ABSTRACT

This cooperative report is entitled Cooperative Education Work Report at Divalux Resort & Spa. The Divalux Resort & Spa is a 5-star luxurious hotel. Nestled just 20 minutes from Bangkok International Airport and 40 minutes from Bangkok's largest shopping center, Mega Bangna, with 373 modern rooms and suites. I had the opportunity to intern at this hotel. My objectives for the internship are as follows: 1. To gain work experience at the workplace. 2. To intensively practice English skills in listening, speaking, reading, and writing. 3. To report on cooperative education operations at the establishment. 4. To evaluate myself and recommend various issues to the curriculum and the university. My position is GSA Trainee or Guest Service Agent Trainee I'm training in all things about FO (Front Office Department), such as; Greeting guests on arrival and administering check-ins and check-outs, providing front desk services to guests, assigning rooms and issuing keys, processing guest payments and managing bills, administering involves answering both internal and external telephone calls, coordinating with porters, concierge, kitchen staff and housekeeping, coordinating third-party services such as tour guides, taxis, and airport transfers. Answering the phone was a regular challenge at the beginning. The caller was a foreigner. I didn't understand what he said. The sound of the line was trapped and unclear. It shocked me for a moment. So I let my colleague talk on the phone for me. The solution is to say only keywords followed by the word 'right?' For example, "You would like to take our shuttle from the airport to the hotel is that right?" This technique works quite well for me. In the above work, I gained experience working in a high-pressure workplace and I gained a lot of experience in the hospitality industry. I solved problems from different situations by myself I was able to help guests and learned the FROMAS program. And I could apply this in the future.

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