

## Abstract

The Narai Hotel is a four-star hotel which provides accommodation, restaurant, health care, fitness center and so on. It is located in the heart of Bangkok's most prominent business.

We have been assigned as trainees in the position of corporate sales secretary assistant. We are responsible for facilitating reservation, checking an e-mail and room availability, offering contract rates, and making the confirmation letter to customers. Moreover, we have to work with the reservation department for making the room reservation. Most of the documents are based on a variety of information and technical terms; therefore, it will cause many problems to all trainees.

In order to tackle the problem, this project called "Standard of Operation for Reservation and Corporate Sales: Narai Hotel" is prepared. The project focuses on the documents and vocabularies for Corporate Sales Department.

**Key words:** Hotel / Vocabularies / Information