



COOPERATIVE EDUCATION REPORT

Accounting and Financial Management Practices at Arihant (Thailand) Company
Limited: A Case Study

WRITTEN BY

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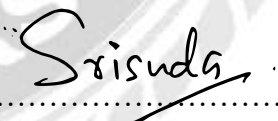
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ABSTRACT

This report summarizes my 17-week internship experience at Arihant Thailand, a Destination Management Company offering customizable travel packages, hotel reservations, transfers, sightseeing activities, and MICE services across Thailand. During the internship, I worked as a Finance Trainee, where I handled various financial tasks including logging hotel, restaurant, sightseeing, and transfer payments into the system, verifying invoice details, tracking daily and monthly financial records, filing contracts, checking payment slips, and updating consolidated financial sheets such as receivables, ticket sales, commissions, and transport pricing. I also created structured Google Sheets that helped improve accuracy and organization of financial data. Additionally, I occasionally assisted in operational tasks such as guide reports, hotel coordination, and contract filing, providing me with a broader understanding of tourism operations.

This internship allowed me to apply academic concepts—such as financial documentation, record-keeping, and payment reconciliation—in a real work setting. It strengthened my technical skills, analytical thinking, attention to detail, and understanding of how financial

activities support travel operations. Overall, the internship fulfilled its intended objectives and provided me with rewarding, practical, and memorable learning experiences that will support my future career in finance and operations.

Keywords: Travel finance, tourism operations, financial record management, Arihant Thailand.



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My deepest gratitude goes to Arihant Thailand Co., Ltd., for welcoming me as an intern and providing a supportive and encouraging work environment. I am especially grateful to my Job Supervisor, Ms. Silaporn D. Kasliwal whose mentorship, patience, and continuous guidance played a vital role in shaping my learning experience throughout the internship period. His insights and support were instrumental in helping me understand the financial and operational aspects of a travel company.

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LIST OF ABBREVIATIONS

BBA — Bachelor of Business Administration

B2B — Business to Business

B2C — Business to Consumer

DMC — Destination Management Company

MICE — Meetings, Incentives, Conferences, and Exhibitions

SIC — Seat-In-Coach (Shared Transfer/Tour)

FIT — Free Independent Traveler

GIT — Group Inclusive Tour

OTA — Online Travel Agency

MD — Managing Director

GM — General Manager

HR — Human Resources

A/R — Accounts Receivable

A/P — Accounts Payable

PAX — Number of Passengers/Guests

TAT — Tourism Authority of Thailand

T&C — Terms and Conditions

PDF — Portable Document Format

ID — Identification / Booking ID

VAT — Value Added Tax

ROI — Return on Investment

KPI — Key Performance Indication

CHAPTER 1: INTRODUCTION

In this chapter, the background of Arihant Thailand is presented to provide readers with relevant information about the organization. Arihant Thailand is a reputable destination management company in Thailand that offers comprehensive travel and tourism services to clients from around the world. This chapter includes the company profile, organizational structure, my motivation for choosing this company for training, and the strategic analysis of the organization.

1.1 Company Profile



Figure 1: Arihant Thailand Logo and Photo

Arihant Thailand is a leading destination management company based in Pattaya, Thailand. Established in 2012, the company has grown to become one of the trusted names in Thailand's tourism and hospitality sector. It specializes in providing professional and customizable travel services for tourists of different needs, backgrounds, and budgets. The company's head office is located in Pattaya, with a branch office operating in Jaipur, India, which enables them to coordinate with travel agents, tour operators, and global travel partners effectively.

Since its establishment, Arihant Thailand has remained committed to making travel experiences smooth, safe, and memorable for its customers. The company offers a wide range of products and services that include hotel bookings, transportation services, sightseeing

tours, medical tours, educational tours, family holiday packages, group tours, and high-end services such as MICE (Meetings, Incentives, Conferences, and Events), destination weddings, and corporate events. Arihant Thailand handles everything from arrival to departure, ensuring clients enjoy hassle-free travel experiences across popular destinations in Thailand such as Bangkok, Phuket, Pattaya, Krabi, Chiang Mai, and Hua Hin.

Arihant Thailand's customer base extends across the globe, and their services are designed to meet the expectations of both B2B and B2C markets. Their strong international presence, along with long-term partnerships with hotels, resorts, transport operators, and local vendors, has helped them deliver high-quality services consistently. The company's commitment to transparency, honesty, and value-driven service has allowed them to build lasting relationships with their clients and maintain a strong reputation in the industry.

1.1.1 Mission, Vision and Values of Arihant Thailand

The mission, vision and values of IMS Group are given below:

MISSION	VISION	VALUES
'Our customer. We are all about YOU.'	'To become the leading travel company across the globe in terms of revenue, profitability, customer base, and workforce excellence.'	Arihant Thailand believes in being truthful and open with clients at all times, creating trust and credibility. The values of the company emphasize honesty, transparency, and long-term relationship building

Table 1: Mission, vision and values of Arihant Thailand

1.1.2 Products and Services of Arihant Thailand

Arihant Thailand offers a wide range of tourism services designed to meet the needs of different types of travelers. Their services extend beyond simple travel arrangements and include curated holiday packages, corporate solutions, and event management. Among the major services offered by the company include:

- A. Customizable Travel Packages:** Arihant provides family holidays, couple packages, adventure tours, group tours, cultural and educational tours, pilgrimage trips, and tailor-made travel itineraries covering major destinations in Thailand such as Bangkok, Pattaya, Phuket, Krabi, Chiang Mai, Chiang Rai, and Hua Hin.



*Figure 2: Customized
provided by Arihant*

*travel package
Thailand*

- B. Hotel Booking and Reservations:** The company collaborates with numerous hotels and resorts ranging from 3-star to ultra-luxury properties. Their strong partnerships allow them to secure competitive rates and guaranteed availability for clients.



Figure 3: Hotels arranged through Arihant Thailand's reservation services.

C. MICE Tours and Corporate Events: Arihant specializes in organizing Meetings, Incentives, Conferences, Exhibitions (MICE), along with corporate team-building activities and seminar tours. Their event planning services include venue booking, logistics, guest management, and itinerary coordination.



Figure 4: A MICE event organized by Arihant Thailand.

D. Sightseeing and Day Tours: The company provides sightseeing arrangements for popular attractions including temples, beaches, national parks, islands, night markets, cultural shows, and theme parks.



Figure 5: Sightseeing activities included in Arihant Thailand's day tour programs.

E. Transportation Services: They offer reliable transportation including private vans, luxury cars, coaches, and airport transfers.



Figure 6: Guests utilizing Arihant Thailand's transportation and transfer services.

F. Luxury Event Planning: One of the company's unique services includes organizing premium-level weddings, anniversaries, and special celebrations.

G. Medical Tourism: The company also facilitates medical travel by coordinating with hospitals, clinics, and wellness centers in Thailand.

Through these diverse services, Arihant Thailand continues to meet the expectations of both individual travelers and large travel groups, ensuring smooth operations and high customer satisfaction.

1.1.3 Strategies of the Company

Arihant Thailand follows a customer-focused and market-responsive strategy that allows the company to remain competitive in the rapidly evolving travel industry. One of its key strategies is offering highly customizable travel solutions rather than standardized tour packages. By allowing flexibility in budgets, itineraries, and experiences, the company successfully caters to the diverse needs of international clients.

The company also leverages strong B2B partnerships with travel agents across multiple countries, enabling it to maintain a steady flow of tourists throughout the year. Additionally, Arihant strategically invests in digital platforms, online marketing, and social media engagement to enhance brand visibility and reach new markets. With a growing focus on South Asian travelers, the company is able to tap into a demographic that consistently prefers Thailand as a travel destination.

Another important strategy is maintaining strong relationships with hotels, restaurants, theme parks, and transport service providers across Thailand. These partnerships ensure competitive pricing, priority booking, and reliable service delivery. The company's internal strategy also highlights the importance of staff training, efficient coordination between departments, and adaptation to customer feedback to achieve continuous improvement.

1.2 Organizational Structure of Arihant Thailand

The organizational structure of Arihant Thailand reflects a coordinated and collaborative environment across its Thailand and India offices. The company is led by the senior management team, including the General Manager, Mrs. Silaporn Daowong, who oversees the Thailand operations. The organization also includes a sales and business development team, a reservations department, operations staff, finance personnel, and other administrative divisions based in both the Thailand head office and the India branch office. As a DMC, the company relies heavily on teamwork and interdepartmental communication to ensure smooth execution of travel arrangements.

Under the Finance department, where I interned, the structure included finance trainees, finance executives, and the overall supervision of the Managing Director and department coordinator. This structure allowed me to work closely with supervisors and gain hands-on involvement in the daily financial activities of the company.

1.2.1 Diagram of the Organizational Structure of Arihant Thailand

The organizational structure of IMS Group is given below: -

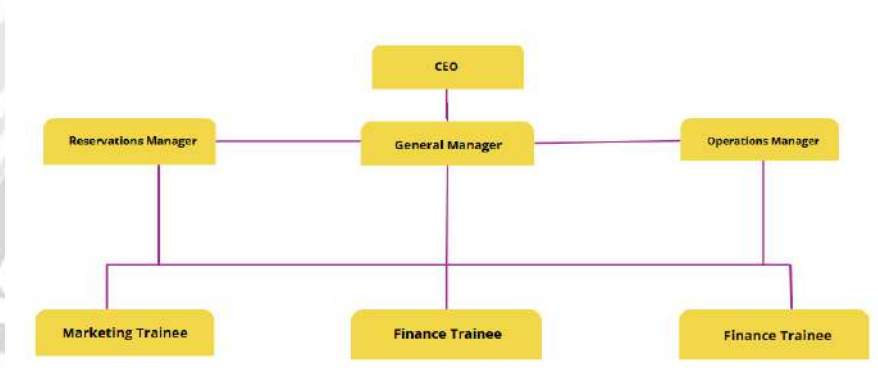


Figure 7: Organizational Structure of Arihant Thailand

1.2.2 My Job Position

During my internship, I worked as a Finance Trainee, where I was mainly responsible for supporting the finance team in logging payments, maintaining records, verifying invoices, cross-checking transactions with the company software, and creating structured Google Sheets for reporting purposes.

1.2.3 My Job Position in the Organizational Structure of Arihant Thailand

My job positions are in the diagram of the organizational Structure of Arihant Thailand as follows:

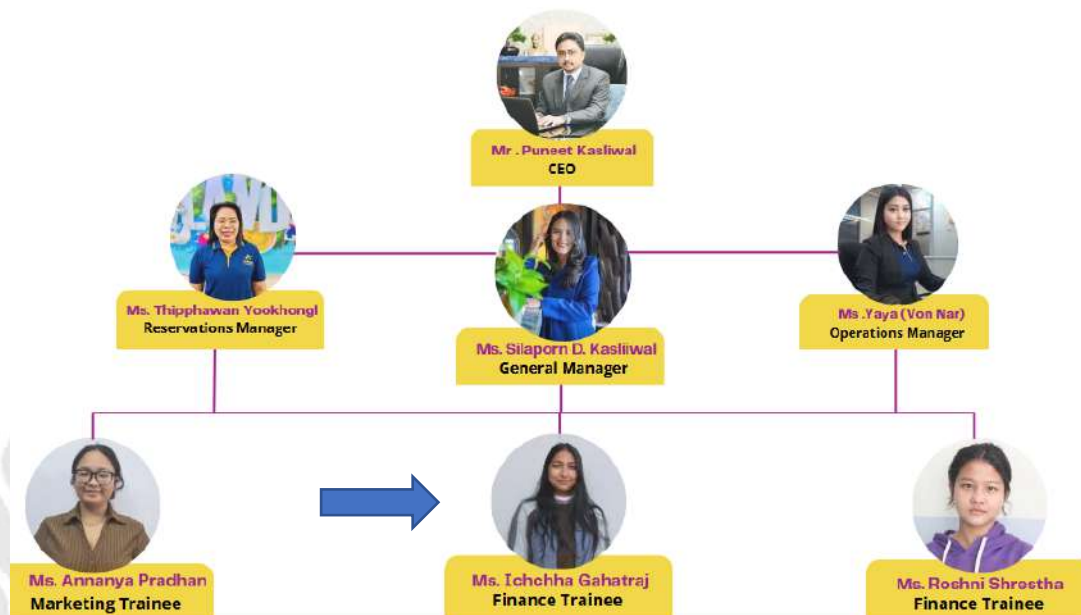


Figure 8: My job position

1.3 My Motivation to Choose the Arihant Thailand as the Workplace

Thailand is one of the world's most popular travel destinations, and working at a DMC provided an excellent opportunity to understand how travel operations are managed on a global scale. As a BBA-Finance student, I wanted to explore how financial processes function behind the scenes of a tourism business. The multicultural work environment of Arihant Thailand also provided me with opportunities for professional growth, teamwork experience, and deeper understanding of international tourism operations.

Arihant Thailand offers exposure to different aspects of travel management including customer service, financial logging, booking systems, coordination with hotels and vendors, and understanding customer expectations. Their strong organizational values—centered

around honesty, service quality, and customer satisfaction—resonate with the professional principles I value in the hospitality and service industry.

Another reason for choosing this company was its diverse range of services—from hotel bookings and tours to event management—which gave me the chance to work in a dynamic and fast-paced environment. I also wanted to experience intercultural learning by working with Thai colleagues and an international client base, which I believed would contribute significantly to my personal and professional growth.



1.4 Strategic Analysis of the Arihant Thailand

To analyze the Arihant Thailand strategies, I use SWOT analysis as a tool which is given as:

-

Strength	Weakness
<ul style="list-style-type: none"> • Diverse and customizable travel packages for FIT, GIT, MICE, medical tourism, and events • Strong relationships with hotels, transport providers, restaurants, and service partners • Global outreach through both B2B and B2C networks • Ability to offer budget-flexible and tailor-made itineraries • Growing customer trust due to transparency and service quality 	<ul style="list-style-type: none"> • High dependence on external suppliers (hotels, restaurants, transport) • Delays in partner responses can affect operations • Tourism business is seasonal and affected by fluctuations in tourist arrivals • Reliance on manual communication and invoice coordination
Opportunities	Threats
<ul style="list-style-type: none"> • Increasing demand for personalized and experiential travel • Expansion into South Asian and Middle Eastern markets • Digital marketing, social media promotion, and online travel presence • Rising popularity of Thailand as a global tourist hub 	<ul style="list-style-type: none"> • Intense competition from other DMCs, OTAs, and self-booking travel platforms • Risk of service failures from third-party vendors affecting customer satisfaction • Economic instability, global crises, or pandemics impacting tourist flow • Price competition leading to reduced profit margins

Table 2: SWOT Analysis of Arihant Thailand

1.5 Objectives of the study

At the beginning of my internship at Arihant Thailand, I set several goals to gain practical experience and apply the management theories I learned in my academic studies. The key objectives are:

- a) To understand how daily operations and coordination are carried out in a travel and destination-management company.
- b) To learn about the various services offered by Arihant Thailand, such as tour packages, hotel bookings, transportation, MICE events, and sightseeing activities.
- c) To observe how financial transactions, bookings, and invoices are recorded, processed, and managed within the company.
- d) To understand the digital tools and systems used for handling reservations, payments, and operational data.
- e) To apply theoretical knowledge from my BBA coursework to real working situations in the tourism and hospitality industry.
- f) To expand my professional network by working closely with supervisors and colleagues, gaining guidance and industry exposure.

CHAPTER 2: CO-OP STUDY ACTIVITIES

In this chapter, my job descriptions, job responsibilities, job process, contributions to the company and learnings are presented as follows:

2.1 My Job Description

Position: Finance Trainee

Department: Finance

My job was focused on supporting the finance team with daily activities including payment logging, invoice verification, financial tracking, and cross-checking system records. I also collaborated with the operations team to confirm booking and vendor details. As a Finance Trainee at Arihant Thailand, a well-established Destination Management Company (DMC) offering customized travel services across Thailand, I supported the finance, reservations, and operations teams in ensuring smooth backend processes for hotel bookings, transportation, sightseeing arrangements, and overall tour coordination. Arihant Thailand specializes in family tours, group travel, MICE events, educational tours, and personalized holiday packages, and my role allowed me to observe how these services are managed from the financial and operational perspective. Working directly with the finance department helped me understand the flow of transactions involved in a travel package—from receiving supplier invoices to logging payments, verifying booking details, and maintaining accurate records for reporting.

A major responsibility in my role involved handling financial logging and invoice verification. I regularly recorded payments for hotel bookings, transfers, and sightseeing into the company's internal software system. This required me to ensure that the invoice amounts matched the services provided and that no mismatches occurred between supplier rates and system entries. I also assisted the finance team by cross-checking invoices and correcting discrepancies to maintain accuracy in the company's financial records. To support these tasks, I created well-structured Google Sheets to track ticket sales,

commission earnings, and logged payments, which made the review and verification process faster and more efficient.

Some of my key financial and operational responsibilities included:

A. Financial Operations

- Logging hotel, transport, and sightseeing payments into the company system.
- Cross-checking supplier invoices with system entries for accuracy.
- Correcting mismatches in amounts, dates, or service descriptions.
- Maintaining updated financial records for daily bookings.
- Supporting the preparation of consolidated sales and commission reports.

In addition to financial tasks, I was involved in cross-departmental coordination, which helped me understand how different teams within a DMC collaborate to deliver seamless services. I frequently communicated with the reservations team to match confirmed bookings with payments, with the operations team to verify supplier availability, and with the sales team regarding any price discrepancies or contract updates. This interaction allowed me to see how coordination ensures timely confirmations, accurate billing, and smooth workflow between departments.

B. Coordination & Communication

- Liaising with reservations to verify booking details and confirmation statuses.
- Communicating with operations regarding supplier coordination and availability checks.
- Assisting the sales team in resolving pricing or booking-related clarifications.
- Drafting clear and professional emails to hotels, suppliers, and agents.

Furthermore, my responsibilities extended to supporting administrative and documentation tasks. I helped organize digital folders for contracts, invoices, and financial records, ensuring all documents were properly stored and easily accessible. This improved workflow efficiency and reduced delays during invoice verification or audit preparation. Through these tasks, I gained insight into how documentation supports the financial structure of a travel company and how organized systems contribute to accuracy and transparency.

C. Administrative Support

- Organizing contracts, invoices, and booking documents in digital folders.
- Assisting in updating promotion sheets, price charts, and supplier data.
- Supporting the team by identifying recurring errors and suggesting procedural improvements.

Overall, my role at Arihant Thailand allowed me to develop practical skills in financial management, operational processing, data accuracy, supplier coordination, and professional communication. Working closely with different departments helped me understand the operational backbone of a travel agency and gave me valuable exposure to the real financial processes behind tourism services. This internship significantly enriched my practical learning and strengthened my understanding of how a DMC functions on a daily basis.

2.2 My Job Responsibilities

During my internship at Arihant Thailand, I worked primarily in the Finance and Operations/Reservations departments. These departments form the backbone of a Destination Management Company (DMC), ensuring that bookings, payments, supplier coordination, and client services run accurately and smoothly. My day-to-day responsibilities involved financial logging, invoice verification, communication with suppliers, and assisting the operations team in cross-checking bookings and confirmations. The detailed responsibilities I handled in each department are described below:

A. Financial Operations & Payment Logging

1. Daily Log Payment of Hotels, Sightseeing & Transfers

- Logged hotel payments for Bangkok, Pattaya, Phuket, and Krabi in the company software
- Logged sightseeing payments (Fantasea, Carnival, Phi Phi SIC, transfers) for monthly and daily cycles
- Cross-checked booking data, payment slips, guest details, and software entries before logging
- Updated and corrected discrepancies in system entries
- Performed monthly accounting log payments for June, July, August, September, and October

2. Restaurant Invoice Verification & Logging

- Checked and verified restaurant invoices (pax count, total amount, dates, Trip IDs)
- Matched invoices with photos received from guides or restaurants
- Logged restaurant invoices into the software and updated payment sheets
- Prepared a separate sheet for Restaurant Invoice Payment tracking

3. Transfer Invoice Verification

- Checked JTS transfer invoices for multiple date ranges (June–October)
- Verified transfer pax, rates, and invoice totals
- Logged transfer payments into the software
- Updated the transfer sheet with supplier prices and payment status

4. Monthly & Daily Accounting Reconciliation

- Updated monthly log payment sheets for August, September, and October
- Left detailed remarks for mismatches and pending follow-ups
- Matched hotel invoices with email payment slips before logging
- Verified sightseeing, restaurant, and transfer invoices before entering data

B. Financial Reporting & Excel Sheet Preparation

1. Receivables & Balance Sheets

- Updated the Arihant Tour Receivables 2025 with daily new invoices
- Made balance sheets for agents (Fantasea, Carnival, MKV, etc.)
- Updated paid and pending balances of Fantasea/Carnival for each agent

2. Google Sheets & Record Creation

- Created and updated the Fantasea & Carnival Ticket Sales Sheet 2025
- Created sheets for Restaurant/Transfer Paid Invoice Reports
- Prepared Daily Log Payment Sheets for 2025
- Made Phi Phi Island SIC Sheet—updated pax, sales, and balances
- Created transportation price sheets for Bangkok and Pattaya
- Made a comparison sheet for different suppliers' transport prices

C. Contract Management & Document Filing

1. Hotel & Sightseeing Contract Handling

- Filed hotel contracts and sightseeing contracts systematically into folders
- Corrected outdated Bangkok hotel contracts

- Listed Phuket, Samui, and Pattaya hotels whose promotions or contracts were ending
- Disposed expired promotion-period contracts
- Organized contracts into clearly labeled folders for easy use

2. Document Filing, Printing & Organization

- Filed paid restaurant invoices and transfer invoices
- Printed and filed guide reports
- Printed passport and visa documents for the Managing Director
- Kept systematic digital and physical records of invoices, sheets, and reports

D. Reporting & Guide Report Preparation

1. Guide Report Compilation

- Prepared guide reports for multiple groups (e.g., Aditya Group, Bhatkanti Group)
- Printed, filed, and updated guide report sheets
- Ensured accurate reporting of group arrival details, sightseeing schedules, and inclusions

2. Monthly & Weekly Activity Reporting

- Updated team members about mistakes found in Fantasea/Carnival invoices
- Reported pending balances and sales amounts to supervisors
- Shared remark updates in accounting groups for follow-ups

E. Supplier Coordination & Communication

1. Checking Supplier Invoices

- Verified Fantasea, Carnival, Thai Smile, P'Wa, and JTS invoices
- Contacted hotels for room availability and breakfast details
- Followed up with suppliers when invoice mismatches were found
- Reported errors from suppliers (Fantasea/Carnival) to the team for corrections

2. Coordination for Payments & Updates

- Shared updated ticket sales balances with supervisors (P'Thip, Pii Nui)
- Asked accounting groups to update sheets based on remarks
- Assisted in obtaining missing payment slips for log payment

F. Operations Support & Software-Based Work

1. Software Learning & Entries

- Completed online software learning sessions
- Learned credit card payment logging
- Updated supplier price lists in the software

2. On-Ground Experience

- Assisted with client hotel check-ins to understand operations
- Coordinated with the operations team for Trip ID clarifications

3. Data Entry for Activities & Transfers

- Entered transportation activities and prices into sheets
- Updated Phi Phi SIC and Fantasea/Carnival activity reports

H. Administrative & Miscellaneous Duties

- Deleted outdated WhatsApp group chats to declutter communication channels
- Made monthly attendance sheet for staff
- Printed, scanned, and organized various documents
- Assisted with social media content creation
- Created reports for ASN Coral, Q28, JYD ticket sales
- Sorted cheap transfer prices and left remarks for supervisors
- Prepared invoice reports for pending vendor payments

2.3 Activities in Coordinating with Co-Workers

The working environment at Arihant Thailand was highly interconnected, where every department—Finance, Sales, Reservations, Contracting, and Operations—functioned together to support the large volume of Indian group travelers managed by the company. As a Finance trainee also working coordinating with operation team, my daily tasks required constant coordination with different teams, making cross-departmental communication an essential part of my internship experience. From my very first week, my supervisors and team members made sure I understood the overall workflow of the company, the internal software, and how each department contributed to the successful execution of bookings. Their guidance helped me connect my responsibilities—such as invoice logging, contract filing, checking supplier rates, and verifying booking discrepancies—to the broader operational goals of the organization.

Throughout the internship, I closely coordinated with the Finance Team, especially while working on log payments, supplier invoice verification, and financial reconciliation. The Finance team explained the accounting cycle, payment process, and the importance of accurate data entry in a Destination Management Company. Whenever I encountered mismatches in Fantasea, Carnival, restaurant invoices, hotel bookings, or transfer details, I discussed them with the Finance Manager or other team members to verify and correct them

before updating the log sheets. They regularly reviewed my work, provided real-time feedback, and guided me on improving accuracy, maintaining proper documentation, and ensuring clarity in financial records. This collaboration strengthened the accuracy of daily and monthly financial tracking for hotels, sightseeing, transfers, restaurants, and optional activities.

Moreover, I maintained daily communication with my co-workers through WhatsApp, Line groups, email updates, and internal discussions. Whether it was informing the accounting team about mismatches in supplier invoices, updating supervisors about completed log payments, asking for missing payment slips, or coordinating with team members to update Excel sheets, the workflow required constant teamwork. This steady interaction created an environment where I could ask questions freely, seek clarification whenever needed, and perform my responsibilities confidently. The supportive and collaborative culture at Arihant Thailand helped me build strong professional relationships and allowed me to understand how each department's efficiency contributes to the company's overall performance.

Overall, my coordination with co-workers throughout the internship played a vital role in helping me integrate into the company's operational system. By working closely with multiple teams, I gained a deeper understanding of the interconnected nature of a DMC and how teamwork, communication, and accuracy ensure smooth travel operations. This experience not only enhanced my practical knowledge but also strengthened my teamwork, communication, and problem-solving skills, making my internship at Arihant Thailand a valuable and insightful learning journey.

2.4 My Job Processes

During my internship at Arihant Thailand, I followed structured and systematic work processes that helped me manage financial logging, invoice verification, supplier coordination, and documentation in an organized manner. My tasks evolved gradually—from basic familiarization with the company’s products and contracts to handling full-scale accounting log payments, verifying supplier invoices, preparing reports, and managing digital documentation. The following table summarize the major workflows I carried out throughout my internship.

Process Area	Step 1	Step 2	Step 3	Step 4
Invoice Handling & Financial Logging	Receive and check invoices	Verify pax, amount & payment slips	Log payments in software	Update sheets & file invoices
Contract & Promotion Management	Check expiry dates	Identify ending/expired contracts	Update/correct contract files	File contracts & notify team
Fantasea & Carnival Ticket Sales Update	Check daily sales from emails/message	Compare sales with show invoices	Correct differences & update sheet	Share balance with supervisors
Restaurant/Transfer Invoice Processing	Check pax & amount	Match photos and slips	Log payment in system	Update sheets & file documents
Sightseeing Invoice Management	Check new invoices	Verify slips & system records	Log daily/monthly payments	Leave remarks for follow-up

Monthly Accounting Log	Collect invoices for month	Verify slips & booking IDs	Enter into Monthly Log Sheet	Identify errors & share remarks
Data Entry & Record Keeping	Update Total Receivables	Update transfer & SIC sheets	Prepare guide reports	Print and file documents
Software-Based Task Management	Review system entries	Match invoices & slips	Correct mismatches	Leave notes/remarks for team
Communication & Coordination	Check emails & WhatsApp updates	Share corrections with team	Follow up pending items	Confirm completion
Operational Support	Attend daily discussions	Update progress	Coordinate urgent issues	Implement feedback

Table 3: Summary of Job Process

2.5 Contributions made as a Co-Op Students at Arihant Thailand

During my 17-week internship at Arihant Thailand, I was able to make significant contributions that supported the company's financial accuracy, operational coordination, and internal workflow improvement. My role as a Finance Trainee positioned me at the center of multiple processes—from daily invoice verification to maintaining large financial records for hotels, transfers, sightseeing, restaurants, and ticketed attractions. Through consistent execution of these responsibilities, I helped enhance documentation quality, reduce errors, and improve the smooth functioning of internal systems.

A. Financial Documentation, Verification & System Updates

- Verified, matched, and recorded daily invoices for hotels, restaurants, transfers, sightseeing, airlines, and SIC services.
- Logged hundreds of payments into the company's software with accurate pax, amounts, dates, and payment slip details.
- Identified mismatches in selling vs. booked prices and corrected them in the system to ensure accurate billing.
- Updated daily and monthly log sheets (June–November), including payment remarks for follow-up actions.
- Maintained and updated the Total Receivables Sheet for all agents such as ASN, Q28, JYD, MKV, Pyramid, and others.
- Reduced errors and improved reconciliation by regularly coordinating with the finance and operations teams.

B. Contract & Promotion Management

- Checked contract validity and identified expired or soon-to-expire promotions for hotels in Bangkok, Phuket, Pattaya, Krabi, and Samui.
- Corrected contract files on the drive and removed outdated promotion contracts.
- Filed updated hotel documents and kept contract folders systematically organized for sales and reservations.
- Ensured teams always had access to current promotion rates for efficient package preparation.

C. Ticket Sales & Balance Reporting (Fantasea, Carnival, ASN Coral, etc.)

- Updated daily ticket sales for Fantasea and Carnival by cross-checking email sales with show invoices.

- Identified errors in show invoices, corrected discrepancies, and shared corrections with supervisors.
- Maintained and updated structured Google Sheets for ticket sales, agent balances, and commissions.
- Prepared balance reports for all active agents and shared updated figures with the management team.

D. Restaurant, Transfer & Sightseeing Invoice Processing

- Verified restaurant invoice pax, amounts, payment slips, and logged all entries in the system.
- Checked JTS, P'Wa, and other transfer supplier invoices and updated payment status after validating all slips.
- Logged sightseeing payments daily and updated monthly sheets for August–November.
- Ensured accurate filing for restaurant, transfer, and sightseeing invoices to maintain complete financial records.

E. Data Entry, Sheet Creation & Documentation Support

- Created new Google Sheets used for daily operations (restaurant invoice sheet, transfer invoice sheet, guide report sheet, etc.).
- Updated the Phi Phi Island SIC sheet with daily sales and balances.
- Maintained monthly and daily log payment sheets for hotels, transfers, restaurants, and sightseeing.
- Prepared guide reports for multiple groups (e.g., Aditya Group, Bhatkanti group) and handled printing & filing.

- Developed comparison sheets for transport prices to support operations and contracting decisions.

F. Email Communication & Internal Coordination

- Shared invoice errors, pending remarks, and follow-up requirements in finance and accounting WhatsApp groups.
- Coordinated with supervisors regarding outstanding payments, incorrect amounts, or missing slips.
- Communicated Fantasea/Carnival ticket corrections and shared updated balances with the team.
- Ensured smooth coordination between finance, reservations, and operations by updating them with verified information.

G. Operational Coordination & Internal Support

- Worked closely with multiple teams (finance, sales, reservations, operations) to maintain accuracy in shared documents.
- Corrected errors in invoices, updated remarks, handled sheets that required urgent updates, and supported teams during peak workload periods.
- Helped maintain workflow efficiency by ensuring timely logging, filing, and follow-ups for all services.
- Developed strong coordination practices through daily task updates and communication with team members.

CHAPTER 3: LEARNING PROCESS

During my internship at Arihant Thailand, I went through a dynamic learning journey that involved understanding real tourism finance processes, adapting to a fast-paced work environment, and overcoming practical challenges that arose in daily operations. This chapter describes the challenges I faced, the problem-solving methods I applied, and the key learning outcomes I gained throughout the training period. The experience enabled me to grow both technically and professionally as I handled financial logging tasks, collaborated with multiple teams, and worked directly with real-time transaction data.

3.1 Challenges Encountered

During my internship at Arihant Thailand, I experienced several challenges that helped me develop resilience, accuracy, and stronger coordination skills. These challenges came from technical issues, operational delays, missing information, and the need to manage multiple tasks in a dynamic work environment. Each challenge helped me understand the realities of financial operations in the travel industry.

A. Technical & System-Related Challenges

- Delay and issues while logging hotel, transfer, and sightseeing payments in the software.
- No proper system or Google Sheets existed for tracking ticket sales and commission (Fantasea, Coral Island, Carnival).
- Difficulty matching restaurant invoices with system records due to incomplete or late submissions.
- Frequent mismatches between system entries and payment slip amounts.
- Lack of an organized structure for tracking completed log payments.

B. Operational & Coordination Challenges

- Delay in receiving invoices from restaurants, hotels, and transfer suppliers.
- Miscommunication between finance and operations teams during peak work periods.
- No structured follow-up system existed for pending invoices and payment slips.
- Difficulty aligning tasks when multiple teams worked at different speeds.

C. External Vendor & Supplier Challenges

- Slow response from hotel partners regarding pending invoices and corrections.
- Issues in confirming updated rates and promotions from suppliers.
- Need for repeated follow-ups regarding missing slips and incorrect amounts.

D. Data Management & Organization Challenges

- No consolidated record existed for ticket sales and commissions before I created one.
- Difficulty tracking monthly log payments because records were scattered.
- Manual cross-checking took a lot of time due to unorganized files.

E. Time & Workload Management Challenges

- Managing multiple tasks together—logging payments, checking invoices, updating sheets.
- Completing daily updates while handling correction work and pending remarks.
- Meeting deadlines during busy weeks when invoice flow was high.

3.2 Solving problems

To address these challenges, I adopted a systematic and practical approach by creating organized systems, improving communication, and applying careful verification methods. My solutions not only helped me work more efficiently but also supported the overall workflow of the finance team.

A. Creating Clear Financial Systems

- Developed structured Google Sheets for:
 - Ticket sales & commission (Fantasea, Carnival, Coral Island)
 - Daily and monthly log payment records
 - Hotel, restaurant, transfer invoice tracking
- Organized data so that future entries could be done faster and more accurately.

B. Improving Coordination With Teams

- Communicated frequently in the finance & operations groups.
- Shared mismatches, pending tasks, and follow-up needs clearly.
- Asked for clarification when invoice amounts or pax did not match Sembark.

C. Cross-Checking & Verification

- Verified every invoice with payment slips and software entries.
- Cross-checked daily sales emails to update Fantasea and Carnival sheets.
- Reviewed mismatches and added remarks for accounting corrections.

D. Using Digital Tools & Automation

- Applied formulas, filters, and structured formats in Google Sheets.
- Used sheet linking to record balances of agents and ticket sales.
- Reduced manual errors by organizing data into dedicated sheets.

E. Systematic Follow-Up Approach

- Maintained pending lists for invoices not yet received.
- Followed up with colleagues for slips, corrections, or missing details.

- Shared clear updates to ensure transparency within the team.

3.3 Examples of Problem Resolution

Throughout the internship, I faced situations where I had to take initiative and solve problems independently. By applying structured methods and verifying information carefully, I contributed to smoother financial operations and clearer recordkeeping.

A. Problem: No Ticket Sales Tracking System

- Solution: Created a structured Google Sheet for Fantasea & Carnival ticket sales and commissions.
- Result: Team could finally track balances, payments, and agent-wise sales clearly.

B. Problem: No system to monitor completed log payments

- Solution: Built a daily & monthly log payment tracking sheet.
- Result: Improved clarity on which payments were done and which were pending.

C. Problem: Frequent invoice mismatches

- Solution: Cross-checked amounts with Sembark, slips, and emails; updated errors with remarks.
- Result: Reduced confusion, prevented repeated mismatches, and improved accuracy.

D. Problem: Delays due to unorganized records

- Solution: Arranged files, categorized invoices, updated sheets daily.
- Result: Faster data entry and better coordination among finance teams.

3.4 Technical and Soft Skills Acquired

My internship helped me build a strong foundation in financial operations, digital tool usage, and workplace communication. I gained both technical skills and essential soft skills needed in professional environments.

A. Technical Skills

- Financial logging for hotels, transfers, restaurants, and sightseeing.
- Creating and maintaining Google Sheets using formulas and filters.
- Cross-checking invoices with system records and payment slips.
- Tracking ticket sales, commissions, receivables, and balances.
- Understanding real-time financial processes in a travel agency.

B. Soft Skills

- Teamwork and internal coordination.
- Problem-solving using simple digital tools.
- Clear communication through professional messages and updates.
- Time management while handling multiple daily tasks.
- Accuracy and attention to detail during data entry and verification.

3.5 Application of Coursework to Real Work Situations

The theoretical knowledge gained from my finance, business, and management courses at Siam University played a crucial role in helping me adapt to the real working environment at Arihant Thailand. Throughout my internship, I consistently applied classroom concepts to practical situations—especially when dealing with financial documentation, recording payments, verifying invoices, and organizing data in a structured and systematic way. This connection between theory and practice strengthened my ability to understand why certain processes existed, not just how to perform them. It also helped me complete tasks more

confidently and professionally, as I could rely on academic frameworks to guide my decision-making and improve the accuracy of my work.

A. Finance Concepts

My finance coursework directly supported my ability to handle the company's financial operations and payment processes.

- Applied budgeting techniques when recording daily hotel, restaurant, transfer, and sightseeing payments.
- Used basic accounting principles to categorize and log financial entries accurately.
- Applied cost and margin concepts while checking ticket sales, agent commissions, and tour cost differences.
- Understood cash flow behavior when tracking pending payments and completed logs.
- Used financial reasoning to analyze discrepancies and recommend corrections when system entries did not align with invoices.

B. Project Management Skills

My project management classes helped me organize my daily responsibilities efficiently, especially when many tasks arrived at the same time.

- Prioritized workload based on urgency, deadlines, and communication with the team.
- Created structured to-do lists to manage daily payment logs, invoice verification, and pending follow-ups.
- Used planning techniques to separate long-term tasks (monthly logs, ticket sales sheets) from daily operational duties.
- Applied workflow organization methods to reduce errors during busy periods and maintain accuracy even under pressure.

- Used task-tracking principles to ensure all pending slip corrections, missing invoices, and follow-up tasks were completed on time.

C. Communication Coursework

My communication courses provided the foundation for clear, professional interactions in a multicultural office environment.

- Wrote clear and concise professional emails for internal coordination and documentation.
- Communicated politely yet effectively with colleagues when clarifying mistakes or requesting corrections.
- Applied business writing skills to update Google Sheets in a clear and readable format for supervisors.
- Used cross-cultural communication skills to adapt to Thai working norms and coordinate smoothly with team members.
- Improved my ability to present financial information in a simple, structured, and understandable way for accounting and operations teams.

3.6 Co-op Learning Experience and Outcomes

My 17-week internship at Arihant Thailand was a highly impactful learning experience that strengthened my professional capabilities, technical knowledge, and personal confidence. Working in a multicultural environment while handling real financial responsibilities taught me to adapt quickly, communicate clearly, and understand the operational flow of a Destination Management Company (DMC). This experience broadened my understanding of tourism finance and improved my ability to work effectively under pressure. By balancing multiple responsibilities, collaborating with different departments, and contributing to internal improvements, I gained practical skills that will be valuable for my future career.

A. Professional Growth

The internship significantly enhanced my confidence and professionalism, especially in a real business environment.

- Understood real tourism finance processes, including invoice handling, payment logs, commissions, and revenue tracking.
- Improved my ability to communicate with internal teams such as operations, finance, and reservations while maintaining professionalism.
- Developed teamwork skills by coordinating with multiple departments to resolve mismatches, complete logs, and update financial records.
- Built confidence working independently on tasks such as sheet creation, discrepancy checking, ticket sales tracking, and file management.
- Learned to handle responsibility by taking initiative in organizing data, identifying errors, and proposing improvements to the workflow.

B. Technical Growth

The internship allowed me to strengthen my technical and analytical abilities through hands-on practical experience.

- Gained strong proficiency in Google Sheets for financial tracking, formulas, filters, and data organization.
- Enhanced analytical skills by identifying errors, comparing records, and matching invoices with system data.
- Learned how a DMC's financial tracking system operates and how it connects bookings, ticket sales, and payments.
- Became fluent in using structured digital tools to maintain accuracy and reduce the workload for the finance team.

- Improved problem-solving skills through consistent verification of mismatches and system-based financial entries.

C. Workplace Development

Working in a Thai corporate environment helped me develop maturity, professionalism, and adaptability.

- Adapted to a multicultural office environment with diverse working styles and communication norms.
- Became more responsible and committed to completing tasks accurately and on time.
- Improved my organizational skills by maintaining structured records and arranging files and sheets for clarity.
- Learned the importance of consistency, accuracy, and attention to detail in finance-related work.
- Developed discipline in handling repetitive tasks with high precision, such as logging payments and tracking invoices.

Chapter 4: Conclusion

This chapter presents a comprehensive conclusion of my 17-week internship at Arihant Thailand. It summarizes the major activities I carried out as a Finance Trainee, evaluates my professional development, analyzes the benefits gained from hands-on work exposure, identifies the limitations encountered during the co-op period, and provides practical

recommendations for future improvements to the Co-operative Education program. The chapter ends with my personal reflection on how this experience has shaped my readiness for my future career.

4.1 Summary of Highlights from My Co-op Experience at Arihant Thailand

During my internship as a Finance Trainee at Arihant Thailand, I was involved in a wide range of financial and operational activities that significantly strengthened my practical knowledge of travel agency operations. Based on the daily tasks recorded in my work notes, the key highlights include:

- **Financial Logging and Invoice Management**

I consistently handled financial tasks such as logging hotel, restaurant, sightseeing, and transfer payments in the company software. This involved verifying pax, checking payment slips, matching invoice amounts with system data, and ensuring accuracy in all entries.

- **Development of Financial Tracking Sheets**

I created multiple Google Sheets to track ticket sales, commissions, receivables, restaurant invoices, monthly log payments, and transport pricing. These tools became essential for improving organization, accuracy, and accessibility of financial records.

- **Contract Filing and Organization**

I supported the team by filing hotel and sightseeing contracts, updating promotion periods, disposing expired contracts, and organizing documents systematically for easy reference.

- **Ticket Sales and Commission Management**

I maintained detailed records for Fantasea, Carnival, Coral Island, and Phi Phi Island ticket sales. This included updating daily sales, cross-checking balances, identifying errors, and reporting final balances to the supervisor.

- **Guide Reports and Operational Support**

I regularly prepared guide reports for various groups, printed and filed them, and supported operational tasks such as checking hotel prices, availability, and sometimes assisting with check-ins.

These activities allowed me to gain hands-on experience in tourism finance operations and understand how financial accuracy directly impacts service delivery in a Destination Management Company.

4.2 Self-Assessment of Professional Development

A. Strengths Developed

Based on the nature of my tasks and responsibilities, the internship helped me strengthen several professional abilities:

- *Attention to Detail*

Handling invoices, payment slips, ticket sales data, and cross-checking information enhanced my accuracy and focus, especially when correcting mismatched amounts or following up on pending payments.

- *Technical Skills*

I gained extensive experience using Google Sheets, formulas, data filters, and system-based financial logging. These skills were crucial in maintaining large datasets, updating transaction records, and preparing reports.

- *Time Management*

Managing daily log payments, checking multiple invoices, completing sheets, filing contracts, and meeting internal deadlines strengthened my ability to work efficiently under time constraints.

- *Problem Solving*

I was frequently involved in correcting errors in ticket sales sheets, price mismatches, or system discrepancies. Identifying issues and suggesting corrections became part of my routine responsibilities.

B. Areas for Development

The co-op experience also revealed areas where I can continue improving:

- *Faster Decision-Making in Financial Checks*

Some verification steps, such as checking multiple invoice types, required more time, indicating the need to develop quicker analytical decision-making.

- *Enhanced Understanding of Contract Terms*

Although I organized many contracts, gaining deeper knowledge of contracting details—such as rate structures and promotion conditions—would strengthen my financial judgment.

- *Communication with Vendors*

Occasionally assisting with hotel calls showed me that clearer and more confident communication with suppliers is a skill I should continue improving.

4.3 Benefits from the Internship for Future Career

The internship has provided multiple long-term benefits:

- *Practical Exposure to Tourism Finance*

Daily involvement in payment logging, invoice verification, and ticket sales tracking gave me real-world experience that goes beyond classroom learning.

- *Experience in Operational Coordination*

Working with hotel, restaurant, sightseeing, and transfer data offered insights into how different departments collaborate in travel operations.

- *Development of Digital and Analytical Skills*

Creating structured Google Sheets for various financial activities helped me develop strong data management and reporting skills, essential for future finance roles.

- *Improved Ability to Handle Workload*

The volume of invoices, sales entries, and daily logs trained me to manage tasks efficiently and independently.

- *Industry Knowledge*

Exposure to Destination Management Company (DMC) operations, supplier relationships, and tourism finance processes strengthened my understanding of the travel industry's operational side.

4.4 Limitations of the Co-op Studies

While the internship provided valuable experience, certain limitations were present:

- *Time Constraints*

The duration of the co-op limited my ability to observe long-term financial cycles or fully complete ongoing sheets that required data from multiple months.

- *Limited Access to Advanced Tools*

Most financial tracking relied on Google Sheets and manual logging. Exposure to additional financial software or automated systems would have provided broader learning.

- *Incomplete Visibility of Strategic Tasks*

Because my role was primarily operational and finance-focused, I had limited interaction with strategic planning areas such as pricing decisions, contracting negotiations, or marketing analytics.

- *High Volume of Manual Work*

Much of the daily work involved repetitive invoice checking and logging, which left little room for creative or higher-level analytical tasks.

4.5 Recommendations for Co-op Program Improvement

Based on my experience, the following improvements could enhance future student internships:

- *Provide Pre-Internship Training on Financial Tools*

Training in spreadsheets, accounting basics, and documentation systems would help students adapt more quickly.

- *Introduce Structured Mentorship*

More consistent guidance from supervisors would allow students to develop deeper insights into financial processes and industry practices.

- *Encourage Exposure to Multiple Departments*

Rotating through departments such as operations, contracting, and marketing would help students understand the business more holistically.

- *Promote Standardized Digital Documentation*

Since many sheets had to be created from scratch, having pre-structured templates would help students work more efficiently and maintain consistency.

4.6 Final Reflections

Looking back on my four months at Arihant Thailand, this internship has been an important milestone in my academic and professional growth. Working as a Finance Trainee allowed me to apply my classroom learning to real financial processes such as logging payments, verifying invoices, updating receivable sheets, and managing ticket sales records. These activities strengthened my accuracy, discipline, and understanding of how financial operations support the smooth functioning of a travel company.

I also developed practical technical skills, especially in Google Sheets—creating structured financial trackers, organizing large datasets, and improving existing reporting systems. This hands-on experience helped me become more confident in handling financial data and

strengthened my ability to solve problems, identify errors, and maintain systematic documentation.

Beyond technical abilities, the internship helped me grow professionally. Working with colleagues, coordinating tasks, reporting discrepancies, and occasionally assisting with operational duties taught me the importance of communication, teamwork, and responsibility. I gained a clearer understanding of the pace and expectations of the tourism industry, where accuracy and timely updates are critical for service delivery.

Most importantly, this experience helped shape my career direction. I discovered that I enjoy work related to financial operations, data management, and structured reporting. The tasks that required analysis, organization, and consistency allowed me to see where my strengths truly lie. I now feel more prepared to take on future roles that involve finance, operations, or administrative coordination.

Overall, this internship has enhanced my confidence, improved my practical skills, and given me a stronger foundation for my career. It was not only a graduation requirement but a meaningful experience that has prepared me for the professional world.

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Appendixes

Appendix A: Weekly

Log Name of Student: Ichchha Gahatraj

Name of the Organization: Arihant Thailand

Name of Work Supervisor: Mrs. Silaporn D. Kasliwal

Date: July 07, 2025 - Nov 30, 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7/7/2025	7/8/2025	7/9/2025	7/10/2025	7/11/2025	7/12/2025
Brief about the Company Details, Products Details and What the company does.	Detailed briefing about Company products, Assigned to learn about the company products for better understanding	Assigned to work on making excel sheet template for optional income and expense of the company	Assigned to make notes and understand what is inside the sight seeing activities from the contract files of the company	Assigned to List out the Nepal Travel Agencies details for future use	Learned beginning of how to log payments of transports in the software of the company

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7/14/2025	7/15/2025	7/16/2025	7/17/2025	7/18/2025	7/19/2025

Assigned to learn matching the invoice of Restaurants to the software and logging the payments	Continue working to learn matching the invoice of Restaurants to the software and logging the payments	Matched package prices with software; logged payments; listed Phuket hotels with upcoming contract expiry.	Completed May Phuket– Krabi payment logs; corrected amount errors.	Corrected Bangkok hotel contract; listed Samui & Pattaya hotels with ending promotions; removed expired promotions.	Rechecked summer promotion expiry list; logged June Phuket payments; assisted with hotel check-ins.
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7/21/2025	7/22/2025	7/23/2025	7/24/2025	7/25/2025	7/26/2025
Worked on project ideas, preparing to make excel sheet and google form to record the optional expenses	Worked on project ideas, preparing to make google sheet and google form to record the optional expenses and income	Worked on project; created Google Sheet/Form for optional expenses; started optional income (total receivable) sheet.	Filed hotel contracts; completed optional income sheet; continued project work; attended online software class.	Assigned to do the filing of the the hotel contracts, Corrected error and made excel sheet for total receivable, Worked on project	Worked on project, Prepared a Guide Report Excel sheet and completed the data entry/filing accordingly

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7/28/2025	7/29/2025	7/30/2025	7/31/2025	8/01/2025	8/02/2025
Worked on university project.	Verified Thai Smile invoices; created &	Checked and filed	Checked restaurant invoices;	Assisted with hotel price	Checked restaurant invoices;

	updated Fantasea/Carnival sales sheet; filed hotel & sightseeing contracts; updated receivables.	restaurant invoices.	logged hotel payments.	updates; helped create social media content.	assisted with hotel price updates.
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/04/2025	8/05/2025	8/06/2025	8/07/2025	8/08/2025	8/09/2025
Logged Bangkok/Pattaya July payments; updated ASN & Q28 receivables.	Made guide reports; logged Phuket–Krabi hotel payments; updated Fantasea/Carnival; learned credit card payments.	Logged Pattaya/Bangkok payments; created Restaurant Invoice Payment sheet; updated Fantasea/Carnival.	Completed July–August restaurant invoices sheet; updated Fantasea/Carnival; transfer data entry.	Updated Fantasea/Carnival; checked transfer invoices; logged July transfers.	Updated Fantasea/Carnival; logged August sightseeing; matched restaurant invoice; cleared old WhatsApp groups.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/11/2025	8/12/2025	8/13/2025	8/14/2025	8/15/2025	8/16/2025
Updated Fantasea & Carnival sales sheets; logged sightseeing and hotel payments for	Updated Fantasea & Carnival sales; logged June payments	Updated Fantasea & Carnival sales; logged June payments (15–30 June);	Updated Fantasea & Carnival sales; logged daily restaurant and sightseeing	Logged hotel and sightseeing payments; logged July payments (02–16 July);	Prepared, printed, and filed guide reports; logged July payments (16–25 July);

August; matched restaurant invoice; matched transfer prices.	(15–21 June) after checking invoices, slips, sightseeing, and transfers.	logged hotel payments after verifying email slips.	payments; updated Total Receivables.	checked restaurant invoices and updated software.	updated Total Receivables.
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/18/2025	8/19/2025	8/20/2025	8/21/2025	8/22/2025	8/23/2025
Checked and logged restaurant and Thai Smile invoices; filed invoices.	Checked and logged restaurant invoices; updated Total Receivables sheet.	Checked and logged restaurant invoices; updated Fantasea and Carnival sales; logged sightseeing and hotel payments for August; logged July Phuket and Krabi payments.	Checked and logged restaurant invoices; updated Fantasea and Carnival sales.	Re-checked and logged June payments; checked and logged restaurant invoices; updated Fantasea and Carnival sales.	Re-checked and logged June payments; checked and logged restaurant invoices.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/25/2025	8/26/2025	8/27/2025	8/28/2025	8/29/2025	8/30/2025

Re-checked June payments; updated/created Daily Log Payment sheets; made guide report.	Updated/created Daily Log Payment sheets; made guide reports; checked hotel payment slips and logged in software.	Updated Fantasea/Carnival sales; logged August hotel and sightseeing payments; prepared and filed guide report.	Logged August hotel payments; updated July log payment report by matching slips and sightseeing amounts; added remarks.	Updated Fantasea/Carnival sales; corrected sightseeing prices and logged August payments; requested team to update the 2025 log payment sheet	Checked/corrected sightseeing invoices; logged August & July payments; left follow-up remarks.
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/1/2025	9/2/2025	9/3/2025	9/4/2025	9/5/2025	9/6/2025
Updated Total Receivables; logged restaurant and sightseeing payments; left follow-up remarks.	Updated Fantasea & Carnival sales; made MKV balance sheet; filed invoices; logged JTS payments.	Logged JTS payments; updated Total Receivables	Updated Total Receivables and Fantasea & Carnival sales; logged JTS and restaurant payments.	Completed JTS August payments; updated Total Receivables; logged September sightseeing and hotel payments.	Updated Fantasea & Carnival sales; updated August payments in Monthly Report.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/8/2025	9/9/2025	9/10/2025	9/11/2025	9/12/2025	9/13/2025

Leave	Updated Fantasea & Carnival sales; printed boss's passport; made agents' balance sheets.	Leave	Updated Total Receivables and Fantasea & Carnival sales; logged September sightseeing and hotel payments; printed boss paperwork; made guide reports.	Updated August monthly log with remarks; checked and logged restaurant, sightseeing, and JTS payments.	Logged August payments with remarks; updated Total Receivables and shared; checked/logged Alex transfer; logged restaurant payments.
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/15/2025	9/16/2025	9/17/2025	9/18/2025	9/19/2025	9/20/2025
Logged August payments; checked restaurant invoices; updated Total Receivables; created monthly invoice report.	Checked/logged restaurant, sightseeing, and hotel payments; updated Total Receivables; logged August & Phuket-Krabi payments with remarks.	Updated Total Receivables; logged September sightseeing/hotel payments; logged August payments; prepared letterhead; started September Monthly Log.	Logged September sightseeing/hotel payments; checked hotel & restaurant invoices; continued September Monthly Log entry.	Checked/logged restaurant invoices; updated Fantasea & Carnival sales; made/printed guide report; entered September Phi Phi SIC data.	Corrected/printed guide report; updated Phi Phi SIC entries; checked/logged restaurant invoices; updated Fantasea & Carnival sales.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/22/2025	9/23/2025	9/24/2025	9/25/2025	9/26/2025	9/27/2025
Checked/logged September hotel and restaurant invoices; updated Total Receivables; logged JTS payments; noted Carnival & Fantasea errors	Updated Total Receivables; filed JTS invoices; checked/logged restaurant and hotel invoices.	Checked/logged hotel and restaurant invoices; logged September sightseeing payments; created invoice report; made transportation price sheet.	Logged hotel and sightseeing payments; continued transportation price sheet entries.	Updated transportation price sheet; Total Receivables; Fantasea & Carnival sales; logged hotel payments; updated restaurant invoice status.	Logged sightseeing and hotel payments; updated August sheet remarks; started September log payment sheet with remarks.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/29/2025	9/30/2025	10/1/2025	10/2/2025	10/3/2025	10/4/2025
Checked/logged September hotel and sightseeing payments; updated Total Receivables; logged September payments; updated Phi Phi SIC	Updated Total Receivables; logged restaurant and sightseeing payments; updated Fantasea & Carnival sales; started	Updated Fantasea & Carnival paid status; updated Phi Phi SIC; updated Total Receivables and September balance;	Updated Fantasea sales; logged restaurant payments; updated transfer sheet status.	Updated Total Receivables; logged sightseeing payments; rechecked August log with follow-ups; reported balances; logged hotel	Updated Total Receivables; updated September log payments with remarks; recorded paid restaurant invoices.

	September transfer log sheet.	logged JTS payments; updated September log and transfer sheets; made attendance sheet.		payments.	
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/6/2025	10/7/2025	10/8/2025	10/9/2025	10/10/2025	10/11/2025
Filed restaurant invoices; updated Fantasea/Car nival and receivables; checked September log payments and added remarks.	Updated Fantasea/Car nival and receivables; logged October hotel payments; daily sightseeing log.	Updated Phi Phi, Fantasea/Car nival; created transport price sheet; logged restaurant payments; daily sightseeing log.	Updated receivables; logged September hotel and transfer payments; updated transport price sheet; daily sightseeing log.	Daily sightseeing log; updated receivables; checked and logged restaurant invoices.	Checked and logged restaurant invoices; updated Fantasea/Car nival; daily sightseeing log.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/13/2025	10/14/2025	10/15/2025	10/16/2025	10/17/2025	10/18/2025

					5
Updated Total Receivables; logged JTS and October hotel payments; updated Fantasea sales; daily sightseeing log.	Updated Fantasea sales; updated transport prices; checked/logged October hotel payments; daily sightseeing log.	Updated Total Receivables; logged sightseeing and restaurant payments; updated Phi Phi sheet; started transport comparison sheet.	Continued transport comparison sheet; checked Phi Phi invoices; logged September Phuket-Krabi payments.	Prepared/printed guide reports; updated Fantasea pax; logged September Phuket-Krabi and October hotel payments; daily sightseeing log.	Started October log payment sheet; sorted transfer prices; called hotel for availability and breakfast info.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/20/2025	10/21/2025	10/22/2025	10/23/2025	10/24/2025	10/25/2025
				5	5
Updated Total Receivables; logged restaurant, Fantasea, and hotel payments.	Updated Total Receivables; logged restaurant, Thai Smile, JTS payments; updated guide report.	Updated Total Receivables; updated supplier prices; logged sightseeing and hotel payments.	Filed restaurant/transfer invoices; logged sightseeing and hotel payments; updated supplier prices.	Leave	Leave

Monday	Tuesday	Wednesday	Thursday	Friday	Wednesday
10/27/2025	10/28/2025	10/29/2025	10/30/2025	10/31/2025	11/12/2025
Updated Total Receivables; updated supplier prices; updated October log; logged hotel/sightseeing payments.	Updated Total Receivables; updated transfer sheet; logged restaurant and sightseeing payments; started October log sheet.	Logged restaurant payments; updated Fantasea balances; made guide report; updated transfer prices.	Updated Total Receivables; logged restaurant and sightseeing payments; filed paid invoices.	Logged restaurant payments; updated Fantasea/MKV balances; daily sightseeing log; filed paid invoices.	Logged November restaurant and hotel payments; updated Total Receivables.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11/13/2025	11/14/2025	11/15/2025	11/17/2025	11/18/2025	11/19/2025
Logged November hotel payments; updated guide report; filed report.	Logged restaurant payments; updated November Total Receivables.	Logged restaurant and Thai Smile payments; daily sightseeing log.	Updated Fantasea sales and balances; logged sightseeing till 8/11.	Logged restaurant payments; updated November Total Receivables.	Logged JTS payments; logged sightseeing till 19/11.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11/20/2025	11/21/2025	11/22/2025	11/24/2025	11/25/2025	11/26/2025
Logged hotel, sightseeing, P'Wa payments; shared follow-up remarks.	Logged hotel payments; daily sightseeing log.	Logged hotel payments; daily sightseeing log.	Logged restaurant and P'Wa payments; updated November Total Receivables.	Logged hotel payments; daily sightseeing log.	Logged hotel payments; daily sightseeing log.

Monday	Tuesday	Wednesday	Thursday		
11/27/2025	11/28/2025	11/29/2025	11/30/2025		
Logged restaurant payments; updated November Total Receivables	Updated Total Receivables; updated transfer sheet; logged restaurant and sightseeing payments;	Logged hotel payments; daily sightseeing log.	Logged November restaurant and hotel payments; updated Total Receivables.		

Appendix B: Appreciation & Gratitude

