Abstract

I have completed my internship for the duration of eighteen weeks at Welcome World Beach Resort &Spa. 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 January 07, 2019 to May 10, 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 at Welcome World Beach Resort &Spa. My responsibilities were greeting the guests who stayed in hotel, checking in and checking out them, and informing them of breakfast time and Wi-Fi password. I replied and coordinated by phone with in-house phone, other department and outside line. Sometimes, I made booking room for guests on Formas program which is the intra-system in the hotel. I hope the experience gained during my internship recorded in this report would be useful to future interns who are interested in hotel business.

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