Abstract

InterContinental Pattaya Resort is an exclusive 5-star haven where you can unwind in your own private enclave or explore our private sandy beach, dip in our lagoon pools, feast on a world of flavours and more. InterContinental Pattaya Resort is located on Phra Tamnak mountain in South Pattaya. Defining luxury in its exceptional, yet traditional Thai hospitality and true five-star ideals, InterContinental Pattaya Resort provides an idyllic getaway for those yearning for a seaside destination. The resort offers sweeping views of Pattaya's southern seaside, across the bay to Koh Larn (Coral Island) and beyond. the location provides a tranquil retreat for both local and international travelers.

I would like to start my cooperative there because I hope the hotel will give me good experiences and give me the right position.

Finally, I worked as a trainee in front office department. My primary responsibility is to help the staffs at the front office department such as service and helping guests and do some documents for checking in and out.

Since I started working, I have faced few problems and I try to solve it. For example, the communication with Chinese guests who do not speaking English so it hard to communicate with them. I solved problem by using google translate, body language and learn Chinese vocabulary.

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May 2020