



Cooperative Education Report

**A Study of the finance and account department of Pantip
Park Co. Ltd**

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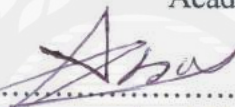
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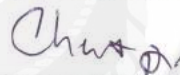
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Abstract

This report is the documentation of an internship of three month long period at Pantip Park Company Limited, an independent service apartment in the Silom-Sathorn area of Bangkok, Thailand as an academic requirement for the completion of BBA, Siam University. The main objective of this study is to gain a practical perspective on the finance department of an organization. Alongside this, the other objective was to develop skills such as communication, technology and team work, to enhance and expand the knowledge in accounting and to build a network of professional relationships and contacts.

However, most of the workers were not affluent in English so communication was a major problem. Even so, the internship has taught me a lot of things that will help me shape as a professional in the near future.

Keywords: Independent service apartment/ Finance Department / Internship

Acknowledgement

I wish to express my sincere thanks to Kathmandu College of Management, Nepal in partnership with Siam University, Thailand for allowing us to take part in an internship in the last semester of our Bachelors program. This internship has given us a lot of new and important experience. I am also grateful to the President of Pantip Park Co. Ltd for giving me an opportunity to work for his organization.

I would also like to thank my supervisor, Mrs. Chawalee Eaimsakulchai for directing and helping me through the new work at the organization. I also wish to thank all my co-workers and other employees of the company who helped me during the internship.



Thank you,
Jenny Shrestha

Table of Contents

Acknowledgement	3
Abstract.....	4
List of tables	6
Chapter 1: Introduction	7
1.1 Company profile	7
1.2 Organizational structure	8
1.4 Expected outcomes	8
1.5 Limitation of the study	9
Chapter 2: Literature review	10
2.1 Main theory and concept applied	10
Chapter 3: Methodology	12
Chapter 4: Result and Discussion	13
4.1 Contribution made during the internship	13
4.2 Details of learning from the internship	14
Chapter 5: Conclusions.....	16
5.1 Self-assessment as future professional.....	16
5.2 Comparison of practical learning VS theory	16
References	18
Bibliography.....	19

List of tables

Figure 1: internship at Pantip Park Co. Ltd.	7
Figure 2: Organizational structure at Pantip Park Co. Ltd.....	8
Figure 3: Co-workers at Pantip Suites attending company function	14



Chapter 1: Introduction

1.1 Company profile

Situated in the heart of the city with easy access to Silom-Sathorn-Narathiwas road, Pantip Suites Sathorn Pantip Suites Sathorn is a posh retreat, sporting luxurious yet contemporary guestrooms. With a 28 stories building, the independent service apartment offers captivating panoramic view of Bangkok, while the large outdoor swimming pool provides a relaxing diversion from life in the city.

Pantip Suites Sathorn borders on the Chao Phraya River in the Silom-Sathorn area of Bangkok, offering an excellent proximity to the city's most famous entertainment district, as it is the site of a wide range of industries. Notable landmarks such as Patpong Night Market, Lumpini Park, Embassy of Australia, Queen Sirikit National Convention Center, and Thaniya Plaza are close to this four-star establishment (Pantip Park Co. Ltd).

In terms of the facilities provided, Pantip Park offers one of the best services with delightful complimentary breakfast, along with 24-hour room service, antiquated coffee shop, elegant bar/lounge and a charming picnic area. In addition to this, guests can indulge in the divine spa treatments, top-of-the-line fitness club, lux outdoor pool, and relaxing sauna. Furthermore, Pantip is a perfect place for those travelling on business as it has multiple conference rooms, classy banquet facilities, and a professional business center. The establishment also provides tour/ticket assistance, efficient dry cleaning/laundry service, handy gift shop, plus a 24-hour front desk support, while the sophisticated lobby displays complimentary newspapers, which keep travellers up to date about various news around the world.



Figure 1: internship at Pantip Park Co. Ltd.

1.2 Organizational structure

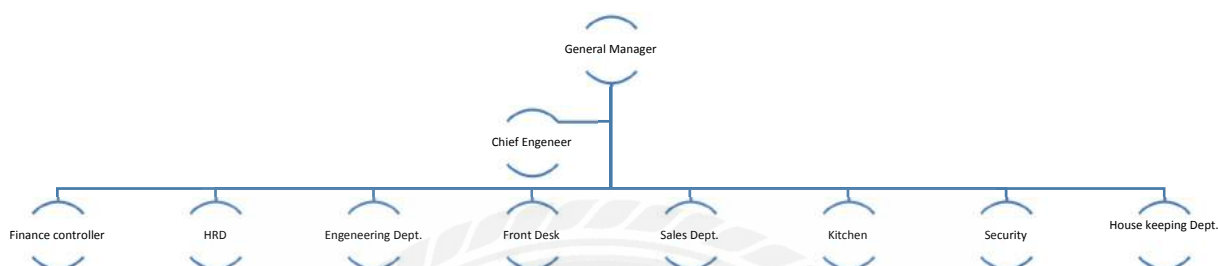


Figure 2: Organizational structure at Pantip Park Co. Ltd

1.3 Objectives of the study

The main objectives of the internship report are as follows:

- To gain a practical perspective on the finance department of an organization related to the hospitality industry;
- To develop skills such as communication, technology and team work;
- To Enhance and expand the knowledge in accounting and finance;
- To learn about the internal workings of a hotel business;
- To build a network of professional relationships and contacts.

1.4 Expected outcomes

Rich in its natural beauty, cultural heritage, history and religion, Nepal is a beautiful country whose large percentage of the GDP consists from Tourism. Visitors from all over the globe gather in Nepal in tremendous amount for different purpose, ranging from business meetings, social activities to experiencing jungle adventurous and exciting sports. This has made Hospitality Industry one of the main sources of income for most of the people in both urban and rural areas of Nepal. And the numbers of hotels are increasing each year.

The reason I wanted to do an internship in the hotel industry in Thailand was because Thailand is one of the most popular tourist destinations for international tourists. Thai hospitality is praised all around the world and I want to pursue a career in the same field in the future in Nepal.

In a three month internship at the accounting department of the Pantip suites, it is expected that the program will help in achieving the above mentioned objectives to integrate theory and practice while getting used to the office life. Since this is the first time that I will be in contact a hotel internally, I expect to learn how the inner mechanism works in such an organization and familiarize myself to it so that the knowledge and skills gained during the internship period would facilitate my career path in the hotel industry in Nepal.

1.5 Limitation of the study

The internship opportunity provided by the university has been a great way to learn from a new perspective. Nevertheless, there were some limitations that I faced during my internship. Having to work in a hotel business environment, I had thought that most of the employees would have fair knowledge of English language as they deal with foreigners however; most of the coworkers were not fluent in English, which created a language barrier in the working environment. This created a lot of problem as my co-workers were finding it hard to teach me anything. I believe this is one of the reasons that most of the time I was assigned to record datas, as it was easier to explain it to me.

Since there was a time limit on the internship period, my supervisors hesitated to assign me a specific project that took long time to complete, as I wouldn't be there. Specifically since there was a relatively new Thai employee there who was of the same age as me and similar qualification of and they were training her more to handle more complex work in the office. Hence, the work I did during my internship period was more of a routine work. This resulted in me not being able to indulge in the art of hotel management as much as I had wanted.

Lastly, I feel that the organization was not really prepared for an international student as an intern. The reason I felt this way was because none of my co-workers in the department knew for what I had come for and after they had known the reason, they weren't sure what jobs they could actually teach me. So I felt that the organization I did my internship couldn't really fulfill my expected results.

Chapter 2: Literature review

2.1 Main theory and concept applied

This part of the report focuses on theories, which relates to the roles and responsibilities given during the internship by the company. There are various types of theories that can be related to the work given by the company. Some of them are as follow:

- ❖ **VAT theory:** A value added tax (VAT) is a consumption tax added to a product's sales price. It is an incremental consumption tax assessed on the value added to the product or service throughout its production process (InvestingAnswers, Inc.). VAT essentially compensates for the shared services and infrastructure provided in a certain locality by a state and funded by its taxpayers that were utilized in the elaboration of that product or service. VAT raises about a fifth of total tax revenues both worldwide and as of 2018, 166 countries employ VAT system. It is a highly efficient flat consumption tax that reduces the incidence of non-compliance

There are two main methods of calculating VAT, the credit-invoice or invoice-based method, and the subtraction or accounts-based method. Using the credit-invoice method, sales transactions are taxed, with the customer informed of the VAT on the transaction, and businesses may receive a credit for VAT paid on input materials and services. The credit-invoice method is the most widely employed method. Using the subtraction method, at the end of a reporting period, a business calculates the value of all taxable sales then subtracts the sum of all taxable purchases and the VAT rate is applied to the difference. The subtraction method VAT is currently only used by Japan.

- ❖ **Inventory Management:** Inventory management is a collection of interdisciplinary processes that include a full circle from supply chain management to demand forecasting, through inventory control and including reverse logistics.

There five key principles of inventory management:

- ***Demand forecasting:*** An accurate demand forecasting saves a lot of cost in an organization as both over and under supply of inventory can have critical business costs. Establishing appropriate max-min management at the unique inventory line level, based on lead times and safety stock level ensures that the stock level is optimum and hence avoids the cost of overstocking and idle stock.
- ***Warehouse flow:*** Each process, from housekeeping to inventory transactions needs a formal, standardized process to ensure consistently outstanding results. So the warehouse should have a proper setting order, systemic cleaning, standardizing, and sustaining the discipline ensure that nothing is lost in the process.
- ***Inventory turns/stock rotation:*** In certain industries managing inventory down to lot numbers can be critical to minimizing business costs. Inventory turns are one of the key

metrics used in evaluating how effective your execution is of the principles of inventory management.

- **Cycle counting:** This helps measure the success of your existing processes and maintain culpability of possible error sources. There are financial implications to cycle counting. Some industries require periodic 100% counts. These are done through perpetual inventory count maintenance or through full-building counts.
 - **Process auditing:** Process audits should occur at each transactional step, from receiving to shipping and all inventory transactions in between (Purchasing & Procurement Center).
- ❖ Financial statement: Understanding and correctly analyzing financial statements of a company is the key to various investment opportunities in the market and they act as lifeblood of any company. Generally accepted accounting principles (GAAP) are adhered to by all companies while preparing these financial statements so as to maintain continuity of information and presentation across international borders. Businesses usually have major three financial statements: income statements, balance sheets and cash flow statement (Investopedia, LLC.).
- Balance sheet. It shows the assets, liabilities, and stockholders' equity of the organization on the specific report date, not for a span of time.
 - Income statement. It shows the operations and financial activities for the reporting period of the organization. It includes revenues, expenses, gains, and losses.
 - Statement of cash flows. It shows the changes occurred in the cash flows of the organization during the reporting period. As the name suggests, this statement doesn't concern itself with the credit part of the business.

There are various reasons for to prepare the financial statements. Some of them are as follows:

- To conclude the ability of a business to generate cash, and the sources and uses of that cash in a specified time period.
- To see whether an organization has the ability to pay back its debts or not.
- To track the results of an organization's financial results on a trend line to spot any looming profitability issues.
- To derive financial ratios from the statements that denotes the condition of the business and the possible causes and consequences of the ratio generated.
- To scrutinize the details of certain business transactions, as outlined in the disclosures that accompany the statements (Bragg).

Chapter 3: Methodology

3.1 Roles and responsibilities assigned by the company

During the internship at Pantip Park Co. Ltd., I worked as the trainee of the finance department of the company. Various roles and responsibilities were given to me as the Account and finance department trainee.

Working in the finance department, the major thing that I had to do was to make sure all the supporting documents for the payment voucher (PV) like PR, PO, summary, which must be gathered before issuing cheques to help with the accounts payables were arranged properly. I was to further help in this process by preparing the cheques and doing payment voucher.

Another responsibility of mine was to help the income auditor with the journal voucher report by recording the datas in the Comanche software and to assist in the making of the output VAT report for account receivable. Again, this included checking the supporting documents to make invoice for Account receivables.

Every Tuesday and Thursday the store/inventory was opened for the other departments in the organization so the said other departments would bring in their bills for the required stock from the store whose records are kept by the finance department. So, I was to assist the storekeeper to facilitate the process by giving out the required goods and maintain the record of the inventory.

And lastly, I was to help and assist any other duties as assigned by the Dept. Head and Account and Finance staffs during the internship period.

Chapter 4: Result and Discussion

4.1 Contribution made during the internship

The internship period in Pantip Park Co. Ltd has been a wonderful and enriching journey where I learned various things about the company culture and working mechanism.

During the internship period, I worked under the Finance Controller of the company, Mrs. Chawalee Eaimsakulchai, and supported the finance department by arranging all the documents associated with payment voucher like for example, PR, PO, summary, which must be gathered before issuing cheques to help with accounts payables. I also helped the income auditor to prepare cheques for the account payable as well.

Every Tuesday and Thursday the store/inventory was opened for the other departments in the organization so the said other departments would bring in their bills for the required stock from the store whose records are kept by the finance department. The store kept goods such as stationary products, soaps and shampoo refills for the hotel guests, complementary foods that are kept in the hotel rooms, garbage bags, cleaning equipments and so on. So, I assisted the storekeeper to facilitate the process by giving out the required goods and maintain the record of the inventory.

I also contributed in making the output VAT report and checking other supporting documents to make the invoices for account receivable record. Furthermore, I helped to record the data for journal voucher into the company software, Comanche.

Lastly, there was an annual staff party held by the organization in the hotel premises itself and the organization members of this party were mostly from the HR department and Finance department, hence I was also pulled in as a worker for various stuff for the party, ranging from making the decorations for the party to taking photographs of the people. This was the first time I saw most of the employees of Pantip at the same time, since people from departments like front desk and kitchen were rotating their shifts constantly so that every one could attend. We had put up simple games and photo booths so as to make the party enjoyable and it was so. It was a very nice opportunity to get to know and mingle with everyone.



Figure 3 co-workers at Pantip Suites attending company function

4.2 Details of learning from the internship

Through this internship I have learned a lot of things. How the things that we learned inside the four walls of the classroom differs from the things that actually happens in the real finance department in an organization and the interrelation between finance and all the other departments. As I was finance department trainee, there were a lot of documents that needed to be signed by other department heads and usually I was sent for such errands. Though the actual work was not much, the result I gained was much more. I got to meet and interact with various people who had important roles in the organization. I got more familiar with the inner layout of the organization because as a part of the internal staff, we were not meant to be seen by the guests.

I learned about the software that they use in Pantip to record and manage all the transaction called Comanche, developed by a company that develops ready-made software for use in the hotel industry. They have several different types of modules that can facilitate the company such as Comanche Front Office System, Comanche Point of Sales System, Comanche Back Office System, Comanche Inventory System, Comanche Fixed Asset System, Comanche Event

Management System and Comanche Interface Module. The clients can pick and choose which module they want and then use it. Pantip Park used most of these modules in their daily administration. Though my work in the software was only to enter datas for the journal voucher, my supervisor had given me free reign to do explore the software as long as I do not make any changes in their workings.

Not only that, I also learned how to develop interpersonal skills □in the work environment. In this internship period, I have met and befriended many people from various departments and they have all taught me learning process doesn't end at classrooms and all the things that we learn at classroom is not the extent of learning. Me being the only foreign national at my department, my culture and I fascinated my coworkers and we had much of cultural exchange going on, where my coworkers taught me Thai language and I taught them bit of Nepali.



Chapter 5: Conclusions

5.1 Self-assessment as future professional

Nepal is a country that is rich in its natural beauty, cultural heritage, history and religion. Visitors from all over the globe gather in Nepal in tremendous amount for different purpose. This has made Hospitality Industry one of the main sources of income for most of the people in both urban and rural areas of Nepal. The reason I wanted to do an internship in the hotel industry in Thailand was because Thailand is one of the most popular tourist destinations for international tourists. Thai hospitality is praised all around the world and I want to pursue a career in the same field in the future in Nepal.

The internship opportunity has opened up doors for a wide range of possibilities in the days to come. The time I spent in Pantip was invaluable for my future self. It was the first time I came to experience the hotel industry life and I gained much from it. The professionalism required in the industry, the inside working of the hotel, the importance of finance department in the company, the way the department handles their suppliers and guests, I even got lucky enough that I saw the process of both hiring and firing of my co workers. Hence, this internship has given me a clearer perspective of what my future may hold.

Furthermore, this internship has given me important professional contact that may be able to help me in the future.

5.2 Comparison of practical learning VS theory

When we talk about practical learning vs. theory I feels that both type of learning is important and both makes us better at what we do.

When in a classroom, theory teaches us the concept of the subject and why is it so. We learn through others teaching while in practical learning we learn through our own doing and experiences. And that hits us more closely than theoretical learning and the thing we learned stays with us for a longer time.

At the same time, just learning how to solve one specific problem through practice only teaches you how to solve that problem only again and again. Practice can only take you so far. And here comes theory that helps us apply our learning's of various concepts to solve ranges of problems. (Bradley)

For instance, my primary job at the internship at Pantip was to record and maintain the journal voucher data in the company software. This was the practical side, unless I have the theoretical knowledge of the concept and importance of journal voucher, I wouldn't have any idea what I was doing. I would only know that there are some datas given and now I have to insert it in the computer. Similarly, if I only had the theoretical knowledge of the said concept, it would remain

at only that, I would never know how to actually apply that concept in the real world to make further financial statements with the help of journal voucher.

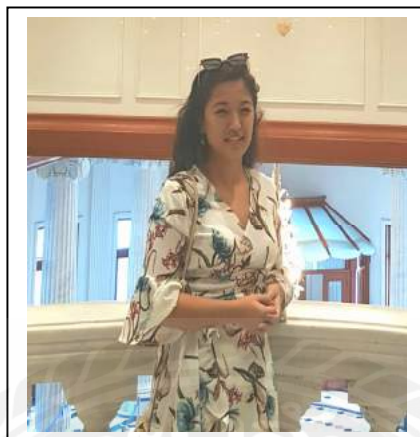
Therefore, when talking about practical learning VS theoretical learning, we cannot say that one is absolutely better than the other. The optimal mixture of both is what gives an individual the most knowledge.



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