



## **COOPERATIVE EDUCATION REPORT**

Experiencing and Analyzing as a Guest Service Agent in Kantel Hotel

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

Faculty of Hotel and Tourism Management  
Academic Semester 3/2024  
Siam University

**Tilte : Experiencing and analyzing as a guest service agent in Kantel Hotel**

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**Major : Hotel and Tourism Management**

**Faculty: International College**

**Semester/ Academic Year : 3/2024**

## **Abstract**

This cooperative education report entitled "Experiencing and Analyzing as a Trainee of front office department at Kantel Hotel, Mandalay" summarises my internship experience from June to July 2025 at Kantel Hotel's Front Office department. The report covers my duties, learning outcomes, and challenges faced during this period.

The primary objectives of this internship were to apply theoretical knowledge in a practical setting, gain professional skills in hospitality operations, and develop strong customer service competencies.

My main role involved managing guest check-ins and check-outs, handling guest inquiries, and assisting with reservation management through the hotel's property management system.

During internship, I learned to effectively communicate with guests from diverse backgrounds, resolve operational issues collaboratively with colleagues, and apply some digital tools critical to the operation of front office. This experience has deepened my understanding of hotel management and strengthened my motivation to pursue a career in hospitality.

**Keywords:** Front Office, Hotel Management, Hospitality Industry, Customer Service

## Acknowledgement

I would like to convey my profound and genuine appreciation to Siam University for affording me the invaluable chance to engage in the cooperative education internship program. This experience has been essential in connecting academic knowledge with practical application, enabling me to improve my professional skills in a real-world context.

I am particularly grateful to Ms. Khin, my supervisor and HR manager of Kantel Hotel, whose expert guidance, unwavering support, and constructive comments have been vital during my internship. Her encouragement has significantly facilitated my personal and professional development, allowing me to effectively manage the intricacies of hotel operations with assurance and acumen.

I express my sincere gratitude to all the staff at Kantel Hotel for their patience, cooperation, and readiness to impart their knowledge. Their knowledge and commitment have afforded me an extensive comprehension of the hospitality sector, significantly enhancing my internship experience.

Finally, I wish to express my gratitude for the support and encouragement of my academic advisor, Mr. Ashutosh Mishra, and all the professors and lecturers at Siam University. Their academic guidance and coaching have been important in inspiring me to improve and fully capitalize on this internship opportunity. I appreciate your significant contributions to my educational career. Thank you all for your invaluable efforts to my learning journey.

Sincerely,

Miss Twe Tar Lin Let Bo

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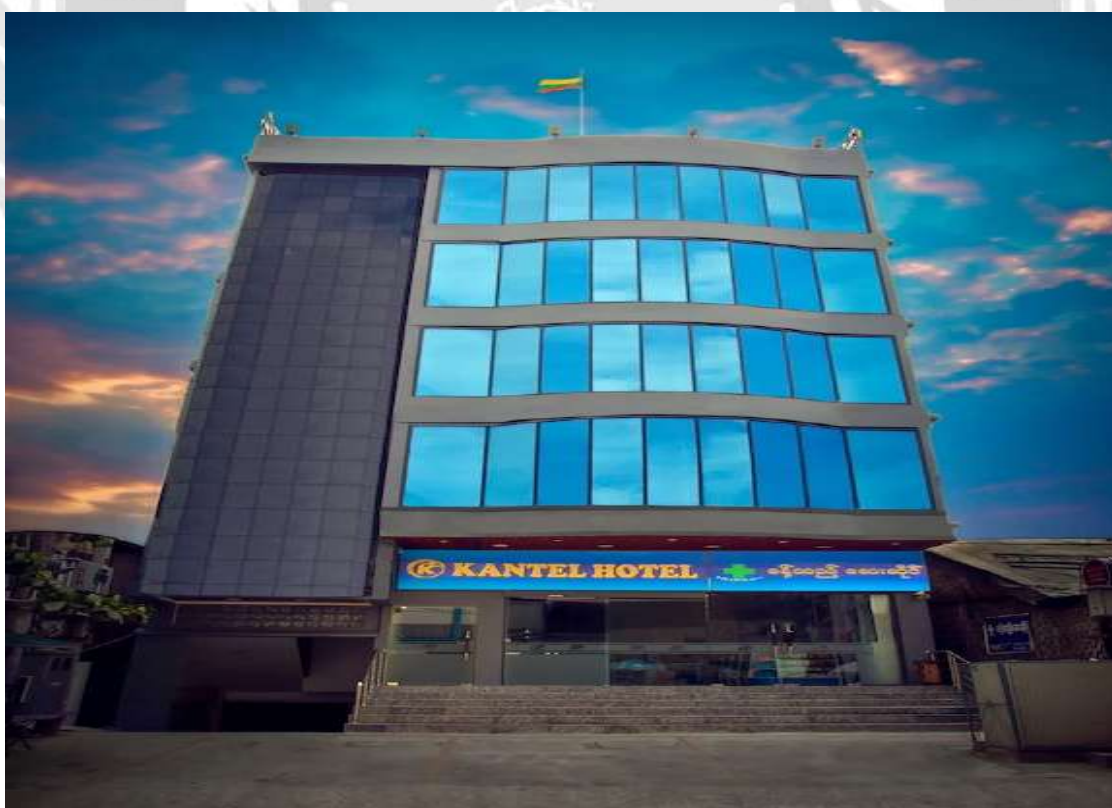
# Chapter 1: Introduction

## 1. Company Profile

Kantel Hotel is a reputable mid-scale local hotel located in the bustling city of Mandalay, Myanmar. Catering to both domestic and international travelers, the hotel is celebrated for its warm Burmese hospitality and strategic location near Mandalay's main commercial and cultural attractions. This makes it an ideal choice for business travelers, tourists, and families seeking comfort and convenience.

The hotel features 74 well-appointed guest rooms, including standard, deluxe, and family suites. Each room is thoughtfully designed to provide guests with modern amenities such as air conditioning, complimentary high-speed Wi-Fi, screen televisions, and bathrooms, ensuring a relaxing and comfortable stay.

Kantel Hotel also offers several facilities to enhance the guest experience, including a restaurant serving authentic local and international dishes, a cozy lounge area, and meeting rooms suitable for small to medium-sized business events. The dedicated and professional staff strive to provide attentive and personalized service, reflecting the hotel's commitment to excellence. With its combination of traditional charm and modern conveniences, Kantel Hotel remains a preferred accommodation option for travelers visiting Mandalay.



*Figure:1 The Front of the Hotel*





*Figure:2 The Reception of the Hotel*

### 1.1 Mission of the Company

The mission of the Kantel Hotel is to provide exceptional hospitality services that prioritize the satisfaction and comfort of guests by blending traditional Myanmar warmth with contemporary amenities in a seamless manner. Everyone who stays at the Kantel Hotel, whether they are there for business or pleasure, is guaranteed to have an experience that is both unique and memorable.

The goal of the hotel is to cultivate an environment that is warm and inviting, which is reflective of Myanmar culture by maintaining good standards of service excellence, and professionalism.

As the part of its commitment to meeting the ever-evolving requirements of its varied clientele, Kantel Hotel is strongly committed to the ongoing improvement and innovation of its business operations within locals.

The Hotel has the significance goal of social responsibility by promoting environmentally responsible practices that reduce the hotel's negative impact on the environment and make a positive contribution to the community in which it is located.

The Kantel Hotel is committed to establishing itself as a trusted and respected hotel in the hospitality industry of Mandalay through the efforts that it is making to build long-lasting relationships with its guests and employees.

## **1.2 Vision of the Company**

Kantel Hotel aspires to be the local premier mid-scale hotel in Mandalay, distinguished for providing outstanding hospitality that harmoniously integrates traditional culture. The hotel aims to be the preferred selection for local and international travelers by perpetually improving guest experiences through innovative services, sustainable practices and a good commitment to customer satisfaction.

Kantel Hotel seeks to enhance Myanmar's tourism sector by cultivating an inviting atmosphere and upholding exceptional standards of quality and professionalism, while also establishing enduring connections with guests, staff, and the community.

## **1.3 Company Overview**

Kantel Hotel is a local hotel situated in the center of Mandalay, offering around 74 guestrooms with essential facilities and services for both leisure and business travelers. The hotel provides amenities such as a restaurant, bar, business center, and 24-hour front desk, along with guest services including airport transfers, concierge, laundry, and free bicycle rentals.

## **1.4 Strategies of the Company**

1. Emphasize customer-centric service to cultivate loyalty.
2. Employ digital technology to optimize operations and improve guest experience.
3. Allocate resources for employee training and development to uphold service quality.
4. Enhance marketing initiatives to draw both domestic and international visitors.
5. Committed to sustainability and actively supports the local community.
6. Adapt to changing needs and continuously improves its services.

Kantel Hotel employs several key strategies to strengthen its position in Mandalay's competitive hospitality market and to ensure sustained growth:

**1. Customer-Centric Service:**

The hotel prioritizes delivering personalized and attentive service to build strong guest loyalty. By understanding and anticipating guests' needs, Kantel Hotel aims to create memorable experiences that encourage repeat visits and positive word-of-mouth referrals.

**2. Integration of Digital Technology:**

To improve operational efficiency and guest satisfaction, Kantel Hotel leverages digital tools and platforms for streamlined reservation processes, mobile check-ins, and guest communication. Embracing technology allows the hotel to offer a more convenient and modern experience aligned with contemporary traveler expectations.

**3. Employee Training and Development:**

Recognizing that skilled and motivated staff are essential to service quality, Kantel Hotel invests in continuous training and professional development programs. This focus helps maintain high standards of hospitality, enhances employee engagement, and fosters a culture of excellence.

**4. Marketing and Brand Expansion:**

Kantel Hotel actively expands its marketing efforts to reach a broader audience, targeting both local residents and international tourists. Utilizing digital marketing, partnerships with travel agencies, and participation in tourism events, the hotel aims to increase its visibility and attract diverse customer segments.

**5. Commitment to Sustainability and Community Engagement:**

The hotel seeks to incorporate sustainable practices in daily operations, such as energy conservation and waste reduction, while supporting local culture and community

initiatives. This approach not only appeals to environmentally conscious guests but also strengthens the hotel's reputation as a responsible business.

## 6. Adaptability and Continuous Improvement:

Kantel Hotel remains responsive to changing market trends and guest preferences by regularly reviewing its services and facilities. This proactive strategy ensures the hotel stays competitive and can effectively address challenges such as shifts in travel behavior or economic conditions.

## 2. Organizational Structure

Kantel Hotel, a local establishment, is managed by its Owner and General Manager, with departmental supervision from the Front Office Manager, F&B Manager, Executive Housekeeper, and HR Manager. The workforce consists of front office personnel, including receptionists, guest service agents, and bellmen, housekeeping employees and food and beverage staff, chefs, cooks and the waiters. The HR & Admin Officer and Accountant facilitate administrative operations, while trainees acquire practical experience in multiple departments. This structure promotes clear communication, accountability, and efficient service delivery throughout the hotel.

### 2.1 Organization Chart



*Figure 3: Organization Chart of Kantel Hotel*

## 2.2 My Job Position and Responsibilities

My position was as a Guest Service Agent in the Front Office. I was responsible for:

- Welcoming and registering guests during check-in.
- Managing guest check-outs, including billing and feedback collection.
- Handling reservations and updating guest information in the property management system (PMS).
- Addressing guest inquiries and resolving issues professionally and promptly.
- Assisting VIP guests with special arrangements.
- Coordinating with other hotel departments to fulfill guest requests such as housekeeping.

## 2.3. Intention and Motivation

I chose to intern at Kantel Hotel because of its reputation for excellent service and its strategic location in Mandalay, as I wish to work in my hometown after I graduate. My motivation was to gain hands-on experience in hospitality management and develop practical skills that complement my academic studies. Working in the Front Office allows me to enhance my communication skills, problem-solving abilities, and adaptability, which are essential for my future career in hotel management.

## 2.4. SWOT Analysis

<b>Strengths</b> <ul style="list-style-type: none"><li>• Friendly and experienced staff</li><li>• Strong local market presence</li><li>• Central location in Mandalay</li></ul>	<b>Weaknesses</b> <ul style="list-style-type: none"><li>• Limited technology integration</li><li>• Small team leading to workload pressure</li><li>• Limited room capacity</li></ul>
<b>Opportunities</b> <ul style="list-style-type: none"><li>• Growing tourism in Mandalay</li><li>• Adoption of new digital tools</li><li>• Staff training programs</li></ul>	<b>Threats</b> <ul style="list-style-type: none"><li>• Competition from new hotels</li><li>• Economic fluctuations affecting travel</li><li>• Seasonal weather impacting business or natural disaster like earthquake.</li></ul>



## Strategic Analysis of the Company (SWOT Analysis)

### Strengths

1. **Experienced and Friendly Staff** - Kantel Hotel employs a dedicated team of 35 professional staffs who deliver personalized and attentive service, enhancing guest satisfaction and loyalty.
2. **Strong Local Market Presence** - The hotel is well-established in Mandalay's hospitality sector, attracting a steady flow of both business and leisure travelers.
3. **Central Location**: Situated in the heart of Mandalay, the hotel provides easy access to key commercial, cultural, and tourist destinations, adding to its appeal.

### Weaknesses

1. **Limited Technology Integration**: The hotel currently lacks advanced digital systems such as mobile check-in and online booking platforms, which could affect guest convenience and operational efficiency.
2. **Small Team Size**: With a relatively small staff, employees often face workload pressures, especially during peak tourist seasons, which can impact service quality.
3. **Limited Room Capacity**: With approximately [insert number] rooms, the hotel's capacity restricts its ability to accommodate high guest volumes during busy periods.

### Opportunities

1. **Growing Tourism in Mandalay**: The increasing number of tourists visiting Mandalay presents opportunities for Kantel Hotel to expand its customer base and increase revenue.
2. **Adoption of Digital Tools**: Implementing digital technologies such as property management systems and customer engagement platforms can improve operational efficiency and guest satisfaction.
3. **Staff Training Programs**: Investing in comprehensive training and development programs can enhance service quality and employee retention, contributing to long-term success.

### Threats

1. **Competition from New Hotels**: New entrants with modern facilities and larger capacities pose a competitive challenge to Kantel Hotel.
2. **Economic Fluctuations**: Changes in the economy can affect travel demand, leading to variable occupancy and revenue.

- **Seasonal Weather Impact:** Monsoon seasons and other weather conditions may reduce tourist arrivals and disrupt hotel operations during certain periods. Sometimes natural disaster like earthquake has to be main things to prevent and aware as the city, Mandalay is on the “fault line”.

## Conclusion

During my trainee experience at Kantel Hotel, I had the opportunity to observe how different departments such as Front Office, Housekeeping, Food and Beverage, and HR & Admin work together to maintain smooth operations and ensure guest satisfaction. This placement not only gave me insight into the daily functions of a local hotel but also allowed me to gain practical knowledge of customer service, teamwork, and hotel management in a real business field.

## 2.5. Objective of Co-operative Studies

The following are the key objectives for co-operative studies, designed to bridge academic knowledge with practical experience in a dynamic hospitality environment:

1. **Understand Front Office Operations:** To gain a comprehensive, firsthand understanding of daily front office operations, including check-in/out procedures, guest registration, and reservation systems, ensuring seamless guest experiences.
2. **Enhance Communication and Interpersonal Skills:** To actively develop and refine my professional communication skills in handling diverse guest requests, complaints, and team collaborations, fostering a positive and welcoming atmosphere.
3. **Master Service Standards:** To fully internalize and apply the hotel's established service standards and protocols, delivering consistent, high-quality service that exceeds guest expectations and upholds the brand's reputation.
4. **Develop Problem-Solving Abilities:** To effectively identify, analyze, and resolve operational challenges and guest concerns in a timely and professional manner, demonstrating sound judgment under pressure.
5. **Cultivate Teamwork and Adaptability:** To function as a productive and collaborative team member, actively contributing to the overall efficiency of the department and adapting quickly to various tasks and shift changes.
6. **Apply Theoretical Knowledge:** To successfully apply concepts learned in academic studies (e.g., guest relations, marketing, and revenue management) to real-world scenarios within the hotel setting.
7. **Explore Career Path:** To gain practical insight into the different roles and departments within the hotel (e.g., as suggested by the hotel in the picture, KANTEL HOTEL), helping to clarify and solidify my future career path in the hospitality industry.

## Chapter 2

### CO-OP STUDY ACTIVITIES

#### 1. My Job Description

My co-operative position was that of a Guest Service Agent in the Front Office department. My core function involved serving as the primary point of contact for guests, managing the complete cycle of the stay, and ensuring exceptional service delivery. This role demanded proficiency in property management systems, meticulous attention to detail during financial transactions, and expert interpersonal skills for effective issue resolution. My main responsibility was to uphold the hotel's service standards while ensuring a smooth and personalized experience for every guest from arrival to departure.

#### 2. My Key Responsibilities

My key responsibilities were organized around the full guest journey and operational demands of the Front Office, encompassing the following duties:

##### 1. Guest Registration and Check-in

Professionally welcoming and registering new arrivals. This included verifying reservation details, processing necessary payment authorizations, and issuing key cards, all while efficiently managing lobby flow and guest wait times.

##### 2. Departure and Billing Management

Managing all check-out procedures, accurately processing final billing, handling cash and credit card transactions, and soliciting guest feedback on their stay experience.

##### 3. Reservation and System Administration

Handling new and existing reservations through various channels and diligently updating guest profiles and status changes in the Property Management System (PMS) to maintain accurate occupancy records.

##### 4. Inquiry and Issue Resolution

Serving as the first line of support to address all guest inquiries and concerns regarding hotel facilities, local area information, or service needs, ensuring all issues are resolved professionally and promptly.

#### 5. VIP Service Coordination: Assisting VIP

guests with special services, requests, and prearranged amenities, ensuring their stay is personalized and exceeds standard expectations.

#### 6. Interdepartmental Communication

Coordinating seamless service delivery by actively communicating guest needs and maintenance requests to other departments, such as Housekeeping for room cleaning and setup, or Maintenance for necessary repairs.

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

Successful operation of the Front Office requires constant, clear coordination across all shifts and departments. My activities involved daily communication to maintain seamless guest service, particularly given the frequent overlap and handover between shifts. I participated in detailed handovers, specifically during the overlap from the Day Shift (08:00–16:00) to the Evening Shift (16:00–00:00). This process ensured that all pending check-outs, specific guest requests, and critical guest notes were properly communicated to the incoming team to prevent service disruptions.

#### Housekeeping Coordination

I coordinated daily with housekeeping staff to manage room readiness. This involved requesting priority cleaning for rooms needed for incoming guests and immediately updating the room status in the PMS to ensure accuracy for check-in availability.

#### Minor Maintenance Reporting

Although infrequent, I coordinated with the Engineering and Maintenance team for immediate repairs. Given the local electrical situation in Myanmar, this included reporting issues with solar energy system with bathroom lighting (bulbs) or inconsistent AC unit performance to ensure guest comfort was quickly restored.

#### Event Participation and Support

During local festivities like the Lighting festival, Water festival or New Year, I assisted the team in coordinating small, hotel-based events. This involved arranging for the distribution of special breakfast items or communicating small promotional discounts to guests to enhance their experience of the local culture during the period.

#### 4. My Job Process Diagram

This diagram illustrates the daily workflow and sequential steps involved in managing a guest's stay, reflecting my core responsibilities in the Front Office.

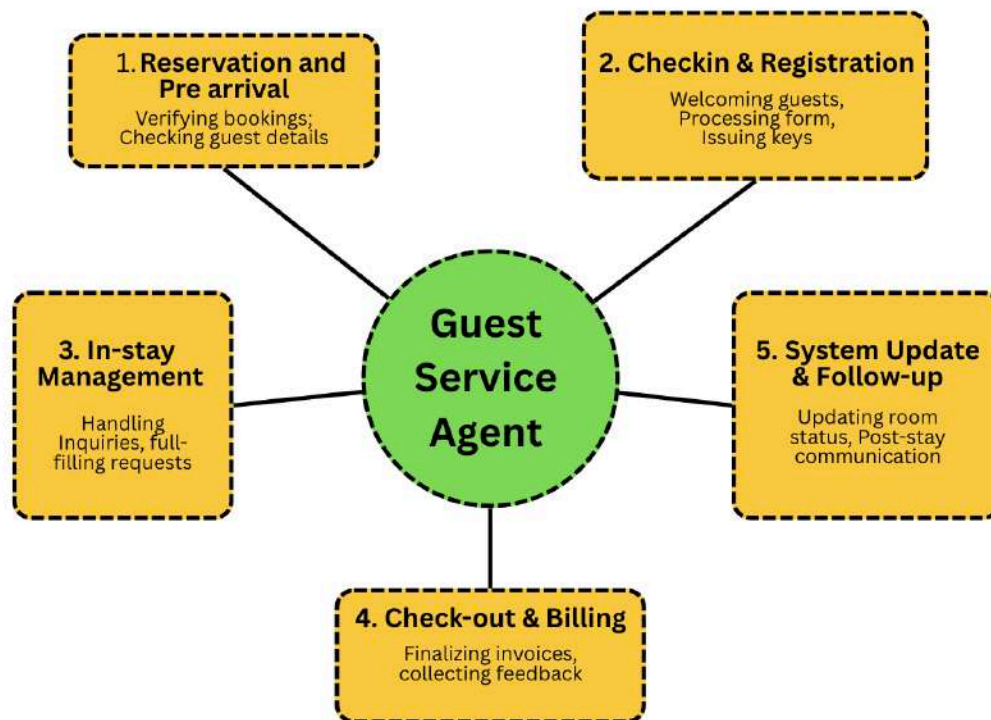


Figure 4: *My Job Process Diagram*

#### 5. Contributions as a Co-op Student

As a co-op student, I actively sought opportunities to contribute to the company's productivity and guest satisfaction beyond my assigned duties.

**Human Resource Support** - My presence as a trainee helped support staffing needs during busy check-in/out periods. By handling routine tasks, I allowed tenured associates to focus on complex issues and escalated guest situations, contributing to overall workload management and maintaining service standards.

**Team Efficiency** - I focused on quickly mastering the Property Management System (PMS) and standardized check-in processes. This quick learning minimized the need for constant



supervision, allowing my colleagues to save time and concentrate on their core duties rather than extensive training.

#### Analysis and System Utilization:

My background in computer usage allowed me to quickly become proficient with the PMS. I used this skill to ensure all guest data and reservations were accurately maintained, reducing errors in billing and room assignments—a crucial contribution to operational integrity.

#### Language Skills and Diversity:

I was able to fully leverage my knowledge of both English and Myanmar to communicate effectively. This dual proficiency was essential for navigating communications with international guests, local staff, and suppliers, fostering a more inclusive and efficient working environment.

#### Professional Engagement:

I maintained a professional and proactive attitude throughout my co-op, consistently offering assistance with tasks like controlling long queues during rush hours and preparing materials. This focus on team support helped to reduce stress on the Front Office team and contributed to a positive atmosphere.

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## **Chapter 3: Learning Process**

### **1. Knowledge and Skills Gained**

Throughout my internship at Kantel Hotel, I gained valuable professional experience that strengthened both my theoretical understanding and practical capabilities in the hospitality field. Working as a Guest Service Agent in the Front Office allowed me to develop comprehensive skills related to guest handling, operations, and interdepartmental coordination.

#### **A. Technical and Operational Skills**

I became proficient in using the hotel's Property Management System (PMS) for handling guest check-ins, check-outs, and reservations. This experience taught me the importance of accuracy and attention to detail in maintaining records and billing processes. I also learned to manage phone and email inquiries efficiently and handle guest requests in a timely and organized manner. Additionally, I improved my ability to prepare daily occupancy reports and communicate with other departments to ensure smooth operations.

#### **B. Communication and Interpersonal Skills**

My position required continuous interaction with both guests and team members. Through this, I improved my verbal and non-verbal communication skills and learned how to adjust my tone and approach according to guest needs and cultural backgrounds. Handling complaints and resolving issues taught me to remain calm, professional, and empathetic even under pressure.

#### **C. Teamwork and Collaboration**

The internship emphasized the importance of collaboration across departments. I frequently coordinated with Housekeeping, Food and Beverage, and Maintenance teams to fulfill guest requests. This experience helped me appreciate teamwork as the foundation of successful hotel operations, as effective coordination ensures guest satisfaction and service consistency.

#### **D. Problem-Solving and Decision-Making**

I encountered real-life challenges, such as overbooking situations and delayed room readiness. In such cases, I learned to think critically and act decisively by offering alternative solutions, such as temporary lounge arrangements or complimentary beverages, to maintain guest satisfaction. These problem-solving opportunities helped me develop practical judgment and adaptability.

#### **E. Time Management and Professional Discipline**

Balancing multiple responsibilities in a fast-paced environment taught me to prioritize tasks effectively. I learned to manage my schedule around guest arrivals, check-outs, and shift duties.

while maintaining attention to detail. This experience enhanced my ability to work efficiently under time constraints.

## 2. Challenges Faced and How I Overcame Them

During my internship, I faced several challenges that contributed significantly to my personal and professional growth.

### 1. Workload Pressure During Peak Hours:

During busy periods, particularly when multiple guests arrived simultaneously, I had to manage several check-ins and inquiries at once. I overcame this by staying calm, prioritizing tasks, and coordinating closely with my teammates to divide responsibilities efficiently.

### 2. Adapting to Real-World Procedures:

Theoretical knowledge from university sometimes differed from actual hotel practices. For example, handling unexpected guest requests or system errors required quick thinking beyond textbook examples. Through observation, guidance from senior staff, and continuous learning, I adapted to these real-life procedures effectively.

### 3. System and Technical Difficulties:

Occasional issues with the property management system or internet connectivity temporarily slowed down operations. I learned to remain patient and manually document guest details when necessary, ensuring smooth service continuity until the system was restored.

## 3. Learning Outcomes

By the end of my internship, I achieved the following key learning outcomes:

1. **Applied academic knowledge** from hospitality and management courses in a real operational environment.
2. **Developed professional communication** and customer service skills to handle guests from diverse cultural backgrounds.
3. **Gained confidence in front office operations**, including reservation handling, billing, and interdepartmental coordination.
4. **Enhanced problem-solving abilities** and adaptability in high-pressure situations.
5. **Cultivated teamwork and leadership potential** by supporting colleagues and contributing to a positive work environment.
6. **Understood the importance of professionalism, punctuality, and service excellence** in sustaining a hotel's reputation.

## **Chapter 4: Conclusion and Recommendations**

### **1. Conclusion**

My internship at Kantel Hotel offered an excellent educational experience that connected academic theory with practical practice. My role as a Guest Service Agent at the Front Office provided insight into the critical importance of teamwork, communication, and service excellence for the success of hotel operations.

Through actively participation in daily tasks and responsibilities with different departments, I gained comprehensive knowledge of guest handling procedures, reservation management, and the operational challenges of a local mid-scale hotel. Significantly, I developed self-confidence, professionalism, and a deeper appreciation for the hospitality industry.

This experience has strengthened my career ambition to work in hotel management and inspired me to continue improving my skills in customer service, leadership, and technology integration in hospitality operations.

### **2. Recommendations for Future Improvement**

#### **A. For the Hotel:**

##### **1. Expand digital integration**

Employ advanced reservation and customer relationship management systems to optimize efficiency.

##### **2. Develop staff training programs**

Provide ongoing professional development to elevate service consistency and employee morale.

##### **3. Encourage sustainable practices**

Establish energy-efficient systems and environmentally friendly initiatives to attract eco-conscious patrons.

##### **4 Optimize marketing strategies**

Boost online visibility and partner with travel agencies to access a wider market.

#### **B. For the Cooperative Education Program:**

##### **1. Regular Feedback and Evaluation Sessions**

Schedule regular feedback meetings with students and academic advisors. Apply these sessions to review learning improvement, establish goals and swiftly handle problems.

##### **2. Proactively Build Internship Linkages and Placement Channels**

Actively establish and formalize partnerships with more employers, industry associations, and alumni to enhance internship availability and prospective employment prospects. Practical approaches include the following:

- Establishing a centralized internship portal/database for employers to publish vacancies and students to submit applications.
- Building MOUs with partner organizations to ensure placement allocations and clarify educational goals.
- Organizing annual internship and job fairs, industry panels, and alumni mentoring sessions to transform internships into employment opportunities.

### 3. Extend the Internship Duration and Department Rotation

Increase internship durations or create a system of brief rotations across several departments to provide students with a comprehensive understanding of hotel operations and to cultivate cross-functional competencies.

### C. For Myself:

I intend to enhance my communication abilities with more guest in the future, strengthen my technical expertise in hotel systems, and pursue opportunities for international hospitality experience to improve the local industry. These measures will facilitate my objective of becoming a professional hotel management in the long term.

### 3. Future Career Goals

#### 1. Enhance Communication Skills

I plan to improve my communication abilities by interacting with more guests from diverse cultural backgrounds to develop confidence, empathy, and professionalism in service delivery.

#### 2. Strengthen Technical Expertise

I aim to gain deeper knowledge of hotel management systems and digital tools to perform front office operations more efficiently and effectively.

#### 3. Gain International Hospitality Experience

I intend to pursue international internship or training opportunities to learn global service standards and innovative management practices.



4. **Contribute to the Local Industry**

By applying the skills and knowledge gained, I hope to enhance the quality and competitiveness of Myanmar's hospitality sector.

5. **Achieve Long-Term Professional Growth**

My ultimate goal is to become a competent and professional hotel management expert, capable of leading teams and improving guest satisfaction in both local and international contexts.



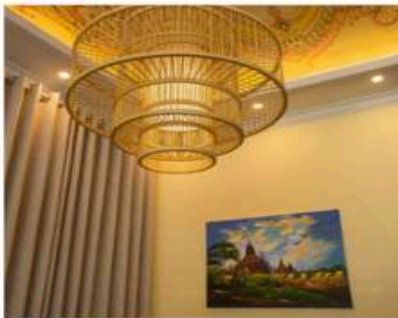
## APPENDICES

### Hotel Information -1

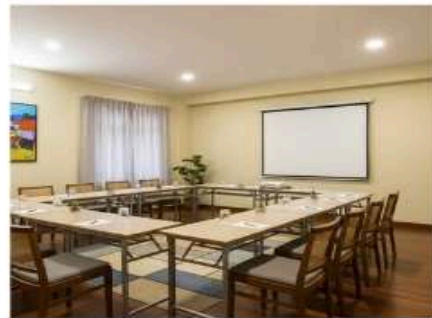
#### Unique Characteristics of the Hotel

##### WHAT MAKES US UNIQUE

Located in the heart of Mandalay city, near the famous Mandalay Hill and the Royal Palace, Kantel Hotel offers guests an authentic local experience combined with modern comfort. Designed with traditional wooden furniture and contemporary touches, the hotel reflects the warmth and charm of Myanmar's cultural heritage. Guests can enjoy a freshly prepared breakfast featuring local flavors, relax in cozy rooms, or unwind at our small bar with a variety of refreshing drinks. Our friendly local staff and personalized tour services allow guests to explore Mandalay's culture and lifestyle in a truly genuine way.



Painting inside in Hotel



Private Meeting Area



Bar of the Hotel

Figure 5: *Hotel's Information*

## Hotel Information -2



### 74 Rooms & SUITES

- 42 Standard room      22 sq.m.
- 24 Deluxe      28 sq.m.
- 8 Family Suites      41 sq.m.

### Restaurant/ Dining Rooms/ Meeting Room

- 2 Dining Rooms/ Restaurants
- 1 Bar
- 1 Meeting Room

Figure 6: *Hotel Rooms' Information*

## Hotel Information -3

## RESTAURANT & BAR



### Operating Hours of Restaurant & Bar

Breakfast Buffet : 6 AM - 10 AM

Restaurant Opening Hours : 6AM - 7PM

Bar Opening Hours : 3PM - 10PM

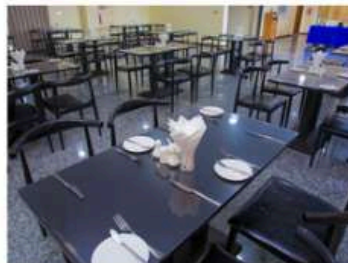


Figure 7: Restaurant and Bar

**My colleagues and I at the hotel lobby of Kantel Hotel**



Figure 8: *My colleagues and I at the hotel lobby of Kantel Hotel*



## My Certificate of Completion



Figure 9: *My Certificate of Completion*

# Internship Report

## Kantel Hotel Internship Report

Weeks 1-8 (Front Office Foundations)

### Week 1 : Introduction

**Summary of Activities** - Observation of Front Office (FO) operations, check-in/out systems, lobby, guest service standards.

**Learning Outcome** - Basic hotel structure, hierarchy, and the importance of professionalism and communication.

### Week 5 : Independent Handling

**Summary of Activities** - Managing guest check-ins independently (minimal supervision), coordinating with Housekeeping for room readiness.

**Learning Outcome** - Valuable experience in interdepartmental coordination; understanding teamwork for smooth operations.

### Week 2 : Active Assistance

**Summary of Activities** - Greeting guests, answering calls, handling simple inquiries, managing booking requests via the reservation system.

**Learning Outcome** - Improved guest communication and the significance of courtesy/attentiveness.

### Week 6 : Financial Accuracy

**Summary of Activities** - Updating guest records, handling payment procedures (cash/credit), focusing on billing accuracy and confidentiality.

**Learning Outcome** - L: Understanding financial accuracy, integrity, and responsibility in managing guest accounts.

### Week 3 : Registration Flow

**Summary of Activities** - Supervised check-in/out, preparing registration cards, observing complaint handling and special requests.

**Learning Outcome** - Practical flow of guest registration and developing problem-solving skills through observation.

### Week 7 : Financial Accuracy

**Summary of Activities** - Assisting with group bookings and special arrangements; observing FO collaboration with F&B and Housekeeping.

**Learning Outcome** - Importance of interdepartmental coordination and time management during peak check-in.

### Week 4: Communication & Tasks

**Summary of Activities** - Telephone etiquette, reservation updates, wake-up calls, handling walk-in guests, preparing arrival lists.

**Learning Outcome** - Strengthened communication and multitasking abilities in handling multiple inquiries.

### Week 8 : Financial Accuracy

**Summary of Activities** - Monitoring the guest feedback log, reporting comments, following up on satisfaction and request completion.

**Learning Outcome** - Better attention to detail; understanding that guest satisfaction relies on quick and effective responses.

Figure 10: Internship Report for “Week 1-8”



# Kantel Hotel Internship Report

Weeks 9-16 (Enhanced Responsibilities & Closing)

## Week 9 : Efficiency & Records

**Summary of Activities** - Handling more guest calls and reservation confirmations, ensuring proper documentation, updating room status reports.

**Main Learning Outcome** - Strengthened organizational skills and ability to work efficiently under time constraints.

## Week 13 : Stress Management

**Summary of Activities** - Handling last-minute reservations and guests during a busy weekend; maintaining composure under stress.

**Main Learning Outcome** - Developed patience and problem-solving skills when dealing with unexpected changes or concerns.

## Week 10 : Reporting & Loyalty

**Summary of Activities** - Preparing daily reports, recording room occupancy/arrivals, interacting with repeat guests and learning loyalty management.

**Main Learning Outcome** - Insights into record keeping and the importance of maintaining positive relationships with returning guests.

## Week 14 : Administrative Tasks

**Summary of Activities** - Monitoring inventory for FO supplies, preparing documents for audit purposes, reviewing check-in records for accuracy.

**Main Learning Outcome** - Learned about administrative responsibilities and the importance of accuracy in document handling.

## Week 11 : Independence & Staff

**Summary of Activities** - Greater independence in managing arrivals/departures; observing front office meetings and performance issue discussions.

**Main Learning Outcome** - Improved leadership awareness and understanding how effective staff communication boosts efficiency.

## Week 15 : Mentoring & Training

**Summary of Activities** - Training a new intern (demonstrating procedures, explaining tasks); continued active guest handling.

**Main Learning Outcome** - Enhanced leadership and mentoring skills, showing the importance of teamwork and knowledge sharing.

## Week 12: VIP Service

**Summary of Activities** - Handling special VIP check-in arrangements, preparing welcome amenities, reviewing online bookings management.

**Main Learning Outcome** - Importance of personalized service for VIP guests; how attention to detail enhances the hotel's image.

## Week 16 : Conclusion

**Summary of Activities** - Summarized internship experiences, prepared a final report, assisted in daily duties, said farewell to the team.

**Main Learning Outcome** - Reflection on personal and professional growth, gained confidence in guest handling, deeper understanding of hospitality.

Figure 11: Internship Report for "Week 9-16"

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