behavior and culture in a real work situation
- Learn to solve problems for my mistakes
- Have confidence to speak with foreigners
- Be punctual and responsible

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CHAPTER 2: METHODS AND SELF-EVALUTION

2.1 Procedures

After considering a list of organizations, I selected Cholchan Pattaya Beach Resort. It is a very interesting hotel with good hotel services, and many guests stayed at the hotel. It was a four stars hotel.

The following was the procedure which I followed to obtain a place at Cholchan Pattaya Beach Resort.

- The staff of Co-op Education Internship Program informed me about the internship program.
- I found information of the hotel by searching from internet.
- I called to The Cholchan Pattaya Beach Resort to ask about the internship.
- I wrote my resume and filled in documents.
- I requested the staff of the hotel for sending my resume to Human Resources Officer.
- I went to interview at the hotel.
- I was accepted as an intern and I prepared the necessary documents for my internship.
- My advisor went to the workplace for Cooperative Education supervision.
- I made the Weekly reports and Cooperative Education reports.
- I presented about my internship.
- I concluded all the weekly reports.

2.2 Self – Analysis

I am a fourth-year student in English for Business Communication program. I can read and understand most English books well, but if there are difficult vocabularies, I have to use a smartphone.

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CHAPTER 3: DUTIES AND RESPONSIBILITIES

3.1 Responsibilities

I began my internship on 07 January, 2019. The internship was for eighteen weeks and my internship ended on 10 May, 2019. When I first arrived at the hotel, I had to introduce myself to everyone. I met my managers and other staffs. I spoke in English language with them. On the first day, my manager recommended others areas of the hotel. I was excited about my work. The staffs taught me about the basic of service to the agents. I was worried when I did work as I felt hesitated whether my work was good or not good, but the staffs encouraged me about the good service at work. I have got a good compliment for my work from my supervisor, and good help for vocabulary or sentences from my advisor Ms. . So I could understand what my work involved and to what extent I was to do it.

My positions were a room boy and a waiter.

My responsibilities were:

My responsibilities as a Room boy were I supported maids at the guest rooms, cleaned the rooms, folded beds, served towels, water and other things that the guests wanted. And every day I prepared towels, hand towels, head towels and foot towels for the next day.

My responsibilities as a waiter were I kept the dishes and all the equipment that the guests had used in the buffet breakfast and explained to guests what the food was for foreigners. I served food and drinks ordered by guests, took care of the VIP guests, filled the rice, added water to the VIP guests. I went to serve the foods to the guests in the rooms. I took the fruits to the showrooms.

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3.2 Weekly Reports

CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 1

Date: 08-13 January, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 08.00- 17.00

Day off: 14 January

The workplace of my internship is Cholchan Pattaya Resort. I never worked at any hotel before. I stared work at 8.00 a.m. I had an orientation about the hotel. I was asked to introduce myself to all hotel staff. After that I changed my university uniform and wore room boy uniform. Then I went to the house keeping office to get work. I was a room boy. My first duty was sweeping the floor, room arrangement and so on. I was taught how to fold the bed. That was all that I did on my first day.

On the second day I arrived at work at about 07.32 a.m. I worked on the 21st floor of hotel. In the morning, I went to clean the guest room. In the afternoon I went to help with another floor. In late afternoon, I helped staff to prepare the equipment for filling in the guest room for the next day.

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I arrived at work at 08.03 a.m. on the third day. I worked at the 7th floor, cleaned the guest room and changed the pillow covers and bad sheets until 5 pm.

On the fourth day, I arrived at work at about 8.00 a.m. I worked on the 12th floor. I cleaned the guest room, remove and changed the pillow covers and bed sheets in the morning. At 13.00 p.m. I worked like the previous day.

On the last day of this week, I started work at 08.05 a.m. I still work on the same floor yesterday. But today there are people teaching me to fold the bed because I still didn't know how to fold the bed very well.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 2

Date: 15-19 January, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 08.00- 17.00

Day off: 20 January

On the first day of the second week, I woke up at 5:40a.m. in the morning and then took a bath and did make up for about 25 minutes. After that, I walk about 15 minutes to go to the Cholchan Pattaya Resort. In the morning I removed the pillow and removed the bed sheet. After that,I cleaned the guest room from 8:00 a.m. to 12:00 a.m. In the afternoon I went to help staff on another floor. In late afternoon, I helped staff prepare the equipment for filling in the guest room for next day.

On the second day I arrived at work at about 07.40 a.m. Today I still worked on the 7th floor with the same person who liked to talk on the phone during work time. The work was finished before the expected time. But today there were people who came to help and then taught to two more people about work. The work was finished a little faster than the previous day because one staff helped with teaching about work as well as completing this task. He helped to clear the top of 20 and 21 floors. He helped me raise the mattresses and

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change the mattresses. At five o'clock in the evening this task was finished. Then we went to eat and returned to the rooms.

I arrived at work at 07.23 a.m. on the third day. Then I went to the hotel and went to change the shirt. After that I went to eat breakfast. Today I worked on floor 1. There were a few rooms to clean because this floor did not have much to do. At midday, I finished this floor. After that, in the afternoon, I helped to clean floor 2 because there was a room that had to be cleaned a lot. I did everything as usual. At 4:50p.m., I waited for the time to be 5 o'clock because the work was done for today.

On the fourth day, I arrived at work at about 7.25 a.m. Today I worked on floor 8. There were plenty of rooms to clean. There were rooms with 5 large beds. It took longer to complete. Today I worked the same way as the previous day. I helped the maid sweep the floor, throw the clothes into the chimney, take water to fill in the guest rooms and fold bed sheets. Today, I talked to a Korean guest. He asked for a garbage bag. He spoke very clear English.

On the fifth day I went back to work on floor 21 again after not going up to clean this floor for a long time. I went up and removed the bed linens from the beds. Then I cleaned the bed linens, cleaned the filling rooms, and prepared rooms to be in good conditions for more than four o'clock. After that, I came to sit and folded the fabric. At about five o'clock the task was done.

On the last day of this week, I worked on floor14. After working for a while one staff told me to clean floor 6. Today, almost twenty rooms were cleaned that caused me to feel ache in the arms and back very much as I had to flick the fabric, fold the bed linens and then helped a staff sweep the floor. When I finished working on this floor, someone came along to help clean the eighth floor.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 3

Date: 22-27 January, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 08.00- 17.00

Day off: 28 January

On the first day of the third week, I had a hard job. I went to work on the 10th floor. She ordered me to move all the sofas on this floor down to the mechanic's room at the bottom to spray paint. I moved the sofas until noon. In the afternoon, I worked with another employee. I helped to lift the bed across the wall to clean the floor of the room. When half of the floor was raised, we helped to scrub the floor until half of the floor.

On the second day: my first job today was to lift the sofas and furniture table in the guest room 10th floor down to the sprayer. In the afternoon, I went to fold the bed, sweep the room, and sweep the floor until about four o'clock in the evening. After that I went to sit and rest.

On the third day, I went to help the maid sweep the floor, rub the floor on the 10th floor. In the afternoon I went to wipe the dust in the room. After that, I sat to prepare the stuff for the next day.

On the fourth day, I went to work on the 21st floor. For morning work, I went to throw the bed linen, pillow case and then kept the bed linen pillowcases and other fabrics that

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were used and then swept the floor. And then I prepared the bed linen. In the afternoon, I folded the bed and then poured the stuff in the room, added coffee, tea, sugar, water, etc. After finishing it I went to sit and prepare the items to be used for the next day.

On the fifth day, I went to work on the 7th floor. When I went up, I went to remove the bed linen and folded the bed and then swept the room. I finished work almost three o'clock in the afternoon. After that, I took the bed linen and threw them into the chimney to wash. And then I sat and prepared the stuff for the next day.

On the sixth day, I went to work on the 7th floor again. In the morning, I went to take off the bed linen and throw them into the washing chimney. After that, I prepared the bed linen and then chased the prepared bed linen. I worked until 3 o'clock. After that, I went to prepare the stuff.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 4

Date: 29 January – 02 February, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150**Tel:** +66 38 702 777

Working Timetable: 08.00- 17.00

Day off: 3 February

On the first day of the fourth week, I went to work on the 1st floor of the hotel as the floor which now has visually worsened the condition of the guests staying in all rooms of this floor. Almost every bathroom of this floor was very dirty causing me to stop working later than usual. In the morning, I prepared to wait for the guests to check in, and went out to make room and work as before.

On the second day, I went to work on the 7th floor. I went to remove all the sheets from the room. After that, I threw all the bed linen in every room. After all, after that I folded the bed. In the afternoon, I swept the room to clear the garbage, wiped the dust inside the room. And then removed the bed linen to throw into the washing chimney as the last task.

On the third day, I went to work on the 6th floor. I felt very tired because I went to work in many classes. In the morning, I worked like every day. The first job was to remove the bed linen. When I completely removed all the rooms, I threw a new bed linen. After that, I started to fold the bed. When I finished, I went to sweep and sweep the floor along the path.

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On the fourth day, I went to work on the 7th floor. My morning job was to remove the used bed linen and throw away the new bed linen. After completing all the rooms, I started to fold the bed sheets. When in the afternoon I was able to do half the floor. Two hours passed, I finished folding the bed. After that, I went to rub the floor along the path. After that, I went to prepare things for tomorrow.

On the fifth day I went to work on the 9th floor. When I was able to work for a while, the supervisor told me that I would go to do it on the 12th floor instead. When I got up to that floor, I took off the bed linen as always. I did not have much work because the housekeeper, who was working on this floor, had done a lot of work. I worked as much as the rest. I went to wipe the dust in the room. After that I went to fold the bed. All of today's work was as much as this.

On the last day of the week I went to work on the 12th floor again. When I reached that floor I went to remove all the bed linen. After I finished, I threw a towel, hand towel, pillow cover, new beds left in the room and then folded the bed. Then I cleaned the room, added water, added tea, coffee, etc. When finished, I went to prepare the stuff for the next day.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 5

Date: 4-9 February, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 08.00- 17.00

Day off: 10 February

On the first day of the third week, I went to work on the same floor as yesterday was the 12th floor. The first thing to do was remove the bed linen, remove the pillow cases and throw the new bed linens, pillowcases, towels, and hand towels. After that, I kept used bed linens, used pillowcases, towels used hand towels in the cart. Today, there were rooms that needed to be cleared. Many rooms were mostly rooms where guests checked out. After the room had been cleared, I prepared the items for the next day.

On the second day I went to work on the 16th floor. When I got up, I removed the linen, used pillowcases in every room first. After that I threw bed linens, towels, towels, and new towels. After that, I folded the bed linens. And then I collected garbage, swept the floor, cleared the cleanliness in the room. When done, I prepared the stuff for use for the next day.

On the third day, I went to work on the 14th floor. There was not much work to do, but I felt tired. The first job was the same, I removed the linens, used pillowcases in every room first. After that, I threw bed linens, towels, towels, and new towels. After that, I folded the bed linen. Then I swept the floor and rubbed the floor. After that, I went to vacuum the path and then I prepared the stuff for the next day.

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On the fourth day I went to work on the 14th floor again, but today I had more rooms to clean than yesterday. The first thing that I did today was to find an extra bed. After that, I removed all the bed linen, pillowcases, I used to do as I did.

On the fifth day I went to work on the 14th floor again for the third day and then doing this My first job was to remove all used bed linens, pillowcases, and leave the new items. When I was able to work for a while, a Korean guest came to ask for a shaving, so I told him to go to find a brother who worked with me. One hour passed, there was a teacher from the university to watch me work and then took a picture of me when I was working. In the afternoon, I went to help vacuum the walkway on the 21st floor. After I finished, I returned to the 14th floor to prepare the stuff for the next day.

On the sixth day, finally, I had moved to do another task because I made it on the 14th floor for three consecutive days. I went to work on the 6th floor. When I got there I removed the bed linens, pillowcases and then threw the new stuff instead. Today was the work was very hard because every room was a room where guests checked out and there was no room that guests checked in at all. When I finished the room, I prepared the stuff for the next day and then dumped the garbage.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 6

Date: 11 -16 February, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 8.00- 17.00

Day off: 17 February

On the first day of the third week, I went to work on the 12th floor. There were a lot of work to do. There were checked-out rooms and the guests still checked-in in the morning. First, I removed all the bed linens, pillowcases, and then placed the new stuff and left the towels and hand towels. After that, I folded the bed sheets and swept the floor to finish it at 4 o'clock. After that, I prepared the stuff for the next day and then dumped the garbage.

On the second, I went to work on the 14th floor. When I could work for a while, someone called for help on the 6th floor because there would be an afternoon trip to India. The department manager gave 3 employees to help him arrange the room. He told me to finish before the afternoon. My job was to remove the sheets and prepare new bedding so that others could come to fold the bed sheets. When I finished, I collected garbage in the room and swept the floor to wipe the dust. My last job today was to move the sofas from the 11th floor to the mechanic's room to spray the new paint. I was very tired because the sofa was big and heavy.

On the third day, I went to work on the 12th floor. But today, the housewives who did this routine, she came to work at nine o'clock causing the work to be delayed, but there was an uncle who had a key to walk past. Out, so only a few rooms could be done. My work was

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the same. I removed the bed linens, removed the pillowcases and left the new items instead and then folded the bed sheets later. Then I swept the floor and dumped the garbage. Today I finished work at about six o'clock in the evening.

On the fourth day, I went to work on the 21st floor. Today I was not tired because most of the rooms were checked-in. After I collected the garbage, I swept the floor and folded the beds. If the room was checked in, there was no need to change the bed linens and then took the garbage away. After that, I went to help with the 16th floor.

The fifth day was the first day that I moved to food and beverage department. It was the position that I wanted to do work, but before that one person said that the staff were full, so I had to go to do housewife positions the first job that was done. It was to collect the dishes at the guest tables. When finished, I wiped the table. I kept the plate very slowly because I was afraid that it would fall. And there were friends in the department to help teach me. He came to help teach me about setting the tables, knives, forks and spoons. In the afternoon, I had to bring the tables from the storage room and prepare the chair for the guests for the next day.

On the last day of the week, I had to go to work from five and a half times because the guests would eat in the morning. In the morning I took care of the buffet restaurant on the bottom, kept the dishes, wiped the tables and told the guests where the bathroom was. In the afternoon, he took care of the dining room at the top. This afternoon, there was a lot of party work. The work was similar to the morning.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 7

Date: 18 - 23 February, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 24 February

On the first day of the third week, I went to work at 5.38 a.m. My duty was to stand and watch the guests to stay away to wait for the dishes to be eaten by the guests. When the guests got out, I went to wipe the tables and then told the guests where the bathroom was and where each food type was. After the guests ate all the food I set the new dining tables to be the same, placed spoons, forks and placed knives.

On the second day, I went to work at 5.43. Today I worked at the top buffet restaurant. There were hundreds of guests who came to eat. I waited for the dishes to be eaten by the guests and then wiped the tables. After ten o'clock, there was no guests. I set the tables to be the same. Then I set the equipment on the table. At 1 o'clock, I went to collect the dishes that the guests had already eaten from the hotel floor.

On the third day, I went out to work at 5.39a.m. I went to work at the buffet restaurant in the bottom. I waited for the guests to finish eating and then kept the dishes in the cart, then wiped the tables and cleaned the tables. At ten o'clock, there was no guests and then we started collecting tables, chairs, and storage in the afternoon. There was nothing to do. I went to prepare the stuff for the next day and then went to collect the dishes on each floor.

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On the fourth day I went to work at 5.47a.m. I went to work at the top buffet restaurant with a few guests. In the morning, I kept collecting the dishes that the guests had eaten on the tables, collecting waste food and then cleaning the tables and wiping the tables. At about ten o'clock, when closing the buffet restaurant, I kept the menu name label and then wiped the food line around the food place. In the afternoon, I sent food to the guests in the room. And then collected the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.44a.m. I went to work at the top buffet restaurant like yesterday. In the morning, I kept the dishes that were finished. And then I wiped the tables. At ten o'clock, I set the tables for guests to eat at noon. When the guests had finished eating, I had to set the tables to be the same for the next day. After that, I went to collect the dishes on each floor of the hotel.

On the last day of the week, I went to work at 5.40a.m. Today I went to work at the top buffet restaurant as always. There were not many guests in the morning. I kept collecting the dishes where the guests had eaten. At ten o'clock, the restaurant was closed. I had to check the tables to be the same. At ten and a half, two groups of guests came to eat at the same time. All the guests together were three hundred people. My work was the same as before, keeping the dishes where the guests have eaten, waiting for water for guests. When all the guests had finished eating, I had to set the whole tables to be the same for the next day. After that, I cleaned the equipment used in the work.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 8

Date: 25 February – 2 March, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 3 March

On the first day of the eighth week, I went to work at 5.41 a.m. In the morning I went to work at the top buffet restaurant. Today, there were many guests. There were two groups of guests: Advise and Kerry's group, together with hotel guests in the morning, about 400 people. In the morning I worked the same way every day. After the afternoon, there was lunch time that made me very tired because there were two guests together.

On the second day. I went to work at 5.38 a.m. Today I went to work at the top buffet restaurant like yesterday. Today there were a lot of Korean guests in the morning. Today the morning was very busy. But in the afternoon, there was not much to do in the morning, working in the same way and then telling the guests where the food was. Then I went to collect the dishes on each floor of the hotel. After that, I prepared the device for the next day.

On the third day I went out to work at 5.49 a.m. I went to work at the buffet restaurant below. I waited for the guests to finish eating and then kept the dishes in the cart, then wiped the tables, cleaned the tables. At ten o'clock, there was no guests, we started collecting tables, chairs, and storage in the afternoon. There was nothing to do. I went to prepare the stuff for the next day and then went to collect the dishes on each floor.

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On the fourth day I went to work at 5.47 a.m. I went to work at the top buffet restaurant with a few guests. In the morning, I kept collecting the dishes where the guests had eaten in the table, collecting waste food and then cleaning the table and wiping the table. At about ten o'clock, when closing the buffet restaurant, I kept the menu name label and then wiped the food line around the food place. In the afternoon, I sent food to the guests in the room. And then I collected the dishes on each floor of the hotel.

On the fifth day I went to work at 5.34 a.m. I went to work at the top buffet restaurant like yesterday. In the morning, I kept the dishes that was finished. And then I wiped the tables. At ten o'clock, I set the tables for guests to eat at noon. When the guests had finished eating, I had to set the tables to be the same for the next day. After that, I went to collect the dishes on each floor of the hotel.

On the last day of the week I went to work at 5.37 a.m. Today I went to work at the top buffet restaurant as always. There were not many guests in the morning. I kept collecting the dishes where the guests had eaten. At ten o'clock, the restaurant was closed. I had to check the tables to be the same. At ten and a half, two groups of guests came to eat at the same time. All the guests together were three hundred people. My work was the same as before, keeping the dishes where the guests had eaten, waiting for serving water for guests. When all the guests had finished eating, I had to set the whole tables to be the same for the next day. After that, I cleaned the equipment used in the work.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 9

Date: 4- 9 March, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 10 March

On the first day of the ninth week, I went to work at 5.39 a.m. Today I worked at the top buffet restaurant. There were not many guests, but there were a few staff who worked here because most of them worked at the buffet restaurant below because the buffet restaurant below had guests. More than the top buffet restaurant at noon, I served the fruits in the guest room and then served the food to the guests in the front of the restaurant. Then I went to collect the dishes on each floor of the hotel.

On the second day. I went to work at 5.35 a.m. Today I went to work at the top buffet restaurant like yesterday. Today there were a lot of Korean guests in the morning. Today I was very busy in the morning. But in the afternoon, there was not much to do. In the morning, my works were working in the same way and then telling the guests where the food was. Then I went to collect the dishes on each floor of the hotel. After that, I prepared the device for the next day.

On the third day, I went out to work at 5.49a.m. I went to work at the buffet restaurant below. I waited for the guests to finish eating and then kept the dishes in the cart, then wiped the tabled, cleaned the tables. At ten o'clock, there were no guests, then we started collecting

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tables, chairs, and storage in the afternoon. There was nothing to do. I went to prepare the stuff for the next day and then went to collect the dishes on each floor.

On the fourth day, I went to work at 5.42a.m. I went to work at the top buffet restaurant with a few guests. In the morning, I kept collecting the dishes where the guests had eaten on the tables, collecting waste food and then cleaning the tables and wiping the tables. At about ten o'clock, when closing the buffet restaurant, I kept the menu name label and then wiped the food line around the food place. In the afternoon, I sent food to the guests in the room. And then I collected the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.34a.m. I went to work at the top buffet restaurant like yesterday. In the morning, I kept the dishes that were finished. And then I wiped the tables at ten o'clock. I set the tables for guests to eat at noon. When the guests had finished eating, I had to set the tables to be the same for the next day. After that, I went to collect the dishes on each floor of the hotel.

On the last day of the week, I went to work 5.37a.m. Today I went to work at the top buffet restaurant as always. There were not many guests in the morning. I kept collecting the dishes where the guests had eaten. At ten o'clock, the restaurant was closed. I had to check the tables to be the same. At ten and a half, two groups of guests came to eat at the same time. All the guests together were three hundred people. My work was the same as before, keeping the dishes that guests had eaten, and waiting for water for guests. When all the guests had finished eating, I had to set the whole tables to be the same for the next day. After that, I cleaned the equipment used in the work.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 10

Date: 11- 16 March, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 17 March

On the first day of the tenth week, I went to work at 5.39 a.m. Today I worked at the top buffet restaurant. I felt very tired because there were about three hundred guests. My work was the same as before. In the afternoon, there were 2 groups of guests who came to have lunch. I took care of the guests, served the water, and brought food to the customers. When guests finished eating, I kept the dishes. After that, I went to collect the dishes on each floor of the hotel.

On the second day, I went to work at 5.35 a.m. Today I went to work at the buffet restaurant below. There were 950 Chinese guests. Today I worked hard because there were a lot of guests and there were a few employees. But still good that the guests gradually came at ten o'clock. I kept things, kept the tables and closed the food line. At midday, there were about five guests who ordered for food. After that, I went to collect dishes on each floor of the hotel.

On the third day, I went to work at 5.42 a.m. Today I worked at the buffet restaurant below. There were more than eight hundred people who came to eat food. Most guests were Chinese. The work was the same. I kept the dishes where the guests

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had eaten. When the guest got up, I wiped the tables. In the afternoon I served food to the guests.

On the fourth day, I go to work at 5.45 a.m. I went to work at the buffet restaurant below as always. Today, there were about two hundred visitors to eat. I worked very comfortable today. After nine o'clock, I kept the tables, storage device and closed the food line. After that I went to work at the buffet restaurant on the top until ten o'clock. In the afternoon, there was not much work. I went to serve the fruit smoothie juice to the guests in the room. After that, I went to collect the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.38 a.m. Today I went to work at the restaurant below. Today, there were a lot of guests to eat. The weather was so hot that I felt very exhausted. I worked normally without problems. When I finished working at the buffet restaurant below, I went to work at the buffet restaurant on the top. I also took care of the guests. In the afternoon, there was not much work. After that, I went to collect the dishes on each floor of the hotel.

On the last day of the week, I went to work at 5.45 a.m. Today I went to work at the buffet restaurant below. Today the weather was very hot and there were many guests who came to eat. At nine and a half, the buffet line was closed below. I went up to work at the buffet restaurant on the top. The restaurant on the top had a lot of guests. Ten o'clock was off the food line. In the afternoon, I went to serve food to the guests at the pool. After that I went to collect the dishes on each floor of the hotel.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 11

Date: 18- 23 March, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 24 March

On the first day of the eleventh week, I went to work at 5.41. I went to work at the buffet restaurant below. There were about four hundred people who had breakfast. I had a duty to collect coupons from guests. After that I went to collect the dishes where the guests had eaten. After nine o'clock, the food line was closed. After that I went up to work at the top buffet restaurant until ten o'clock. At one o'clock, I went to collect the dishes on each floor of the hotel. Today there was not much work to do because there were not many guests.

On the second day, I went to work at 5.40 a.m. I went to work at the buffet restaurant below. There were about two hundred people who had breakfast. I had a duty to collect coupons from guests. After that I went to collect the dishes where the guests had eaten. After ten o'clock, the food line was closed and then I kept the device up to the top.

In the afternoon, I went to collect the dishes on each floor of the hotel. Today there was not much work to do because there were not many guests.

On the third day, I went to work at 5.37 a.m. I went to work at the top buffet restaurant with a few guests. In the morning, I kept collecting the dishes where the guests had eaten on the tables, collecting waste food and then cleaning the tables and wiping the tables. At about ten o'clock, when closing the buffet restaurant, I kept the menu name label and then

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wiped the food line around the food place. In the afternoon, I sent food to the guests in the room. And then I collected the dishes on each floor of the hotel.

On the fourth day, I went out to work at 5.49a.m. I went to work at the buffet restaurant below. I waited for the guests to finish eating and then kept the dishes in the cart, then wiped the tables, cleaned the tables. At ten o'clock, there were no guests, and we started collecting tables, chairs, and storage in the afternoon. There was nothing to do. I went to prepare the stuff for the next day and then went to collect the dishes on each floor.

On the fifth day, I go to work at 5.37. I worked at the buffet restaurant below as usual. My first duty was to keep the dishes where guests had eaten. And then I cleaned the tables. At nine o'clock, there were no guests. I kept the equipment up to the top buffet restaurant. At noon, I sent the fruits to the guest room. In the afternoon, there were 18 guests who came to eat. Once the guests had finished, I set the tables to be ready for use the next day.

On the last day of the week, I went to work at 5.41 a.m. Today I worked at the top buffet restaurant. There were not many guests, but there were a few staff who worked here because most of them worked at the buffet restaurant below because the buffet restaurant below had guests. More than the top buffet restaurant at noon, I served the fruit in the guest room and then served the food to the guests in the front of the restaurant. Then I went to collect the dishes on each floor of the hotel.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 12

Date: 25- 30 March, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 31March

On the first day of the twelfth week, I went to work at 5.40 a.m. In the morning I went to work at the top buffet restaurant. Today, there were many guests as usual. There were two groups of guests: JIB and Kerry's group, together with hotel guests in the morning, about 300 people. In the morning I worked the same way every day. After the afternoon, there was lunch time that made me very tired because there were two groups of guests together.

On the second day, I went to work at 5.37 a.m. Today I went to work at the top buffet restaurant like yesterday. Today there were many guests in the morning. Today my morning was very busy. But in the afternoon, there was not much to do in the morning, working in the same way and then telling the guests where the food was. Then I went to collect the dishes on each floor of the hotel. After then, I prepared the device for the next day.

On the third day, I went out to work at 5.41 a.m. I went to work at the buffet restaurant below. I waited for the guests to finish eating and then kept the dishes in the cart, then wiped the tables, cleaned the tables. At ten o'clock, there were no guests, and we started collecting tables, chairs, and storage in the afternoon. There was nothing to do. I went to prepare the stuff for the next day and then went to collect the dishes on each floor.

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On the fourth day, I went to work at 5.47 a.m. I went to work at the top buffet restaurant with a few guests. In the morning, I kept collecting the dishes where the guests had eaten on the table, collecting waste food and then cleaning the table and wiping the table. At about ten o'clock, when closing the buffet restaurant, I kept the menu name label and then wiped the food line around the food place. In the afternoon, I sent food to the guests in the room. And then I collected the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.38 a.m. I went to work at the top buffet restaurant like yesterday. In the morning, I kept the dishes that was finished. And then I wiped the tables. At ten o'clock, I set the tables for guests to eat at noon. When the guests had finished eating, I had to set the tables to be the same for the next day. After that, I went to collect the dishes on each floor of the hotel.

On the last day of the day, I went to work at 5.41 a.m. Today I went to work at the top buffet restaurant as always. There were many guests in the morning. I kept collecting the dishes where the guests had eaten. At ten o'clock, the restaurant was closed. I had to set the tables to be the same. At ten and a half, two groups of guests came to eat at the same time. All the guests together were three hundred people. My work was the same as before, keeping the dishes that guests had eaten and waiting for serving water to the guests. When all the guests had finished eating, I had to set the whole table to be the same for the next day. After that, I went to collect the dishes on each floor of the hotel.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 13

Date: 1- 6 April, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: **7** April

On the first day of the thirteenth week, I went to work at 5.45 a.m. Today I worked at the buffet restaurant below. I felt very tired because there were about six hundred guests. My work was the same as before. In the afternoon, there were 3 groups of guests who came to have lunch. I took care of the guests, served the water and brought food to the customers. When guests finished eating, I kept the dishes. After that, I went to collect the dishes on each floor of the hotel.

On the second day, I went to work at 5.42 a.m. Today I went to work at the buffet restaurant below. There were 550 guests. Today I worked hard because there were a lot of guests. But still good that the guests gradually came. At nine o'clock I kept things, kept the tables and closed the food line. At midday, there were about five guests to order food. After that, I went to collect dishes on each floor of the hotel.

On the third day, I went to work at 5.40 a.m. Today I worked at the buffet restaurant below. There were more than seven hundred people eating food. The work was the same. I kept the dishes where the guests had eaten. When the guests got up, I wiped the tables. In the afternoon I served food to the guests. I went to collect the dishes on each floor of the hotel.

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On the fourth day, I went to work at 5.41 a.m. I went to work at the buffet restaurant below as always. Today, there were about three hundred guests to eat. I worked very comfortable today. After nine o'clock, I kept the tables, storage device and closed the food line. After that I went to work at the buffet restaurant on the top until ten o'clock. In the afternoon, there was not much work. I went to serve the lemonade to the guests in the room. After that, I went to collect the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.40 a.m. Today I went to work at the top buffet restaurant. Today, there were a lot of guests who came to eat. I felt very exhausted. I worked normally without problems. I also took care of the guests. At ten o'clock the food line was closed. In the afternoon, there was not much work to do. After that, I went to collect the dishes on each floor of the hotel.

On the last day of the day, I went to work at 5.40 a.m. Today I went to work at the top buffet restaurant. The restaurant on the top had a lot of guests. The food line was closed at ten o’clock. In the afternoon, I went to serve food and dessert to the guests at the pool. After that I went to collect each floor of the hotel.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 14

Date: 8 - 13 April, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 10.00- 20.00

Day off: 14 April

On the first day of the fourteenth week, I went to work at 5.42 a.m. Today I worked at the buffet restaurant below. There were not many guests. At nine o'clock, the food line was closed. After that I went up to work at the top buffet restaurant. In the afternoon I went to collect the dishes on each floor of the hotel.

On the second day, I went to work at 5.44 a.m. Today I went to work at the buffet restaurant below. There were 350 guests. At ten o'clock, the food line was closed because there were no guests to eat. At midday, there would be eighty guests who came to have lunch. After that, I went to collect dishes on each floor of the hotel.

On the third day, I went to work at 5.40 a.m. Today I worked at the buffet restaurant below. There were 425 guests. The work was the same. I kept the dishes that the guests had used. When the guests got up, I wiped the tables. In the afternoon I served food to the guests. After that, I went to collect dishes on each floor of the hotel.

On the fourth day, I went to work at a.m. I went to work at the buffet restaurant below as always. Today, there were 470 guests. I worked very comfortable today. After nine o'clock, I kept the tables, storage device and closed the food line. After that I went to work at

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the buffet restaurant on the top until ten o'clock in the afternoon. There was not much work to do. I went to collect the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.43 a.m. Today I went to work at the restaurant below. Today, there were a lot of guests to eat because during the Songkran festival, the guests ordered food all day. When I finished working at the buffet restaurant below, I went to work at the buffet restaurant on the top. I also took care of the guests. At ten o'clock the food line was closed. In the afternoon. I went to collect the dishes on each floor of the hotel. After that I went to serve food to the guests in the room.

On the last day of the day, I went to work at 5.43 a.m. Today I went to work at the restaurant below. Today, there were many guests because during the Songkran festival, the guests ordered food all day. When I finished working at the buffet restaurant below, I went to work at the buffet restaurant on the top. I also took care of the guests. At ten o'clock the food line was closed. After that I went to serve food to the guests in the room. I went to collect the dishes on each floor of the hotel.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 15

Date: 15-20 April, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 21 April

On the first day of the fifteenth week, I went to work at 5.41 a.m. In the morning I went to work at the buffet restaurant below. Today, there were 467 guests. The work was the same. I kept the dishes that the guests had used. When the guests got up, I wiped the tables. In the afternoon I served food to the guests. I went to collect the dishes on each floor of the hotel.

On the second day, I went to work at 5.40 a.m. At first, I worked at the buffet restaurant below. When I worked for a while, one staff called me up to work at the top buffet restaurant instead because the top buffet restaurant had a lot of guests. At ten o'clock, the food line was closed. In the afternoon, I served the food to the guests at the pool. After that I went to collect the dishes on each floor of the hotel.

On the third day, I went to work at 5.39 a.m. I went to work at the buffet restaurant below. I waited for the guests to finish eating and then kept the dishes, then wiped the tables and cleaned the tables. At ten o'clock, there were no guests, and we started collecting tables and chairs. In the afternoon. I went to prepare the stuff for the next day and then went to collect the dishes on each floor.

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On the fourth day, I went to work at 5.41 a.m. I went to work at the top buffet restaurant with a few guests. I kept collecting the dishes where the guests had eaten on the tables, collecting waste food and then cleaning the tables and wiping the tables. At about ten o'clock, when closing the buffet restaurant, I kept the menu name label and then wiped the food line around the food place. In the afternoon, I sent food to the guests in the room. And then I collected the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.40 a.m. I went to work at the top buffet restaurant like yesterday. In the morning, I kept the dishes that was finished. And then I wiped the tables. At ten o'clock, I set the tables for guests to eat at noon. Today, there were 120 guests who came to have lunch. When the guests had finished eating, I had to set the tables to be the same for the next day. After that, I went to collect the dishes on each floor of the hotel.

On the last day of the day, I went to work at 5.47 a.m. today I went to work late. In the morning I went to work at the buffet restaurant below. Today, there would be nearly nine hundred guests. The morning was very chaotic. At ten o'clock, the food line would be closed. I kept the tables and the chairs. I went up to set the tables at the top restaurant. At noon I sent the fruit to the showroom. After that, I cleaned the equipment and then collected the dishes on each floor of the hotel.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 16

Date: 22 - 27April, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 17.00

Day off: 28 April

On the first day of the sixteenth week, I went to work at 5.39 a.m. Today I worked at the buffet restaurant below. There were 996 guests. At nine o'clock, the food line would be closed. After that I went up to work at the top buffet restaurant. In the afternoon I went to collect the dishes on each floor of the hotel.

On the second day, I went to work at 5.41 a.m. Today I worked at the buffet restaurant below. There were 1064 guests. At ten o'clock, the food line would be closed. After that I went up to work at the top buffet restaurant. In the afternoon, I served food to the guests, and then I went to collect the dishes on each floor of the hotel.

On the third day, I went to work at 5.41 a.m. Today I worked at the buffet restaurant below. There were 873 guests. The work was the same. I kept the dishes that the guests had eaten. When the guest got up, I wiped the tables. In the afternoon I served food to the guests. After that, I went to collect dishes on each floor of the hotel.

On the fourth day, I went to work at 5.42 a.m. I went to work at the buffet restaurant below as always. Today, there were 530 guests. After nine o'clock, I kept the tables on the storage device and closed the food line. After that I went to work at the buffet restaurant on

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the top until ten o'clock. In the afternoon, I went to collect the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.43 a.m. Today I went to work at the restaurant below. Today, there were 736 guests. When I finished working at the buffet restaurant below, I went to work at the buffet restaurant on the top. I also took care of the guests. At ten o'clock the food line was closed. In the afternoon. I went to collect the dishes on each floor of the hotel. After that I went to serve food to the guests in the room.

On the last day of the day, I went to work at 5.41 a.m. Today I went to work at the restaurant below. Today, there were 893 guests. When I finished working at the buffet restaurant below, I went to work at the buffet restaurant on the top. I also took care of the guests. At ten o'clock the food line was closed. After that I went to collect the dishes on each floor of the hotel. I went to serve food to the guests in the rooms.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 17

Date: 29 April- 4 May, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off: 5 May

On the first day of the seventeenth week, I went to work at 5.43 a.m. Today I worked at the buffet restaurant below. There were 885 guests. At nine o'clock, we closed the food line. After that I went up to work at the top buffet restaurant. In the afternoon I went to collect the dishes on each floor of the hotel.

On the second day, I went to work at 5.35 a.m. Today I worked at the buffet restaurant below. There were many guests. At ten o'clock, we closed the food line. After that I went up to work at the top buffet restaurant. In the afternoon, I served food to the guests' rooms, and then I went to collect the dishes on each floor of the hotel.

On the third day, I went to work at 5.41 a.m. Today I worked at the buffet restaurant below. There were 752 guests. The work was the same. I kept the dishes where the guests had eaten. In the afternoon I served food to the guests' rooms. After that, I went to collect dishes on each floor of the hotel.

On the fourth day, I went to work at 5.40 a.m. I went to work at the buffet restaurant below as always. Today, there were not many guests. After nine o'clock, I kept the tables on the storage device and closed the food line. After that I went to work at the buffet restaurant

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on the top until ten o'clock. In the afternoon, I served food to the guests at the pool, and then I went to collect the dishes on each floor of the hotel.

On the fifth day, I went to work at 5.40 a.m. Today I went to work at the restaurant below. Today, there were 346 guests. When I finished working at the buffet restaurant below, I went to work at the buffet restaurant on the top. In the afternoon, I went to collect the dishes on each floor of the hotel. After that I went to serve food to the guests in the room.

On the last day of the day, I went to work at 5.39 a.m. Today I went to work at the restaurant below. Today, there were 532 guests. When I finished working at the buffet restaurant below, I went to work at the buffet restaurant on the top. I took care of the guests. At ten o'clock we closed food line. In the afternoon. I went to serve food to the guests in the room. After that I went to collect the dishes on each floor of the hotel.

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CO-OPRATIVE EDUCATION REPORT

English for Business Communication

Week 18

Date: 6 - 10 May, 2019

Student's name: Teerapong Tapwan **ID:** 58706161

Company's name: Cholchan Pattaya Beach Resort

Address: 19 Moo 1, Sukhumvit Road, Pattaya City, Bang Lamung District, Chonburi 20150

Tel: +66 38 702 777

Working Timetable: 6.00- 15.00

Day off:

On the first day of the eighteenth week, I went to work 5.42 a.m. In the morning I went to work at the buffet restaurant below. Today, there are 326 guests. The work is the same. I kept the dishes that the guests had eaten. When the guest got up, I wiped the table. In the afternoon I was serving food to the guests. I went to collect the dishes on each floor of the hotel.

On the second day, I went to work at 5.43 a.m. I went to work at the buffet restaurant below. There were not many guests. At nine o'clock, we closed the food line. After that I went up to work at the top buffet restaurant. In the afternoon, I went to collect the dishes on each floor of the hotel.

On the last day of the internship, I went to work at 5.40 a.m. Today I went to work late. In the morning I went to work at the buffet restaurant below. There were 326 guests. The work was the same. I kept the dishes that the guests had used. At ten o'clock, we closed the food line. In the afternoon I served dessert to the guests at the pool. I went to collect the dishes on each floor of the hotel.

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CHAPTER 4: PROBLEMS AND SOLUTIONS

4.1 Problems

The problems that I met on my internship were about English accents from the foreign guests because when guests talked with me their accents were very hard and too difficult to understand. The guests spoke very fast and I did not understand about vocabulary or sentences.

Some of the problems and difficulties that I encountered on my internship and at my workplace were as follows:

1. I did not understand some vocabularies or sentences when the guests talked with me.
2. When the guests from English speaking countries talked with me, they spoke very fast and lightly, so I did not understand the questions.
3. Sometimes I met the guests from Korea and they could not speak English language and I also could not understand Korean.
4. I did not understand some accents of the foreign guests.

4.2 Solutions

My solutions at my internship were first finding ways to solve by myself or with the help by my supervisor. I tried to solve problems in the correct way and by learning from my mistakes for success at work.

The following were some of the solutions that I employed to solve the above problems and difficulties that I faced.

1. I informed my supervisor to solve problems when I did not understand the problems.
2. I tried to listen to the problems of the guests to solve the problem intently.
3. I solved some problems of the guests who did not speak English by using Google translate to translate the words to communicate with the guests.

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4. I learned new vocabularies or sentences when I had free time. And I wrote some vocabularies of the hotel on my note book.

5. I consulted with my supervisor or manager for help to solve some problems.

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CHAPTER 5: CONCLUSION AND SUGGESTIONS

5.1 Overall Evaluation

I was a student trainee at Cholchan Pattaya Beach Resort. I started my internship on 07 January, 2019 until 10 May, 2019. I worked as a room boy and a waiter. I got great experience and knowledge of hotel service. I learned about working and information of the hotel. I adjusted to work with others staffs or other people at my workplace. I improved my English skills here. That was very perfect place for me to learn about work culture and team work, environment and great staffs. I could practice my English skills here as well.

On the first day at Cholchan Pattaya Beach Resort, I could not talk with the foreign guests in English language. During my work, I learned almost every information of hotel service. I began to talk with the guests because I had practiced and remembered about vocabularies and sentences when I talked with the guests. For 2 months into my internship, I remembered all information of the hotel and my positions. For 3 - 4 months into my internship, I could talk with the guests by myself and solve some problems or questions for the guests better than 3 months ago.

During my internship, I practiced many things at my workplace. I could use all my knowledge that I got when I studied at university to work and practice at the hotel. I improved and developed my English skills every time. I think I was successful in this internship. Moreover, I got a lot of experiences of work in my life. I knew how to adjust and learned everything when I worked here. I had good responsibilities in my work. Also, it allowed me to have positive work habits and know my own responsibilities at work. Internship also taught me to maintain good relationships with others.

5.2 Suggestions for Cooperative Education Students.

I realize now that doing an internship course and working at a company are not easy. I would like to make some suggestions to next year's Cooperative Education internship students. These are as follows:

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- The students should read and know about the vocabularies or sentences of hotel service.
- The students should read and know about the rules and policies of the company before they go to work there.
- The students should learn about working about service.
- The students should have good personality to practice at work.
- The students should have confidence and learn to make decision by themselves.
- The students should be willing to learn new things.
- The students should be polite toward others and co-workers.

5.3 Recommendations for the cooperative Education Program

The followings are some of my opinions about the Cooperative Education Program and how I think the program can be improved.

- I think students should be given more training about office procedures before going to the company.
- I think students should practice English language for listening, speaking, reading and writing.
- I think students should be given more training about working as team members.
- I think students should practice about patience and determination to work.
- I think students should learn hotel related vocabulary and practice English accents before going to do internship in a hotel.

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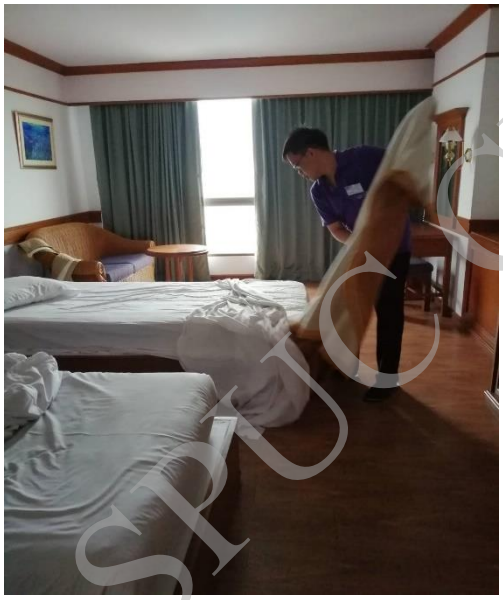
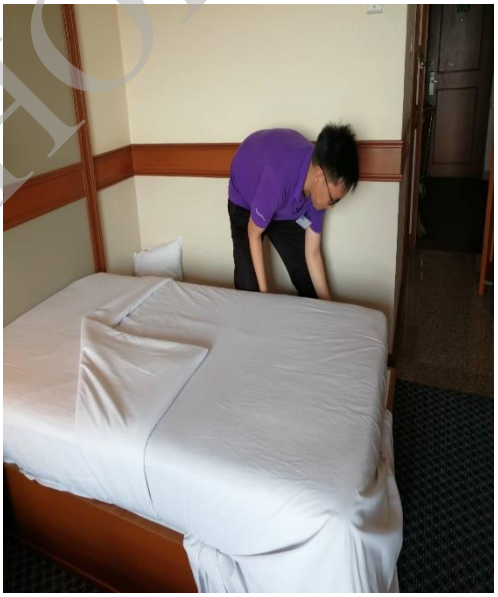
APPENDICES

APPENDIX - A: Examples of work



Supported maids in the guest rooms





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Folded the beds




Prepared towels, hand towels, head towels and foot towels for the next day

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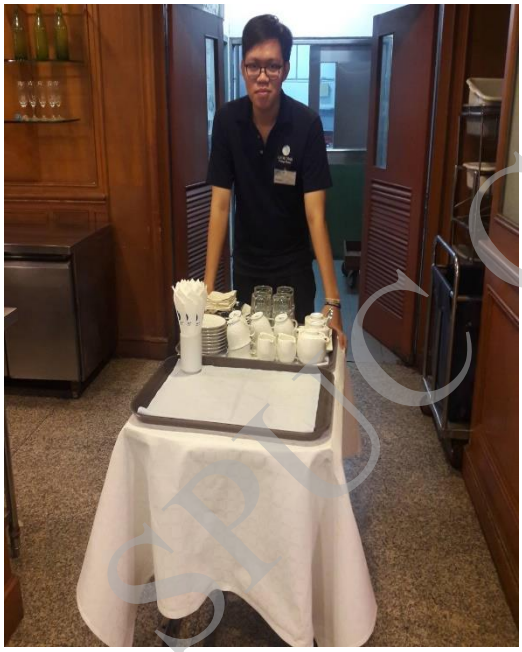
Kept the dishes and all the equipment that guests had used in the buffet breakfast





Prepared coffee during break for the meeting rooms

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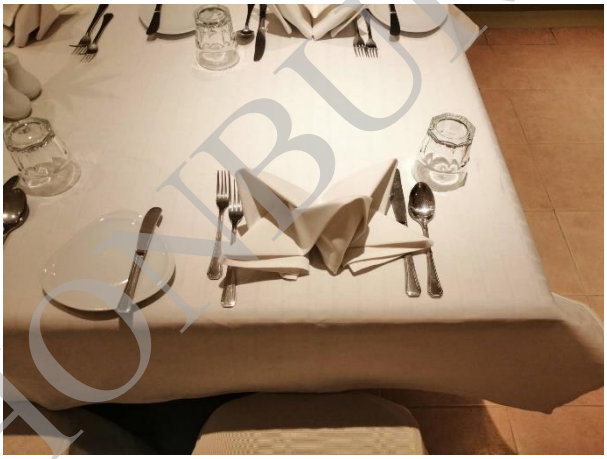

Prepared places for tour groups

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APPENDIX – B: Company Profile

Cholchan Pattaya Resort

Address: 19 Moo 1 North Tambon Nagulea, Amphur Banglamung Pattaya, Chonburi 20150

Tel: +66 3870 2777





Deluxe City View





Executive Suite

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Superior Sea View




Superior - Garden View




Superior Garden View - Double or Twin Bed

SPECIMEN




Junior Suite




Deluxe Sea View




Superior Sea View Double or Twin

SPUCHONBURI



Chaba Coffee Shop



Patissery



Karaoke "Rendezvous

SPUCHONURI



Pool bar



Cholchan Beach Bar and Restaurant



Rim Taley room

SPU CHONBURI



Sai Tarn room



Chalalai room



Na Tee room

SPLENDID




Swimming pool




Thai massage and sauna room




Fitness center and tennis court

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