ABSTRACT

I am a fourth-year student of School of Liberal Arts at Sripatum University in Chonburi. I had the opportunity to take an internship at JPark Hotel which is located in Chonburi Province. My internship has been completed in total of 16 weeks starting from September 04 to December 15, 2023. It's part of my bachelor's degree completion.

In addition, I got familiar with the check in process, as for example, followed and complied with all the preferences about the room size, floor level, luggage assistance, and advised the guests about the breakfast, dinner and advised the guests about the Futamata on-sen like Japanese style and pools timings. On the other hand, the check-out process to the guest in which the receptionist had to clarify all the costs the guest had during his stay.

Based on the acquired experience, I present the following report with the purpose of understanding the importance of having staff from different cultures, languages and behaviors, in entities such as the tourism sector, since it allows the hotel to have better communication and therefore, generate great satisfaction among its customers.

I hope the report about my workplace will be helpful for everyone. to gain knowledge, have an idea of making decisions or applying this information to the workplace for future internships or work. And I believe this report will be helpful for junior students.

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