ABSTRACT

I am a bachelor's degree student in English for Business Communication at the School of Liberal Arts at Sripatum University – Chonburi Campus. I worked at the United Creation Packaging Solutions (Thailand) as an intern. I was assigned to work in Customer Service Department at the Office of United Creation Packaging Solutions (Thailand). The internship and this report are part of my graduation requirements. First, you will find both the Cooperative Education program's objectives and my personal objectives. There is a chapter which discusses about the related documents. In the following chapters, there are a description of my duty and responsibility, including problems encountered during the internship period and how I solved them.

Lastly, I hope the conclusion and recommendation of this report will be very useful to future Cooperative Education students.

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