



## **Cooperative Education Report**

### **Accounting Intern at Bangkok Marriott Hotel Sukhumvit**

**Written by**

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This report is submitted in Partial Fulfillment of the  
Requirements for Cooperative Education  
Faculty of Business Administration  
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Siam University

Title: Accounting Intern at Bangkok Marriott Hotel Sukhumvit


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We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 2/2022.

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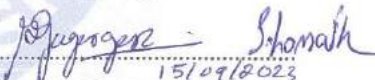
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## **ABSTRACT**

This cooperative report aimed to find out how the system in the accounting and finance department worked at Bangkok Marriott Hotel Sukhumvit located in Bangkok, Thailand. The objectives included studying the needs and responsibilities of the accounting and finance position in the hospitality sector, figuring out how various operations were carried out by the accounting and finance department, and gaining experience in the accounting and finance sector. In this regard, the main responsibilities, as an accounting intern, were tracking payments, petty cash, credit refunds, updating the General Ledger control report, reconciling the daily credit card, recording payments, preparing payment requisition forms, scanning invoices and uploading them onto the accounting system, and reconciling other reports.

A mini research was conducted to understand to what extent Marriott International's various brands were recognized publicly and if they had ever consumed their products. In this line, a quantitative method was used to survey people around Thailand. According to participant's responses, two findings were as follows. Firstly, Bangkok Marriott Hotels were found to be the top two most recognized brands in the industry. However, the results also showed that most participants had never used Marriott products and services or had never heard or seen them in person or online.

The experience at Bangkok Marriott Hotel Sukhumvit was truly exceptional in familiarizing the intern with Marriott's culture, and the accounting and finance department's operating system. It could also bring valuable insights into the real working environment and the practicalities of the business world.

Keywords: Marriott, accounting, hospitality

## **Acknowledgment**

I would like to take this opportunity to express my heartfelt gratitude to all those who have supported and guided me during my internship. The experience and knowledge gained throughout this period has been invaluable in shaping my professional growth and personal development.

Firstly, I would like to extend my deepest appreciation to Mr. Assanee Thongphorkha for providing me with this incredible opportunity and for being a constant source of encouragement and mentorship. The guidance and feedback have been instrumental in sharpening my skills and helping me navigate the challenges of the internship. I would like to thank the entire accounting and finance team for welcoming me into their workspace and for fostering a positive and inclusive work environment. I would also like to acknowledge the support from the Siam University for facilitating this internship and providing me with the necessary guidance during the application process. I am also grateful to my academic advisor Mr. Rashminda Attanayake who has helped and guided me through this internship period and encouraged me throughout my working days.

Additionally, I want to thank my family and friends for their continuous support, understanding, and encouragement during this period. I would like to thank all the cooperative committees of International College and Siam University for their support helping me complete my cooperative education report and presentation. Lastly, I appreciate all the individuals who answered the survey for the mini-research project.

ZAW MYO PAING

620802010

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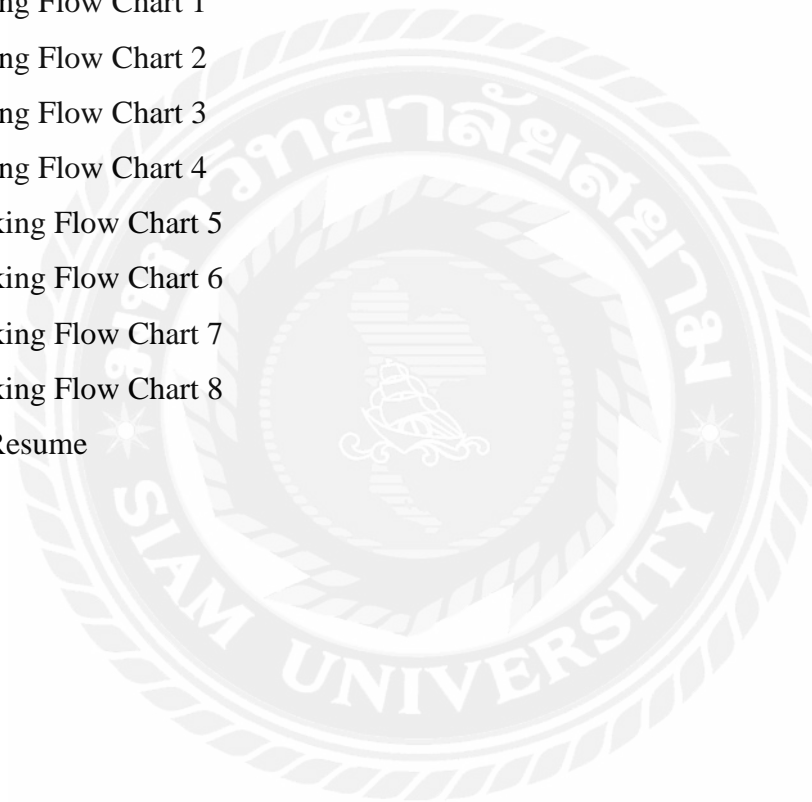
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## Abbreviations

BMHS – Bangkok Marriott Hotel Sukhumvit

AR – Account Receivable

AP – Account Payable

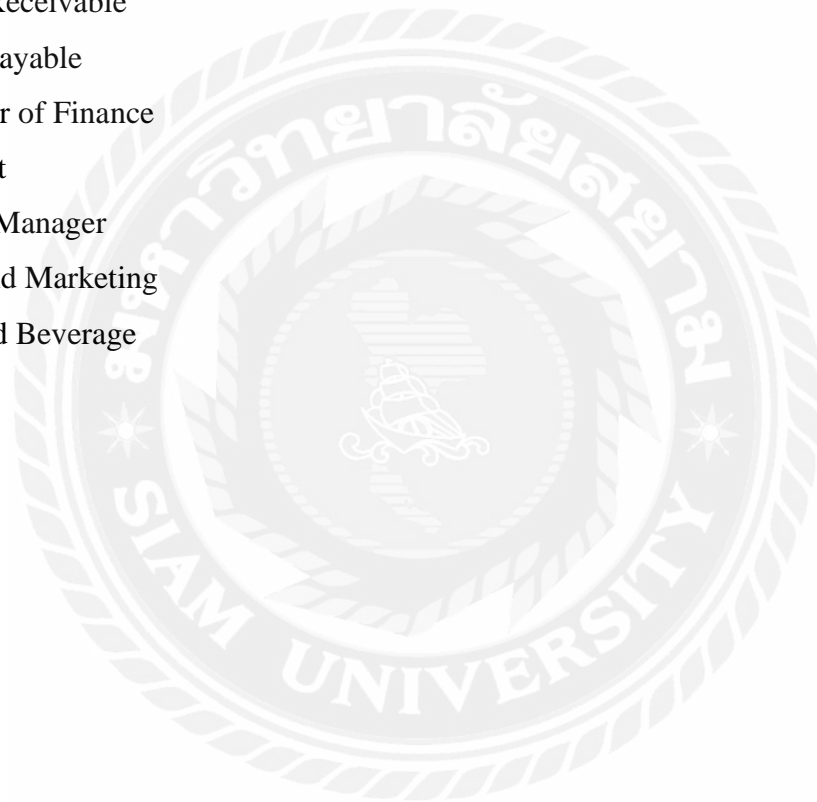
D.O.F – Director of Finance

Asst. – Assistant

G.M – General Manager

S&M – Sales and Marketing

F&B – Food and Beverage





## Chapter 1: Introduction

### 1.1 Company Introduction



Figure 1: Marriott Logo

Marriott International Inc. (Marriott), an American multinational company, a renowned and leading global hospitality company has been setting the standard for luxury, comfort, and exceptional service in the hotel industry for decades. Several luxurious, premium, and exclusive brand names are used to operate, franchise, and license hotels, homes, and timeshare properties. Ritz-Carlton, JW Marriott, St. Regis, Westin, Renaissance, Marriott Hotels, Le Meridien, Gaylord Hotels, Marriott Executive Apartments, Delta Hotels, Tribute Portfolio, Design Hotels, Courtyard, and SpringHill Suites are just a few of its well-known brands. Marriott provides travel services such as lodging, hotel bookings, timeshare vacations, flight and hotel bundles, and vehicle rentals. Additionally, it runs reward programs like Marriott Bonvoy. North America, Europe, Africa, the Middle East, Asia-Pacific, the Caribbean, and Latin America are all regions in which the organization conducts business.

In May 1927, Marriott International began as an A&W Root Beer franchise in Washington, D.C. It was founded by J. Willard Marriott and his wife Alice Marriott, and it is headquartered in Bethesda, Maryland. It has 31 brands and 1,423,044 rooms spread across 8,000 hotels in 139 countries and territories. 2,149 of these 8,000 hotels are run by Marriott, while 5,493 are run by third parties under franchising agreements (Marriott International). Additionally, 20 hotel reservation centers are run by the organization. Marriott International, Inc. was established in 1993

as a result of the division of Marriott Corporation into two entities: Host Marriott Corporation (now Host Hotels & Resorts), which owns hotels, and Marriott International, Inc., which franchises and manages properties.

Marriott International is a global hospitality company that operates and franchises a portfolio of over 30 hotel brands in more than 130 countries and territories around the world. In addition to its hotel operations, Marriott International also operates as well as timeshare properties, develops and manages residential properties, and offers a range of corporate and social event planning services. The company is known for its strong corporate culture, which emphasizes the importance of taking care of its associates, as well as its commitment to sustainability and social responsibility.

As of 2021, Marriott International had over 7,600 properties with approximately 1.4 million rooms worldwide and employed more than 750,000 people globally. Its revenue in 2020 was approximately \$10.6 billion. The company's portfolio includes a wide range of brands, catering to different segments of the hospitality market. Here are some of the most well-known Marriott brands:

1. **Luxury and Full-Service Brands:** These brands offer upscale and high-end accommodation, facilities, and services. They include The Ritz-Carlton, St. Regis, JW Marriott, Luxury Collection, EDITION, and W Hotels.
2. **Premium Brands:** These brands offer a mix of upscale amenities and services at a more affordable price point. They include Marriott Hotels, Sheraton, Westin, Renaissance Hotels, Le Meridien, Autograph Collection, Delta Hotels, and Gaylord Hotels.
3. **Select-Service Brands:** These brands offer limited facilities and services, but still provide a comfortable and convenient stay for travelers. They include Courtyard by Marriott, Four Points by Sheraton, SpringHill Suites, Fairfield by Marriott, AC Hotels, and Aloft.
4. **Long stay brands:** These brands are designed for longer-term stays and offer more home-like facilities, including fully equipped kitchens and separate living areas. They include Residence Inn by Marriott, TownePlace Suites, Element, and Marriott Executive Apartments.

5. Lifestyle and Boutique brands: these brands cater to younger and more adventurous travelers, with unique and trendy designs, social spaces, and experiences. They include Moxy Hotels and Tribute Portfolio.
6. All-Inclusive Brands: these brands offer all-inclusive vacation packages, including accommodation, meals, drinks, and activities. They include The Ritz-Carlton Reserve, St. Regis Resorts, and Marriott Vacation Club. Marriott International continues to expand its portfolio with new and innovative brands to meet the changing needs and preferences of travelers.

### **1.1.1 Company History**

Marriott International was founded in 1927 by J. Willard Marriott as a root beer stand in Washington, D.C. He later expanded his business to include restaurants and hotels. The first Marriott hotel, the Twin Bridges Marriott Motor Hotel, opened in Arlington, Virginia in 1957. In the 1960s and 1970s, Marriott continued to expand its hotel business, opening new properties, and introducing new brands. In 1983, the company split into two divisions: Marriott Corporation, which focused on the hotel business, and Host Marriott Corporation, which operated food and facilities management services.

In 1993, Marriott Corporation split again, creating two separate companies: Marriott International, which operated the hotel business, and Host Marriott Services Corporation, which operated food and facilities management services. Throughout the 1990s and 2000s, Marriott International continued to expand globally, acquiring other hotel chains and launching new brands. In 2016, Marriott acquired Starwood Hotels & Resorts Worldwide, making it the largest hotel company in the world at the time.

Today, Marriott International operates and franchises over 30 hotel brands in more than 130 countries and territories around the world. The company is known for its strong corporate culture, which emphasizes the importance of taking care of its associates (employees), as well as its commitment to sustainability and social responsibility. Marriott International continues to innovate and evolve, staying at the forefront of the hospitality industry.

### **1.1.2 Mission of the Company**

Marriott International's mission statement is: "To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experiences and providing a great place to work for our associates." This mission statement emphasizes Marriott's commitment to both its customers and its employees. Marriott's focus on providing exceptional vacation and leisure experiences for its customers is evident in the wide range of brands and properties it offers, as well as its commitment to providing high-quality amenities, services, and experiences at each of its hotels. (Marriott International)

### **1.1.3 Vision of the Company**

Marriott International's vision statement is: "To be the world's favorite travel company." This vision reflects Marriott's ambition to be the leading hospitality company in the world, providing exceptional travel experience for its customers across all of its brands and properties. Marriott aims to create loyal customers who return time and time again, and to earn a reputation as the go-to choose for travelers around the world. (Marriott International)

Marriott's vision also highlights the importance of innovation and evolution in achieving its goals. The company continues to invest in new technologies, amenities, and services to meet the changing needs and preferences of travelers, and to stay ahead of its competitors. Marriott's vision statement reflects the company's commitment to providing exceptional hospitality experiences and to being the top choice for travelers around the world.





Figure 2: Bangkok Marriott Hotel Sukhumvit & Marriott Executive Apartments

#### **1.1.4 Bangkok Marriott Hotel Sukhumvit and Marriott Executive Apartments**

Bangkok, the vibrant capital city of Thailand, is known for its bustling markets, temples, shopping malls and delicious street food. It is a city that effortlessly combines traditional charm with modern sophistication. Amidst the bustling streets and skyscrapers lies the Bangkok Marriott Sukhumvit and Marriott Executive Apartments, a luxurious retreat that offers an unparalleled experience for both business and leisure travelers. The hotel is located in the heart of Sukhumvit, one of Bangkok's most vibrant districts, the Bangkok Marriott Sukhumvit and Marriott Executive

Apartments, providing a perfect blend of comfort, convenience, and style. The business has been operating since March 2013. This property has 45 floors, 275 rooms and 7 meeting rooms, and 1,000 sqm of total meeting space (Meetings & Conventions). The hotels offer a wide range of facilities and services that cater to the needs of every guest, ensuring a memorable stay. One of the standout features of the Bangkok Marriott Sukhumvit is its impeccable design and attention to detail. The hotel boasts contemporary Thai-inspired architecture, with sleek lines and elegant furnishings that create a sense of sophistication and refinement. The guests are greeted with a warm and friendly ambience that sets the tone for a really magnificent encounter. The rooms and suites at the Bangkok Marriott Sukhumvit are spacious, tastefully decorated, and equipped with modern amenities. Each room features plush bedding, a well-appointed bathroom, high-speed internet access, and a flat-screen TV, ensuring that guests have everything they need for a comfortable and relaxing stay. The hotel also offers a variety of room options to suit different preferences and requirements, from deluxe rooms to executive suites.

For those seeking an elevated level of luxury and privacy, the Marriott Executive Apartments provide a perfect choice. These fully furnished apartments offer all the comforts of home, including a fully equipped kitchen, a separate living area, and a private balcony. The apartments are designed to cater to the needs of long-stay guests or families, providing ample space and flexibility for a truly enjoyable stay. When it comes to dining options, the Bangkok Marriott Sukhumvit offers a wide range of culinary delights. The hotel features several restaurants and bars such as (Octave rooftop bar, 57<sup>th</sup> street, the District Grill and Chill, the lobby lounge, Azure Pool bar), each offering a unique dining experience. From international cuisines to authentic Thai dishes, guests can indulge in a gastronomic journey without leaving the hotel premises. The attentive and friendly staff ensures that every dining experience is a memorable one.

In addition to its luxurious accommodations and dining options, the Bangkok Marriott Sukhumvit offers an array of facilities for relaxation and recreation. The hotel features a state-of-the-art fitness center, complete with the latest exercise equipment, as well as a swimming pool where guests can unwind and soak up the stunning views of the city. For those in need of pampering, the hotel's spa offers a range of rejuvenating treatments and massages. Furthermore, the Bangkok Marriott Sukhumvit's location provides easy access to some of Bangkok's most popular attractions. The



hotel is situated near the BTS Skytrain station, making it convenient for guests to explore the city's iconic landmarks, such as the Grand Palace, Wat Arun, and the vibrant street markets. Whether guests are interested in cultural exploration or indulging in some retail therapy, they will find an abundance of options just a short distance away from the hotel.

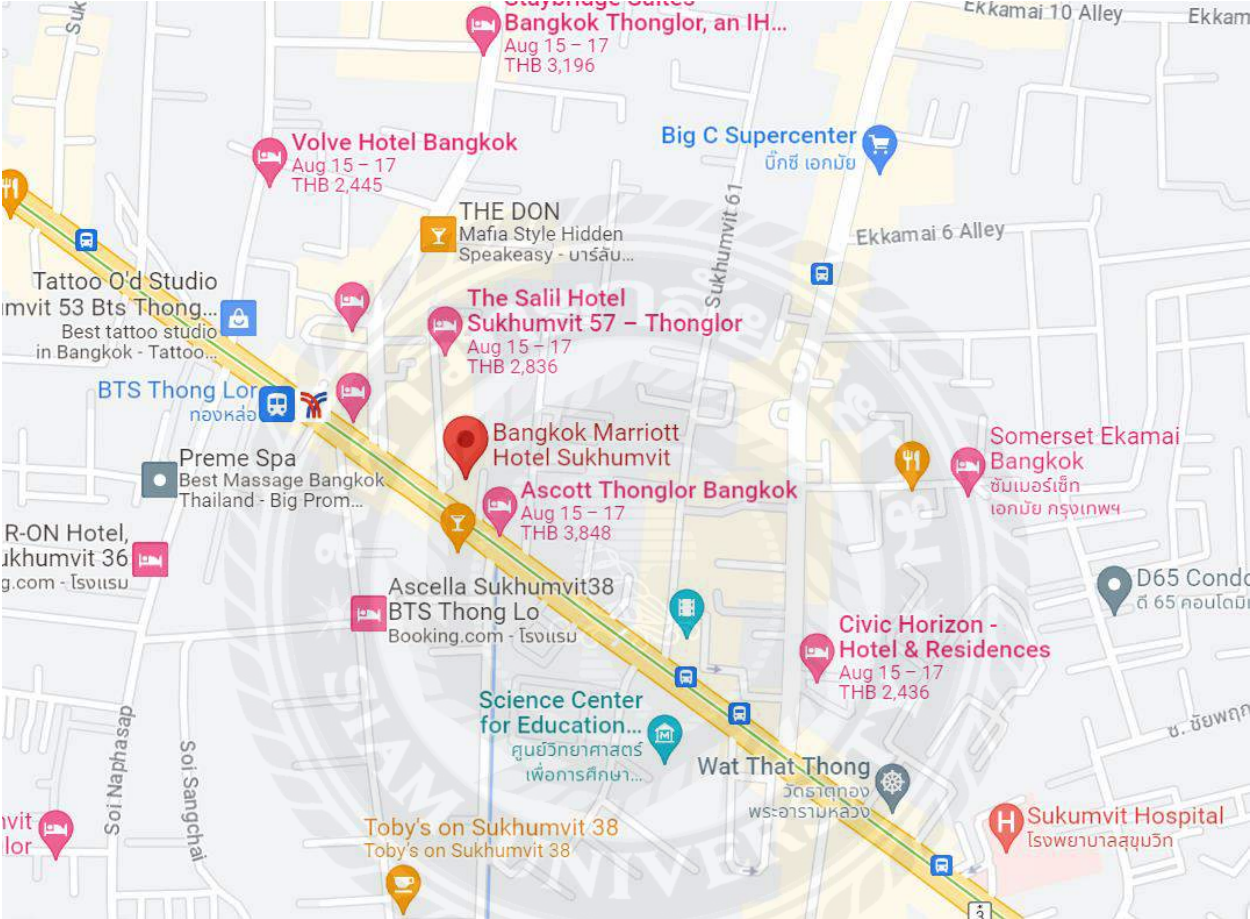


Figure 3: Location of Bangkok Marriott Hotel Sukhumvit

Location: 2, Sukhumvit Road Soi 57, Klongtan-Nua, Wattana, Bangkok 10110, Thailand

Accommodations details are mentioned in the Appendix.

**1.1.5 Corporate Office Contact Information**

Bangkok Marriott Hotle Sukhumvit is managed and developed by Benchasiri Park Property Co., Ltd.

Registered Address:

Benchasiri Park Property Company Limited

773-775 4th Floor, Mahachak Road, Chakrawat,  
Sampantawong, Bangkok 10100. Thailand

Tel: (66) 2622 6581-2

Fax: (66) 2622 6588, 2622 6590

Email: [info@benchasiriproperty.com](mailto:info@benchasiriproperty.com)

### 1.1.6 Organization Structure

Bangkok Marriott Hotel Sukhumvit

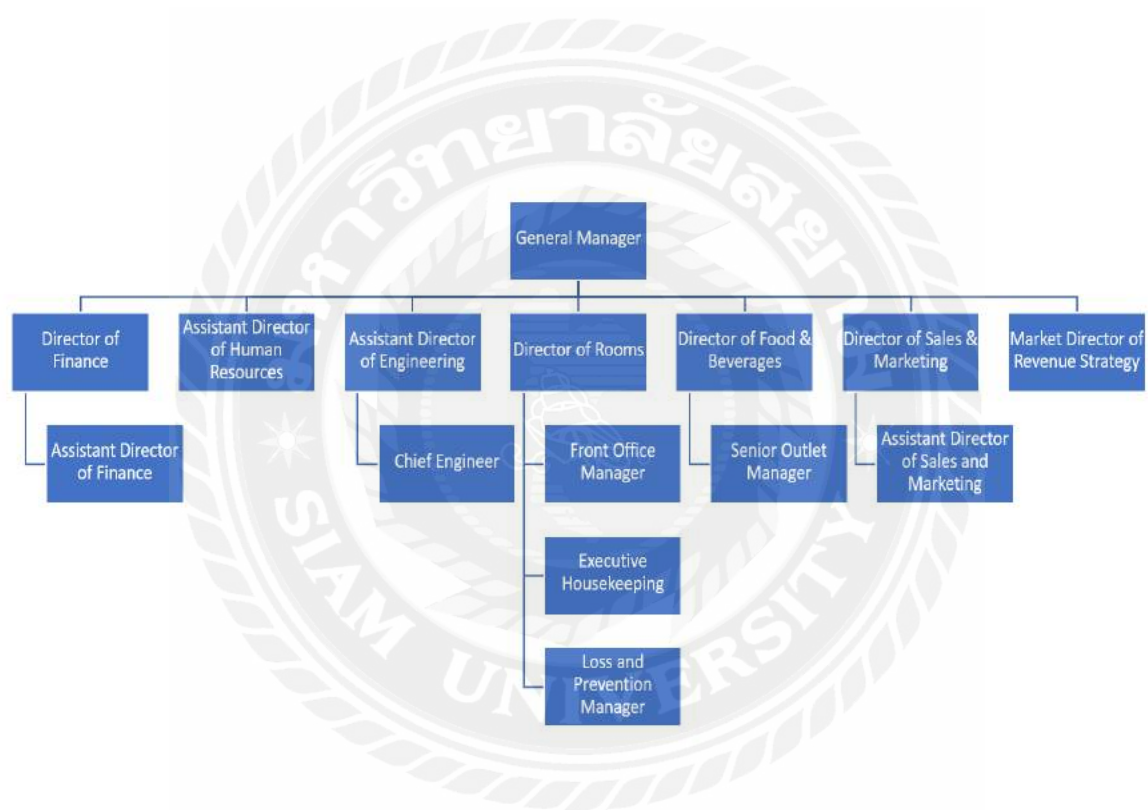


Figure 4: BMHS Organizational Structure

The departments at BMHS are as follows:

- Rooms
- Food & beverage
- Engineering
- Human resources
- Revenue
- Finance and accounting



- Sales & marketing

### 1.1.7 Position of Accounting Department in Organization Structure

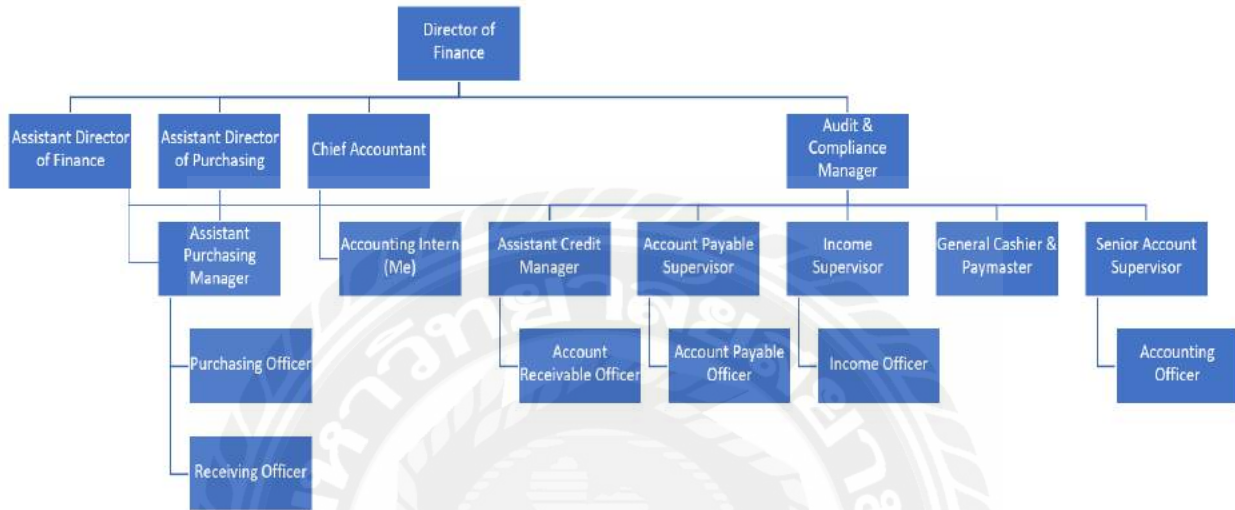


Figure 5: Position of Accounting Department in Organization Structure

### 1.1.8 Web URL:

Marriott International – <https://www.marriott.com/>

Bangkok Marriott Sukhumvit Hotel - <https://www.bangkokmarriott.com/>

## 1.2 Company Analysis

### 1.2.1 SWOT Analysis

<b>Strengths</b>	<b>Weaknesses</b>
Brand Reputation Extensive Global Presence Diverse Portfolio of Brands Loyalty Program	Marriott’s Controversies Vulnerability to Competitive Pressure
<b>Opportunities</b>	<b>Threads</b>
Emerging Markets Technological Advancements	Disruptions from Sharing Economy Changing Consumer Preferences

Table 1: SWOT analysis of Marriott International

## Strengths:

1. **Brand Reputation:** Marriott is a globally recognized brand with a strong reputation for quality and excellence in the hospitality industry. This reputation gives them a competitive advantage and attracts customers to their property.
2. **Extensive Global Presence:** Marriott has an extensive network of hotels and resorts worldwide. Their widespread presence allows them to cater to a diverse range of customers and tap into various markets, providing opportunities for growth and revenue generation.
3. **Diverse Portfolio of Brands:** Marriott offers a diverse portfolio of brands that cater to different customer segments and preferences, ranging from luxury to budget-friendly accommodation. This allows them to capture a wide range of customers and adapt to changing market trends.
4. **Loyalty Program:** Marriott's loyalty program, Marriott Bonvoy, is highly regarded and has a large membership base. The program offers exclusive benefits, rewards, and personalized experiences, enhancing customer loyalty and driving repeat business.

## Weaknesses:

1. **Marriott's Controversies:** Conflicts frequently ruin Marriott's reputation. The most recent instance is the disabling of customers personal wi-fi networks after they voiced privacy concerns. This negative press harms the brand's reputation.
2. **Vulnerability to Competitive Pressure:** The hospitality industry is highly competitive, with numerous hotel chains and independent properties vying for market share. Marriott faces competition from both established players and emerging disruptors, which can affect their pricing power and market positioning.

## Opportunities:

1. **Emerging Markets:** The rapid growth of emerging markets presents an opportunity for Marriott to expand its presence in regions with increasing disposable incomes and a growing middle class. By strategically entering these markets, Marriott can capture new customers and establish a strong foothold.

2. **Technological Advancements:** Technological advancements, such as mobile apps, artificial intelligence, and personalized guest experiences, provide opportunities for Marriott to enhance operational efficiency, improve customer service, and stay ahead of competitors. Embracing these technologies can help Marriott differentiate itself and attract tech-savvy customers.

#### Threats:

1. **Disruptions from Sharing Economy:** The rise of sharing economy platforms, such as Airbnb, poses a threat to traditional hotel chains like Marriott. These platforms offer alternative accommodation options and can attract customers who prefer unique and cost-effective stays.
2. **Changing Consumer Preferences:** Consumer preferences and travel behavior are constantly evolving. Customers now seek personalized experiences, eco-friendly options, and seamless digital integration. Marriott needs to adapt to these changing preferences and invest in innovation to stay relevant in the market.
3. **Regulatory Challenges:** The hospitality industry is subject to various regulations and compliance requirements, ranging from safety and security to labor laws. Marriott needs to navigate these regulations effectively and ensure compliance to avoid penalties or reputational damage.

### **1.2.2 Summary of important findings of SWOT Analysis**

Marriott International is an enormous hotel chain with numerous brands under its portfolio. It has received thousands of awards and recognition throughout its history. It has been recognized for its exceptional hospitality, service, sustainability efforts, and various other categories in the hospitality industry. Marriott International possesses several key strengths, including its strong global brand reputation, extensive presence across the world, and a diverse portfolio of hotel brands catering to various customer preferences. Their successful loyalty program, Marriott Bonvoy, promotes customer loyalty and its business operations. However, the company could face weaknesses such as vulnerability to economic fluctuations and intense competition in the hospitality industry. There are significant opportunities for Marriott, particularly in emerging markets with growing middle-class populations and advancements in technology. By strategically

leveraging these opportunities, Marriott can expand its customer base and improve operational efficiency. Nonetheless, the company also faces threats, including the disruptive impact of sharing economic platforms like Airbnb, evolving consumer preferences, and regulatory challenges. To remain competitive and relevant, Marriott must adapt to changing consumer preferences, invest in innovative technologies, and ensure compliance with various regulations. (Strategy Story)

### **1.3 Student's Introduction**

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**Program Name:** International Bachelor of Business Administration (IBBA) in International Business Management (IBM)

**Email:** [ppaing1290@gmail.com](mailto:ppaing1290@gmail.com) / [zpaing.myo@siam.edu](mailto:zpaing.myo@siam.edu)

**Nationality:** Burmese

#### **1.3.1 Self Introduction**

Currently, I am a final year student at Siam University, studying in the field of IBBA (International Bachelor of Business Administration). I applied for an internship to apply the theories and knowledge I have learnt in my classes to practice as well as a chance to experience a real working atmosphere with an opportunity to learn from senior professionals. While I was taking business courses, I was very interested, and always eager to learn and solve accounting and finance problems. So that, I decided to do my internship in the accounting and finance field to gain and learn the operations carried out by finance and accounting sector in a business.

\*Curriculum Vitae mentioned in the Appendix. \*

#### **1.3.2 Intention and Motivation to choose the company.**

Here are some common reasons why I chose the BANGKOK MARRIOTT HOTEL SUKHUMVIT & MARRIOTT EXECUTIVE APARTMENTS BANGKOK, for My internship:

1. Industry Experience: Marriott is one of the largest and most well-known hospitality companies globally. Interning at Marriott provides an opportunity to gain valuable industry experience and insights into the operations of a renowned hospitality brand. This

experience can be highly valuable for individuals interested in pursuing a career in the hospitality or tourism sector.

2. **Professional Development:** Marriott offers a structured internship program designed to provide interns with exposure to various departments and roles within the organization. By interning at Marriott, individuals can develop their professional skills, gain hands-on experience, and learn from industry professionals. This can contribute to their personal and career growth.
3. **Networking Opportunities:** Marriott's internship program often provides interns with opportunities to network with professionals across different levels and departments within the organization. Building connections with industry experts and professionals can be beneficial for future career prospects, as it can lead to mentorship, job referrals, and a broader professional network.
4. **Brand Reputation:** Marriott is a globally recognized and respected brand in the hospitality industry. Interning at Marriott can enhance an individual's resume and serve as a prestigious addition to their professional profile. The brand recognition and reputation associated with Marriott can open doors to future employment opportunities or help secure positions in other reputable organizations.
5. **Learning and Training:** Marriott invests in training and development programs to ensure interns receive valuable learning experiences during their internships. Interns can gain exposure to industry-specific software, tools, and best practices, enhancing their knowledge and skills in the field of hospitality management.
6. **International Exposure:** With its extensive global presence, Marriott offers internships in various countries, allowing individuals to gain international exposure and experience different cultures. Interning at Marriott in a different country can provide a unique and enriching experience, broadening one's perspective and understanding of the global hospitality industry.

### 1.3.3 Personal SWOT Analysis

Strengths	Weaknesses
Decision making Time Management	Quiet Public Speaking

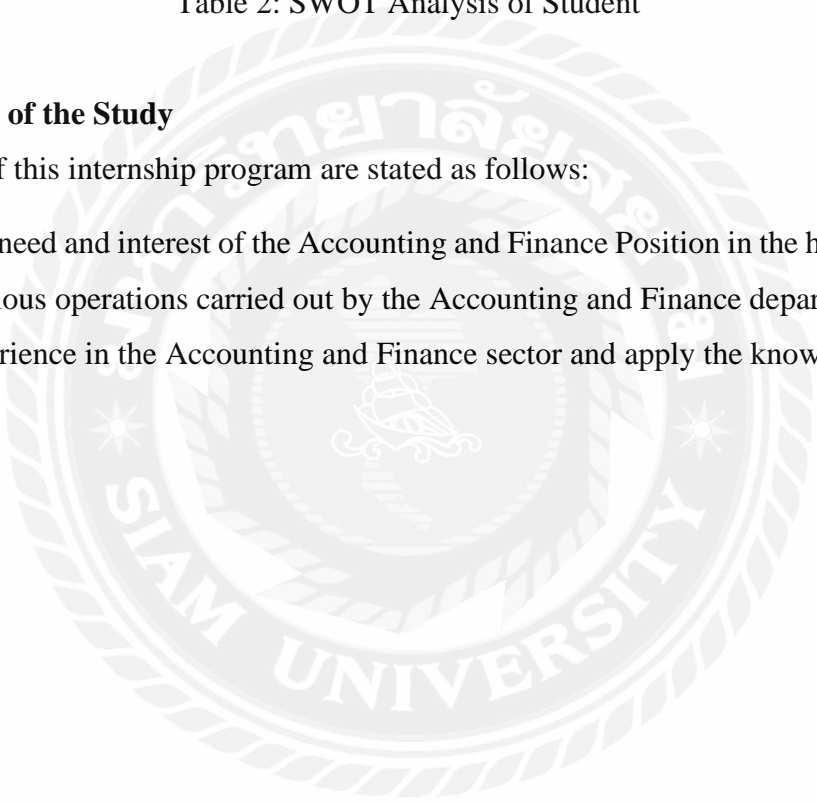
Creative Team Player Multi Tasks Fast learner	Lack of experience
Opportunities Free online courses for personal development Carrer opportunities	Threats Professional employees Rapidly improving AI

Table 2: SWOT Analysis of Student

**1.3 Objectives of the Study**

The objectives of this internship program are stated as follows:

1. To study the need and interest of the Accounting and Finance Position in the hospitality sector.
2. To study various operations carried out by the Accounting and Finance department.
3. To gain experience in the Accounting and Finance sector and apply the knowledge.



## **Chapter 2: CO-OP Experience**

### **2.1 Job Description**

Internship Role: Accounting (Intern)

Intern Worksite Location: Bangkok Marriott Hotel Sukhumvit and Marriott Executive Apartments

Length of Internship: 23 weeks

Internship Start Date: 02 February 2023

Internship End Date: 07 July 2023

#### **2.1.1 Accounting Department**

There are different sections in the accounting and finance department that are in charge of several important tasks such as account receivable, account payable, income, cost control, payroll, general cashier, audit and purchasing. The accounts receivable team handles invoicing customers, tracking payments, and following up on outstanding balances. They also coordinate with the front desk and reservations department to resolve any billing or payment discrepancies. The accounts payable team manages the hotel's accounts payable function. They process invoices, verify their accuracy and validity, and ensure timely payments to suppliers, vendors, and service providers. The cost control team collaborates with department heads to monitor and control costs throughout the hotel. They analyze expense patterns, identify cost-saving opportunities, and provide recommendations to management on cost control strategies. The payroll team is responsible for processing employee payroll. This includes calculating wages, benefits, and deductions, ensuring compliance with labor laws, and issuing accurate paychecks or direct deposits.

#### **2.1.2 Job Description for Accounting Intern**

- Tracking the payments
- Tracking the petty cash
- Tracking the credit refund process
- Updating the General Ledger control report
- Reconciling the daily credit card
- Posting the payments onto the software

- Preparing payment requisition form
- Scanning invoices and uploading them onto the software
- Reconciling the other reports given

### **2.1.3 Job Responsibilities in Details**

My job is to follow the daily tasks routine and to support the teams in the department.

#### **Tracking the payments**

The payment requisition forms are sent from different departments such as sales and marketing, event, front desk, reservation, revenue, food and beverage, human resources. Firstly, I must record information such as department name, request date, amount, description. Then, I send the form to the chief accountant, he will check every single piece of information in the form. After that, it is sent to Asst. D.O.F, D.O.F and G.M depending on the payable amount, The payment requisition form needs to be signed from the department head requested, and then respective associates in finance department. So, I track the forms to see whether it is signed, where it is sent, and who it is being processed under. So that, the payment process can be made before due dates.

#### **Tracking petty cash**

Same as payment requisition forms, petty cash forms are sent from different departments. Petty cash funds are small amounts of cash kept on hand to cover small and incidental expenses that occur in day-to-day operations. The petty cash form helps maintain transparency and accountability for the use of the funds. Firstly, I must record information such as department name, request date, amount, description. Then, I send the form to the general cashier. After being checked and signed by the general cashier, it is sent to Asst. D.O.F, D.O.F and G.M depending on the amount. Tracking the petty cash form provides a record of all expenses and serves as a supporting document for accounting purposes. It helps in reconciling the petty cash fund by comparing the starting and ending balances, tracking the expenses, and ensuring that the fund is appropriately replenished.

#### **Tracking the credit refund process**

The credit card refund forms are sent from the F.O, F&B, S&M whenever there is an issue such as when the bill is over charged or double charged, or the amount is paid in advance but there is



no show case. Firstly, I must record all information which includes guest names, request date, refund amount, credit card type, the reason to refund. Then, I will send the form to Asst. credit manager. After being checked and signed by the Asst. credit manager, it is sent to Asst. D.O.F, D.O.F and G.M depending on the amount. After that, I need to record the date that the process is sent to, and the deducting date from the bank.

### **Updating the General ledger (GL) control report**

To update the GL control report, I log in to Opera, then I entered the date and business unit, and code to download the trail balance. From the balance sheet, I get the number from AR ledger. Then I put the information in the report every day.

### **Reconciling the daily credit card**

The daily bills from F.O and F&B are sent to the AR team. Firstly, I must check the bills and separate them into different credit card types. I sum up the bills and check whether the settled amount billed to guests and the amount posted on opera are the same or not. The bills may be balanced or maybe not because some amounts are prepaid and pre posted, some bills are charged when the guests check out.

### **Posting the payment onto Opera**

Posting the amount, the business receive is one of the AR jobs. As there are many different credit cards, there are different transaction code for each card such as Visa card, Master card, China Union Pay, JCB, American Express. We have to offset the payment according to its type.

### **Preparing payment requisition form**

Preparing payment requisition form is also one of my daily tasks. It is prepared by adding invoice date, supplier name, the amount, and the description. Then the form is handed to the head of department to check it and sign it.

### **Scanning invoices and uploading them**

I scan the invoices then I check if the documents are in order as the original ones, and all the information on the invoices is correct. Then upload them onto the software.

### Reconciling the other reports given

Somedays, I am assigned to reconcile the given tasks in which I must check and ensure that the dates, amounts, names are correct and accurate.

## 2.2 Job Process Diagram

The job responsibilities that I had been assigned during my internship period had various work processes. They are as follows:

### 2.2.1 Tracking the Payment

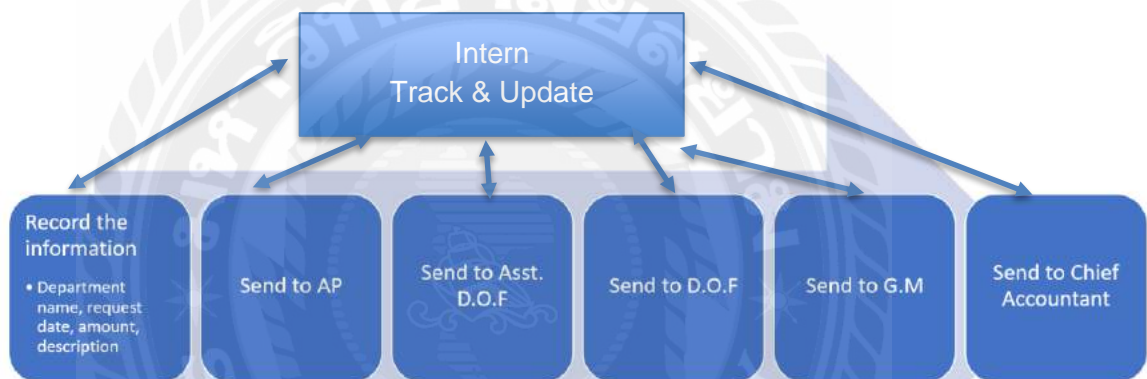


Figure 6: Working Flow Chart 1

### 2.2.2 Tracking petty cash

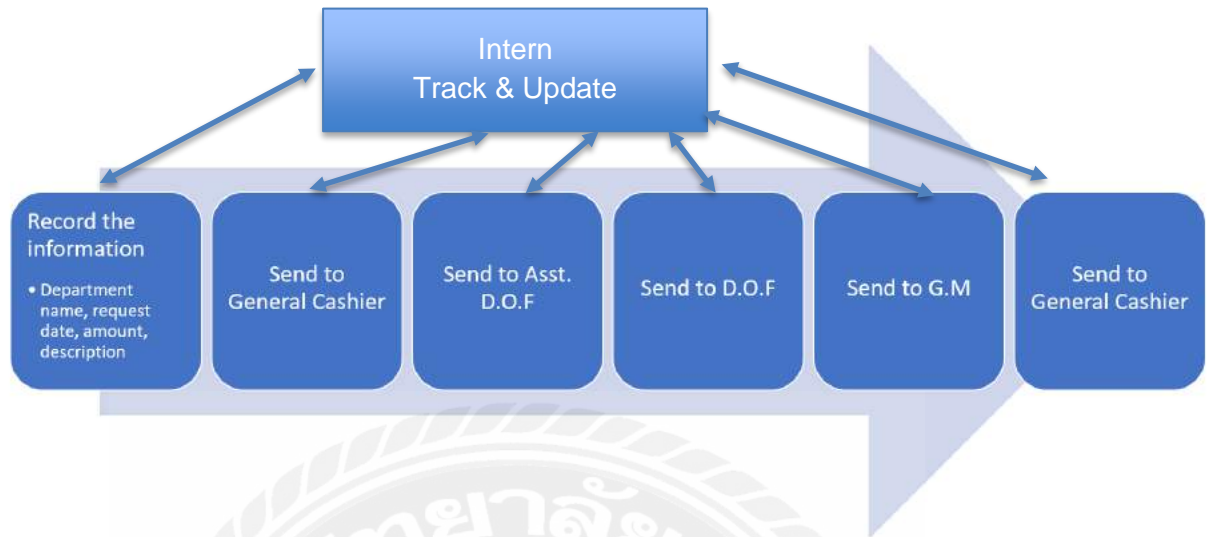


Figure 7: Working Flow Chart 2

### 2.2.3 Updating the GL control report



Figure 8: Working Flow Chart 3

#### 2.2.4 Reconciling the daily credit card.

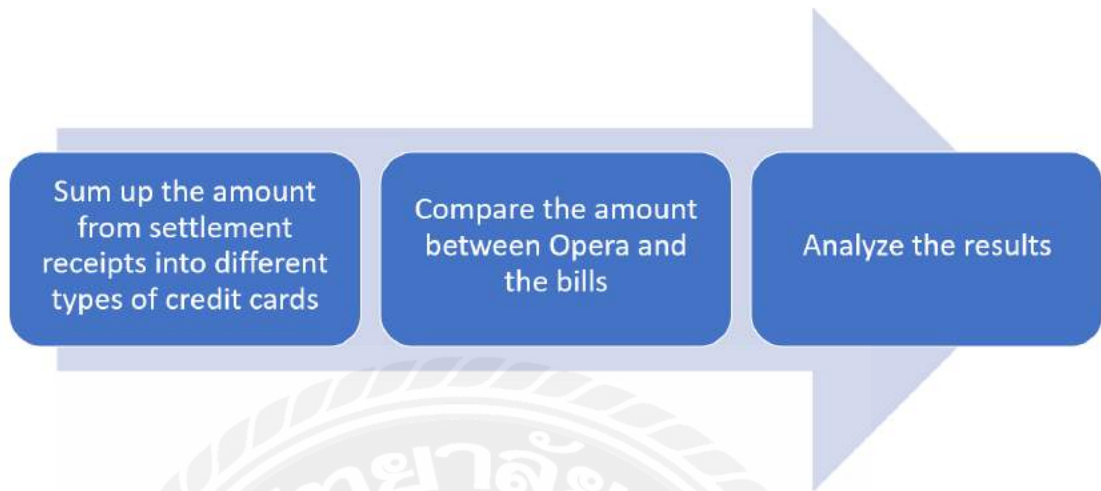


Figure 9: Working Flow Chart 4

#### 2.2.5 Posting the payment on Opera

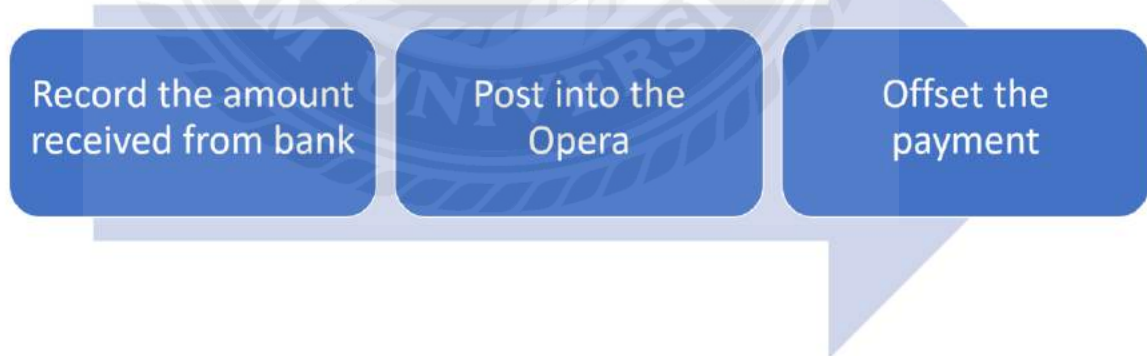


Figure 10: Working Flow Chart 5

### 2.2.6 Preparing the payment requisition form



Figure 11: Working Flow Chart 6

### 2.2.7 Scanning the invoices and uploading them

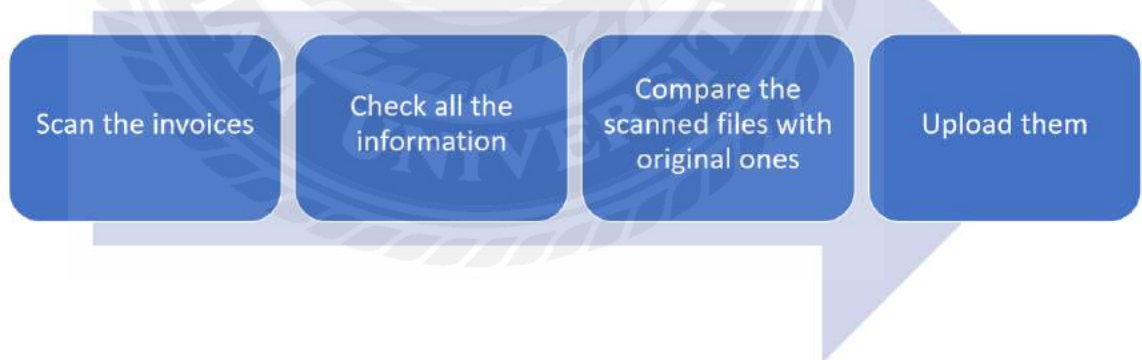


Figure 12: Working Flow Chart 7

## 2.2.8 Reconciling the other reports given

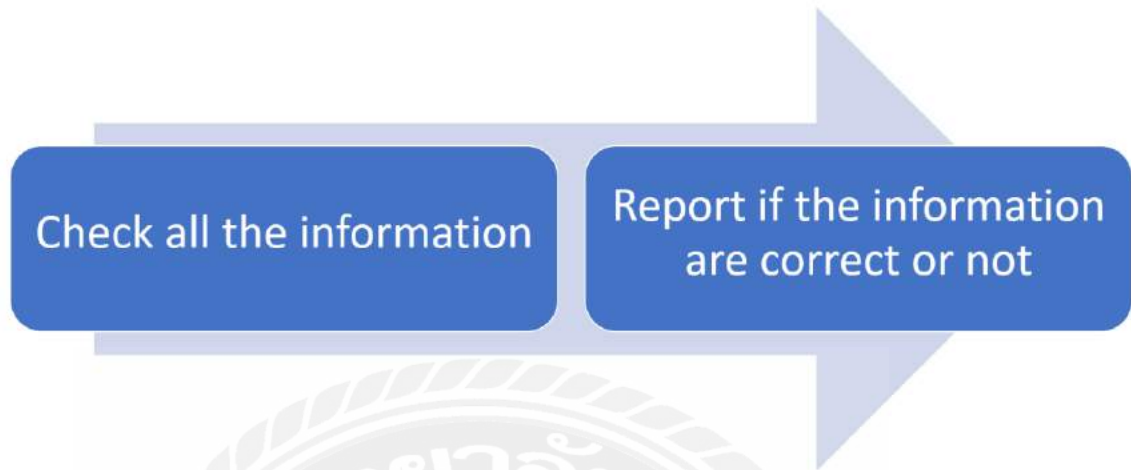


Figure 13: Working Flow Chart 8

## 2.3 Process Analysis

Effective communication is frequently hailed as the cornerstone of success in the modern professional environment. But not everyone is gifted in communication, and because I am by nature a quiet person, I have struggled with communication issues during my internship at Bangkok Marriott Hotel Sukhumvit.

### 2.3.1 Communication Challenges

I was aware from the start of my internship that my reserved nature would make it more difficult for me to connect with others, exchange ideas, and work well with my coworkers. Even when I had important ideas to add, I frequently struggled to speak up during meetings and team discussions. My incorporation into the team dynamics was hampered by people's perceptions of me as uninterested or lacking in contribution. The difficulties I ran into were numerous. I first had to overcome my anxiety of speaking up since I was concerned about people judging or rejecting my ideas. Second, it was challenging for others to grasp the breadth of my abilities due to my limited vocal participation, which resulted in missed opportunities to demonstrate my expertise. Finally, the lack of interactions with coworkers made it difficult for me to build lasting professional connections, which are essential for networking and personal development.

### **2.3.2 Strategies for overcoming communication challenges**

I actively looked for ways to overcome my communication problems and maximize my internship experience after realizing the need for change. They are as follows.

- I discovered the importance of doing extensive research and planning ahead for meetings and talks. I was able to feel more assured about the subjects being discussed as a result, which boosted my chances of making a valuable contribution.
- To build my confidence to speak in larger forums, I first started by sharing my thoughts and opinions in more intimate situations. Starting with familiar coworkers made me feel more at ease.
- I came to understand that good communication entails both listening carefully and talking as well. I found that even when I spoke less frequently, I could respond thoughtfully by paying closer attention to what others had to say.
- I started one-on-one interactions with team members, which allowed me to build stronger relationships and have important dialogues without being under the spotlight of a larger audience.

As I continued in using these tactics, I started to notice improvements in both my communication abilities and the general quality of my internship experience. Even though my contributions were less frequent, I discovered that my senior associates valued their thoughtfulness of them. In addition, I began to be seen as a vital team member due to my desire to actively listen and engage.

### **2.4 Applying the knowledge from coursework to the real working situation.**

The knowledge, theories, ideas, and skills I learnt from my classes have helped me to bridge the gap between theory and practice, enhancing my understanding of concepts and my ability to contribute effectively to the workplace. As a business student, I was very familiar with the fields such as sales and marketing, production, human resources, food and beverages that helped me to better understand how a business function. From accounting and finance classes, I learnt the basics concepts principle of accounting, credit, debits, financial statements, trial balance, balance sheet. That allowed me to understand how theoretical concepts translate into practical solutions, enabling me to make informed decisions and take appropriate actions. That also helped me develop critical thinking and analytical skills, which are highly valued in the workplace. Applying coursework knowledge allowed me to adapt and respond to some situations more effectively. We had group

assignments and projects in our classes. Those experiences provided me with the opportunity to engage in communicating and collaborating towards achieving common goals. Applying the coursework knowledge helped me in identifying gaps in my knowledge and skills, encouraging me to seek continuous learning opportunities.

### **2.5 Summary of Job Experiences**

Through my internship in accounting department within the hotel industry, I gained a comprehensive understanding of financial processes specific to the hospitality sector. I realized the critical role that financial management plays in ensuring the success of a hotel business. The hands-on experience and mentorship from the accounting team at Marriott Hotel Sukhumvit have strengthened my passion for accounting and solidified my career aspirations in this field. I am sincerely grateful for the opportunity to intern at Marriott Hotel Sukhumvit as it has not only enriched my academic knowledge but also provided me with practical skills that will undoubtedly be valuable as I progress in my future career within hospitality or industry. I also had the privilege of gaining practical experience in the accounting and finance department of a leading hospitality establishment. Moreover, working in this dynamic environment exposed me to various financial processes and provided a deeper understanding of the hotel industry's financial management.



## **Chapter 3: Research Related to Company Improvement**

### **3.1 Introduction**

Marriott International is a renowned and leading global hospitality company that has been setting the standard for luxury, comfort, and exceptional service in the hotel industry for decades. It was founded in 1927 by J. Willard Marriott, the company has grown into a diverse portfolio of well-known brands, offering a wide range of accommodations from luxury and premium to selective hotels and resorts. With a strong presence in over 130 countries and territories, Marriott's vast network includes thousands of hotels and properties under various brands, catering to the diverse needs and preferences of travelers worldwide. The company's commitment to innovation, guest satisfaction, and community engagement has earned it a reputation as one of the most trusted and beloved names in the hospitality sector. Whether for business or leisure, Marriott continues to deliver unforgettable experiences, making each stay an extraordinary journey for its guests.

#### **3.1.1 Marriott Hotels & Resorts**

Marriott Hotels & Resorts is Marriott International's flagship brand, known for its upscale and contemporary accommodations. With a global presence in major cities and prime destinations, Marriott Hotels offer a seamless blend of modern facilities, customized service, and sophisticated design, ensuring a memorable stay for both business and leisure travelers.

#### **3.1.2 JW Marriott Hotels & Resorts**

Representing luxury and elegance, JW Marriott Hotels & Resorts offers a refined experience with impeccable attention to detail. Each property boasts exquisite design, world-class dining options, and indulgent spa facilities, providing guests with a sense of understated luxury and unparalleled comfort.

#### **3.1.3 The Ritz-Carlton**

Synonymous with luxury and opulence, The Ritz-Carlton is renowned for its impeccable service, lavish accommodations, and iconic properties in some of the world's most exclusive locations. Guests can expect bespoke experiences, exceptional fine dining, and a commitment to creating cherished memories.

#### **3.1.4. St. Regis Hotels & Resorts**

As a symbol of timeless sophistication, St. Regis Hotels & Resorts offers refined luxury and bespoke service tailored to the needs of discerning travelers. Each property reflects the brand's heritage, presenting an extraordinary experience blending classic elegance with modern amenities.

#### **3.1.5. W Hotels**

Combining contemporary design, vibrant energy, and a unique social atmosphere, W Hotels is a brand that caters to the young at heart. With a focus on urban hotspots, W Hotels offer stylish accommodations, trendy bars, and a nightlife scene that ensures an unforgettable stay.

#### **3.1.6. Sheraton Hotels & Resorts**

Sheraton Hotels & Resorts is a classic brand known for its warm hospitality and welcoming ambiance. Ideal for both business and leisure travelers, Sheraton properties provide comfortable accommodation, excellent meeting facilities, and a sense of familiarity wherever guests go.

#### **3.1.7. Westin Hotels & Resorts**

Emphasizing wellness and rejuvenation, Westin Hotels & Resorts offer guests a restorative experience. From Heavenly Beds to SuperFoodsRx menus, each property strives to enhance guests' well-being while providing all the amenities needed for a relaxing stay.

#### **3.1.8. Le Méridien Hotels & Resorts**

Le Méridien is a contemporary brand that celebrates culture and the arts, infusing each property with a cosmopolitan flair. Guests can indulge in stylish accommodations and enriching experiences, such as curated art displays and unique cultural programs.

#### **3.1.9. Renaissance Hotels**

Embodying a sense of discovery, Renaissance Hotels combine modern design with local influences, providing an immersive experience for travelers who seek to uncover the essence of their destination. Each property captures the spirit of its surroundings while offering contemporary comforts.

### **3.1.10. Autograph Collection Hotels**

Celebrating individuality and unique personalities, Autograph Collection Hotels are a collection of independent luxury properties. Each hotel has its own distinct character, charm, and history, providing guests with an authentic and unforgettable stay.

This study intends to provide details on the brands owned by Marriott Inc. and to determine whether the people are familiar with Marriott Hotels brands. The goal of the study is to increase consumer awareness of Marriott's brands and the services they offer, to determine whether these Marriott Brands are well known among Thai residents, and to help the organization to improve and increase their brand image in Thailand.

The author has made some efforts to search for any previously published research on the subject, but no similar studies have been found. As a result, the main objective is to furnish the readers or audience with comprehensive insights into the level of awareness of the Marriott brands among the residents of Thailand.

This paper holds significance in assessing the extent of recognition and familiarity the Marriott brand presents among the Thai population. Additionally, it aims to identify opportunities for enhancing the company's brand image and determining the required efforts to achieve greater brand awareness among the people.

Limitations in a research design refer to inherent weaknesses that may influence the study's outcomes and final conclusions. In this particular study, several limitations are present. Firstly, the sample size of the respondents is relatively small, consisting of only 45 individuals, which may not be representative of the entire population of people living in Thailand. Secondly, the research exclusively targets residents of Thailand, potentially overlooking valuable perspectives from other demographics. Lastly, the constrained timeframe for the study might have limited the researcher's ability to incorporate a more comprehensive amount of information within this paper.

## **3.2 Literature Review**

### **3.2.1 Understanding Brand Awareness**

Brand awareness is an essential element for the success of any brand. It refers to the level of consumer recognition and recall of a brand and is a key factor in the customer's decision-making process. The primary goal for most companies is to increase revenue and attract new customers while retaining existing ones. Successful brand awareness means that the brand is widely recognized and easily identifiable, setting it apart from competitors (Fengzeng Xu).

As consumers increasingly prefer well-known and trusted brands, businesses must strive to create a strong connection between consumers and their brands. While brand awareness influences consumers' willingness to purchase, it also impacts their brand loyalty (Macdonald & Sharp, 2000). Brands with high awareness levels are often the first to come to mind when customers consider a purchase, influencing their buying decisions (Fengzeng Xu). Higher brand awareness leads to a larger market share and positive consumer.

Retaining existing customers is more cost-effective than acquiring new ones, emphasizing the importance of brand loyalty. While some argue that brand awareness is not the sole determinant of brand equity, it remains crucial for assessing brand expansion. Brands can capitalize on high awareness to introduce new products or extensions successfully.

In conclusion, brand awareness is a critical component of marketing strategy, influencing consumer behavior, perceptions, and purchase decisions. Establishing and maintaining strong brand recognition not only drives immediate sales but also builds long-term brand equity and customer loyalty. Through various marketing efforts, businesses can enhance brand awareness and position themselves for success in today's competitive marketplace. As demonstrated by numerous studies and research, understanding brand awareness is essential for any company aiming to thrive and create a lasting impact in the minds of consumers. (Aaker, 1991)

### **3.2.2 Brand Awareness Components**

Brand awareness is composed of several key components that collectively contribute to a brand's recognition and recall among consumers (Magnus Hultman). The primary components include

brand recall, where consumers can remember the brand when prompted with product categories; brand recognition, where consumers can identify the brand when exposed to its logo or name; and brand association, which reflects the mental links consumers make between the brand and specific attributes or emotions. Additionally, brand awareness encompasses top-of-mind awareness, indicating that a brand holds a prominent position in consumers' minds when considering a particular product category. These components work together to establish a brand's presence in the market and influence consumer perceptions, choices, and loyalty.

### **3.2.3 Brand Awareness keys roles**

According to Keller (1993) brand awareness plays some crucial roles in the success of a brand. Firstly, it helps people recognize and remember the brand, making it stand out from the competition. When customers can easily recall the brand or spot it among others, they're more likely to choose those products or services. Secondly, brand awareness builds trust and credibility with the audience. When people know the brand and have positive associations with it, they feel more confident in doing business with those brands. Moreover, it encourages customer loyalty, as familiar brands tend to have repeat customers. So, by boosting brand awareness, a business is setting itself up for greater recognition, trust, and customer loyalty, which are all key ingredients for success (Keller 1993).

### **3.2.4 Levels of Brand Awareness**

According to Aaker (1991), brand awareness can be classified into different levels. First, there's "brand acknowledgment," where consumers can recognize a brand from a list of others in the same product category. Next is "brand review," where consumers can recall a brand name within a specific product category without any prompts or assistance. And finally, at the highest level, we reach "top-of-mind awareness," where that brand is like the first thing that pops into people's heads when they think about a certain product or service. It's like becoming the go-to buddy everyone remembers and trusts. The higher the brand awareness level, the more likely the brands are to be the go-to choose for the customers.

### 3.3 Methodology

The primary objective of this research is to investigate the recognition of Marriott's brands among the people of Thailand. The study aims to raise awareness about Marriott's brands and the services they offer, while also identifying any potential lack of recognition among the target audience in Thailand. By conducting quantitative interviews through Google forms shared via social media and encouraging others to participate, the researcher seeks to gather valuable insights on how well-known Marriott's brands are in the country. The findings will help the company understand areas for improvement and enhance their brand image in Thailand.

Questions:

1. Which of the following brands are you aware of?

- 1) The Ritz-Carlton
- 2) St. Regis
- 3) JW Marriott
- 4) Ritz-Carlton Reserve
- 5) The Luxury Collection
- 6) W hotels
- 7) EDITION
- 8) Marriott Hotels
- 9) Sheraton
- 10) Marriott Vacation Club
- 11) Delta Hotels
- 12) Le Meridien
- 13) Westin
- 14) Renaissance Hotels
- 15) Gaylord Hotels
- 16) Courtyard Hotels
- 17) Four Points
- 18) SpringHill Suites
- 19) Protea Hotels
- 20) Fairfield Inn & Suites

- 21) AC Hotels
  - 22) Aloft Hotels
  - 23) Moxy Hotels
  - 24) Marriott Executive Apartments
  - 25) Residence Inn
  - 26) TownePlace Suites
  - 27) Element
  - 28) Homes & Villas by Marriott International
  - 29) Autograph Collection Hotels
  - 30) Design Hotels
  - 31) Tribute Portfolio
2. When was the last time you used any of the Marriott products/services?
    - 1) In the last month
    - 2) In the last 3 months
    - 3) In the last 6 months
    - 4) Never
  3. How familiar are you with the Marriott Bonvoy program?
    - 1) Very familiar
    - 2) Somewhat familiar
    - 3) Not familiar
    - 4) Unsure
  4. In the past 3 months, where have you seen or heard about any of those Marriott brands?
    - 1) From friends or family
    - 2) On social media
    - 3) Streaming TV commercial
    - 4) Don't remember seeing or hearing about the brand.
  5. In the past 3 months, how often did you overhear (in person or online) about the Marriott brands?
    - 1) I often hear about it.
    - 2) I have heard about it less than 5 times.
    - 3) I hear about it almost every day.

- 4) I have never heard about it.
6. On a scale of 1-5, how likely are you to recommend Marriott Hotels to your friend or colleague?

Demographics:

7. Age, Gender, Employment, Income, Place of residence, nationality, Education level

### **3.4 Results, Discussion & Conclusion**

#### **3.4.1. Results & Discussion**

There are 45 participants who took part in this survey for the research about Marriott Hotels brand awareness. This survey was taken via Google form, shared through social media. The majority of the participants in this survey are female with the age group of around 20-36 years old. These age groups consist of students pursuing high school degrees, undergraduate, and postgraduate. Around 51.2% of the participants are Thai nationality, followed by Burmese nationality around 25.6% while other nationalities include American, Cambodia, France, Filipino, Sri Lankan, German, Nigerian and Indian in which 88.9% of them are currently living in Thailand.

According to the brand awareness survey conducted for the Marriott International Group, 45 respondents participated, and the majority (66.7%) correctly identified the brand Marriott Hotels, making it the most recognized among all the Marriott brands. The second most recognized brand was W hotels, with (24.4%) of respondents being aware of it, followed by JW Marriott (20%), Marriott Executive Apartments (15.6%), and Sheraton (11.1%). The remaining brands had less than 9% recognition. Regarding the usage of Marriott products and services, 68.9% of the respondents reported that they had never used any of them because those respondents are student group who earn less than 15,000 THB, while the remaining 31.1% had used them in the past. Moreover, from the survey, it can be seen that 44.4% of the participants are familiar with the Marriott Bonvoy Program, while 24.4% are not familiar, 31.2% of them are unsure or somewhat familiar.

The respondents were asked about their awareness of Marriott brands over the past 3 months. The majority, around 42.2%, mentioned hearing about the brand from their family and friends, while approximately 37.8% came across it through social media, while 20% of the participants do not



remember seeing or hearing about the brand. Moreover, the participants were asked about how often they heard people talking about Marriott brands either in person or online. Surprisingly, almost half of the respondents (42.2%) reported that they often hear the discussion about the brand. On the other hand, 31.1% said they have never heard talking about it, and 24.4% came across a few mentions and 2.2% said they hear about it almost every day. Lastly, the participants were asked to rate, on a scale of 1 to 5, how likely they are to recommend Marriott Hotels to others. The survey found that an overwhelming 95.6% are led to recommend the brand to their friends and colleagues. However, 4.4% expressed uncertainty in recommending it, largely due to their lack of familiarity with the brand.

### **3.4.2 Conclusion**

Marriott International began as an A&W Root Beer franchise in Washington, D.C., which has become a multinational hospitality company in the world. In a quantitative study conducted in Thailand, the researcher utilized Google Forms shared on various social media platforms to assess the recognition of Marriott Hotels and its associated brands. The survey involved 45 participants, aiming to understand the level of brand awareness within Marriott Hotels. The results revealed that the majority of respondents could identify Marriott Hotel as the most recognizable brand among its counterparts, with W Hotels coming in as the second most recognized brand. Surprisingly, most participants had never used Marriott Hotels products or services as they are mostly students and they had limited exposure to the brand online or in person. Despite this, the participants expressed a likelihood to recommend Marriott Hotels to their friends and colleagues.

## **Chapter 4: Conclusions and Recommendations**

### **4.1 Conclusions**

#### **4.1.1 Highlights of my internship in Business Development Department**

My internship experience at Bangkok Marriott Hotel Sukhumvit has been truly exceptional and will remain a cherished memory for a lifetime. This journey provided me with valuable insights into the real working environment and the practicalities of the business world. As a newcomer to the hospitality industry, this internship has been instrumental in familiarizing me with Marriott's culture, departments, goals, and overall purpose. During my time here, I have acquired extensive knowledge about hotels, hospitality, and the significance of accounting and finance department. Assisting my supervisor and supporting the team has been a source of great motivation and fulfillment for me. Additionally, the internship has equipped me with various skills, including research, communication, time management, and technological proficiency, all of which I can leverage in my future endeavors. In conclusion, I am genuinely thrilled to be a part of the Marriott team and grateful for the opportunity to contribute to their expansion efforts. I look forward to continuing my journey of growth and learning with this esteemed organization.

#### **4.1.2 Self-assessment of my internship experience**

Undertaking an internship in accounting was a pivotal moment in my academic and professional development. This immersive experience not only provided me with a comprehensive understanding of the practical application of accounting principles but also allowed me to refine my skills, interact with industry professionals, and gain valuable insights into the corporate world. Through hands-on tasks and guided learning, I quickly grasped the fundamentals of financial analysis, record-keeping, and the intricacies of various accounting software. These practical experiences significantly supplemented my theoretical knowledge gained in the classroom. One of the most valuable aspects of my internship was the opportunity to apply accounting concepts in real-world scenarios. I was involved in preparing and reconciling accounts and analyzing data for audits. Engaging in these tasks not only enhanced my technical skills but also deepened my understanding of how accounting functions as the language of business. Witnessing the impact of accurate financial reporting on decision-making processes solidified my belief in the critical role

accountants play in ensuring transparency and integrity in financial operations. Working within a professional team environment allowed me to collaborate with individuals from diverse backgrounds and expertise. Beyond technical knowledge, my internship experience sparked personal growth and clarified my career aspirations. I gained a deeper understanding of my strengths and weaknesses, allowing me to focus on areas of improvement. Additionally, witnessing the positive impact accountants have on organizations inspired me to pursue a career path in accounting and finance, with a particular interest in financial analysis and advisory roles. Undertaking an internship in accounting was a transformative journey that allowed me to bridge the gap between theoretical learning and practical application. The experience provided me with invaluable insights, enhanced my technical skills, and nurtured my personal growth. I am grateful for the guidance and mentorship received, as well as the networking opportunities that have set me on a path toward a successful career in accounting. My internship experience solidified my passion for this field and affirmed my belief in the value of continuous learning and professional growth.

#### **4.1.3 Limitations**

There are several drawbacks I encountered during my internship at Bangkok Marriott Hotel Sukhumvit, along with some limitations in the report itself:

1. the information is very confidential, so I have to go very neutral in the report
2. The duration of the internship, which was 23 weeks, proved to be quite limited for me to fully immerse myself in the hospitality/hotel industry and become thoroughly familiar with its operations.
3. The internship report primarily focuses on my role as an Accounting Intern at Banyan Tree Bangkok. However, it may not be applicable or relevant to individuals with different job positions or those working in other companies.
4. The report mainly concentrates on my experiences in the Accounting and Finance Department, omitting insights into various other departments within the organization.

## **4.2 Recommendations**

### **4.2.1 Bangkok Marriott Hotel Sukhumvit**

This internship journey in the accounting department at Bangkok Marriott Hotel Sukhumvit has been an amazing experience for me not only to learn new knowledge, skills, but also to practice and develop those theories I have learnt in the school for my personal growth. My recommendation for Bangkok Marriott Hotel Sukhumvit would be to keep providing more opportunities, implementing a well-structured onboarding program for interns such as orientation sessions, clear objectives, and mentorship opportunities, providing regular feedback and evaluations to their interns, highlighting their strengths and areas for growth, and conducting surveys to gather feedback from departing interns.

### **4.2.2 University**

My recommendation for Siam University would be to build partnerships with some industries where their students can undertake internship opportunities, help the business to reach its goals and for students' future career opportunities. I would also suggest that it would be very helpful to the students to gain a multicultural environment if the university could build business partnerships with foreign companies abroad. Moreover, I would like to recommend that students need to be given more practical projects rather than theory-based learning and to allow its students to undertake internship opportunities not only in Thailand but also internationally.

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## Appendix

### Accommodation of Bangkok Marriott Hotel

Room	Capacity	Size	View
1 King	2	36sqm/387Sqft	City View

Room	Capacity	Size	View
2 Doubles	2	36sqm/387sqft	City View

Room	Capacity	Size	View
1 King, High Floor	2	36sqm/387sqft	City View

Room	Capacity	Size	View
2 Doubles, High Floor	2	36sqm/387sqft	City View

Room	Capacity	Size	View
Executive Lounge Access, 1 King, High Floor	2	36sqm/387sqft	City View

Room	Capacity	Size	View
Executive Lounge Access, 2 Doubles, High Floor	2	36sqm/387sqft	City View

Room	Capacity	Size	View
Executive Lounge Access, 1 Bedroom Executive Suite, 1 king, High Floor	2	70sqm/753sqft	City View

Room	Capacity	Size	View
Executive Lounge Access, 2 Bedroom Suite, Bedroom 1:1 king, Bedroom 2: 2 Doubles, High Floor	4	82sqm/882sqft	City View

## Restaurants & Bars at Bangkok Marriott Hotel Sukhumvit

Restaurants / Bars	Outfit	Food	Operation Time
57th Street	Casual	International Food	06:00 - 23:00

Restaurants / Bars	Outfit	Food	Operation Time
The District Grill Room & Bar	Casual	International Food	12:00 - 15:00 (Sunday) 17:00 - 23:00 (Everyday)

Restaurants / Bars	Outfit	Food	Operation Time
Azure Pool Lounge and Bar	Casual	Drinks	09:00 - 19:00

Restaurants / Bars	Outfit	Food	Operation Time
Chocolate Cake Company	Casual	Deserts	07:00 - 19:00

## Meetings & Events

There are 7 event rooms with total event space of 1,000 SQ MT, 450 largest capacity space and 6 breakout rooms.





# ZAW MYO PAING

Eager and driven Business graduate with a solid foundation in diverse aspects of business management. Seeking the opportunity, an entry-level position, to apply and develop my knowledge while making a positive impact within a dynamic business environment and to make informed decisions and contribute effectively to the growth and success of an organization.

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2015-2016  
**High School Certificate**  
B.E.H.S Sin Lan (Pyin Oo Lwin)

## Key Strengths

- Opera
- Micros
- MS Word
- MS Power Point
- MS Excel
- Critical Thinking
- Problem Solving
- Time Management

## Language

English (Full Professional Proficiency)  
Burmese (Native Speaker)  
Nepali (Fluent Speaker)  
Hindi (Fluent Speaker)  
Thai (Basic Communication)

## Internship

02 February 2023 - 07 July 2023  
Marriott Hotel Sukhumvit Bangkok

### Accounting Intern

Assisted in the accurate recording of financial transactions into the accounting system, such as accounts payable, accounts receivable, and general ledger entries.

Reviewed and verified invoices from vendors and suppliers, ensuring that they are accurately coded and authorized for payment.

Assisted in reconciling the hotel's bank statements to the general ledger to ensure that all transactions are properly accounted for and balanced.

Assisted in generating guest invoices and processing payments, while ensuring timely collection of outstanding balances.

Assisted in tracking and reconciling inventory levels of supplies and materials used in the hotel's operations.

Assisted in gathering and organizing financial data to support tax preparation and filing processes.

Provided support during internal and external audits by preparing the necessary documentation and ensuring compliance with accounting standards.

Supported the accounting team with various ad hoc tasks and special projects as needed.

## Reference

**Dr. DUMINDA JAYARANJAN**  
Associate Dean| International College  
Siam University  
Phone: 0832404868  
Email: duminda@siam.edu

Figure 14: My resume

## Daily Dairy

Week 1

Day 1

Date: 02 February 2023

On my first day of internship at MHS, I arrived at the office at 07:55. I was introduced to senior associates in the finance department. I was given a tour through the departments. I was explained about the organization chart of the hotel, and roles and responsibilities of each associate in the department. After that, I was told about the software and the system that the organization uses for business purposes. I had the opportunity to build connections with other interns from different departments. I took the lunch break at 12:00 and got back to work at 13:00. Then I was assigned to stamp some documents. I left the office at 18:20.

Week 1

Day 2

Date: 03 February 2023

Today, I arrived at the hotel at 07:53. I was taught how to prepare the payment requisition form and assigned to prepare some requisitions. After lunch break, I continued preparing payment requisition forms. After that, I was assigned to update the refund cost control report. I left the hotel at 18:10.

Weekend – 04 & 05 February 2023

Week 2

Day 3

Date: 06 February 2023

Today, I arrived at the hotel at 07:32. Today, I was shown how to work on the collection AR report and assigned to work on it. Then I assisted with copying some documents. I left the hotel at 18:12.

Week 2

Day 4

Date: 07 February 2023

Today, I arrived at the hotel at 07:31. There were some documents from last year that needed to be clear. So, I assisted with separating and putting the right documents on A&L reconciliation of March 2022. After that, I prepared some payment requisition forms and worked on tracking petty cash. I left the hotel at 18:17.

Week 2 Day 5 Date: 08 February 2023  
Today, I arrived at the hotel at 07:37. I was explained how to work on tracking petty cash. After that, I prepared some payment requisition forms and worked on tracking petty cash. I left the hotel at 18:20.

Week 2 Day 6 Date: 09 February 2023  
Today, I arrived at the hotel at 07:38. I worked on preparing the payment requisition forms and printed them out. I left the hotel at 18:35.

Week 2 Day 7 Date: 10 February 2023  
Today, I arrived at the hotel at 07:40. I was taught how to reconcile the daily credit card report and assigned to work on it. I left the hotel at 18:30.

Weekend – 11 & 12 February 2023

Week 3 Day 8 Date: 13 February 2023  
Today, I arrived at the hotel at 07:40. I worked on daily credit card reconciliation and left the hotel at 18:30.

Week 3 Day 9 Date: 14 February 2023  
Today, I arrived at the hotel at 07:35. I continued working on daily credit card reconciliation from the previous days that were pending. I left the hotel at 18:14.

Week 3 Day 10 Date: 15 February 2023  
Today, I arrived at the hotel at 07:40. And I worked on a petty cash tracking report. Then, I assisted calculating and reconciling the invoices of the vendors and left the hotel at 18:30.

Week 3

Day 11

Date: 16 February 2023

Today, I arrived at the hotel at 07:28. I worked on daily credit card reconciliation and left the hotel at 18:20.

Week 3

Day 12

Date: 17 February 2023

Today, I arrived at the hotel at 07:35. I worked on daily credit card reconciliation and left the hotel at 18:10.

Weekend – 18 & 19 February 2023

Week 4

Day 13

Date: 20 February 2023

Today, I arrived at the hotel at 07:40. I worked on daily credit card reconciliation and left the hotel at 18:40.

Week 4

Day 14

Date: 21 February 2023

Today, I arrived at the hotel at 07:28. I worked on daily credit card reconciliation, and I left the hotel at 18:40.

Week 4

Day 15

Date: 22 February 2023

Today, I arrived at the hotel at 07:38. I worked on daily credit card reconciliation and beverage control reconciliation. I left the hotel at 18:20.

Week 4

Day 16

Date: 23 February 2023

Today, I arrived at the hotel at 07:35. I worked on daily credit card reconciliation and left the hotel at 18:30.

Week 4

Day 17

Date: 24 February 2023

Today, I arrived at the hotel at 07:40. I worked on daily credit card reconciliation and left the hotel at 18:20.

Weekend – 25 & 26 February 2023

Week 5

Day 18

Date: 27 February 2023

Today, I arrived at the hotel at 07:30. I tracked the input vat report and worked on daily credit card reconciliation, and attended the town hall meeting. I left the hotel at 18:15.

Week 5

Day 19

Date: 28 February 2023

Today, I arrived at the hotel at 07:45. I updated the GL control report, worked on daily credit card reconciliation, and tracked the audit report. I left the hotel at 18:45.

Week 5

Day 20

Date: 01 March 2023

Today, I arrived at the hotel at 07:40. I separated the city ledger files from previous months that needed to be cleared, put into the boxes according to the months and dates. After that I worked on the DJ fees reconciliation report for February. I left the hotel at 18:30.

Week 5

Day 21

Date: 02 March 2023

Today, I arrived at the office at 07:39. I worked on daily executive packet report, invoices reconciliation, daily credit card reconciliation, and copied some documents. I left the office at 18:20.

Week 5

Day 22

Date: 3 March 2023

Today, I arrived at the office at 07:45. I worked on daily credit card reconciliation. I left the office at 18:10.

Weekend – 04 & 05 March 2023

Week 6

Date: 06 March 2023

It was Makha Bucha public holiday.

Week 6

Day 23

Date: 07 March 2023

Today, I arrived at the office at 07:45. I scanned invoices and separated some documents. I left the office at 18:20.

Week 6

Day 24

Date: 08 March 2023

Today, I arrived at the office at 07:45. I copied some documents and worked on daily credit card reconciliation. I left the office at 18:20.

Week 6

Day 25

Date: 09 March 2023

Today, I arrived at the office at 07:35. I prepared payment requisition forms and printed them out. I left the office at 18:20.

Week 6

Day 26

Date: 10 March 2023

Today, I arrived at the office at 07:35. I worked on payment reconciliation for the vendors in which I checked every single detail. I left the office at 18:10.

Weekend – 11 & 12 March 2023

Week 7 Day 27 Date: 13 March 2023

Today, I arrived at the office at 07:36. I worked on daily credit card reconciliation. I left the office at 18:10.

Week 7 Day 28 Date: 14 March 2023

Today, I arrived at the office at 07:35. I worked on payment reconciliation, payment requisition tracking, and petty cash tracking. I left the office at 18:20.

Week 7 Day 29 Date: 15 March 2023

Today, I arrived at the office at 07:40. I worked on daily credit card reconciliation, and payment requisition tracking. I left the office at 18:20.

Week 7 Day 30 Date: 16 March 2023

Today, I arrived at the office at 07:40. I worked on payment requisition tracking, petty cash tracking, and copied some documents. I left the office at 18:15.

Week 7 Day 31 Date: 17 March 2023

Today, I arrived at the office at 07:35. I worked on payment requisition tracking, petty cash tracking, and daily executive report. I left the office at 18:10.

Weekend – 18 & 19 March 2023

Week 8

Day 32

Date: 20 March 2023

Today, I arrived at the office at 07:40. I worked on daily credit card reconciliation and copied some documents. I left the office at 18:00.

Week 8

Day 33

Date: 21 March 2023

Today, I arrived at the office at 07:37. I worked on daily credit card reconciliation, updating the Output Vat report, tracking petty cash and payment requisition report. I left the office at 18:05.

Week 8

Day 34

Date: 22 March 2023

Today, I arrived at the office at 07:36. I worked on tracking petty cash, payment requisition and prepared payment requisition forms. I left the office at 18:10.

Week 8

Day 35

Date: 23 March 2023

Today, I arrived at the office at 07:35. I worked on daily executive report, printed them, and kept into files. I left the office at 18:20.

Week 8

Day 36

Date: 24 March 2023

Today, I arrived at the office at 07:35. I worked on petty cash tracking, and payment requisition forms. I left the office at 18:10.

Weekend – 25 & 26 March 2023

Week 9

Day 37

Date: 27 March 2023

Today, I arrived at the office at 07:35. I worked on petty cash tracking, and payment requisition forms. I left the office at 18:10.



Week 9

Day 38

Date: 28 March 2023

Today, I arrived at the office at 07:31. I worked on invoices reconciliation, updated GL control report and copied documents. I left the office at 18:00.

Week 9

Day 39

Date: 29 March 2023

Today, I arrived at the office at 07:40. I worked on daily credit card reconciliation, tracking petty cash and payment requisition forms. I left the office at 18:00.

Week 9

Day 40

Date: 30 March 2023

Today, I arrived at the office at 07:35. I worked on daily credit card reconciliation, tracking petty cash and payment requisition forms. I left the office at 18:20.

Week 9

Day 41

Date: 31 March 2023

Today, I arrived at the office at 07:45. I worked on daily credit card reconciliation, tracking petty cash and payment requisition forms. I left the office at 18:00.

Weekend – 01 & 02 April 2023

Week 10

Date: 03 April 2023

I took a day off because I had to go to the immigration office for visa extension.

Week 10

Day 42

Date: 04 April 2023

Today, I arrived at the office at 07:37. I assisted copying, scanning, printing documents, and tracking petty cash and payment requisition forms. I left the office at 18:10.

Week 10 Day 43 Date: 05 April 2023

Today, I arrived at the office at 07:50. I worked on daily credit card reconciliation and updated the refund control report. I left the office at 18:00.

Week 10 Date: 06 April 2023

It's Chakri public holiday.

Week 10 Day 44 Date: 07 April 2023

Today, I arrived at the office at 07:37. I worked on tracking AR collection report, daily credit card reconciliation, and petty cash tracking. I left the office at 18:00.

Weekend – 08 & 09 April 2023

Week 11 Day 45 Date: 10 April 2023

Today, I arrived at the office at 07:40. I worked on invoices reconciliation, DJ fees reconciliation and daily credit card reconciliation. I left the office at 18:10.

Week 11 Day 46 Date: 11 April 2023

Today, I arrived at the office at 07:40. I worked on daily credit card reconciliation, petty cash tracking and copied some documents. I left the office at 18:15.

Week 11 Day 47 Date: 12 April 2023

Today, I arrived at the office at 07:40. I worked on daily credit card reconciliation, petty cash tracking and copied some documents. I left the office at 18:10.

Week 11

Date: 13-14 April 2023

April 13 and 14 are the Songkran Public holidays.

Weekend – 15 & 16 April 2023

Week 12

Day 48

Date: 17 April 2023

Today, I arrived at the office at 07:37. I worked on daily credit card reconciliation, petty cash tracking and copied some documents. I left the office at 18:18.

Week 12

Day 49

Date: 18 April 2023

Today, I arrived at the office at 07:40. I worked on tracking petty cash, payment requisition, and DJ fees reconciliation report. I left the office at 18:05.

Week 12

Day 50

Date: 19 April 2023

Today, I arrived at the office at 07:38. I worked on tracking the credit card control report from the previous months. I left the office at 18:20.

Week 12

Day 51

Date: 20 April 2023

Today, I arrived at the office at 07:41. I worked on updating the credit facility list 2023. I left the office at 18:15.

Week 12

Day 52

Date: 21 April 2023

Today, I arrived at the office at 07:40. I continued working on updating the credit facility list for 2023. I left the office at 18:05.

Weekend 22 & 23 April 2023

Week 13

Day 53

Date: 24 April 2023

Today, I arrived at the office at 07:42. I worked on updating the credit facility tracking list for 2023 and daily credit card reconciliation. I left the office at 18:10.

Week 13

Day 54

Date: 25 April 2023

Today, I arrived at the office at 07:40. I worked on tracking and updating the Vat book of suppliers. I left the office at 18:10.

Week 13

Day 55

Date: 26 April 2023

Today, I arrived at the office at 07:50. I worked on petty cash and separated the city ledger documents from the previous months that needed to be cleared and put into boxes according to the dates, months and years. left the office at 18:15.

Week 13

Day 56

Date: 27 April 2023

Today, I arrived at the office at 07:45. I continued separating the city ledger documents from the previous months that needed to be cleared and put into boxes according to the dates, months and years. I left the office at 18:20.

Week 13

Day 57

Date: 28 April 2023

Today, I arrived at the office at 07:52. I worked on daily credit card reconciliation, petty cash tracking and copied some documents. I left the office at 18:05.

Weekend – 29 & 30 April 2023

Week 14

Date: 01 May 2023

It's a Labor public holiday.

Week 14

Day 58

Date: 02 May 2023

Today, I arrived at the office at 07:44. I separated the city ledger documents from the previous months that needed to be cleared and put into boxes according to the dates, months and years. I left the office at 18:04.

Week 14

Day 59

Date: 03 May 2023

Today, I arrived at the office at 07:44. I offset and posted the payment on opera. After that, I scanned and copied some documents. I left the office at 18:04.

Week 14

Date: 04 May 2023

It's Coronation public holiday.

Week 14

Date: 05 May 2023

I took a sick leave.

Weekend – 06 & 07 May 2023

Week 15

Day 60

Date: 08 May 2023

Today, I arrived at the office at 07:30. I worked on tracking the petty cash report. I left the office at 18:14.

Week 15 Day 61 Date: 09 May 2023

Today, I arrived at the office at 07:40. I worked on tracking the petty cash report, payment requisition and credit card refund. I left the office at 18:02.

Week 15 Day 62 Date: 10 May 2023

Today, I arrived at the office at 07:57. I stamped the number on invoices by ensuring all the information is correct and accurate. I left the office at 18:05.

Week 15 Day 63 Date: 11 May 2023

Today, I arrived at the office at 07:48. I continued stamping the number on invoices by ensuring all the information is correct and accurate. I left the office at 18:05.

Week 15 Day 64 Date: 12 May 2023

Today, I arrived at the office at 07:44. I separated the invoices according to the dates and worked on petty cash tracking. I left the office at 18:05.

Weekend – 13 & 14 May 2023

Week 16 Day 65 Date: 15 May 2023

Today, I arrived at the office at 07:45. I worked on tracking the petty cash report, payment requisition and credit card refund. I left the office at 18:05.

Week 16 Day 66 Date: 16 May 2023

Today, I arrived at the office at 07:46. I worked on tracking the petty cash report, payment requisition and credit card refund. I left the office at 18:05.

Week 16 Day 67 Date: 17 May 2023

Today, I arrived at the office at 07:31. I separated the bills, put them in the box and worked on tracking the petty cash report, payment requisition and credit card refund. I left the office at 18:05.

Week 16 Day 68 Date: 18 May 2023

Today, I arrived at the office at 07:40. I separated the bills, put them in the box and worked on tracking the petty cash report, payment requisition and credit card refund. I left the office at 18:03.

Week 16 Day 69 Date: 19 May 2023

Today, I arrived at the office at 07:44. I updated the GL control report, and DCSO report. I left the office at 18:05.

Weekend – 20 & 21 May 2023

Week 17 Date: 22 May 2023

I took a sick leave.

Week 17 Day 70 Date: 23 May 2023

Today, I arrived at the office at 07:35. I updated the GL control report, and DCSO report, and worked on daily credit card reconciliation. I left the office at 18:03.

Week 17 Day 71 Date: 24 May 2023

Today, I arrived at the office at 07:40. I worked on daily credit card reconciliation and separated the documents. I left the office at 18:06.

Week 17 Day 72 Date: 25 May 2023

Today, I arrived at the office at 07:40. I updated the GL control report and checked the information vat report. I left the office at 18:11.

Week 17 Day 73 Date: 26 May 2023

Today, I arrived at the office at 07:45. I worked on petty cash tracking and daily credit card reconciliation. I left the office at 18:05.

Weekend – 27 & 28 May 2023

Week 18 Day 74 Date: 29 May 2023

Today, I arrived at the office at 07:48. I worked on petty cash tracking and daily credit card reconciliation. I left the office at 18:03.

Week 18 Day 75 Date: 30 May 2023  
Today, I arrived at the office at 07:38. I updated the GL control report and worked on petty cash tracking and daily credit card reconciliation. I left the office at 18:14.

Week 18 Day 76 Date: 31 May 2023  
Today, I arrived at the office at 07:48. I worked on petty cash tracking and daily credit card reconciliation. I left the office at 18:05.

Week 18 Day 77 Date: 01 June 2023  
Today, I arrived at the office at 07:47. I ran the number on vat report and worked on daily credit card reconciliation. I left the office at 18:10.

Week 18 Day 78 Date: 02 June 2023  
Today, I arrived at the office at 07:37. I updated the owner's bills report, DJ fees reconciliation, and worked on daily credit card reconciliation. I left the office at 18:05.

Weekend – 03 & 04 June 2023

Week 19 Date: 05 June 2023  
It's Visakha Bucha public holiday.

Week 19 Date: 06 June 2023  
It's a substitution public holiday for Queen Suthida's Birthday.

Week 19 Day 79 Date: 07 June 2023  
Today, I arrived at the office at 07:40. I assisted in finding the missing vat number and worked on daily credit card reconciliation. I left the office at 18:03.

Week 19 Day 80 Date: 08 June 2023  
Today, I arrived at the office at 07:47. I worked on petty cash tracking and daily credit card reconciliation. I left the office at 18:03.

Week 19 Day 81 Date: 09 June 2023  
Today, I arrived at the office at 07:40. I worked on petty cash tracking and daily credit card reconciliation. I left the office at 18:06.



Weekend – 10 & 11 June 2023

Week 20

Date: 12 June 2023

I took a sick leave.

Week 20

Date: 13 June 2023

I took a sick leave.

Week 20

Day 82

Date: 14 June 2023

Today, I arrived at the office at 07:40. I was assigned to check the prices of beverages whether they are correct or not and daily credit card reconciliation. It was the annual associates party, so I attended and left the office at 21:13.

Week 20

Day 83

Date: 15 June 2023

Today, I arrived at the office at 07:40. I updated the GL control report and daily credit card reconciliation. It was the annual associates party, so I attended and left the office at 18:10.

Week 20

Day 84

Date: 16 June 2023

Today, I arrived at the office at 07:45. I updated the credit refund tracking list and daily credit card reconciliation. I left the office at 18:05.

Weekend 17 & 18 June 2023

Week 21

Day 85

Date: 19 June 2023

Today, I arrived at the office at 07:45. I scanned the invoices and uploaded them onto the web. I left the office at 18:15.

Week 21

Day 86

Date: 20 June 2023

Today, I arrived at the office at 07:44. I scanned the invoices and uploaded them onto the web. I left the office at 18:05.

Week 21

Day 87

Date: 21 June 2023

Today, I arrived at the office at 07:45. I scanned the invoices, uploaded them onto the web and I prepared payment requisition forms. I left the office at 18:05.

Week 21 Day 88 Date: 22 June 2023  
Today, I arrived at the office at 07:45. I scanned the invoices, uploaded them onto the web and I prepared payment requisition forms. I had an appointment at the clinic at 18:00 so I left the office at 17:05.

Week 21 Day 89 Date: 23 June 2023  
Today, I arrived at the office at 07:48. I ran the numbers on vat report and worked on petty cash tracking. I left the office at 18:05.

Weekend – 24 & 25 June 2023

Week 22 Day 90 Date: 26 June 2023  
Today, I arrived at the office at 07:45. I scanned the invoices and uploaded them onto the web. I left the office at 15:45 because I went to practice as a stand chair leader for the International Marriott Sports Day.

Week 22 Day 91 Date: 27 June 2023  
Today, I arrived at the office at 07:50. I worked on petty cash tracking and updated GL control report. I left the office at 18:01.

Week 22 Day 92 Date: 28 June 2023  
Today, I arrived at the office at 07:52. I scanned the invoices and uploaded them onto the web. I left the office at 18:04.

Week 22 Day 93 Date: 29 June 2023  
Today, I arrived at the office at 07:52. I scanned the invoices and uploaded them onto the web. I left the office at 18:04.

Week 22 Day 94 Date: 30 June 2023  
Today, I arrived at the office at 07:50. I scanned the invoices and uploaded them onto the web and worked on tracking the petty cash. I left the office at 16:00 because I went to practice as a stand chair leader for the International Marriott Sports Day.

Weekend – 01 & 02 July

Week 23

Date: 03 July 2023

I took a substitution day off for the 01 July as I participated in the Marriott International Sports Day program.

Week 23

Day 95

Date: 04 July 2023

Today, I arrived at the office at 07:49. I scanned invoices and uploaded them onto the web and updated GL control report, prepared DJ fees reconciliation report and payment requisition forms. I left the office at 18:04.

Week 23

Day 96

Date: 05 July 2023

Today, I arrived at the office at 07:50. I scanned the invoices and uploaded them onto the web and worked on tracking the petty cash. I left the office at 16:00 because I went to practice as a stand chair leader for the International Marriott Sports Day.

Week 23

Day 97

Date: 06 July 2023

Today, I arrived at the office at 07:40. I scanned the invoices and uploaded them onto the web and worked on tracking the petty cash. I left the office at 18:05.

Week 23

Day 98

Date: 07 July 2023

Today, I arrived at the office at 07:50. I scanned the invoices and uploaded them onto the web and worked on tracking the petty cash. It's my last day of my internship. We had a farewell gathering for me to say goodbye and I left the office at 18:20.