Abstract

I have completed my internship for the duration of seventeen weeks at Amari Residences Pattaya hotel. The hotel is located at Pratumnuk Hill overlooking Pattaya Bay. It is a part of my Bachelor's Degree requirement. It is my first time to work in a real workplace with officers during the period from 07 January 2019 to 07 May 2019. During my internship I had a lot of responsibilities, obligations and problems while I worked as a receptionist. In this report I have mentioned what experiences I have gained and problems that I faced.

The report will show my internship duties and other responsibilities taking place in the Amari Residences Pattaya hotel. My responsibilities were to answer phone from guests and guide, check in, check out, update profile of guests, serve water to checked-in guests, and some time guests had problems. My duty was I had to fix and take care of the guests as best as I could best. In this internship report I have described my experience and responsibilities with easy sentences to understand. I hope my experience of internship in this report would bring success.

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