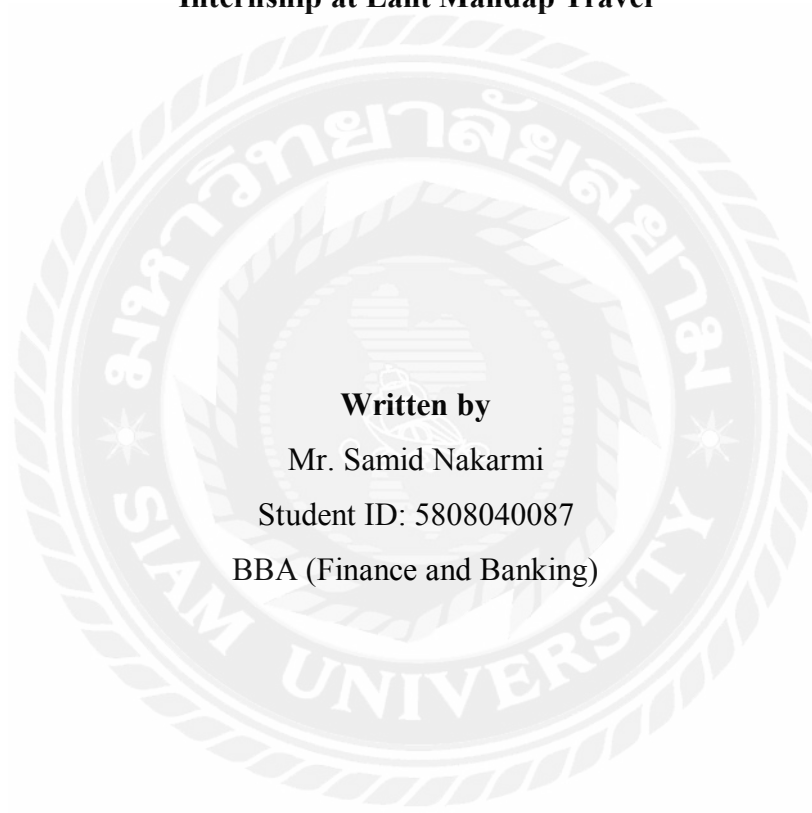




Cooperative Education Report

Internship at Lalit Mandap Travel



**This Report Submitted in Partial Fulfillment of the Requirements for Cooperative
Education, Faculty of Business Administration
Academic Semester 2019
Siam University**

Title Internship at Lalit Mandap Travel (Thailand)

Written by Samid Nakarmi

Department Bachelor of Business Administration (Finance and Banking)

Academic Advisor Dr. ChanatipSukdai, Ph.D.

We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 2/2019

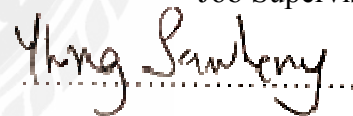
Oral Presentation Committees



Academic Advisor (Dr. Parham Porouhan, Ph.D.)



Job Supervisor



(AjarnYhingSawheny, PhD. Candidate)

Cooperative Committee



(Asst. Prof. Dr. MarujLimpawattana, Ph.D.)

Assistant President and Director of

Cooperative Education

Project Title : Internship at Lalit Mandap Travel (Thailand)

Credits : 6

By : Samid Nakarmi

Advisor : Dr. Parham Parouhan

Degree : Bachelor of Business Administration

Major : Finance and Banking

Faculty : BBA

Academic Year: 2/2019

ABSTRACT

DATE: MAY 2019

I hereby declare that this internship report on Lalit Mandap Travel (Thailand) Located on Pratunam, Bangkok, Thailand, submitted to SIAM University is my original work done based on learning during the internship program for the partial fulfillment of the requirement of Bachelor's in Business Administration under the supervision Dr. Chanatip Sukai, Dr. Parham Parouhan and Mr. Dhabup Prasai. I further declare that this report is prepared based on working environment of 'Lalit Mandap Travel' and assure you that this report has not been previously submitted to any other University or any other institution for examination.

Upon the completion of the internship, it found that the problem was resolved by means of guidelines of supervisor. In this matter the student is able to learn more about The Tourism Industry of Thailand which is very important for future career development and profession,

Samid Nakarmi

Registration Number: 5808040087

ACKNOWLEDGEMENT

I would like to express my deep and sincere gratitude to “Lalit Mandap Travel” for providing me with a proper environment to experience all the understanding practically. I would like to extend my gratitude to Mr. Suraj Shakya the Chairman of the company. Furthermore, I like to thank Mr. Peter Gumnersint, Inbound Manager and Mrs. Supida Kontongern for their supervision and support for providing us with friendly and cooperative environment which I really appreciated.

I am also grateful to Siam University and all the teachers for their kind cooperation in completing this report. This project would not have been completed without guidance and constant supervision of Mr. Chanatip Sukdai, Dr. Parham Parouhan and Mr. Dhabup Prasai. I express gratitude for their effective guidance.

Last but not least I would like to thank my friends and family who have willingly helped me out with their abilities.

Samid Nakarmi

Registration: 5808040087

Table of Contents

ACKNOWLEDGEMENT	3
ABSTRACT	3
List of Table	7
List of Figures	8
List of Abbreviation	9
EXECUTIVE SUMMARY	10
1. INTRODUCTION	11
1.1 Company Profile	11
Vision.....	11
Mission.....	11
Objective	11
Company Services	12
1.2 Organizational Structure.....	16
1.3 Statement of Report.....	17
Statement of problems	18
Sources of Data	18
1.4 Objective of study	18
1.5 Roles and Responsibility of students	19
Limitations of the Study	20
2. Internship Activities	21
3. Identification of Problems Encountering during the Internship	24
Identification of problem in the company.....	25
4. Contribution and Learning process	26
4.1 Contribution during the internship.....	26
Contribution to the organization during the internship	26
Contribution to the career development during the internship	26
4.2 Details of the related learning process and new knowledge student has received.....	27

5. Conclusion and Lesson Learnt	28
Self-assessment as a Professional.....	28
Lesson Learnt.....	28
Bibliography	30
Appendices	31
Appendix 1: Screenshot of Accounting system.....	31
Appendix 2: Services provided	33
Appendix 3: Social Media pages.....	35
Appendix 4: Invoices.....	36



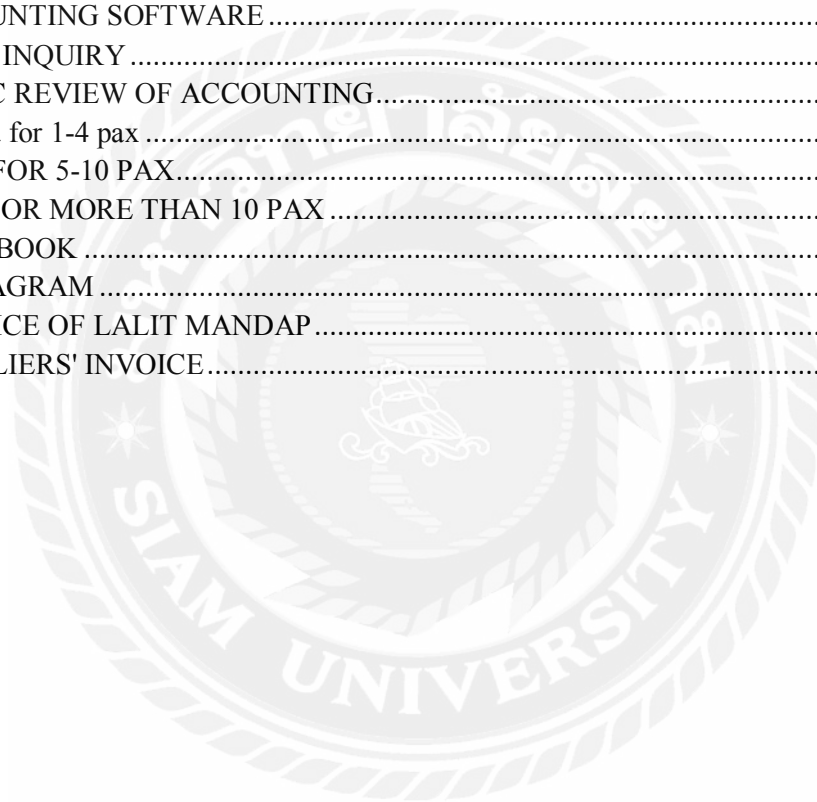
List of Tables

Table 1 Organization Hierarchy	17
Table 2 Work Schedule	22



List of Figures

Figure 1. AIR TICKETING.....	12
Figure 2. HOTEL BOOKING.....	13
Figure 3. PACKAGE TOURS	13
Figure 4. SIGHTSEEING TOUR.....	15
Figure 5. TRANSPORTATIONS.....	15
Figure 6. INTERNSHIP ACTIVITIES.....	21
Figure 7. INVOICE	22
Figure 8. ACCOUNTING SOFTWARE.....	31
Figure 9. SALES INQUIRY	31
Figure 10. BASIC REVIEW OF ACCOUNTING.....	32
Figure 11. Innova for 1-4 pax	33
Figure 12. VAN FOR 5-10 PAX.....	34
Figure 13. BUS FOR MORE THAN 10 PAX	34
Figure 14. FACEBOOK	35
Figure 15. INSTAGRAM	35
Figure 16. INVOICE OF LALIT MANDAP.....	36
Figure 17. SUPPLIERS' INVOICE.....	36



List of Abbreviation

LMT: Lalit Mandap Travel

B2B: Wholesalers

BBA: Bachelor of Business Administration

HKT: Phuket Tour

BKK: Bangkok Tour

PTY: Pattaya Tour



EXECUTIVE SUMMARY

The internship was done in order to fulfill the requirement of completing the BBA (Bachelor of Business Administration) program. I did my internship in Lalit Mandap Travel (Thailand) to complete the task of 4-months internship program. This program had given me an opportunity to get a practical knowledge about the real business in context of Tourism Industry.

I was able to learn about the working process of real small industries and their environment. I got an idea about the work performed in inbound, outbound management and sales. This gave me an opportunity to get knowledge about the difficulties that are faced by the small industries. However, I was given a task that was directly related to finance and account transactions.

With emerging and creating good innovative relationship with the suppliers, Lalit Mandap Travel have maintained good market value in the Tourism sector. It has been operating for last 24 years and is one of the oldest Travel agencies with good experiences to maintain customer satisfaction. However, Lalit Mandap Travel can operate better if the employees are motivated by the head of the company and respect the idea of the employee.

All the experiences and skills that I learned from the internship will certainly help me to work in the real and professional world in the upcoming future.

Chapter I

1. INTRODUCTION

1.1 Company Profile

Since 1995 A.D., Lalit Mandap Travel has made a strong brand in the tourism market in Nepal with the global presence in Singapore, Malaysia, Thailand and Nepal. In their journey, they had ventured with many global brands and created a strong brand value throughout the Nepal. LMT is one of the oldest travel agencies in Nepal and had move from retail sector to B2B sales (wholesale) in 2006 A.D. They provide service to many agents from Nepalese and Indian market.

It was established with the aim to cater the Buddhist community in the country Nepal and giving them an opportunity to participate in different pilgrimage programs organized in various other countries including Thailand, Malaysia, Singapore, Myanmar, China, etc. in order to compete in the tourism market, they have been offering different varieties of tour packages for an individual, retail travel agencies, honeymooners, business professionals, students events and tours, seminars, etc. Understanding the Nepalese customers, LMT has made many tour packages at affordable prices.

Vision

The vision of LMT is to be renowned as a leading International Tour Operator in the world where they had accomplished to be a leading international tour operator in the Nepalese market already.

Mission

The mission of this travel agency is as followed:

1. To provide best services all the times
2. To learn and lead by innovation
3. To build through good relationship and network

Objective

The main objective of LMT is:

1. To help Nepalese citizen explore the outer world.
2. To introduce new destination as per clients needs and desires
3. To create an environment of understanding and prosperity through travel

They are also planning to do outbound from Thailand to Nepal. The idea was recently made by the Chairman Mr. Suraj Shakya of Lalit mandap travel and have already start on the marketing sectors.

Company Services

The company provides the following services to the customers:

1. Air Ticketing



Figure 1. AIR TICKETING

Lalit Mandap Travel provides the reliable flight booking mainly from Bangkok, Thailand. There are various airlines with the best deal of prices including student airfares. Easy payment method is available via transfer of money directly to the company's account, cash in hand and payment in dollar. If the customer wants to pay in dollar, then there is a certain charge taken so that exchange rate change doesn't affect the company's profit. The customer needs to provide their password containing the visa of the country where they are going. The booked ticket is hand over to the customer via email as well as hard copy. Now a days, people don't need hard copy of tickets. Showing your password to the airport counter is enough.

2. Hotel Bookings

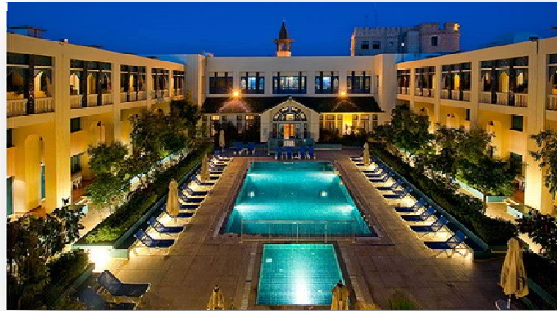


Figure 2. HOTEL BOOKING

Lalit Mandap Travel provide the services of booking the hotel according to the need of customers. They will book the hotel from every parts of the world. By understanding the customer's budget and the requirement, they will list out the hotels near their destination. They provide the hotels starting from 3-star rated and up to 5-star rated hotels.

3. Packages Tours



Figure 3. PACKAGE TOURS

As a B2B sale (wholesaler), LMT help in planning the holiday trips to their customers.

Package tour offers a lot of advantage to the customer. Some of the benefits that the package tour provides are:

1. **Packet Friendly**- one of the biggest advantages that a package tour offers are that it helps to save money. The travel agency makes and buy the packages in a big bulk which cost them less. Then these packages are sold to the customers and agents at a lower and more competitive rate than an individual booking.
2. **Saves time**- going on the trip by booking the package tour will also help in saving the time. The customers don't have to sit for an hour to find out the destination, flights and hotels.
3. **Peace of Mind**- when a customer booked a package tour, then they don't need to take a load to find out the places to visit, book a cab and think where to eat. These all are included in the package tour.
4. **Quality Services**- Travel agency operators spend lots of time in assessing all the aspects of a tour packages to deliver the standard services to its targeted customers. They choose the best hotels and cover most frequented areas of a particular place for their customer to visit.(ezinearticles, n.d.).

Examples: PTY Packages, HKT Packages, BKK packages, etc.

4. Sightseeing Tour



Figure 4. SIGHTSEEING TOUR

Lalit Mandap Travel also provides an individual sightseeing tour. Individual sightseeing tours are much expensive than the packages tour. Lalit Mandap Travel has gathered many knowledges about the historical tours and the unique things of a particular countries. They help to book the tickets and make payment in lower price for the customers. Lalit Mandap Travel also provide different types of combo sightseeing tours which includes transportation, guide and lunch.

5. Transportations



Figure 5. TRANSPORTATIONS

Lalit Mandap Travel (Thailand) also provide the transportation facilities to the customers. Lalit Mandap Travel doesn't have their own transportation till now. They have many suppliers that can provide the transportation according to their needs. Some of the transportation services that are provide by the company are:

1. Innova for one or max four people
2. Van for four to ten people, and
3. Buses for large number of people

1.2 Organizational Structure

The organizational Structure of Lalit Mandap travel is small as it is a small business. All the transaction is done by via internet. The following table shows the organizational hierarchy and department briefly:

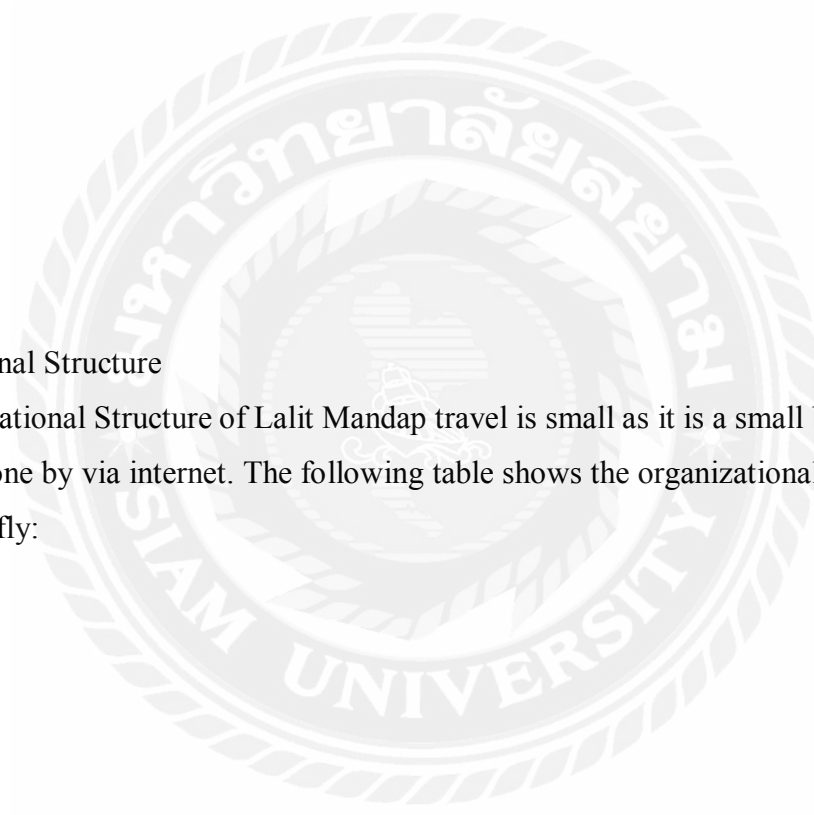
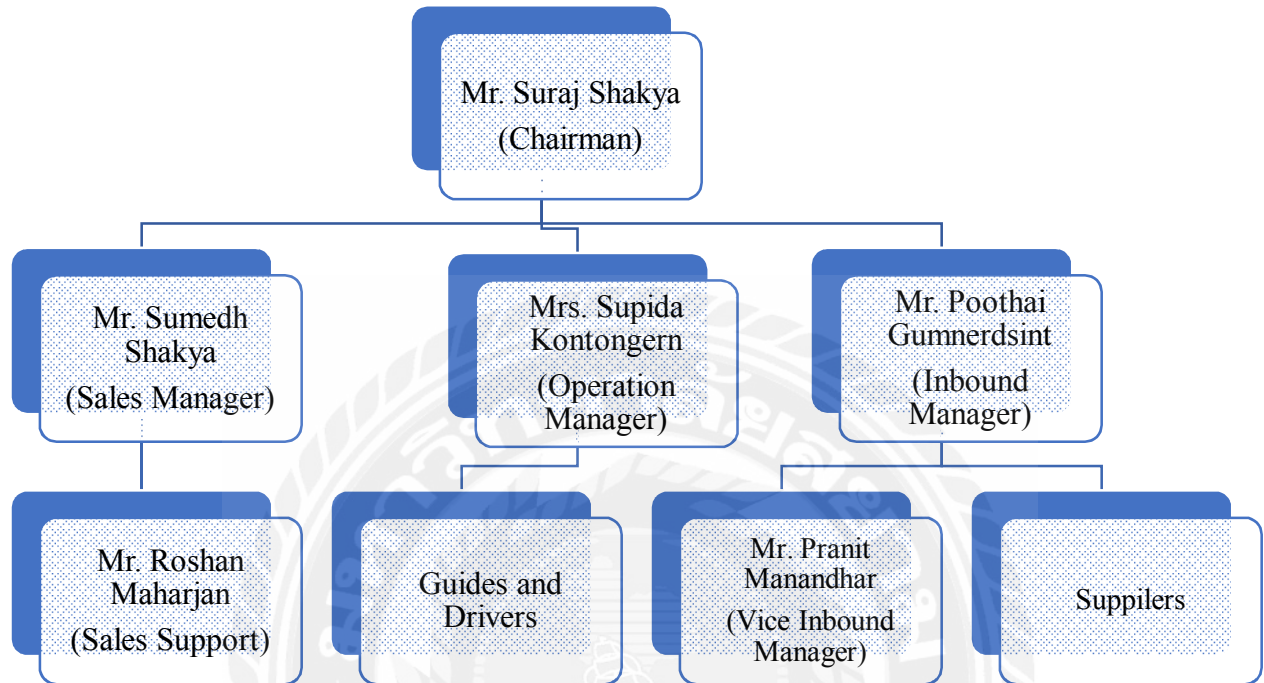


Table 1 Organization Hierarchy



As for the services like transportation and hotels, Lalit Mandap travel does not have its own transportation and hotels. (Lalit Mandap Travel, n.d.)

1.3 Statement of Report

In today's world, the practical knowledge has also been equally important compare to that of theoretical knowledge. Internship is the great opportunity for the students to know about the real business operational. The report is prepaid as per the requirement to complete the BBA program of SIAM university. Lalit mandap travel was a fantastic choice if the student wants to know the

transaction of small-scale industries. This report is made in order to express my knowledge after working four months in this travel agency.

Statement of problems

1. Lack of use of new technology for communication?
2. Lack of knowledge of agents from Nepalese market?

Sources of Data

Data are collected from both the primary source and secondary source.

1. Primary Data

This report is based on the information that are self-gather by intern directly from the workplace of Lalit Mandap travel. The primary source of collecting data are:

1. Informal questionnaire responses, opinions of different people
 2. Observation of environment and working behavior of the employees in Travel agency
- ##### 2. Secondary Data

Beside self-observational of the company, some facts and figures are collected from the company's official websites, booklets and annual reports.

1.4 Objective of study

The general objective of the internship is to study practically in order to complete the 8th semester of BBA program in SIAM University. The internship will also help in experiencing the real working environment. Other general objective of internships is:

1. To experience the real-life business
2. To apply the theoretical knowledge of college education into practical work
3. To know how small-scale industry manage themselves

The specific objective of the internship is as followed:

1. To explore the tourism market in Nepal
2. Idea of making the tour packages
3. Little knowledge of sales in context to tourism market.
4. Understanding the work done in outbound and inbound management

1.5 Roles and Responsibility of students

Lalit mandap travel has given me a great platform from where I can learn and develop skills from many departments. The major work performed are daily accounting and making the final report for every month (submitted in every end of the month). The basic work such as printing the invoice, handling the walk-in clients and record keeping of every expenses and sales of the company at day to day basic way also handed over me. Lalit Mandap Travel also gave an opportunity to work as a sales support where my job was to visit the travel agencies of Thailand (with other staff) and talk about the outbound from Thailand to Nepal. They also taught me about the work done by inbound management department.

The main roles and responsibility done by an intern are as followed:

1. **Final account**

The final report which consist of Balance sheet, income statement and cash flow was made (with the help of system application) by an intern. All the transaction was recorded by me with some help from supervisor. The final report was submitted to supervisor in last day of the month.

2. **Record keeping**

In the course of internship, I was given a task to record all the transactions. I was assigned a task where I should record the number of customers arriving at a particular date and number of invoices that should be paid in a particular time.

3. **Follow up**

Follow up with suppliers and customers was also done by the intern. Every message regarding the expenses and revenue was handle by an intern. I also had to remind every

customer regarding their overdue date and time. If incase the customer doesn't pay on time, it was my responsibility to talk with them.

4. **Sales**

Lalit mandap travel provided a platform for an intern where they can go with the sales team and experience the face to face meeting with new agents as well as old agents.

Finding the new customers and suppliers was also a task of the intern.

Limitations of the Study

Every activity is chase by the boundaries and limitations. Some constraints faced during preparation of this report are listed below:

1. Due to limited time, the study has been conducted quickly.
2. Because of rush, interns were confined to routine job of the company.
3. Being a student, lack of technical knowledge was another factor which limits the report.
4. This report is based on our experience, ideas and skills achieved during the internship period rather than theoretical knowledge.
5. The details of prescribed departments and its transaction were not provided to intern due to confidentiality reasons and policies of the company.

Chapter II

2. Internship Activities

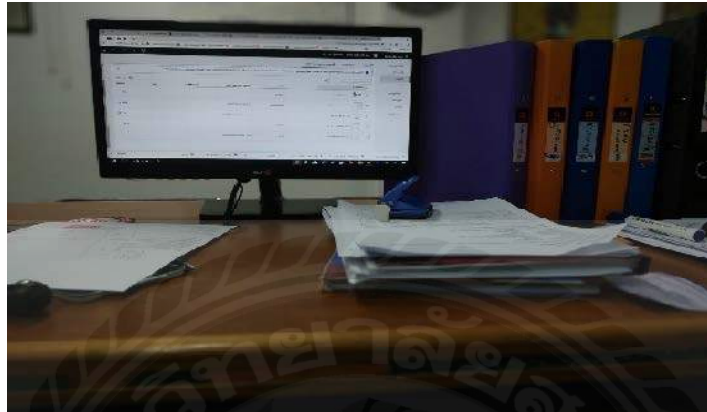


Figure 6. INTERNSHIP ACTIVITIES

LMT provide a great opportunity for an intern. The work assigned by the company to the student is to perform overall business activities. The students are responsible to know every dayexchange rate, total expenses of the day and total sales of the day. These are the basic things that the student should know before proceeding the other job. Then the student is liable to change the exchange rate on the board and as well as in the system. After finishing the simple task, the supervisor will provide the student with day book where they must record every expenses and sales throughout the day. The students are assigned with a duty to follow up with the agents about the payment, statements and reply to the orders.

The main task is to talk with old agents and new agents of Nepal and try to understand their needs. Every agent has their own demand such as different hotel or different sightseeing. The students are responsible to understand the agents need and record the demand and pass it to the supervisor. In the case of new agents, the student will have to find the new agents from Nepal and try to fix meeting between the companies. First, the intern will have to send an email to the new agents. Then try to find out their location and communicate with staff from Nepalese branch and tell them to meet with the agents.

Lalit Mandap Travel is also planning on doing inbound in Nepal. The interns are free to give their ideas if they have any. Inbound in Nepal means sending or making package tour of Nepal to the foreigners. Lalit Mandap Travel has a plus point in compare to its competitor as they have their head office stated in Bangkok, Thailand and the Branch office stated in Nepal. If there is any problem with agents in Nepal then the problem is solved by Nepalese branch and if the problems arises from suppliers in Bangkok, Thailand, then head office will directly work on solving the cases.



Figure 7. INVOICE

As I was an intern who was interested on management and accounts, all the financial works like Final account, end month statement and calculation of total net profit of the company was handle by myself. I was also given a task to make a new contract between the company and its agents. The new contract was made by taking help

from the supervisor and convert the contract in English language. As the company are making the plan to do inbound in Nepal, they involve me to share some idea to make new company profiles. I am responsible to record whatever my boss and supervisor tells me for making company's profile.

The following is my work schedule according to month:

Table 2 Work Schedule

Activates performed	first week	second week	third week	forth week
Follow up with old agents				
Registration of new invoice				
Try to contact new agents				
Final report				
Finding Management error				
Update system				

As prescribed by SIAM University, I joined Lalit Mandap Travel and completed four months of internship. I spend whole four month to learn the culture of the business, working environment and procedure during the period. My supervisor was kind enough to teach me everything that a person should know in order to open a Travel agency. The working days of my intern was six days in a week starts from 10 am to 6 pm every day.



Chapter III

3. Identification of Problems Encountering during the Internship

Internship program organized by faculty members of Siam University helped us to work in real working environment. Working in a real-life business is not an easy task. It requires high dedication, commitment and discipline as a single carelessness hampers the overall performance of the organization.

It is a common issue to get into the trouble in the beginning of the work. The first problem that the intern will face is with the system and communication. The working environment is different in every business. In travel agency, the main problem that an intern will face is making the packages of the tour. To build the packages, one must know every price of the tour. That means one must know every hotel price, air ticket and sightseeing tour.

Many retail agents will quote their own packages and recommend their own hotels. As a wholesale industry of travel agencies, it is our job to quote the packages as per their request. The problem that an intern will face is to make the packages with different unknown hotels and sightseeing tours that are not in the list of the company. Such tasks are handled by the supervisor rather than the intern because there is high chance of false quoted where company may face with the losses.

I as an intern face a problem in making the final report of the company. The expenses and sale of the company was not equal in system and the book of account (hand writing). It was my job to find out what causes the error in the system or hand written. The problem was that in the system the sales was not record properly. In other word, in the system the sales of walk in guestwere not shown. My supervisor gave me an idea to record all the expenses and sales in excel sheets and in the end of the day, I was appointed a task to correct the accounting transaction as per the record of the excel.

I also started a filing system of expenses, sales and agents' contract. This has helped the business to find the easy way of recording and finding the invoice whenever they wanted. I was also able to help Thai staff to deal with Nepalese because of communication problems. Many people from Nepal also don't speak English properly which makes it difficult to Thai staff to understand. There are also other Nepali who help them to understand them.

Another problem was to talk with our suppliers and conform the booking. At first, I didn't know how the system works. I used to write a big mail in order to book a reservation. After few days, I understand the concept of mailing the high-profile suppliers likes Tristar Floating Restaurant, Dream World and Ocean world.

Identification of problem in the company

When I joined the LMT, I found that there was a problem in registration of the transaction in the software system. The management team was ignoring the filing system. When there is any problem regarding with customers, the employee would take a lot of time to find out the problem as the record keeping was poor. The old invoice was not kept properly and was fully dependent upon the software.

LMT needed a temporary employee in order to fix their problem. They wanted to start an old way of filing according to the date. When I was appointed as an intern, they first gave me the task to arrange the document according to the date. I was also given a task to update the filing system every day. I started working in Lalit Mandap on starting of January so that the filing system of 2019 A.D. will good from the starting of the year.

The other problem that the company was facing is the communication between the Head office located on the Thailand and the Branch Office located on Nepal. Even though all the staff knew the English language, the different view of ideas and different way of working environment of Thai people and Nepalese people was a major problem in the company.

This was another reason I was appointed as an intern in Bangkok branch. If there was any messages that was needed to pass in the head office regarding the management system, I was told about the idea and it was my responsibility to forward this message to the Chairman of the company and staying side by side with the chairman, we used to explain it to the Thai employee. During this event, another responsibility was to take a note of everything the chairman said remind him about the topic that he forgets to say.(AUGUSTANA, 2019)

Chapter IV

4. Contribution and Learning process

4.1 Contribution during the internship

Contribution to the organization during the internship

LMT is not only famous because of their affordable packages, but also for the services they provide to both their customers as well as their staff. As an intern, I was given almost every task so that I can learn as well as help the staff. If any of the staff was absent or busy in other works, the responsibility of the staff was fulfilled by an intern. I handle every message or email regarding the statements and expenses. All the cash out flow as well as cash in flow was also handled by me.

I was doing my internship in LMT focusing on the personal accounting section. I learned to make a real-life balance sheet and Income statement. I used to register all the expenses, revenue, cash outflow and cash inflow of the business which helped the business to track their total income and total expenses. I started to keep records of individual transaction such as total ticket sales per a day, total hotel booking, total cancellation, etc. I was liable of talking to walk in guest and book a reservation according to their needs.

Contribution to the career development during the internship

The contribution that I made during the internship is learning the real-life business and gaining the experiences for the future career development. Internship had help me to create an opportunity to network and build professional relationships with national as well as international suppliers. LMT provided me with the chance to work with sales supporting team so that I can also gain some knowledge which is beneath my course. I learned to work like a professional and can decide my career planning.

Nowadays, many organizations provide any open jobs to their interns. The intern will know the working environment of the company and they can easily settle in this environment. Another reason that the company will give a job vacancy to the intern is because they don't need extra time or expenses to teach a new employee if the new employee has already work in the company as an intern.

4.2 Details of the related learning process and new knowledge student has received

Learning process through internship is a way of educational strategy which helps in making education more relevant and engaging. Internship is the part of people life which will help the student to grow from college level to professional level. In other words, the primary purpose of an internship is to build knowledge, understanding and skills of a student in a professional level.(Learning is open, n.d.)

In my internship period, I was able to develop my skills and knowledge so that I can fulfill the responsibility myself in a professional way. Not only this but I was able to understand the theoretical experiences learned at the college by investing that knowledge to the practical level (internship). The internship for me was about the children and adolescents learning to become mature and thoughtful adults. Learning through internship help me to become work-ready through experimental learning. Supervisor from the company had guide me through a process of interest exploration. I have gained an appropriate methods and style of communication such as frequent present in the environment.

Working in a professional level for the first time can be very difficult to get used to. Internship is the best way to learn how to navigate the working area. One of the valuable skills that I had learn from the internship is to speak with the people in the professional level and behave accordingly. I was able to make a good network with the company's chairman Mr. Suraj Shakya and Thai employee. Another thing that I learned is to work hard even if the task or work seems unimportant. It helped me to build good work ethic and was offered a job in the travel agency.(Learning is Open, n.d.)

Chapter V

5. Conclusion and Lesson Learnt

Self-assessment as a Professional

Hence, I was able to develop my professional skills and knowledge by joining the company as an intern. Internship program had help me to experiences the real business world. I was able to learn the working environment of Thai people. I got an opportunity to know different dimensions, functions and process of real small-scale business in the period of 4 month of internship. I got exposed to real world working situation and able to connect the theoretical knowledge of the books. It was learning by doing kind of opportunity and had been successful to make a change within ourselves.

Being in LMT as an intern was a wonderful journey of my life where I was practically taught by Lalit Mandap Travel family. They taught me that the workplace is also a family for the workers and how important is it for the social wellbeing of the worker. Therefore, to conclude this report, the experience will not only be beneficial today but also in the future when we work in the real life. I am proud to complete the internship report in such a reputed company and hope the lesson learned from LMT will help me for my upcoming financial career.(scielo, n.d.)

Lesson Learnt

Internship program organized by the Siam University made us work in the real working environment. Working in professional life business requires high dedication, commitment, and discipline. The single carelessness can hamper the overall performance of an organization. The internship program let the intern learn various new knowledge as well as the practical implication of various theoretical knowledge after four-month internship exposure. During the four-month internship at Lalit Mandap Travel, I was guided by all the staff for gaining the management knowledge of real-life business.

The four-month internship was enough to understand the overall system of a travel agency. Following points summarize the major learning about advertising and life during the four-month internship as LMT:

1. How to work in the extreme pressure was the first thing that I was able to learn which is the basic lesson for career development.
2. I was able learn how the tourism industry works in Thailand as well as in Nepal as Lalit Mandap Travel is the Travel agency of Nepal whose head office was located on Bangkok, Thailand.
3. Internship program helped us to know the importance of time management, interpersonal communication skill, self-confidence, patience and punctuality in the professional life.
4. A need of good management system, cooperation, coordination and inter-connection between the staff is necessary for smooth running of the small-scale business.
5. Resourceful in handling the projects and work more than a job description so that we can be noticed by the higher-level management employee.
6. Chance of building the skills that will be useful in future owned industry and considering that capitalizing this effort on our work.
7. Enable to track the people and companies that may be useful in future career planning. For example: suppliers, agents, products, etc.
8. Developed a habit about completing and doing our own work with some help of supervisors. Internship mainly helps an intern to know and respect their work and enable them to complete their task by themselves.

(entrepreneur, 2019)

Bibliography

AUGUSTANA. (2019, 04 13). Retrieved from www.augie.edu: <http://www.augie.edu/news/during-my-internship-i>

entrepreneur. (2019, 4 25). Retrieved from <https://www.entrepreneur.com>:
<https://www.entrepreneur.com/article/245765>

ezinearticles. (n.d.). Retrieved from ezinearticles.com: <https://ezinearticles.com/?Advantages-Of-A-Package-Tour&id=9028312>

Lalit Mandap Travel. (n.d.). Retrieved from <https://www.lalitmandap.travel>:
<https://www.lalitmandap.travel/#>

Learning is open. (n.d.). Retrieved from learningisopen.org: <http://learningisopen.org/toolkit/learning-through-internships/>

Learning is Open. (n.d.). Retrieved from <http://learningisopen.org>:
<http://learningisopen.org/toolkit/learning-through-internships/>

scielo. (n.d.). Retrieved from <http://www.scielo.br>: http://www.scielo.br/scielo.php?pid=s0103-863x2013000100103&script=sci_arttext&tIng=en



Appendices

Appendix 1: Screenshot of Accounting system

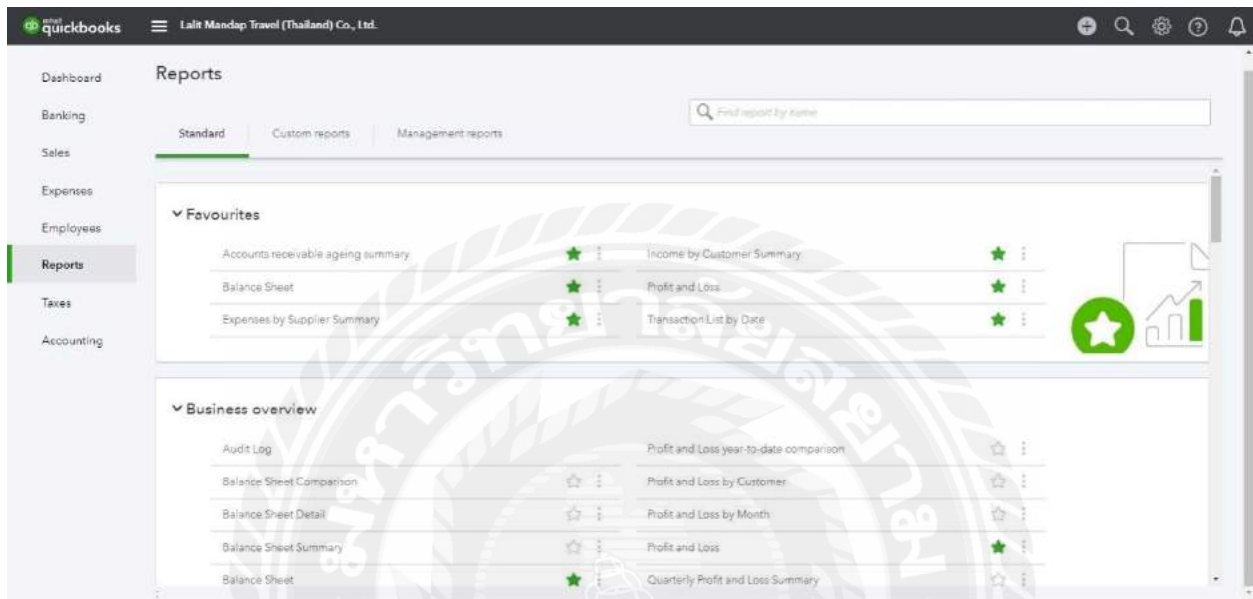


Figure 8. ACCOUNTING SOFTWARE

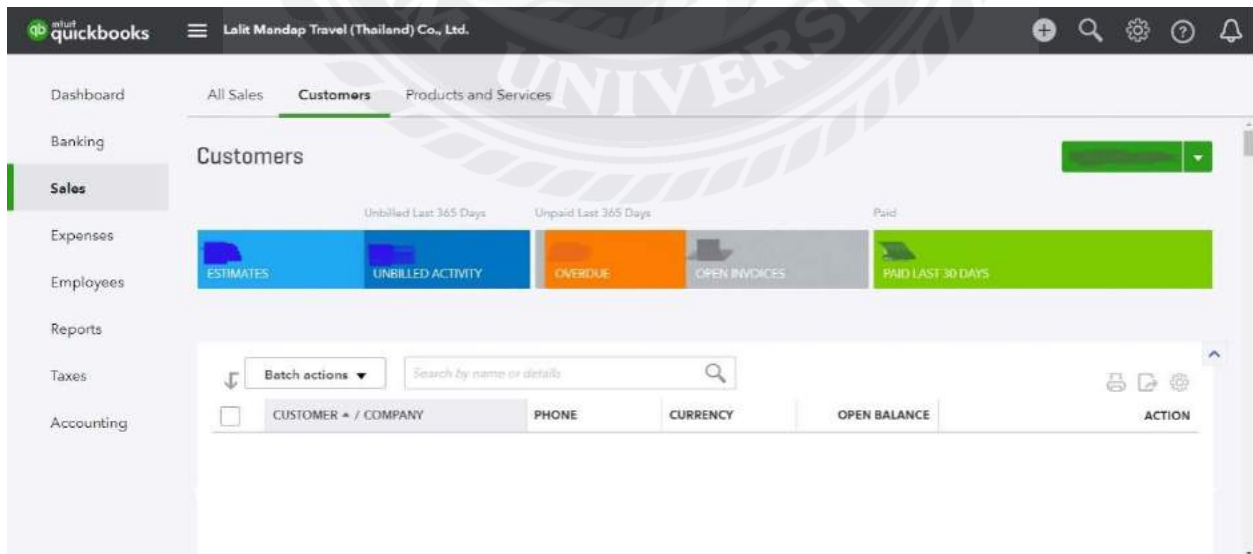


Figure 9. SALES INQUIRY

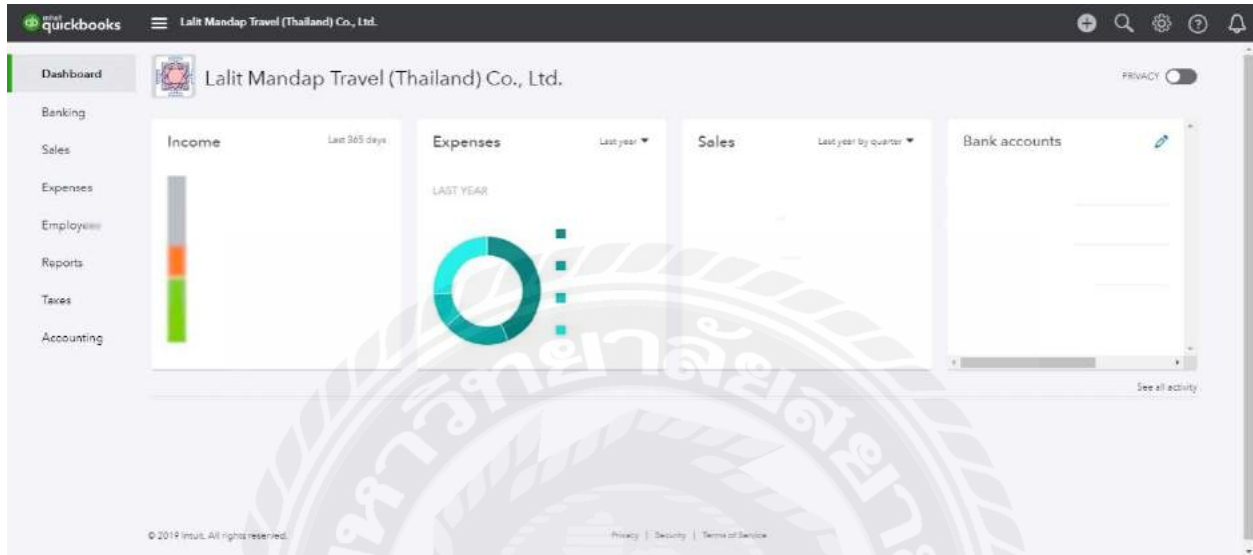


Figure 10. BASIC REVIEW OF ACCOUNTING

Appendix 2: Services provided



Figure 11. Innova for 1-4 Pax





Figure 12. VAN FOR 5-10 PAX



Figure 13. BUS FOR MORE THAN 10 PAX

Appendix 3: Social Media pages



Figure 14. FACEBOOK

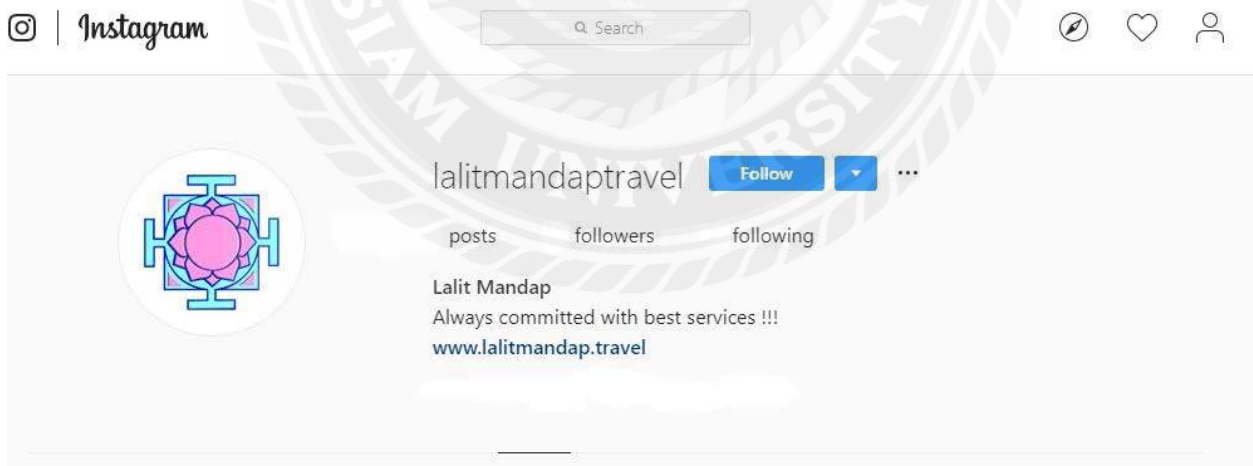
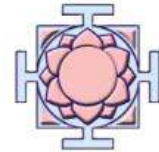


Figure 15. INSTAGRAM

Appendix 4: Invoices

Lalit Mandap Travel (Thailand) Co., Ltd.
 1091/161 Soi Phetchaburi 33, Phetchaburi
 Rd., Makkasan
 Ratchathewe, Bangkok 10400
 TH
 +66-2-255-5988
 info@lalitmandap.travel
 https://lalitmandap.travel
 VAT Registration No.: 0-100555-55186-81-
 8

Tax Invoice



BILL TO

1091/161
 Phetchaburi
 P.O. Box: 1807
 Dusit District, Bangkok 10300

DATE
 15/05/2019

PLEASE PAY
 USD 100.00

DUE DATE
 15/05/2019

Figure 16. INVOICE OF LALIT MANDAP


บริษัท วิชั่น ลิฟวิ่ง จำกัด 124/7 หมู่ 9, ซอย 4 ถนนเลียบชายหาด ต.หนองปรือ อ.บางละมุง จ.ชลบุรี 20150 โทร. : (66-38) 420625-6 โทรสาร : (66-38) 423951			 Proforma Invoice		VISION LIVING CO.,LTD. 124/7 Moo 9, Soi 4 Beach Road., North Pattaya Banglamung Chonburi 20150 Thailand Tel. : (66-38) 420625-6 Fax. : (66-38) 423951	
ATTENTION Kh.Supida CUSTOMER NAME LALIT MANDAP TRAVEL TELEPHONE 02 255 5988 FAX 02 255 5088 ACCOMMODATION FOR			DATE DUE DATE REFERENCE NO.			
VOUCHER NO.	PERSONS	ROOM NIGHT	ARRIVAL DATE	DEPARTURE DATE		

Figure 17. SUPPLIERS' INVOICE