



## **COOPERATIVE EDUCATION REPORT**

**Experiencing and Analyzing as a Guest Service Agent in Phuket Marriott Resort**

Written By

**Mr. Aung Min Tun**

Student ID: 6408120014

**This report is submitted in partial fulfillment of the requirements for  
Cooperative Education.**

Faculty of Hotel and Tourism Management

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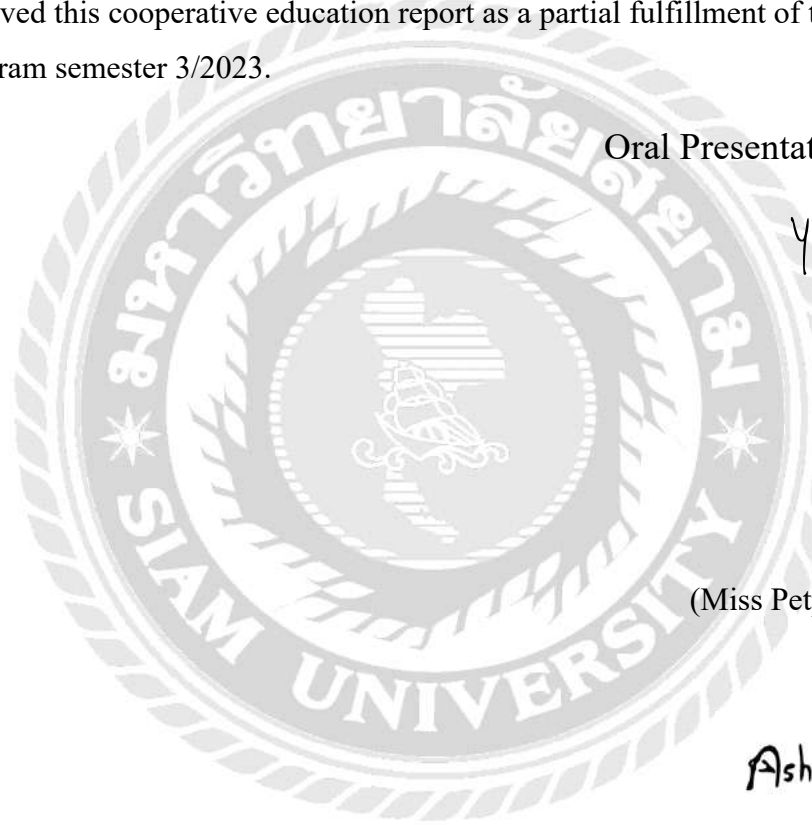
Title : Experiencing and analyzing as a guest service agent in  
Phuket Marriott Resort

Written by : Mr. Aung Min Tun

Department : Bachelor of Business Administration  
(Hotel and Tourism Management)

Academic Advisor : Dr. Yhing Sawheny

We have approved this cooperative education report as a partial fulfillment of the cooperative education program semester 3/2023.



Oral Presentation Committees

*Yhing Sawheny*

(Yhing Sawheny)

Academic Advisor

*Petparat Susamakkee*

(Miss Petparat Susamakkee)

Job Supervisor

*Ashutosh Mishra*

(Mr. Ashutosh Mishra)

Cooperative Education Committee

*Maruj Limprawattana*

(Asst. Prof. Maruj Limprawattana, Ph.D.)

Assistant President and Director of Cooperative Education

Project Title : Experiencing and analyzing as a guest service agent in Phuket Marriott Resort  
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By : Mr. Aung Min Tun  
Advisor : Dr. Yhing Sawheny  
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### **Abstract**

The report entitled “Experiencing and analyzing as a guest service agent in Phuket Marriott Resort” focuses on how Marriott International has been carrying out developing the brand strategies consisting of various tasks which revolve around it. This cooperative education report has the working experience of different tasks carried out as an executive intern. The report summarizes my three-month internship at Phuket Marriott Resort and Spa, Merlin Beach as a guest service agent under the Loyalty Section of Front Office Department.

The objectives of the study include: (1) To implement theoretical knowledge learned (2) To have a better understanding in the Hospitality industry (3) To set standards and look after activity around branding. My main duty was to take care of VIP guests, especially guests who are members under the program of Marriott Bonvoy and occasions such as honeymoon, anniversary, birthday, returning guest and long-stay guests.

All the duties and responsibilities assigned during the cooperative education are explained in detail in this study. The problems faced were solved with the alternatives from the team members of the company. Working in the international brand has taught me to be more responsible and service-minded, and time management skills. These skills can help me growth and professionalism.

**Keyword:** Guest Service Agent, Loyalty, Marriott Bonvoy, Hospitality Industry

## Acknowledgement

The internship journey I had with Phuket Marriott Resort and Spa, Merlin Beach was a great chance for learning and professional development. Therefore, I would like to express my gratitude to Siam University for providing cooperative education period.

I would like to acknowledge all those who either directly or indirectly contributed to this project. I express my deep gratefulness to **Khun Nilubon Phetcharak** from Learning and Development for giving me the opportunity to work with Marriott International. I would also like to express my excessive thanks to my supervisors, **Khun Petparat Susamakkee (Patty)**, **Khun Thanyaluck Paewpunchu (Jam)**, **Khun Krongkwan Thong-in (Annita)** and all team members of Phuket Marriott Resort and Spa, Merlin Beach for their excellent support, and proper guidance throughout my internship report.

I perceive the experiences and knowledge that I gained from this internship will open the door in my career development after graduating. I would like to take this opportunity to thank all lecturers in Siam University for sharing the knowledge and concepts of the foundation of Hospitality and Tourism Industry during my study. I hope that the concepts and knowledge from the university and the experiences and skills from my internship – Phuket Marriott Resort will carry out my desired career in the future somehow and somewhere.

Thank you.

Sincerely,

Aung Min Tun

Student ID: 6408120014

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## List Of Abbreviations

- GSA: Guest Service Agent
- GXP: Guest Experience Platform
- VIP: Very Important Person
- PMS: Property Management System
- AI: Artificial intelligence
- DM: Duty Manager



# Chapter 1: Introduction

## 1. Company Profile

Marriott International, Inc., founded in 1927 by J. Willard and Alice Marriott, is a global leader in hospitality with over 8,900 properties in 141 countries. Known for its diverse brand portfolio—including The Ritz-Carlton, St. Regis, W Hotels, and Courtyard by Marriott—Marriott caters to a wide range of travelers, from luxury to extended-stay guests.

Phuket Marriott Resort & Spa, Merlin Beach is located on Tri Trang Beach, amidst white sandy beaches and turquoise seas, surrounded by lush greenery, perfect for a relaxing, peaceful, and private day. It is only 5 minutes from Patong Beach, allowing you to travel around Phuket Town conveniently. 5-star resort offers 414 rooms and a full range of facilities including 3 large swimming pools, a children's pool with water slides, 8 restaurants and bars serving a variety of cuisines prepared by professional chefs, as well as a spa, fitness center, kids' club, and activities for all the family.



Figure:1 The Front of the Resort





Figure:2 The Drone View of the Resort

## 1.1 Mission of the company

The mission of Marriott Hotels and Resorts centers on creating extraordinary travel experiences and an inviting setting for their guests, associates, and communities. Their core mission statement is often summarized as:

“To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experiences.”

By this mission, memorable stays, and a positive global effect are encouraged through extraordinary service, innovation, and dedication to both guests and employees. Dedication to eco-friendliness, variety, and community engagement is also shown by Marriott, striving to create lasting value for all stakeholders while supporting high hospitality standards.

## 1.2 Version of the Company

Marriott Hotels and Resorts is the flagship brand of Marriott International, which runs under various brands to serve different market segments and customer preferences. Here are some key “versions” or brand tiers under the Marriott umbrella:

- 1) **Luxury Collection:** Includes brands such as The Ritz-Carlton, St. Regis, W Hotels, and JW Marriott. These properties focus on high-end, luxury experiences with personalized service.
- 2) **Premium Collection:** Encompasses Marriott Hotels, Sheraton, Westin, Le Méridien, and Renaissance Hotels. This segment offers a premium experience for business and leisure travelers.
- 3) **Select Collection:** Features brands like Courtyard by Marriott, SpringHill Suites, Fairfield by Marriott, and Four Points by Sheraton. These properties offer comfortable and functional accommodations, often catering to business travelers and budget-conscious guests.
- 4) **Extended Stay Collection:** Includes Residence Inn by Marriott, Townplace Suites, and Element by Westin. These hotels are designed for longer stays and offer amenities like in-room kitchens and workspaces.

Each “version” or tier serves a unique demographic with tailored services and amenities, allowing Marriott to appeal to a broad spectrum of travelers around the world.

## 1.3 The Strategies of the Company

Marriott Hotels and Resorts employs several key strategies to maintain its position as a leading hotel brand. Here is an overview:

### 1. Diversification and brand expansion:

Marriott has developed a broad portfolio, with brands spanning luxury, upscale, select, and extended-stay segments to appeal to a wide range of travelers by continually expanding into new markets and regions. Marriott is strengthening its global footprint and appealing to diverse demographics.

## **2. French focuses on customer experience:**

Marriott emphasizes high-quality service and customer satisfaction across all its properties. Through personalized experiences, state-of-the-art amenities, and brand-specific features, Marriott strives to exceed customer expectations and build brand loyalty.

## **3 Digital Innovation:**

The company is investing heavily in digital tools, such as the Marriott Bonvoy app, to simplify booking, provide mobile check-in and check-out, and provide real-time communication with hotel staff. Marriott also uses AI and data analytics to predict customer needs and improve operational efficiency.

## **4. Loyalty Program - Marriott Bonvoy:**

Marriott Bonvoy, the company's loyalty program, plays a pivotal role in customer loyalty. It rewards members with points, offers, and exclusive experiences, which in turn drive repeat stays and long-term customer relationships.

## **5. Sustainability and Corporate Responsibility:**

Marriott has set ambitious sustainability goals as part of its “Serve 360” initiative, which aims to reduce carbon emissions, conserve water, and support local communities. These efforts attract environmentally conscious travelers and strengthen the Marriott brand reputation.

## **6. Talent Development and Employee Engagement:**

Marriott invests in training and development programs to attract and retain top talent, emphasizing a culture of inclusion and a commitment to professional development. High employee engagement contributes to superior service quality and brand consistency.

## **7. Strategic Alliances and Partnerships:**

Marriott partners with airlines, credit card companies, and other brands to expand its reach and create added value for its customers. These partnerships help Marriott reach new customer segments and improve its brand's visibility.

## **8. Focus on Resilience and Adaptability:**

Marriott is adapting to changing market conditions by adjusting its operating strategies, such as developing health and safety protocols in response to the pandemic and re-evaluating room layouts to accommodate longer stays. Together, these strategies enable Marriott Hotels and Resorts to deliver memorable guest experiences, build customer loyalty, and keep a competitive advantage in the dynamic hospitality industry.

# 1.4 Marriott International's Brands



Figure:3 Marriott's Brands

## 2. Organizational Structure

Marriott operates under a matrix and functional organizational structure that includes geographic elements. This matrix combines functional and divisional configurations, allowing for global consistency and local adaptation. Regional leaders oversee regions such as Greater China, the Caribbean, Latin America, and Asia Pacific, while each region has its own functional divisions and individual properties that manage their own structures. This approach allows Marriott brands and locations to adapt to diverse markets around the world with flexibility and independence.



## 2.1 Diagram of the organizational structure

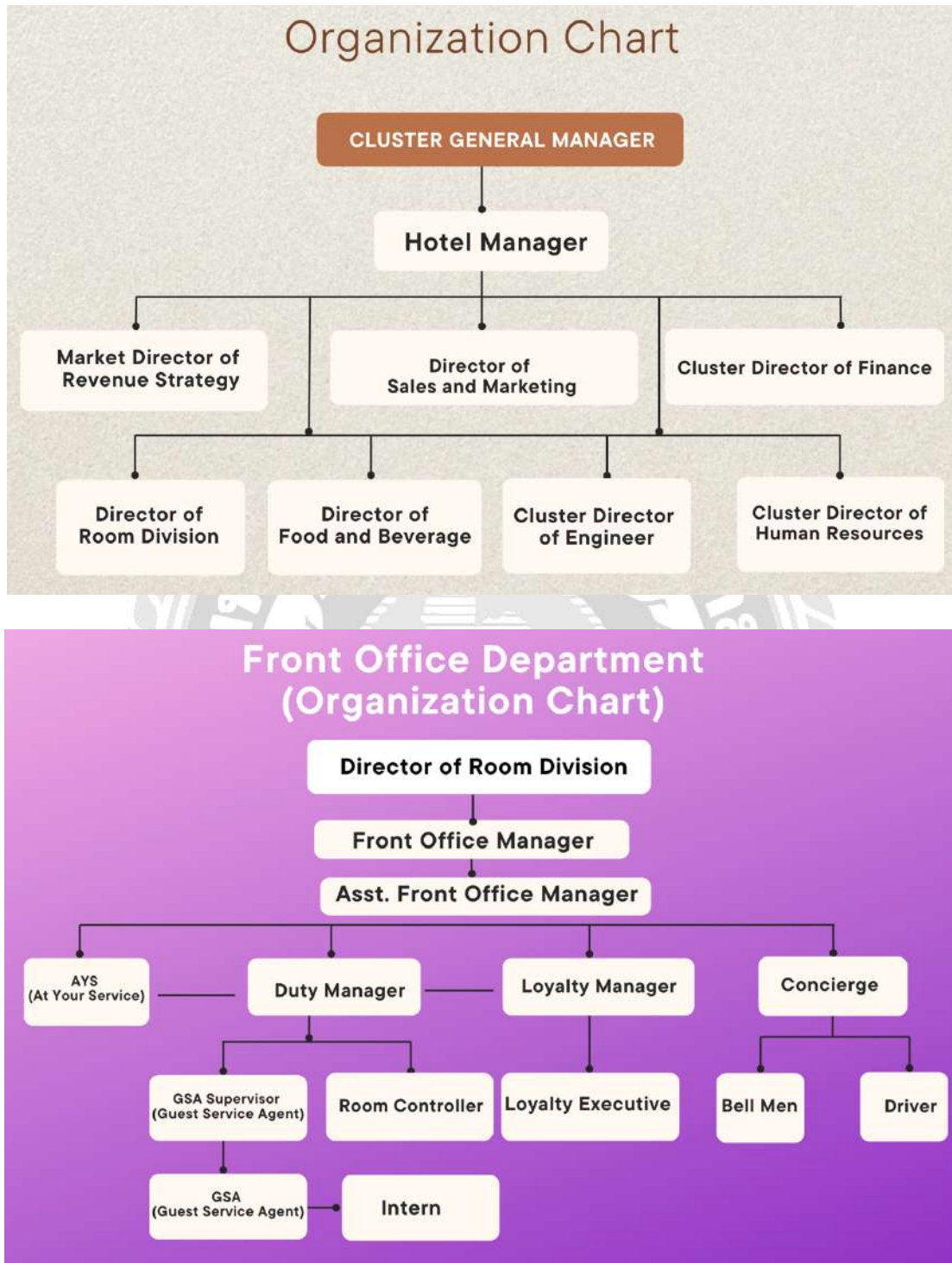


Figure:4 Organization Charts

## 2.3 My job position or my responsibilities

My job position was a guest service agent to take care of guests, especially Elite members and special guests for the Loyalty Section which is under the Front Office Department. Marriott Bonvoy is a global loyalty program that rewards members for stays at over 8,000 Marriott hotels. Members earn points redeemable for free nights, flights, and exclusive experiences, with tiered benefits like room upgrades and late checkout to enhance their travel experience.

My responsibilities were as follows:

- To check the list of arrivals of VIP guests in advance
- To separate and prepare the folders for individuals
- To collect and print the documents for the programs
- To order gifts and amenities for VIP guests
- To set up amenities in each of VIPs' rooms that Room Controller assigned
- To help the guest's check-in, check out and explain the resort's information
- To escort the guests to the assigned rooms
- To handle the guest's complain and solve the problem
- To make guests feel satisfied for their occasions such as Birthday and Honeymoon
- To help in the event of Exclusive Elite Evening Cocktail on every Wednesday
- To follow the amenities that provide the special guests.

## 3. My Intention and Motivation

There are many reasons why I chose Phuket Marriott Resort and Spa, Merlin Beach as an internship. Marriott International is one of the leading companies in the Hospitality Industry and offers several compelling advantages, especially for someone aiming to build a career in hospitality. The following are some intentions and motivations:

### 1) **Global Reputation, Industrial Leadership and Strong Career Pathways**

Being an intern, Marriott allows me to understand an environment known for its high standards, innovative guest service, and commitment to quality. The part that I like most is that it allows me to expand my network locally and internationally because it has many brands in various places in different countries that we can transfer to work easily without restarting again.

### 2) **Comprehensive Learning and Development Program**

Marriott is dedicated to nurturing talent and offers structured internship programs that focus on hands-on learning, skill-building, and mentorship. Every shift, all associates and trainees need to have a brief that allows all of us to learn new things and prepare for what is coming next. There are also role plays and pieces of training after the brief.

### 3) **Exposure to International Standards and Values**

As a global brand, Marriott serves guests from all over the world, allowing interns to develop cultural awareness and adaptability. It enhances my interpersonal and communication skills, and emotional intelligence so that I can handle troublesome situations in my future career.

## 4. Strategic analysis of the company (SWOT Analysis)

### Strengths

1. **Global Brand Recognition:** Marriott is one of the most recognized and trusted brands in the hospitality industry, renowned for its quality service and luxurious accommodations. This recognition builds customer loyalty and attracts customers.

2. **Extensive Portfolio and Market Segmentation:** With more than 30 brands under its umbrella, Marriott caters to a wide range of market segments, from luxury travelers to budget travelers. This diverse portfolio helps Marriott reach different customer demographics globally.



3. **Loyalty Program:** The Marriott Bonvoy loyalty program is one of the largest and most comprehensive in the industry, encouraging customer loyalty and repeat business while enhancing brand affinity.

4. **Operational Excellence:** Marriott is known for its standardized procedures, operational efficiency, and quality management. Its consistent service standards across all locations around the world reinforce its competitive advantage.

5. **Location and Activities:** Phuket Marriott Resort and Spa, Merlin Beach is located in Patong City which is just 15 minutes from Patong Beach and Bangla Road which is the best place to have fine dining, sitting Bars and clubbing. This strengthens its brand among environmentally conscious travelers.

#### Weakness

1) **High Operating Costs:** The luxury and premium nature of Marriott's hotels and resorts requires significant investment in maintenance, amenities, and innovative technologies which lead to high operational costs and lower margins compared to economy hotels and resorts.

2) **High Expectation:** Most of guests have high expectations as it is an international brand with a high room rate. More importantly, there are many more expectations for guests who join Marriott Bonvoy program and become Elite members. They have many benefits to taking care of them.

3) **Less Space for Staff:** The canteen is quite narrow for many staff to have their meals. They cannot have their lunch on time due to the long queues, especially during peak season. Moreover, it is also inconvenient to have a meal with crowded people in a small canteen. Furthermore, the dormitory for the trainees is far from the resort so it takes time to go and return to the dorm.

4) **Working hours:** Every hotel and resort minimize employees to keep the service charge so the hotel can attract the people to come to work. The resort tends to hire many workers from out-sources companies to control the budget. However, it cannot be solved all the jobs in every department, especially Front Office department.

## Opportunity

- 1) **Expansion in Emerging Market:** The demand for premier hotel brands is growing in emerging markets in Southeast Asia. Marriott's strong brand positioning makes it well-suited to expanding in this region. In the coming 2025, Marriott is going to open their two new premium hotel and resort brands in Phuket.
- 2) **Digital Innovation and Personalization:** The rise in digital innovation offers Marriott opportunities to enhance the guest experience through personalized services, mobile check-in, digital room keys, and AI-driven customer services.
- 3) **Growth of Work-from-Anywhere Culture:** With remote work becoming more common, Marriott can target digital nomads, remote workers, freelancers with specialized offerings that blend work and leisure.
- 4) **Alternative Accommodation Options:** Marriott Hotel and Resort has many room types that guests can choose their preferences for their stay. Moreover, Marriott could consider expanding its footprint in alternative accommodations such as luxury rentals or extended-stay properties to compete with platforms Like Airbnb.

## Threats

- 1) **Intense Competition:** Marriott faces strong competition from both traditional hotel brands like Hilton and Hyatt, and newer, disruptive platforms such as Airbnb. This competition can impact occupancy rate and profit margin. Phuket Marriott resort is sorting of a family-type resort with many children so it will lose guests who prefer quiet and come to work remotely in the future. Furthermore, it will also be less interesting for guests who prefer modern-designed infrastructures.
- 2) **Unstable Climate:** Phuket is an island with has unstable climate throughout the whole year. As the resort is close to the beach, it has the potential to cover the sea water if there is a high tide. Even windy and heavy rain days, the trees, flowers and umbrellas fall. As the result of rain, pests and mosquitoes try to come inside the rooms. It could lead to the guests being unsatisfactory.

3) **Insufficient Employees:** Working culture is changing day by day in this modern world. As digital nomads, freelancers and online shoppers are increasing dramatically, there could be run out of employees working in hotels and resorts with long hours and low paid. There will also be challenges if technologies can't make it in time to substitute human beings in the workplaces in the future.

## 5. Objectives of the Co-operative Studies

Many people think that working in the Hospitality Industry is simple and it does not need too many skills and knowledge to pursue but it is hard to deal with different people in unfamiliar cultures with diverse backgrounds. The following is the main objectives why I chose this position and studied for my cooperative education:

1. To understand how front office department works
2. To experience the nature of human beings
3. To handle the complains
4. To enhance multitask skills
5. To learn how to use tools using in Hotels and Resorts
6. To improve teamwork and communication skills
7. To measure the level of emotional intelligence
8. To boost personal development
9. To get to know working culture in an international brand
10. To understand how to make guests satisfied.

## Chapter 2: Co-op Study Activities

### 1. My Job Description

My job position is a guest service agent in the Loyalty Section which is a part of the Front Office department. More specifically, my job is to take care of VIP guests including guests who are members of Marriott Bonvoy, birthday guests, anniversary guests, honeymoon guests, returning guests, long-stay guests and guests who use the transportation service of the resort. VIP guests are special, so we need to prepare gifts and other benefits to make them feel satisfactory. Moreover, we need to take care of them from the day of arrival till departure from the resort.

### 2. My Job Responsibilities

There are three shifts in our section which are 8 AM, 10 AM and 12 PM. As a trainee, the resort provides only two shuttle bus times from the dormitory to the resort.

- 1) I need to check the VIP arrivals for the next day by using Opera, which is a hotel management program. After knowing the list of guests, there are two things that I need to do. The first thing is to order amenities for them through the program of GXP. For the members of Marriott Bonvoy, we order fruit baskets, chocolate platter for honeymoon and anniversary, mini cake for birthday guests, etc.
- 2) Once the room controller prints the registration forms, I need to separate VIP guests' forms and put them in the files by different colors. In the files, we also put the paper that has written the benefits of each level of members.
- 3) Every morning, I need to print the name cards for Elite members to set up in the assigned rooms with Phutawan which is a Thai aroma brand. This is called welcome gifts, and the resort gives every Elite member to show recognition and appreciation to the VIP guests.
- 4) To make the guests feel satisfactory, we always check the status or reason of the visit since they made the reservations. For instance, we set up balloons and birthday cake before the birthday guest arrives at the resort, offer chocolate platter and bed decoration for honeymoon and anniversary guests to surprise them. This is the best way to receive good comments in Travel websites or other platforms.

- 5) I help other associates for the check-in process. I serve cold towel and welcome drink for arrival guests and explain the information of the resort. Then, I escort the guests to the rooms. This is the best way to interact with guests to make them feel at home and friendly.
- 6) As a duty of standing at the front desk, I was asked the information all the time such as the location, the activities, tourist destinations, etc. Moreover, I also need to listen to the guests' complaints and solve them as possible as I can. I sometimes need to help other GSA in case of controlling a long queue during check-in and check-out time, moving the amenities, withdrawing lost and found items in housekeeping department, and so on.

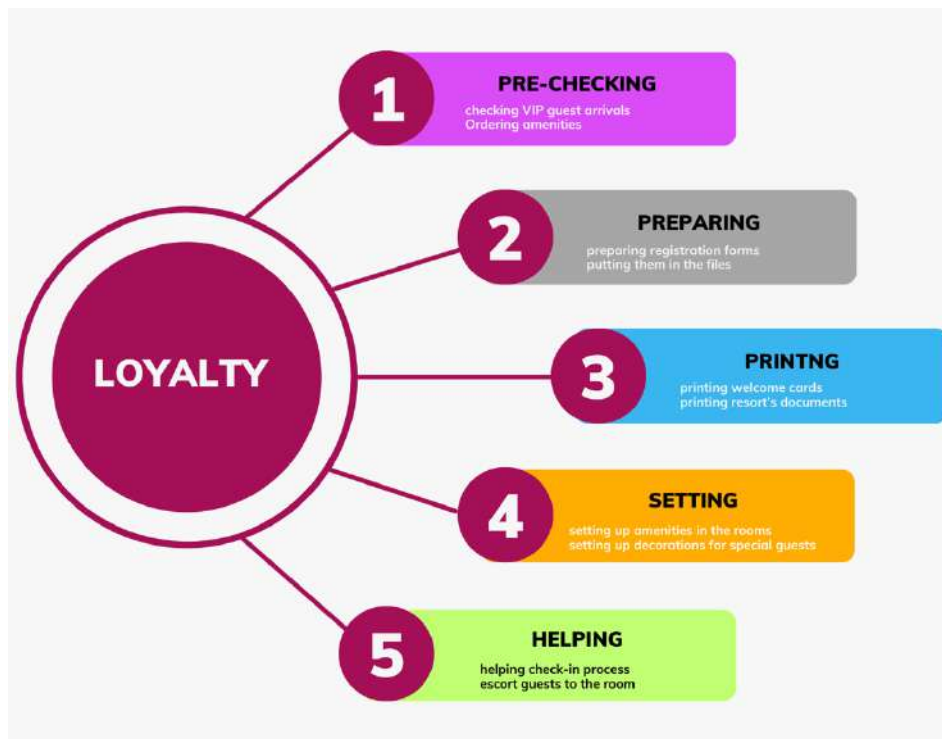
### 3. Activities in Coordination with Co-Workers

There are three associates and two trainees during my internship. Every person has their own responsibilities, and they will assign us what to do for the entire day. If there is a birthday guest, the associate will tell me to prepare the balloons and birthday wish card to set up in the room. The resort has a transportation service from Phuket International Airport to the resort. For this service, we need to prepare to welcome the guest in front of the lobby before the guest arrives. It will help the resort to get a first impression and make them feel welcome.

Every Wednesday evening from 5 pm to 6 pm, the Loyalty section has an executive cocktail party for Elite Members to welcome and recognize them. Before the party starts, I need to set up the poster in the lobby. When the party starts, we need to record the names and room numbers of the guests and take pictures as memories. During the party, we serve food and beverages including alcoholic drinks such as cocktails, beers, wines, and champagne. This is a highlight of the week in our department.

## 4. My Job Process Diagram

This is a diagram of job process in a full day.



## 5. Contributions as a Co-op student in the company

As an intern or co-op student, I used my knowledge and skills to contribute to many aspects to the company. The following are some of my contributions:

### 1) Human Resource

It is obvious that the company has one hand to help with the work done quickly and smoothly. The company can save its budget to give a salary for permanent staff by hiring interns. Surprisingly, more than hundreds of trainees or interns from various places are working in the resort during my internship.

### 2) Team Support

Working with strong teamwork can save time and can avoid mistakes in every workplace. I support other associates by controlling the long line and serving welcoming drinks and cold towels of arrivals during the check-in period.

### **3) Language Skills**

I am the only one who can speak Japanese in the Front office department, and I had a chance to use my Japanese to the Japanese guests during my internship.

### **4) Analysis Skills**

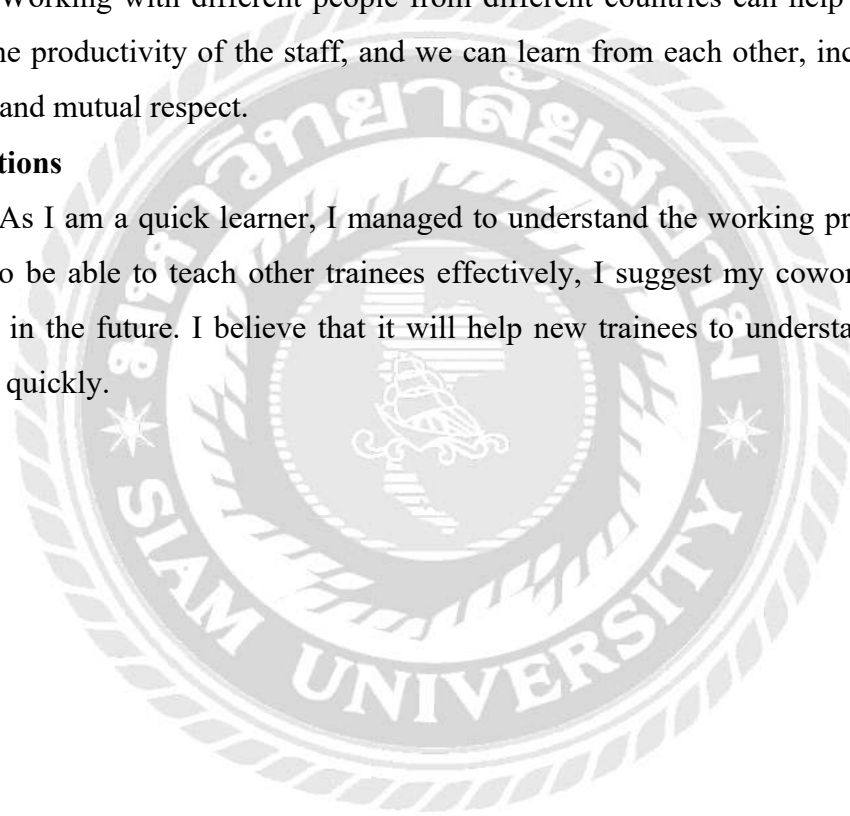
I had the opportunity to deliver my perspectives and exchange thoughts, knowledge, and opinion to my co-workers during my duty. I hope that it will help them to analyze and use it in the future somehow.

### **5) Diversity**

Working with different people from different countries can help us a lot. It will boost the productivity of the staff, and we can learn from each other, including working culture and mutual respect.

### **6) Suggestions**

As I am a quick learner, I managed to understand the working process in a short time. To be able to teach other trainees effectively, I suggest my coworkers use a new method in the future. I believe that it will help new trainees to understand the working process quickly.





## Chapter 3: Learning Process

This chapter will explain what I saw and how I faced the problems during my internship. Moreover, it will point out how it is related to my studies.

### 1. Problems or Issues of the Company

The Phuket Marriott Resort, like many luxury resorts, faces a range of operational and environmental challenges that can affect guest experience and business performance. Some of the key problems that might affect the resort include:

- **Environmental Impact:** As a beachfront resort, it is exposed to issues related to marine pollution, beach erosion, and the effects of climate change, such as rising sea levels and extreme weather events.
- **Staffing and Labor Shortages:** The hospitality industry in Phuket has faced staffing shortages, especially in high-demand seasons. This can result in inconsistent service quality and challenges in keeping high standards for guest experience.
- **Seasonality of Demand:** Phuket sees a peak tourist season during the cooler months and a downturn during the rainy season. This affects revenue and staffing, requiring the resort to adjust operations and marketing strategies to manage fluctuating demand.
- **Competition:** With many other luxury resorts on the island, the Phuket Marriott faces intense competition in terms of pricing, services, and amenities. Differentiating itself and supporting a unique brand identity can be difficult in a crowded market.
- **Infrastructure and Maintenance:** As a large resort with many facilities, regular maintenance and infrastructure upgrades are necessary. These can become costly and time-consuming, especially if natural wear-and-tear or unforeseen issues arise.
- **Guest Expectations and Reviews:** Increasing reliance on online reviews and social media can put pressure on the resort to consistently meet guest expectations. Negative reviews, especially in the context of high-value customers, can quickly damage the resort's reputation.

## 2. How to Solve the Problem

- **Environmental impact:** There is a lot of trash and bottles from the sea as the resort is located at the beachfront, the company should arrange cleaning activities every week. Plus, even though the company provides information in different languages about the prohibition of catching marine life, some of the guests still catch them. I think the company should announce with a microphone at beach twice a day during low tide time.
- **Staffing and Labor Shortages:** The company should hire the students who did their internship at the resort because they have already learned the working culture and understand the obligations and training that the company provided during their internship.
- **Infrastructure and Maintenance:** As Thailand is one of the tropical countries, the climate is cruel for the guests who fly from the western and Pacific Island part of the world. The company should provide a lobby with air conditioning so they can chill in it.
- **Guest Expectations and Reviews:** bad reviews occurred because of unskilled and insufficient employees. Mostly, the language barrier is often to be seen, and it leads to misunderstandings with the guests.

## 3. Recommendations of the Company

- First, hiring skillful staff can solve a lot of problems and it can help the job done quickly and has potential to receive honest reviews undoubtedly.
- Second, the company should consider renovating or arranging a lobby with air conditioning because of the hot climate. It can help the guests calm down and relax.
- Third, about the prohibition of catching marine, it is not enough to notify the guests with the paper, the staff should announce with a microphone at beach twice a day during low tide time.
- Fourth, the company should consider renovating the walls or escalators into modern designs with stickers, posters, local attractions places, or cultural patterns.
- Finally, every student has their expectations to work after completing their internship. Since they come to learn, the company should give opportunities to qualified trainees who are willing to work in their trained positions.

#### 4. What I have learned during Co-op Studies

After completion of my internship, I can see myself improving and growing. Here are some:

- **How to communicate:** The terms and phrases that are used in the Hospitality industry are different in the real world.
- **How to handle the complaints:** Active listening is the most useful tool that we can use to handle the complaints. It shows empathy and makes the guests reliable.
- **How to manage timeline:** I learned how to use time management effectively. It helps the team to finish the tasks in time smoothly.
- **How to prepare:** Being well-prepared is one of the most important interpersonal skills that we need to achieve in every career, and I strongly developed it during my duty.
- **How Emotional Intelligence is important:** It is hard to control my emotions when it comes to expressing my opinion to other people. I learned how to control it genuinely.

#### 5. The Knowledge from Coursework to the real working situation

- **Hospitality Concepts:** Most of the coursework was taught just the concepts about the hospitality industry but there is more than what we learned in the university.
- **Organization Management:** This subject helps me a lot when it comes to working in a real working situation because I can see many obligations, rules, benefits, restrictions, and many more. I can see different leadership skills in different people, and how they approach each other. It is the best way to learn human nature in the workplace.
- **Service Psychology:** As every person has their way of lifestyle and background, the way they express their way of thinking in service is different. Some guests have high demand because they think that it is their right to have value for money. Some guests do not react to anything, and some guests leave comments after checking out from the property.
- **Marketing:** It is the most essential tool that we need to use in the present world because there are many competitors in Phuket. I gained some knowledge and strategies during my internship that they are using to boost their business for sustainability and innovatively.

## 6. Special Skills and New Knowledge from the Co-op Studies

- **Communication Skills**

As a guest service agent, I use English formal terms and phrases every day, and it helps my communication skills improve, smooth and fluent.

- **Management Skills**

It is not only about time management but also the management of documents, tools that we use every day, equipment, and the place where I work.

- **Organization skills**

I gained the skills in how to work with different people in different departments.

- **Customer Service Skills**

I learned how to read people's mindset about the hospitality industry.

- **Digital Skills**

In Marriott, it uses Opera which is a program or system and is a widely used hotel management software developed by Oracle Hospitality, and Microsoft tools.

- **Interpersonal Skills**

It boosts my confidence to start myself in every task, and it improves the level of responsibility and accountability that I need to be a good leader in my life.

- **Critical thinking Skills**

This co-op study makes me think differently and logically. I can use it in the future.

- **Problem Solving Skills**

It proves that "this is a will, there is away."

- **Teamwork skills**

It will help me understand how strong teamwork can achieve everything.

- **Marketing Skills**

I can use this skill in every career in my future.

- **Multitasking Skills**

This skill can take me to the professional level.

- **Emotional Intelligence**

It is important to have this skill to be visible in society.

## Chapter 4: Conclusion

This chapter summarizes my Co-op study, evaluates my work experience, opinions, and assessment of co-op studies. Plus, I will leave a recommendation for the company at the end.

### 1. Summary of Highlights from the Co-op Studies

This report shows how a guest service agent in the front office department works, how to prepare working in a hotel or resort, and how an intern or trainee gained the skills and knowledge after completing their internship.

Firstly, I need to understand how the working culture in the front office is. It will be easy if we know the work process and tools that they use daily. Moreover, it is right for students who have service-minded and communication skills to work in the hospitality industry because it will have to deal with different people of diverse backgrounds. Knowing yourself is the best.

Secondly, preparing for physical and mental health is the best way before pursuing a career, especially in the hospitality industry. It consumes a lot of energy and time that you never knew before. Working with different people improves us a lot.

Finally, choosing an international brand helps us to be reliable, and it promotes their associates based on the performances every month and year. People think that it is quite simple to work in a hotel, but there is more than what we see from outside.

In conclusion, it will be easy to deal with the people in our daily lives if we work in the hospitality industry, especially in hotels, in hotels and resorts. All we need on our planet is to have mutual respect, understanding, empathy, active listening that are using in this industry. Honestly, I cannot grow without experiencing them in our daily lives. We need these amazing tools in communication to keep peace in this world.



## 2. Evaluation of the Work Experience

### **Self-Assessment and Contribution on My Career Development**

After completing my internship, I see myself growing and strong. One of my strengths during my internship was my ability to learn quickly and adapt to new tasks. I always displayed a positive attitude, was enthusiastic about helping customers, and was willing to take on more responsibilities. My time management skills also improved, allowing me to manage multiple tasks at once without compromising quality or customer satisfaction.

**Outstanding Customer Service:** I learned the importance of providing exceptional customer service. Whether it was greeting guests, helping with check-in/check-out, or answering questions, I learned to communicate clearly, thoughtfully, and professionally. I believe I have had a positive impact on the guest experience, especially through personalized service and problem solving.

**Handling administrative tasks:** I was involved in a variety of administrative tasks, such as managing customer accounts, processing payments, and ensuring room and billing information was correct. This experience allowed me to develop great attention to detail and organizational skills.

**Crisis management and problem solving:** During my internship, I was faced with a variety of challenges including guest complaints, room issues and booking errors. I learned how to stay calm under pressure, resolve issues quickly and ensure customer satisfaction.

However, I realized that there are still areas where I can continue to improve. For example, I would like to further develop my skills in handling complex customer issues or requests that may require coordination with other departments. I also intend to enhance my knowledge of hotel marketing and revenue management strategies, which I believe will give a more comprehensive understanding of the hospitality industry.

I am confident that the skills I have developed during this time will continue to help me as I pursue a career in the hospitality industry. I am sincerely thankful for this opportunity and look forward to applying what I have learned in future professional endeavors.

### 3. Limitation of the Co-op Studies

During my internship, the trainees do not have a chance to have their accounts, so we need to use other associates' accounts to check the guest list and order amenities in the system. As a result, we trainees did not have the opportunity to use some functions of the system named Folio which is a tool of financial management that can use all the payment methods of the guests. Moreover, we are not allowed to make refunds, billing disputes and other financial problems of the hotel.

Interns may have a specific work schedule or a pre-set schedule. In many cases, internships are limited to a fixed number of hours per week. Interns must adhere to Marriott's code of conduct, dress code, and other company policies. For example, interns may have to wear a uniform, follow dress standards, and always support professional conduct.

Interns typically do not have access to confidential business information such as employee records, financial reports, or strategic planning documents. Customer data and personal information are also highly protected. Interns are often assigned specific desk duties and may have a limited scope of responsibility. Interns typically have limited access to senior management or executives. While they may interact with department heads or supervisors, they are not involved in high-level meetings or decision-making.

Marriott has another management training course, and it is for people who are willing to work in management teams and it takes 12 months to complete. That course is more deeply to learn the management skills about Marriott hotels and resorts.



#### 4. Recommendations of the Company

- There are only two picking times from the dormitory to the resort by shuttle bus. It would be better if the company could provide a shuttle bus to pick up the trainees who start at 10 am because some students are working in different departments.
- Before starting the training, it would be better if the job supervisor could explain the work process and how to prepare, what to expect. It is also better for students who do not have any experience working in the hospitality industry for the first time. Giving a lecture first makes students understand the work process and they can feel comfortable during their duties.
- Treating students like other associates can boost productivity and it will help the work be done quickly. It also supports mental health. During my internship, I heard many bad comments about the staff who treated the trainees unfairly.
- The company should offer small incentives for trainees, such as career development programs, health benefits, and outdoor activities. Happy, motivated trainees are more likely to deliver excellent service, leading to positive guest experiences.
- As an international brand, the company should arrange the fellowship ceremony in a big hall with many trainees at the same time. It shows sincere appreciation and recognition to the trainees.
- During my internship, I saw a bit of discrimination among the staff who are from neighboring countries such as Myanmar, Lao, and Cambodia. Without receiving service charges, tips, and bonuses, they have been treated unequally. This makes me feel bad.
- I hope that Marriott will consider and give the opportunities to the trainees who joined the internship to work in its company in the future.

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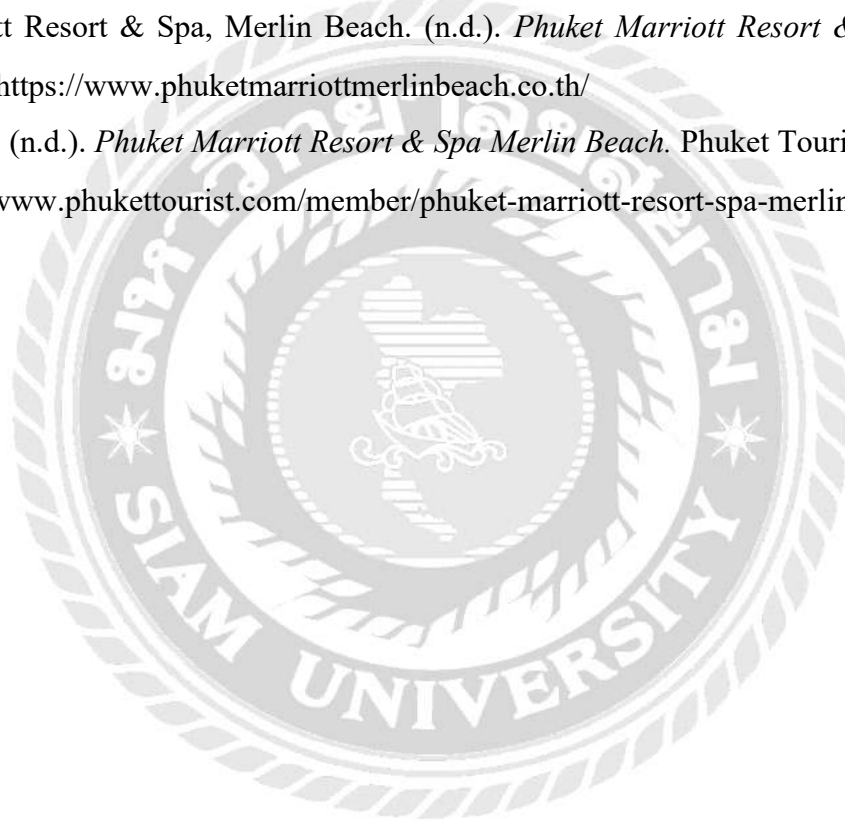
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# APPENDICES

## Hotel Information – 1

### WHAT MAKES US UNIQUE

With the signature environmental-friendly experiences curated to promote sustainability at our secluded beachfront location, our resort strives with 2 dedicated programs that guests can be a part of the movement whilst enjoying their time in an exclusive address. Furthermore, our 3 large designed pools also offer plenty of spots for guests to enjoy during the day.



**SECLUDED BEACHFRONT LOCATION**



**THE MERLIN BUTTERFLY SANCTUARY  
THE MERLIN HOUSE REEF CENTER**



**3 OUTDOOR DESIGNED POOLS**



#### 414 ROOMS & SUITES

- 119 Guest Room Pool View 41 sq.m.
- 169 Larger Guest Room Pool View 43 sq.m.
- 37 Larger Guest Room Pool Terrace 43 sq.m.
- 37 Guest Room Pool Access 41 sq.m.
- 33 Larger Guest Room Ocean View 43 sq.m.
- 12 Larger Guest Room Beach Access 43 sq.m.
- 6 One Bedroom Suite Sea View 83 sq.m.
- 1 One Bedroom Larger Suite Sea View 100 sq.m.



#### RESORT FACILITIES + 9 RESTAURANTS & BARS

- 3 Outdoor Swimming Pools
- Spa and Fitness Center
- Kids Club
- Complimentary Resort Activities
- The Merlin Butterfly Sanctuary
- The Merlin House Reef Center
- 3 Bars / 1 Café/ 1 Ice Cream Bar
- 4 Restaurants



#### MEETINGS & EVENTS

- Spacious Beach Lawn 3,780 sq.m.
- Merlin Grand Ballroom 573.2 sq.m.

#### Other conferences and boardrooms

- Vanda 84.4 sq.m.
- Mokara 64.5 sq.m.
- Farland 23.4 sq.m.

Figure:5 The Resort's information

## Hotel Information – 2

### RESTAURANTS

MERCHANT KITCHEN | BEACH GRILL | THAI PANTRY | D.O.C.G.



#### Merchant Kitchen

The all-day dining restaurant features made-to-order cooking. Indoor or outdoor seating at the swim-up pool is available.

**OPERATING HOURS**  
Breakfast Buffet: 6:30 AM – 11 AM  
Lunch: 11 AM – 5 PM  
Dinner: 6 PM – 11 PM

Capacity: 180 seats



#### Beach Grill

A casual grill restaurant, is located next to the family poolside and beachside seats. The restaurant offers pizzas, sandwiches, world-class burgers and catch of the day.

**OPERATING HOURS**  
Breakfast Buffet: 6:30 AM – 10:30 AM  
Lunch: 11 AM – 5 PM  
Dinner: 6 PM – 11 PM

Capacity: 74 seats



### RESTAURANTS

MERCHANT KITCHEN | BEACH GRILL | THAI PANTRY | D.O.C.G.



#### Thai Pantry

This signature Thai restaurant creates an authentic experience with national favorites across the kingdom. Tantalize your senses with an exquisite balance of local flavors and culinary craftsmanship.

**OPERATING HOURS**  
Dinner: 6 PM – 11 PM

Capacity: 60 seats



#### D.O.C.G.

Savor authentic Italian dishes at D.O.C.G. Our stylish family-friendly Phuket restaurant entices patrons with an inviting atmosphere, fresh and flavorful cuisine and a selection of fine Italian wines.

**OPERATING HOURS**  
Dinner: 6 PM – 11 PM

Capacity: 52 seats

Figure:6 Restaurants in The Resort



# DAILY PROGRAM



**TEEN & ADULTS ACTIVITIES**

TIME/DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
08.00 AM - 09.00 AM	Hatha Yoga <small>Yoga Pavilion</small>	Power Yoga <small>Yoga Pavilion</small>	Hatha Yoga <small>Yoga Pavilion</small>	Vinyasa Yoga <small>Yoga Pavilion</small>	Pilates <small>Yoga Pavilion</small>	Yogilates <small>Yoga Pavilion</small>	Vinyasa Yoga <small>Yoga Pavilion</small>
11.00 AM - 12.00 AM	Thai Culture <small>The Lounge</small>	Tie Dye Making <small>Beach Grill THB 400 (Max 10 people)</small>	Henna Tattoo <small>Beach Grill</small>	Learn Thai Language <small>The Lounge</small>	Tie Dye Making <small>Beach Grill THB 400 (Max 10 people)</small>	Learn Thai Language <small>The Lounge</small>	Henna Tattoo <small>Beach Grill</small>
PRIVATE SESSION UPON REQUEST WITH MINIMAL FEES. PLEASE CONTACT KIDS CLUB ☎ 8134 FOR MORE DETAILS (MUAY THAI, YOGA, PERSONAL TRAINING)							
02.00 PM - 03.00 PM	Foot Golf <small>Beach Lawn 3</small>	Foot Bowling <small>Beach Lawn 3</small>	Foot Golf <small>Beach Lawn 3</small>	Foot Bowling <small>Beach Lawn 3</small>	Foot Golf <small>Beach Lawn 3</small>	Foot Bowling <small>Beach Lawn 3</small>	Foot Golf <small>Beach Lawn 3</small>
03.00 PM - 04.00 PM	Animal Towel Folding <small>The Lounge</small>	Coffee Drip Workshop <small>Beach Lawn 1</small>	Thai Dessert Making <small>Beach Lawn 1</small>	Pandanus Leaf Folding <small>Beach Lawn 1</small>	Animal Towel Folding <small>The Lounge</small>	Coffee Drip Workshop <small>Beach Lawn 1</small>	Thai Dessert Making <small>Beach Lawn 1</small>
04.00 PM - 05.00 PM	Muay Thai for Elite member <small>Yoga Pavilion</small>	Football <small>Beach Lawn 1</small>	Muay Thai for Elite member <small>Yoga Pavilion</small>	Volleyball <small>Beach Lawn 1</small>	Muay Thai for Elite member <small>Yoga Pavilion</small>	Football <small>Beach Lawn 1</small>	Volleyball <small>Beach Lawn 1</small>
07.00 PM - 08.00 PM	Bingo Game <small>The Lounge</small>	Dart Challenge <small>Teen Room</small>	Pool Table Challenge <small>Teen Room</small>	Dart Challenge <small>Teen Room</small>	Bingo Game <small>The Lounge</small>	Dart Challenge <small>Teen Room</small>	Pool Table Challenge <small>Teen Room</small>
07.00 PM - 09.00 PM	Movie Night <small>Beach Grill</small>	Movie Night <small>Beach Grill</small>	Movie Night <small>Beach Grill</small>	Movie Night <small>Beach Grill</small>	Movie Night <small>Beach Grill</small>	Movie Night <small>Beach Grill</small>	Movie Night <small>Beach Grill</small>

**KIDS ACTIVITIES** 📍 KIDS CLUB

TIME/DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
09.30 AM - 10.00 AM	Key Ring	Animal Seed Mosaic	Butterfly Life Cycle	Art Club	Paper Plate Ocean	Magnet Challenge	Nature Art Club
11.00 AM - 11.30 AM	Butterfly Sanctuary Tour	Nature Club	Butterfly Sanctuary Tour	Nature Club	Butterfly Sanctuary Tour	Hermit Crab Discovery	Wildlife Seeking Tour
12.00 PM - 01.00 PM	Tie Dye T-Shirt Making <small>THB 300 (Max 12 people)</small>	Jelly Candle Making <small>THB 300 (Max 15 people)</small>	Canvas Painting <small>THB 300 (Max 15 people)</small>	Sienna Painting <small>THB 300 (Max 20 people)</small>	Canvas Bag Painting <small>THB 300 (Max 15 people)</small>	Soap Painting <small>THB 300 (Max 15 people)</small>	Glass Painting <small>THB 300 (Max 15 people)</small>
02.00 PM - 03.00 PM	Chocolate Fondue <small>(Max 15 people)</small>	Cookie Decoration <small>(Max 20 people)</small>	Waffle Making <small>(Max 20 people)</small>	Cupcake Decoration <small>(Max 20 people)</small>	Thai Dessert Making <small>(Max 20 people)</small>	Pizza Making <small>(Max 15 people)</small>	Mini Donut Decoration <small>(Max 20 people)</small>
04.00 PM - 05.00 PM	Scaven Hunt	Speed Cup	Ping Pong Game	Fun Games	D.I.Y	Giant Snake Ladder	Oreo Challenge
05.00 PM - 05.30 PM	Glitter Tattoo	Foam Party	Face Painting	Foam Party	Kids Muay Thai	Henna Tattoo	Foam Party
07.00 PM - 07.30 PM	Kids Movie	Bingo Games	Kids Movie	Glow Party	Spot It Game	Kids Movie	Bingo Games

**DISCOVER OCEAN WONDERS ACTIVITIES** 📍 REEF CENTER



**SEA GLASS JEWELRY MAKING**  
TUE @ 03.00-03.30 PM  
THU @ 03.00-03.30 PM

**BEACH SCIENCE EXPERIMENT**  
WED @ 04.00-05.00 PM  
FRI @ 04.00-05.00 PM

**MICRO PLASTIC WORKSHOP**  
SAT @ 09.30-10.00 AM  
SUN @ 04.00-05.00 PM

**KEY CHAIN MAKING**  
SAT @ 03.00-03.30 PM

**TRY SCUBA DIVE**  
THU @ 02.00-03.00 PM

- This icon indicates available for M Passport stamps.
- Please wear appropriate clothing for your selected activity
- Sports attire and shoes are necessary for sporting activities
- For kids activities, please meet at the Kids Club 10 minutes prior before class commencement.
- For more information and advance reservation, please contact our Kids Club at Ext. 8134



SCAN TO SAVE!

Figure:7 Resort's Activities

Hotel Information – 4

<b>TASTE MEETS TUNES</b> Food, Beverage & Entertainment							
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<p>SCAN THE QR CODE FOR RESERVATIONS</p> <p><b>MERCHANT KITCHEN</b> Our all-day dining restaurant offers dishes from all over the globe.</p> <p><b>D.O.C.G.</b> Inspired by Italian trattorias, offering handmade pizza and modern classics.</p> <p><b>THAI PANTRY</b> Authentic Thai dishes served in a traditional setting.</p> <p><b>BEACH GRILL</b> Serving the Freshest Seafood and sip refreshing drinks by the Beachside.</p> <p><b>POOL BAR</b> Delight in an afternoon cocktail or light snacks at our Swim Up Bar. Located at the main pool.</p> <p><b>THE RUM SHACK</b> A perfect spot to chill, listen to reggae music and sip on rum cocktails.</p> <p><b>PHUKET COFFEE CO.</b> A beachside coffee house offering We Proudly Serve Starbucks® Coffee and assorted pastries.</p> <p><b>THE LOUNGE</b> Handcrafted beverages and food options.</p> <p><b>THE SWEET SPOT</b> Indulge in island sweetness at the Sweet Spot ice cream bar.</p>	<p><b>Breakfast Buffet:</b> 6:30 AM - 11 AM <b>A La Carte:</b> 11 AM - 5 PM</p> <p><b>ASIAN CULINARY FAVORITE BUFFET:</b> 6:00 PM - 10:30 PM 1090++ / per adult 548++ / per child</p> <p><b>A La Carte:</b> 6 PM - 11 PM</p> <p><b>A La Carte:</b> 5 PM - 11 PM</p> <p><b>TRADITIONAL THAI MUSICAL PERFORMANCE:</b> 6 PM - 8 PM</p> <p><b>Breakfast buffet:</b> 6:30 AM - 10:30 AM <b>A La Carte:</b> 11 AM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 7 PM</p> <p><b>HAPPY HOURS:</b> 4 PM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - 12 AM <b>HAPPY HOURS:</b> 6 PM - 8 PM <b>REGGAE BAND:</b> 6 PM - 10 PM</p> <p><b>Open Daily:</b> 8 AM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - Midnight <b>HAPPY HOURS:</b> 8 PM - 10 PM <b>IN HOUSE BAND:</b> 8 PM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 6 PM</p>	<p><b>Breakfast Buffet:</b> 6:30 AM - 11 AM <b>A La Carte:</b> 11 AM - 5 PM</p> <p><b>CHEF SIGNATURE RECEIPTS ITALIAN BUFFET AT MERCHANT KITCHEN &amp; D.O.C.G.:</b> 6:00 PM - 10:30 PM 1,190++ / per adult 555++ / per child</p> <p><b>A La Carte:</b> 6 PM - 11 PM</p> <p><b>A La Carte:</b> 5 PM - 11 PM</p> <p><b>TRADITIONAL THAI MUSICAL PERFORMANCE:</b> 6 PM - 8 PM</p> <p><b>Breakfast buffet:</b> 6:30 AM - 10:30 AM <b>A La Carte:</b> 11 AM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 7 PM</p> <p><b>HAPPY HOURS:</b> 4 PM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - 12 AM <b>HAPPY HOURS:</b> 6 PM - 8 PM</p> <p><b>Open Daily:</b> 8 AM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - Midnight <b>HAPPY HOURS:</b> 8 PM - 10 PM <b>IN HOUSE BAND:</b> 8 PM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 6 PM</p>	<p><b>Breakfast Buffet:</b> 6:30 AM - 11 AM <b>A La Carte:</b> 11 AM - 11 PM</p> <p><b>Breakfast buffet:</b> 6:30 AM - 10:30 AM <b>A La Carte:</b> 11 AM - 11 PM</p> <p><b>FRESH CATCH AND GRILL BEACHSIDE BUFFET:</b> 6:00 PM - 10:30 PM 1100++ / per adult 850++ / per child</p> <p><b>Open Daily:</b> 11 AM - 7 PM</p> <p><b>HAPPY HOURS:</b> 4 PM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - 12 AM <b>HAPPY HOURS:</b> 6 PM - 8 PM <b>REGGAE BAND:</b> 6 PM - 10 PM</p> <p><b>Open Daily:</b> 8 AM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - Midnight <b>HAPPY HOURS:</b> 8 PM - 10 PM <b>IN HOUSE BAND:</b> 8 PM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 6 PM</p>	<p><b>Breakfast Buffet:</b> 6:30 AM - 11 AM <b>A La Carte:</b> 11 AM - 5 PM</p> <p><b>SILK ROAD RESTORANJIAN BUFFET:</b> 6:00 PM - 10:30 PM 950++ / per adult 475++ / per child <b>IN HOUSE BAND:</b> 6:30 PM - 9:30 PM</p> <p><b>A La Carte:</b> 6 PM - 11 PM</p> <p><b>A La Carte:</b> 5 PM - 11 PM</p> <p><b>TRADITIONAL THAI MUSICAL PERFORMANCE:</b> 6 PM - 8 PM</p> <p><b>Breakfast buffet:</b> 6:30 AM - 10:30 AM <b>A La Carte:</b> 11 AM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 7 PM</p> <p><b>HAPPY HOURS:</b> 4 PM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - 12 AM <b>HAPPY HOURS:</b> 6 PM - 8 PM</p> <p><b>Open Daily:</b> 8 AM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - Midnight <b>HAPPY HOURS:</b> 8 PM - 10 PM <b>IN HOUSE BAND:</b> 8 PM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 6 PM</p>	<p><b>Breakfast Buffet:</b> 6:30 AM - 11 AM <b>A La Carte:</b> 11 AM - 5 PM</p> <p><b>TRADITIONAL THAI REGIONAL FLAVORS BUFFET:</b> 6:00 PM - 10:30 PM 1,190++ / per adult 595++ / per child <i>Some special food</i> <b>Traditional Thai dance</b></p> <p><b>A La Carte:</b> 6 PM - 11 PM</p> <p><b>CLOSED</b> (Buffet served at Merchant Kitchen)</p> <p><b>Open Daily:</b> 11 AM - 7 PM</p> <p><b>HAPPY HOURS:</b> 4 PM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - 12 AM <b>HAPPY HOURS:</b> 6 PM - 8 PM</p> <p><b>Open Daily:</b> 8 AM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - Midnight <b>HAPPY HOURS:</b> 8 PM - 10 PM <b>IN HOUSE BAND:</b> 8 PM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 6 PM</p>	<p><b>Breakfast Buffet:</b> 6:30 AM - 11 AM <b>A La Carte:</b> 11 AM - 5 PM</p> <p><b>ANDAMAN SEAFOOD MARKET BUFFET:</b> 6:00 PM - 10:30 PM 1,500++ / per adult 650++ / per child</p> <p><b>A La Carte:</b> 6 PM - 11 PM</p> <p><b>A La Carte:</b> 5 PM - 11 PM</p> <p><b>TRADITIONAL THAI MUSICAL PERFORMANCE:</b> 6 PM - 8 PM</p> <p><b>Breakfast buffet:</b> 6:30 AM - 10:30 AM <b>A La Carte:</b> 11 AM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 7 PM</p> <p><b>HAPPY HOURS:</b> 4 PM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - 12 AM <b>HAPPY HOURS:</b> 6 PM - 8 PM</p> <p><b>Open Daily:</b> 8 AM - 6 PM</p> <p><b>Open Daily:</b> 11 AM - Midnight <b>HAPPY HOURS:</b> 8 PM - 10 PM <b>IN HOUSE BAND:</b> 8 PM - 11 PM</p> <p><b>Open Daily:</b> 11 AM - 6 PM</p>	
	<p><b>REGGAE BAND:</b> 12 PM - 3 PM <b>THAI WARRIOR DANCE:</b> 7 PM - 7:30 PM</p>	<p><b>BEACHSIDE BLISS BUFFET:</b> 6:00 PM - 10:30 PM 1,250++ / per adult 625++ / per child</p>	<p><b>REGGAE BAND:</b> 6 PM - 10 PM</p>	<p><b>REGGAE BAND:</b> 6 PM - 10 PM</p>	<p><b>REGGAE BAND:</b> 6 PM - 10 PM</p>	<p><b>REGGAE BAND:</b> 6 PM - 10 PM</p>	<p><b>REGGAE BAND:</b> 6 PM - 10 PM</p>

Figure:8 Food & Beverage Schedule



My Co-workers and I at the Lobby



Figure:9 Team members of Front Office



## My Certificate of Completion



Figure:10 My certificate of Completion