



COOPERATIVE EDUCATION REPORT

Exploring Travel Operations and Contracting Dynamics at Arihant Thailand

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Abstract

This report presents a detailed account of my 17-week internship at Arihant Thailand Co., Ltd., a leading Destination Management Company (DMC) specializing in inbound tourism services across Thailand. As an Finance Intern under the CWIE/MHESI program, I was entrusted with diverse responsibilities, including hotel contracting and promotion management, financial reconciliation of supplier invoices, log-payment verification, sightseeing and transfer updates, professional communication with hotels and agents, quotation preparation, and creative support for marketing materials.

The internship provided a platform to apply theoretical knowledge from academic courses, particularly in tourism management, finance, and international business operations. Through this experience, I gained valuable insights into the complexities of destination management, the role of supplier relationships in tourism, and the practical integration of finance, operations, and sales within the travel industry. The program equipped me with technical, operational, and interpersonal skills necessary for building a career in global tourism operations, contracting, and business management.

Keywords: *tourism operations, hotel contracting, financial reconciliation, destination management, international business*

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List of Abbreviations

B2B – Business-to-Business

CWIE – Cooperative Work-Integrated Education

DMC – Destination Management Company

FIT – Free Independent Traveler

F&B – Food & Beverage

FX – Foreign Exchange

MICE – Meetings, Incentives, Conferences, and Exhibitions

SHA+ – Safety and Health Administration Plus (Thailand Certification)

SOP – Standard Operating Procedure

THB – Thai Baht

SWOT – Strengths, Weaknesses, Opportunities, Threats

CRM – Customer Relationship Management

KPI – Key Performance Indicator

INR – Indian Rupee

Chapter 1: Introduction

This chapter presents an overview of Arihant Thailand Co., Ltd., the Destination Management Company (DMC) where I completed my CWIE/MHESI internship. It provides a detailed discussion of the company profile, service portfolio, organizational structure, my role within the organization, motivation for joining, a strategic (SWOT) analysis, the statement of this report, and the objectives of the cooperative studies. This chapter is written in a professional, academic format to serve as the foundation for the overall internship report.

1.1 Company Profile



Fig 1: Arihant Thailand Logo

Arihant Thailand is a SHA+–certified Destination Management Company established in 2012 and headquartered in Pattaya, Thailand, with an additional sales office in Jaipur, India. The company specializes in inbound tourism to Thailand and operates primarily on a B2B model, serving travel agencies, tour operators, and wholesalers across international markets, particularly India. Arihant Thailand provides end-to-end ground services, including hotel reservations, transportation, sightseeing, group handling, MICE (Meetings, Incentives, Conferences, and Exhibitions), corporate events, weddings, and leisure travel packages.

1.1.1 History and Evolution

Founded in 2012, Arihant Thailand started as a local ground handler in Pattaya. Over the years, it expanded into a comprehensive DMC that bridges the travel market between India and Thailand. The company has developed extensive supplier networks covering major Thai destinations, including Bangkok, Pattaya, Phuket, Krabi, Chiang Mai, Hua Hin, and Koh Samui. Its portfolio has diversified from FIT (Free Independent Travelers) and leisure groups to include MICE operations, luxury weddings, and specialized tours, reflecting its adaptability and growth in Thailand's competitive tourism sector.

1.1.2 Vision

To establish Arihant Thailand as a leading global travel company, measured by continuous growth in revenue, profitability, an expanding customer base, and a highly skilled, service-oriented workforce.

1.1.3 Mission

To remain customer-focused by ensuring service excellence, delivering value, and creating memorable, seamless travel experiences through strong partnerships and ethical business practices.

1.1.4 Core Values

- **Customer First:** Placing client satisfaction at the heart of every decision. This includes ensuring prompt communication with agents, delivering what is promised, and resolving issues quickly to build long-term trust.
- **Integrity:** Upholding transparency in pricing and operations. Contracts, invoices, and quotations are handled with honesty to ensure that partners and clients feel secure in their transactions.
- **Excellence:** Striving for high-quality service across all levels, whether in hotel contracting, ground operations, or customer communication. Arihant emphasizes accuracy, reliability, and efficiency.
- **Partnership:** Building mutually beneficial and sustainable relationships with hotels, attractions, and travel agencies. Strong partnerships allow the company to negotiate competitive rates and promotions.
- **Safety & Compliance:** Following SHA+ standards, prioritizing guest safety, and maintaining ethical practices across all operations, which strengthens client confidence.

1.1.5 Service Portfolio

- **DMC & B2B Services:** Providing tailor-made travel packages for FITs, families, and groups. This includes handling all logistics, from accommodation and transfers to tours and activities, ensuring clients receive a seamless experience.
- **MICE & Corporate Services:** Delivering comprehensive solutions for corporate events, ranging from small meetings to large-scale conferences and incentive programs. Services cover venue sourcing, event planning, logistics management, and cultural activities.
- **Luxury Weddings:** Designing and executing destination weddings in Thailand, combining hospitality, event management, and cultural themes to create memorable experiences for international couples.

- **Ground Handling:** Offering essential services such as airport assistance, private and shared transfers, hotel bookings, and on-ground operational support to ensure a smooth journey for clients.
- **Sightseeing & Activities:** Organizing tickets and reservations for cultural shows, entertainment venues, adventure sports, and excursions, adding depth and variety to travel itineraries.

1.1.6 Strategic Partnerships

Arihant collaborates with a wide network of international hotel chains and independent properties, as well as renowned attractions and activity providers. These partnerships allow the company to negotiate seasonal promotions, offer competitive rates, and secure special arrangements for group movements. Long-standing relationships with suppliers also enable Arihant to respond quickly to client demands and maintain service consistency.

1.2 Organizational Structure

1.2.1 Structure Overview

Arihant Thailand operates with a streamlined organizational structure designed for efficient service delivery. It consists of two main offices:

- **Head Office (Pattaya, Thailand):** Manages operations, hotel contracting, and supplier coordination. This office ensures the smooth execution of services on the ground.
- **Sales Office (Jaipur, India):** Focuses on sales and client acquisition, reservation handling, and communication with B2B agents. It acts as the main contact point for travel partners.

The company's structure emphasizes collaboration across Sales, Reservations & Contracting, Operations, and Finance & Accounts, allowing teams to address issues swiftly and deliver seamless services.

1.2.2 Functional Division and Roles

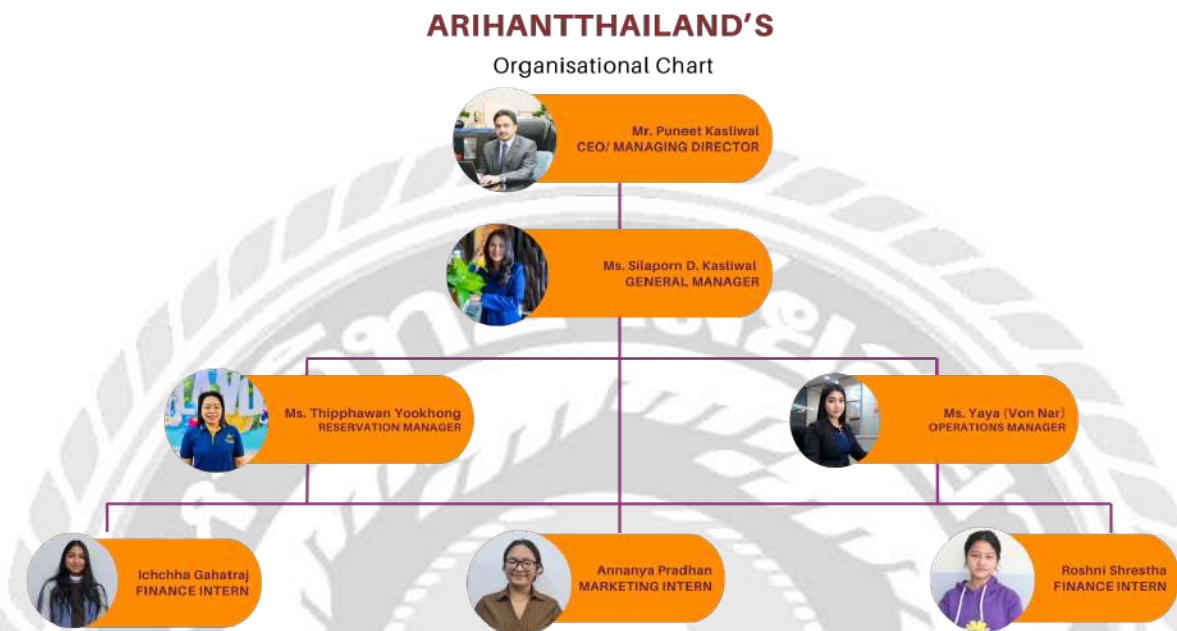


Fig 2: Arihant Thailand Team Organizational structure

- **Sales:** Responsible for developing strong partnerships with agents, negotiating contracts, handling promotional campaigns, and ensuring that sales pipelines are consistently active.
- **Reservations & Contracting:** Handles hotel negotiations, contract renewals, seasonal promotions, and uploads rates into the software system to ensure accurate pricing is available to agents at all times.
- **Operations:** Manages the execution of day-to-day travel services, including airport transfers, sightseeing activities, and overall coordination with local vendors. This department ensures that travel packages run smoothly.
- **Finance & Accounts:** Processes supplier invoices, manages log-payment systems, reconciles accounts, and ensures that payments to hotels, restaurants, and transport vendors are made accurately and on time.

1.2.3 My Position

As a Finance Intern, my responsibilities primarily revolved around updating hotel prices, managing seasonal and promotional contracts, and ensuring accurate financial documentation. I worked closely with the Finance and Contracting teams to verify supplier rates, reconcile discrepancies in payment logs, and maintain up-to-date records of active and expired contracts. My tasks also included uploading new promotional prices into the system, disposing of outdated contracts, and coordinating with hotels to confirm special rates and availability. This role allowed

me to develop strong analytical and detail-oriented skills while gaining practical exposure to the financial and contractual operations of a Destination Management Company.

1.2.4 Scope of Work

During my internship, my contributions fell into four key categories:

1. **Finance & Reconciliation:** I was responsible for logging supplier payments for transport, hotels, restaurants, and sightseeing operators. This required verifying invoices for accuracy, correcting errors in payment logs, and ensuring that financial records were properly maintained. I also assisted in filling out credit authorization forms and creating organized spreadsheets for easier tracking.
2. **Contracting & Pricing:** My tasks included updating hotel contracts, rechecking validity periods, disposing expired contracts, and uploading new promotions into the system. I actively communicated with hotel partners to request availability, negotiate special prices, and confirm updated rates. Through these tasks, I became familiar with contract cycles, seasonal pricing, and promotional structures across destinations like Bangkok, Pattaya, Phuket, Krabi, and Samui.
3. **Sightseeing & Transfer Operations:** I created and maintained databases for sightseeing providers, updated activity details and prices in the system, and ensured that vouchers for agents were generated accurately. I also added new attractions such as Jurassic World and updated existing ones like Alcazar Show and Pattaya Floating Market. This gave me insight into how a DMC manages product diversification.
4. **Sales & Quotation Support:** I practiced preparing quotations for FITs and groups, assisted in creating itineraries, and helped draft professional emails to hotels and agents. Additionally, I supported creative initiatives such as designing posters, assisting with video shoots, and preparing presentations. These tasks allowed me to combine operational knowledge with communication and design skills.

1.3 Motivation to Join Arihant Thailand

My decision to join Arihant Thailand was motivated by the opportunity to gain first-hand exposure to the inner workings of a reputed DMC. Through this internship, I sought to:

- Understand Thailand's inbound tourism ecosystem by experiencing daily operations, contracting cycles, and supplier coordination.
- Gain knowledge of contracting and pricing, including the management of seasonal rates, promotions, and special offers.
- Improve my practical skills in finance and reconciliation by handling invoices, log payments, and credit forms.

- Enhance professional communication skills by drafting formal emails, making supplier calls, and participating in negotiations.
- Build a solid foundation for a career in tourism and travel management by applying academic knowledge to real-world industry challenges.

1.4 SWOT Analysis of Arihant Thailand

Strengths

- A well-established brand with over a decade of industry experience and SHA+ certification, ensuring reliability and safety.
- Strong and long-standing partnerships with leading hotel chains, resorts, and attractions across Thailand, allowing the company to offer competitive rates.
- A comprehensive service portfolio covering FITs, groups, MICE, and weddings, enabling Arihant to cater to diverse client needs.
- A reputation for managing complex operations such as corporate incentive groups, highlighting its logistical expertise.

Weaknesses

- Heavy reliance on manual processes for invoice verification and log-payment reconciliation, which increases the risk of human errors and delays.
- Dependence on supplier promotions and seasonal contract renewals, which may cause challenges during peak booking periods.
- Limited integration of automated systems for contract tracking.

Opportunities

- Growing demand from the Indian outbound travel market provides opportunities for expansion and higher booking volumes.
- Potential for product diversification through new sightseeing activities, themed packages, and multi-destination itineraries.
- Adoption of digital tools and automation in contracting, quotation, and reconciliation processes can enhance efficiency.
- Increasing popularity of wellness tourism, medical travel, and destination weddings in Thailand creates avenues for niche market growth.
- Content-driven marketing and stronger online presence can boost brand visibility and competitiveness.

Threats

- Intense competition among DMCs in Thailand leading to price wars and reduced margins.
- Economic or political uncertainties, such as visa policy changes or currency fluctuations, affecting inbound tourism flows.
- Global disruptions such as pandemics or natural disasters impacting demand and operations.
- Supplier capacity shortages during peak seasons causing unavailability or inflated prices.
- Shifting customer expectations toward more digital-first, customized travel experiences requiring continuous adaptation.

1.5 Statement of the Report

This report documents my internship experience at Arihant Thailand under the CWIE/MHESI program. It captures the company profile, organizational structure, my assigned responsibilities, and the strategic context of Arihant Thailand's operations. The report also reflects on the tasks I undertook, the skills I developed, and the insights I gained during the internship. The subsequent chapters will provide detailed discussions on daily activities, key projects, challenges encountered, and the overall learning outcomes.

1.6 Objectives of the Cooperative Studies

1. To apply academic concepts of tourism and management in a practical business environment, bridging the gap between theory and real-world practice.
2. To gain comprehensive experience in hotel contracting, seasonal pricing, and promotional management, including communication with suppliers and software updates.
3. To improve accuracy and efficiency in financial reconciliation through log-payment workflows, invoice verification, and correction of errors.
4. To strengthen supplier relationship management by learning how to draft professional emails, follow up with hotels, and request promotional rates effectively.
5. To develop the ability to prepare quotations and itineraries that are detailed, accurate, and tailored to different client requirements.
6. To enhance documentation management skills by learning standardized file naming conventions, systematic filing of contracts, and proper disposal of expired agreements.
7. To contribute to the company's operations by updating hotels and sightseeing activities in the internal software, ensuring accuracy and reliability for the sales team.
8. To support sales and marketing initiatives through creative contributions, such as presentation preparation, video content, and poster design.
9. To build professional confidence by working in a multicultural team environment and developing skills in problem-solving, adaptability, and cross-cultural communication.

Chapter 2: Co-op Study Activities

This chapter details my experience as a finance-focused co-op student at Arihant Thailand, outlining the specific job responsibilities I fulfilled during my placement. It explores how I coordinated with colleagues in a professional, cross-cultural environment, explains the financial and operational processes I followed to complete my tasks, and highlights the meaningful contributions I made to the company.

Through this comprehensive overview of my co-op activities—including preparing quotations, managing payments, analyzing package profitability, and coordinating with vendors and travel agencies readers will gain insight into both the practical finance and operational skills I developed and the professional growth I achieved during this experiential learning opportunity.

2.1 Job Description

As a Finance & Operations Intern at Arihant Thailand, a Destination Management Company (DMC) specializing in Indian group travel, I supported the finance, sales, and operations teams in ensuring smooth backend processes for travel packages, supplier coordination, and contract management. This role required a combination of analytical accuracy, operational discipline, and cross-departmental communication to maintain service quality and support the company's expansion initiatives.

The job primarily required the following responsibilities:

A. Financial Operations & Accuracy Management

- Log supplier invoices and customer payments into the internal booking software with high accuracy.
- Identify and correct mismatches between selling price and booked price to prevent revenue leakages.
- Validate invoices, cross-check service dates, and ensure correct vendor rates are applied.
- Maintain updated financial records for promotions, expirations, and supplier billing cycles.
- Support preparations for quotations by understanding pricing breakdowns and supplier rate structures.
- Assist with data validation for tiered pricing models recently introduced by the company.

B. Contract, Rate & Promotion Management

- Review and list expired hotel and supplier promotion contracts.

- Follow up with hotels for updated promotions, winter rates, and upcoming seasonal contracts.
- Draft professional communication emails requesting hotel promotion extensions or clarifications.
- Maintain a structured database of active contracts, rate sheets, blackout dates, and special deals.
- Coordinate with the Sales Team to ensure agents receive accurate and updated contract offers.

C. Cross-Departmental Coordination & Communication

- Liaise between finance, reservations, sales, and operations teams for timely workflow completion.
- Collaborate with the sales team to resolve price discrepancies, contract updates, and booking-related clarifications.
- Assist the operations department by checking supplier availability and coordinating service confirmations.
- Prepare clear email drafts for agents, hotels, and suppliers regarding promotions, contracts, or discrepancies.

D. Sales Support & Quotation Assistance

- Assist the Sales Team by learning how to draft quotations after software training.
- Understand price components including hotel rates, transfers, sightseeing inclusions, and markups.
- Support the new pre-made package initiative by helping document and refine package structures.
- Contribute to the implementation of the company's tiered pricing strategy for agents.

E. Market Research & Industry Analysis

- Conduct research on India–Thailand travel trends, group travel patterns, and pricing competitiveness.
- Study currency fluctuations (INR–THB) and their impact on package pricing.
- Analyze competitor DMC offerings, promotions, and contract structures.
- Assist in tracking changes in Thailand tourism regulations affecting Indian group tours.

F. Supplier Coordination & Relationship Management

- Correspond with hotels regarding promotional rates, contract updates, and documentation requirements.
- Follow up with suppliers for revised invoices, confirmations, and deadline extensions.

- Help negotiate rate validity extensions, especially for promotions nearing expiry.
- Prepare clear and polite emails addressing billing errors or required amendments.

G. Administrative & Operational Support

- Assist the Finance Manager and Sales Executive in daily tasks, meeting preparations, and documentation.
- Help organize files, contracts, invoices, and communications in structured digital folders.
- Support procedural improvements by identifying recurring workflow issues in pricing and contract management.
- Coordinate with reservations for aligning confirmed services, billing details, and supplier obligations.

This role enabled me to develop a strong foundation in travel operations, financial accuracy, professional communication, and contract management. Working closely with multiple teams offered valuable insight into the operational backbone of a DMC and significantly enriched my practical learning experience.

2.2 My Duties and Responsibilities

During my 17-week internship at Arihant Thailand, I worked as a Finance & Operations Intern, contributing across finance operations, supplier coordination, contract management, and sales support. My responsibilities evolved as I became more familiar with the company's systems and the day-to-day functioning of a Destination Management Company (DMC) operating in a high-volume Indian travel market. This role gave me deep exposure to Thailand's tourism ecosystem, pricing structures, and backend operations that are essential for group tour management.

A. Financial Operations & Administrative Support

In the financial operations domain, I handled accuracy-critical tasks that ensured proper documentation, billing alignment, and internal process transparency:

- Invoice & Payment Logging: Entered supplier invoices and client payments into the company's internal software, maintaining accuracy across booking records.
- Error Identification: Reviewed booking entries to identify and correct selling-price vs. booked-price mismatches, preventing revenue discrepancies.
- Promotion Contract Review: Compiled and verified lists of expired or expiring hotel promotions, supporting the finance team in timely renewals.
- Document Management: Organized financial files, rate sheets, updated contracts, and supplier invoices into structured digital folders.
- Financial Data Support for Pricing Models: Assisted in validating cost components for the company's new tiered pricing strategy.

- **Deadline Management:** Helped prepare and revise promotional rate sheets while coordinating with hotels for invoice corrections and due-date extensions.

These tasks strengthened my understanding of financial workflows within travel operations and the importance of accurate, real-time data management in a DMC.

B. Sales Coordination & Quotation Preparation

My role also involved supporting the sales team, especially as the company introduced pre-made packages and sought greater pricing efficiency:

- **Quotation Assistance:** After gaining familiarity with the booking software, I supported the preparation of quotations by understanding hotel rates, transfer pricing, sightseeing inclusions, and markup structures.
- **Package Structuring:** Contributed to refining the newly introduced 6N/7D pre-made Thailand packages (Bangkok–Pattaya–Hua Hin), ensuring clarity in inclusions and pricing.
- **Rate Verification:** Cross-checked prices with suppliers to ensure quotations were aligned with updated promotions or negotiated rates.
- **Agent Communication Support:** Drafted clear, professional responses to travel agencies regarding contracts, rates, promotions, and booking clarifications.

This exposure helped me understand how pricing decisions influence both competitiveness and profitability in the travel industry.

C. Supplier & Hotel Coordination

Supplier management formed a major part of my internship, where I regularly communicated with hotel partners and service providers:

- **Promotion Follow-Ups:** Contacted hotels to request updated promotions, winter rates, and validity extensions for offers nearing expiry.
- **Documentation Requests:** Collected updated rate sheets, corporate contracts, and promotional materials from suppliers.
- **Error Resolution:** Coordinated with hotels to correct mismatched invoices, missing inclusions, or discrepancies in service dates.
- **Relationship Management:** Maintained polite, consistent communication with hotel sales managers regarding contract validity, expiry reminders, and promotional details.

This experience enhanced my communication skills and helped me understand supplier dynamics within the Thailand tourism industry.

D. Cross-Departmental Support & Internal Workflow Coordination

Since Arihant Thailand operates on coordinated inter-team workflows, I actively contributed to bridging communication across departments:

- Inter-Team Liaison: Facilitated workflow between the finance, sales, reservations, and operations departments.
- Issue Escalation: Flagged booking or pricing inconsistencies to the relevant teams for timely rectification.
- Backend Coordination: Supported reservations by confirming supplier availability and matching booking details against invoices.
- Process Visibility: Helped identify recurring workflow delays or document gaps and supported improvements in team coordination.

These responsibilities provided firsthand exposure to operational problem-solving and teamwork in a fast-moving tourism environment.

E. Market Research & Industry Exposure

A core part of my internship involved understanding the broader travel market, particularly the growing Indian outbound tourism sector:

- Industry Trend Analysis: Conducted research on travel patterns, group tour preferences, and competitive pricing among DMCs in Thailand.
- Currency Impact Study: Analyzed INR–THB fluctuations and their influence on package pricing and agent negotiations.
- Competitor Review: Studied competitor promotions, hotel partnerships, and contracting strategies to support internal benchmarking.
- Regulatory Awareness: Monitored updates in Thailand’s tourism sector relevant to group travel and DMC operations.

This research supported Arihant’s strategic positioning and helped me understand the economic and regulatory factors affecting tourism businesses.

F. Communication, Documentation & Professional Correspondence

I consistently handled written communication with hotels, suppliers, and internal teams:

- Professional Emails: Drafted emails requesting rate updates, clarifications, corrections, and promotional extensions.
- Deadline Requests: Prepared polite communications to hotels requesting invoice due-date extensions or updated billing confirmations.
- Reporting: Maintained internal lists of contract statuses, promotions, and price mismatches for managerial review.

- **Coordination Updates:** Provided regular status updates to the finance and sales teams on pending responses or required follow-ups.

This strengthened my business communication skills and professional etiquette. The wide range of responsibilities gave me practical insight into financial operations, tourism workflows, supplier management, and strategic coordination, all of which shaped my professional growth throughout the internship.

2.3 Activities in Coordination with Co-Workers

The work environment at Arihant Thailand was highly collaborative, driven by a compact but efficient team structure where finance, sales, reservations, and operations needed to work in sync to ensure smooth service delivery for agents and travelers. As a Finance & Operations Intern, I played an active role in coordinating across these departments and supporting the daily functioning of the company.

From the first week of my internship, the Finance Manager and Sales Executives thoroughly briefed me about my responsibilities, the internal software system, and the overall workflow of a Destination Management Company (DMC). Their guidance helped me clearly understand how my tasks — such as invoice logging, rate verification, and promotion follow-ups — fit into the company's larger operational framework. They consistently acted as mentors, giving real-time feedback and helping me refine my work processes as I gradually took on more responsibilities.

We frequently engaged in discussions and review meetings focused on ongoing tasks, such as verifying hotel promotions, identifying booking discrepancies, coordinating contract updates, and checking for invoice errors. These meetings ensured that everyone stayed aligned, especially when handling time-sensitive matters like rate expiries, upcoming group arrivals, or agent requests.

Working closely with the Sales Team, I collaborated on clarifying rate mismatches, confirming supplier details, and organizing updated contracts to maintain transparency and accuracy. The Reservations Team also played a key role in supporting me whenever confirmed booking details needed to be cross-checked against invoices or promotions.

Throughout my internship, I maintained continuous communication with my co-workers to ensure smooth workflow across departments. This coordination not only improved efficiency but also created a supportive environment where I could ask questions freely and contribute effectively. The collaborative culture at Arihant Thailand allowed me to develop a clearer understanding of how each department interconnects and how internal teamwork directly impacts customer experience and business performance.

2.4 My Job Processes

During my internship at Arihant Thailand, I followed a set of structured work processes that ensured accuracy, consistency, and efficiency in carrying out my responsibilities. These processes allowed me to meaningfully contribute to the company's operational flow while simultaneously gaining hands-on exposure to the functioning of a Destination Management Company (DMC). The following workflow summarizes how I approached my tasks:

Task Name	Step 1	Step 2	Step 3	Step 4
Invoice Logging & Financial Record Management	Received supplier invoices	Verified dates, rates, and booking references	Entered details into internal software	Cross-checked for mismatches and corrected discrepancies
Rate & Promotion Contract Tracking	Checked contract expiry dates	Followed up with hotels for renewed promotions	Updated system and files with new rates	Coordinated with sales team to circulate updated contracts
Discrepancy Resolution (Selling vs. Booked Price)	Reviewed confirmed bookings	Identified pricing mismatches	Coordinated with sales/reservations for verification	Corrected the rate in software and documented the update
Supplier Communication & Follow-ups	Drafted professional emails	Requested rate extensions/invoice corrections	Coordinated on revised documents or promotions	Filed updated correspondence and confirmed completion
Expired Promotion Listing	Collected all active promotions	Identified expired or soon-to-expire deals	Created structured promo-tracking sheets	Reported to manager and initiated follow-ups with hotels
Quotation Preparation Support	Learned pricing structure	Observed team's quotation process	Assisted in drafting quotations after training	Updated package components and cross-checked inclusions
Pre-made Package Development	Reviewed existing group travel patterns	Helped structure itinerary and inclusions	Verified hotel rates, transfer costs, and activities	Supported creation of tiered pricing models
Reservations & Operations Coordination	Checked booking confirmations	Coordinated with suppliers for service availability	Updated the system with confirmed details	Ensured alignment between invoices and confirmed services
Email Communication for Sales & Operations	Drafted emails requesting contracts/promotions	Clarified booking errors or missing details	Coordinated responses between teams and suppliers	Finalized communication and uploaded to records

Market Research – India to Thailand Travel	Researched travel trends and group behavior	Compared competitor DMC pricing and offerings	Analyzed currency effects on travel costs (INR–THB)	Prepared summaries to support pricing decisions
Documentation & File Management	Organized contracts and invoices	Updated digital folders with latest documents	Maintained version control for rates and promotions	Ensured easy access for sales and finance teams
Team Coordination & Daily Briefings	Attended daily discussions	Shared status updates on ongoing tasks	Collaborated with sales/reservations on urgent issues	Implemented feedback and adjusted priorities accordingly
Invoice Amendment Requests	Identified incorrect invoices	Prepared correction request email	Coordinated revised invoice with hotel	Logged the updated invoice and closed the issue
Promotion Extension Requests	Checked nearing expiry dates	Drafted formal extension requests	Negotiated validity extensions where possible	Updated internal records and notified sales team
Software-Based Task Management	Learned internal booking system	Performed data entry and validation	Monitored changes to avoid inconsistencies	Assisted in identifying workflow issues for improvement

Table 3: Job Process Breakdown

2.5 Contributions as a Co-op Student in the Company

During my 17-week internship at Arihant Thailand, I contributed meaningfully to the company's operations, financial accuracy, and business development initiatives. My work supported both the internal process improvements and the company's engagement with partner travel agencies across India.

A. Financial Documentation, Verification & System Updates

I played a key role in maintaining financial accuracy by recording supplier invoices and updating payment details in the company's internal software. I consistently monitored mismatches between the selling price and the booked price, ensuring that any discrepancies were corrected promptly. This improved invoicing accuracy and reduced the number of follow-up clarifications with hotels and agents. Through regular coordination with the finance and sales teams, I helped streamline the flow of financial documentation and supported error-free reconciliation processes.

B. Contract & Promotion Management

I reviewed contracts and identified expired or soon-to-expire promotional agreements with partner hotels across Thailand. I prepared structured lists of these outdated contracts and assisted in drafting professional follow-up emails requesting updated rates and promotions. This ensured the sales team had up-to-date information for quoting packages to Indian travel agencies, reducing delays in preparing competitive offers.

C. Quotation Preparation & Software Learning

As part of my training, I began learning Arihant's quotation software to support the preparation of customized travel packages. Although I was still in the training phase, I familiarized myself with the platform's structure, rate inputs, itinerary building features, and tiered pricing strategy. This foundational understanding will allow the team to reduce workload pressure when I begin assisting with quotations fully.

D. Market Research and Package Structuring

I conducted market research focused on the expectations and buying patterns of Indian travelers visiting Thailand, specifically:

- Preferred destinations and hotel categories
- Seasonal pricing trends and competitive DMC offerings
- Popular inclusions for group tours and events
- Pricing expectations for 20-pax group packages

This research directly supported the development of Arihant's newly introduced 3-tier pre-made travel packages, helping the company position itself competitively among Indian travel agencies looking for readymade Thailand itineraries.

E. Email Communication & Business Correspondence

I drafted professional communication for hotels and partner agencies, including:

- Requests for updated seasonal promotions
- Contract clarification emails
- Polite follow-ups for pending rate replies
- Price discrepancy clarifications

These communications helped maintain smooth operations and strengthened Arihant's professional relationships with partner hotels.

F. Business Development Support

I assisted the sales team by preparing structured information required for contracting new hotel partners, including compiling agency documents (VAT registration, TAT license, company profile, etc.). I also supported the team by ensuring efficient communication when onboarding

hotels interested in working with Arihant's Indian travel agents. These efforts contributed to expanding Arihant Thailand's partner hotel network.

G. Operational Coordination & Internal Support

Across my internship, I collaborated closely with the finance, operations, and sales teams to ensure consistent information flow. By managing documentation, correcting errors, and following up on requirements, I helped improve internal efficiency while gaining hands-on experience in Thailand's tourism and DMC ecosystem.



Chapter 3: Learning Process and Outcomes

In this chapter, I highlight the challenges and learning experiences I encountered during my internship at Arihant Thailand. It details the problem-solving approaches I used to address operational and financial issues, provides examples of how I resolved specific challenges, and outlines the learning outcomes I achieved.

3.1 Challenges Encountered

During my internship at Arihant Thailand, I encountered a variety of challenges that required creative problem-solving, adaptability, and proactive communication. Some of the key challenges were:

A. Technical and Platform-Related Challenges

The following were the technical challenges I faced during my internship at Arihant Thailand related to travel booking software and client management systems:

- **Software and System Issues:** While logging payments, checking discrepancies between selling and booked prices, and updating contracts, I faced occasional technical issues in the internal booking software. These included mismatches in data, delayed system responses, and formatting errors in quotation reports. Resolving this required patience, attention to detail, and frequent coordination with the software support team.
- **Quotation and Contract Accuracy:** Preparing quotations for Indian travel agencies required precise calculation of package costs, currency conversions, and contract terms. Misalignment between booked rates and software records occasionally caused delays, demanding careful verification and re-checking of all entries.

B. Operational and Coordination Challenges

The following were the operational and cross-departmental coordination challenges I faced during my internship:

- **Internal Coordination:** Aligning with sales, operations, and marketing teams for package preparation, promotions, and supplier follow-ups was sometimes challenging due to differing timelines and priorities.
- **External Vendor Communication:** Coordinating with hotels, transport providers, and other service vendors required clear communication and persistent follow-ups, especially when confirming promotions, contracts, and packages inclusions.

C. Market Expansion & External Relations

The following were the market expansion and external relations-related challenges I faced:

- Client Follow-Ups and Lead Conversion: Maintaining timely follow-ups with Indian travel agencies to ensure their interest in Arihant's packages required consistent engagement and relationship-building efforts.
- Customized Package Negotiations: Developing tailored packages for large group tours involved multiple iterations of cost adjustment, itinerary modification, and cross-border regulatory considerations, which demanded patience and negotiation skills.

D. Creative & Marketing Challenges

The following were the creative and marketing challenges I faced:

- Promotional Content Development: Drafting emails, promotional materials, and package highlights that were both appealing and accurate for Indian travel agents required attention to tone, language, and cultural nuances.
- Timeline Alignment with Partners: Coordinating promotions and campaigns with hotel partners and other vendors often involved managing different approval timelines, which could delay content release or booking confirmations.

E. Time & Resource Management

The following challenges were related to handling multiple tasks and prioritizing workloads:

- Multitasking Across Projects: Managing tasks such as logging payments, preparing quotations, checking software mismatches, following up with hotels and travel agencies, and assisting with promotional campaigns simultaneously tested my project management and prioritization skills.
- Deadline Management: Ensuring timely completion of tasks in a fast-paced environment requires careful planning and proactive communication with both internal teams and external partners.

3.2 Problem-Solving Approaches Used

My approach to overcoming challenges at Arihant Thailand generally followed a systematic and structured process:

A. Problem Identification and Analysis:

I began by thoroughly understanding the root causes of each challenge rather than addressing only the symptoms. For example, when discrepancies arose between selling prices and booked rates in the internal software, I analyzed whether they resulted from data entry errors, system limitations, or miscommunication with the sales team. This allowed me to pinpoint the exact source of the problem and implement appropriate solutions.

B. Collaborative Consultation:

I recognized that solving every problem independently was neither efficient nor necessary. Instead, I leveraged the collective knowledge of colleagues and supervisors by consulting with those who had relevant expertise. For instance, when preparing quotations or resolving software mismatches, guidance from the operations and finance teams helped streamline processes and reduce errors. This approach not only led to effective solutions but also strengthened my professional relationships within the company.

C. Research-Based Solutions:

For challenges related to Indian travel agency requirements, market preferences, and package pricing, I conducted targeted research and cross-check past booking data to inform my recommendations. This data-driven approach ensured that solutions—such as customizing packages or negotiating rates—were grounded in market realities rather than assumptions.

D. Iterative Implementation:

Rather than striving for perfect solutions immediately, I often adopted an iterative approach, particularly for tasks like drafting promotional emails, preparing pre-made packages, and coordinating with hotels. This method allowed me to implement initial solutions quickly, gather feedback from internal teams or clients, and refine them continuously based on real-time outcomes.

E. Reflection and Documentation:

After implementing solutions, I documented the process, challenges, and outcomes for future reference. For example, maintaining logs of payment corrections, software discrepancies, and client follow-ups helped create a knowledge base that could prevent recurring issues and serve as a resource for future interns or team members.

This systematic approach proved effective across a wide range of challenges at Arihant Thailand—from technical software issues to operational coordination and cross-border communication with Indian travel partners. By combining analysis, collaboration, research, iterative problem-solving, and reflection, I was able to develop practical solutions while strengthening my professional skills.

3.3 Examples of Problem Resolution

A few examples of how I resolved challenges during my internship at Arihant Thailand are as follows:

A. Challenge: Cross-Border Quotation Accuracy

Preparing quotations for Indian travel agencies often involved discrepancies due to currency conversions, service charges, or misalignment between booked and selling prices.

- Solution: I carefully reviewed each quotation line, cross-checked rates with the internal software, and verified details with the sales and operations teams. I also created a checklist for quotation preparation to ensure accuracy before sending it to clients.
- Result: This approach minimized errors, increased client trust, and reduced time spent on revisions. Over time, it streamlined the quotation process and improved overall efficiency.

B. Challenge: Coordination with Hotel and Transport Partners

Delays in confirming contracts, promotions, and package inclusions from hotel and transport partners sometimes affected package preparation timelines.

- Solution: I established a structured follow-up schedule, maintained clear communication with partners, and used shared spreadsheets to track pending approvals. I also drafted standardized templates for emails to reduce miscommunication.
- Result: This system improved response times from partners, ensured smoother package finalization, and strengthened professional relationships with vendors.

C. Challenge: Promotional Material Alignment Across Markets

Ensuring that marketing emails, pre-made package details, and promotional content were culturally relevant for Indian travel agencies while remaining accurate and consistent was a challenge.

- Solution: I researched the preferences and expectations of Indian clients, adapted content accordingly, and created a review workflow with the marketing team to ensure alignment.
- Result: The adapted promotional materials generated positive engagement from clients, improved package bookings, and enhanced the brand's professional image in the target market.

D. Challenge: Handling Software Discrepancies and Payment Logging

Occasional mismatches in payment records or system errors disrupted smooth operations and caused delays in reporting.

- Solution: I conducted systematic checks of payment entries, cross-referenced them with invoices and supplier confirmations, and coordinated with the finance and operations teams to correct errors.
- Result: The process reduced discrepancies, ensured accurate financial tracking, and created a reference framework for future interns or team members.

3.5 Technical and Soft Skills Acquired

During my internship at Arihant Thailand, I developed the following key skills:

A. Technical Skills

- Travel Package Management: Prepared and customized group tour packages, include hotels, transport, and sightseeing itineraries.
- Quotation Preparation: Created accurate quotations for Indian travel agencies, including currency conversion, cost calculation, and package inclusions.
- Software Operations: Logged payments, reconciled discrepancies, and managed bookings using the internal travel management system.
- Promotional Content Development: Drafted promotional emails, pre-made package descriptions, and marketing material tailored to Indian clients.
- Market Research: Conducted research on client preferences, competitor offerings, and trends in outbound travel from India.
- Vendor Coordination: Communicated with hotels, transport providers, and other service vendors to confirm rates, promotions, and contracts.
- Documentation & Reporting: Maintained detailed records of payments, contracts, quotations, and client communications for accuracy and future reference.

B. Soft Skills

- Project Management: Managed multiple tasks simultaneously, including package preparation, payment logging, and promotional campaigns.
- Problem-Solving: Addressed discrepancies in bookings, quotation errors, and partner communication issues through systematic analysis and solutions.
- Cross-Cultural Communication: Adapted content and communications for Indian clients while maintaining professional and brand consistency.
- Initiative & Responsibility: Proactively followed up with partners, improved quotation processes, and suggested workflow improvements.
- Negotiation & Relationship Building: Engaged with travel agencies and hotel partners to maintain strong professional relationships.
- Adaptability: Quickly adjusted to new software tools, timelines, and evolving task requirements.

- Collaboration: Worked effectively with internal teams (sales, operations, and marketing) and external partners.
- Time Management: Prioritized tasks to meet deadlines across multiple concurrent projects.
- Strategic Thinking: Contributed insights for culturally relevant packages and promotions to increase client engagement and bookings.

3.6 Implementation/Application of Coursework to Real Working Situations

My academic coursework provided valuable theoretical foundations that I was able to apply during my internship at Arihant Thailand:

A. Application of Financial Theories:

Principles from finance courses, including cost analysis, budgeting, and financial planning, were directly applicable when preparing quotations and managing package pricing for Indian travel agencies. I applied concepts such as break-even analysis, profit margin calculation, and currency conversion to ensure that packages were both competitive and profitable. These financial frameworks helped me make data-driven decisions and evaluate the feasibility of different tour packages.

B. Utilization of Project Management Tools:

While managing multiple tasks—such as logging payments, preparing quotations, coordinating with hotels, and drafting promotional materials—I applied concepts from project management courses at Siam University. Tools like Gantt charts and task prioritization matrices helped me schedule activities, monitor progress, and meet deadlines effectively.

C. Integration of International Business Principles:

Theories of cross-border trade, foreign exchange, and international finance informed my approach to dealing with Indian travel agencies and negotiating package terms. Understanding concepts like currency risk, exchange rate fluctuations, and cross-border payments helped me minimize financial risks and optimize cost structures.

D. Application of Supply Chain Management Concepts:

Knowledge of operational finance and resource allocation from supply chain management courses guided my coordination with hotels, transport providers, and activity vendors. I applied budgeting and cost-tracking principles to ensure efficient allocation of resources for group tours.

E. Implementation of Financial Analytics:

Concepts from financial analysis and corporate finance courses helped me assess the profitability of packages and monitor cash flows. I applied ratio analysis, variance analysis, and cost-

performance tracking to evaluate package feasibility and suggest improvements for better revenue outcomes.

F. Use of Strategic and Quantitative Analysis Tools:

Frameworks such as SWOT, PESTEL, and financial modeling were applied when evaluating market potential and pricing strategies. I analyzed external factors affecting tourism demand, competitor pricing, and exchange rate impacts to make informed financial decisions for package offerings.

G. Integration of Economic Principles:

Concepts of supply, demand, and pricing strategies were critical in determining package costs and forecasting revenue. By analyzing peak seasons, client preferences, and competitor offerings, I applied economic principles to construct budgets and pricing models that maximized profitability while remaining attractive to clients.

The combination of theoretical knowledge from my finance coursework and practical experience during the internship created a strong learning synergy. Academic concepts provided structured frameworks for financial decision-making, while hands-on experience demonstrated how these frameworks must be adapted to real-world operational and cross-border complexities.

3.7 Co-op Learning Experience and Outcomes

My internship at Arihant Thailand provided invaluable learning experiences across multiple finance and operational functions:

A. International Business Operations:

I gained practical understanding of the complexities involved in cross-border business, including:

- Navigating regulatory and financial differences between Thailand and India for outbound travel services.
- Managing currency conversions, cross-border payments, and pricing strategies.
- Coordinating logistics and operational execution of group tours across multiple locations.
- Building professional relationships with Indian travel agencies and international vendors.

B. Financial Management and Analysis:

The internship significantly enhanced my practical skills in financial operations and analytics:

- Preparing accurate quotations and budgets for group tour packages.
- Conducting cost analysis, margin calculations, and break-even assessments for packages.

- Monitoring cash flows, reconciling payments, and resolving discrepancies.
- Using data-driven approaches to evaluate package profitability and recommend adjustments.

C. Operational and Strategic Planning:

I developed a deeper understanding of operational and strategic planning within a service-based business:

- Allocating resources efficiently for multi-location tours.
- Coordinating with internal teams and external vendors to ensure smooth operations.
- Applying supply chain and scheduling principles to optimize package execution.
- Using strategic analysis tools (SWOT, PESTEL) to inform pricing, package offerings, and market positioning.

D. Project and Time Management:

The various tasks and responsibilities strengthened my abilities to:

- Manage multiple projects simultaneously with overlapping timelines.
- Prioritize critical financial and operational tasks under tight deadlines.
- Coordinate with internal and external stakeholders to align on objectives and deliverables.
- Document processes and maintain records to support knowledge transfer and operational consistency.

E. Business Communication:

The international and finance-oriented nature of the work improved my:

- Cross-cultural communication skills in professional finance and operational contexts.
- Networking abilities with clients, vendors, and internal teams.
- Presentation skills for financial reports, quotations, and operational proposals.
- Written communication skills for emails, financial documentation, and client correspondence.

Chapter 4: Conclusion

This chapter summarizes my overall internship experience at Arihant Thailand. It highlights the key achievements and learning outcomes, reflects on professional growth, discusses challenges and limitations faced during the internship, and offers recommendations for improving the Co-op program. The chapter concludes with personal reflections on how this experience has shaped my career aspirations and readiness for the professional world.

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

Throughout the internship, I engaged in a wide range of impactful activities that significantly shaped my learning journey in finance, operations, and international business. Some of the key highlights include:

- **Quotation and Financial Management:** I prepared accurate quotations for Indian travel agencies, incorporating currency conversions, cost analysis, and profit margin calculations. This strengthened my understanding of financial decision-making and real-world application of pricing strategies.
- **Cross-Border Business Operations:** Coordinating with Indian clients and Thai vendors provided hands-on experience in international business operations, including cross-border payments, regulatory considerations, and financial documentation.
- **Package Planning and Resource Allocation:** I managed group tour package planning, coordinating hotels, transport, and activities while applying budgeting and cost-control principles to ensure operational efficiency and profitability.
- **Client and Vendor Relationship Management:** Interacting with travel agencies, hotels, and transport providers enhanced my networking, negotiation, and professional communication skills in an international context.
- **Data-Driven Financial and Operational Analysis:** Monitoring payments, reconciling discrepancies, and analyzing package performance allowed me to apply financial and economic principles learned during my coursework to real business scenarios.
- **Process Improvement and Documentation:** I developed checklists and templates for quotations, payment logging, and client follow-ups, contributing to operational efficiency and creating resources for future team members.

These experiences not only honed my technical and analytical skills but also allowed me to apply academic finance and business concepts in practical, real-world contexts. The internship provided a holistic understanding of how financial management, international operations, and strategic planning intersect in a dynamic service-oriented business.

4.2 Self-Assessment of Professional Development

This internship experience has provided me with valuable clarity about my professional strengths and areas for further development.

A. Strengths

Some of my strengths that were developed or further polished during the internship include:

- **Adaptability:** I demonstrated the ability to quickly adjust to changing priorities and challenges, particularly during dynamic operational tasks such as managing quotations, coordinating with vendors, and handling last-minute itinerary changes for group tours. When unexpected issues arose with payment discrepancies or vendor coordination, I remained flexible and solution-focused.
- **Communication Skills:** My ability to communicate effectively across different contexts proved invaluable, whether presenting package proposals to Indian travel agencies, coordinating with hotel and transport partners, or preparing financial reports for internal teams. I was able to adapt my communication style to different audiences, ensuring clarity in both professional and cross-cultural settings.
- **Research and Analysis:** I applied financial and operational analysis to support decision-making for travel packages. By conducting cost analysis, break-even calculations, and market research on client preferences and competitor offerings, I contributed actionable insights that enhanced package profitability and operational efficiency.
- **Initiative:** Throughout the internship, I consistently demonstrated a willingness to take on responsibilities beyond my initial assignments. This included proactively following up with clients and vendors, improving quotation and payment processes, and suggesting workflow improvements to enhance financial tracking and operational effectiveness.

B. Areas for Development

Alongside my strengths, the internship helped me identify several areas where further development is needed:

- **Technical Knowledge in Finance and Operations:** While I effectively managed quotations, payment logging, and package budgeting, I recognize that deeper technical knowledge in financial modeling, data analytics, and advanced spreadsheet techniques would enhance my ability to analyze and optimize operations more efficiently.
- **Negotiation Skills:** Although I successfully coordinated with Indian travel agencies and hotel partners, I observed that my negotiation skills could be strengthened to secure more favorable financial terms, contracts, and service agreements.

- **Strategic Thinking:** While I contributed effectively to day-to-day operational and financial tasks, I aspire to develop stronger strategic thinking skills that connect short-term actions with long-term business objectives, such as optimizing pricing strategies or forecasting revenue trends.
- **Industry-Specific Knowledge:** While I quickly learned about the outbound tourism and travel services industry, I recognize that deeper industry knowledge—particularly about market trends, client behavior, and regulatory frameworks—would enable me to anticipate challenges and identify opportunities proactively.

This self-assessment has helped me pinpoint specific areas to focus on in my continuing education and future professional experiences. I plan to pursue additional learning opportunities in financial analytics, negotiation techniques, strategic planning, and industry-specific knowledge to address these development areas effectively.

4.3 Benefits from the Internship for Future Career

My internship at Arihant Thailand has provided numerous benefits that will positively impact my future career in finance, international business, and operations:

A. Practical Experience in International Finance and Operations:

The opportunity to work on cross-border business operations between Thailand and India has equipped me with valuable experience in international finance, including currency management, cross-border payments, and financial documentation. This experience will be increasingly valuable as businesses continue to expand globally and seek professionals who understand the complexities of international financial operations.

B. Versatile Finance and Analytical Skill Set:

The diverse responsibilities I handled—from preparing accurate quotations and budgets to reconciling payments and analyzing package profitability—have given me a versatile skill set that is applicable across various finance and operational roles. This breadth of experience allows me to adapt to different career opportunities and contribute in multiple capacities.

C. Experience in a Service-Oriented Startup Environment:

Working at a growing travel service provider exposed me to the full spectrum of business functions, including finance, operations, client relations, and vendor management. This holistic understanding of business operations will be valuable whether I pursue corporate finance roles or entrepreneurial ventures in the travel and service industries.

D. Real-World Problem-Solving:

Tackling financial and operational challenges—such as discrepancies in quotations, payment logging errors, and vendor coordination—has developed my problem-solving abilities beyond

classroom learning. Identifying issues, implementing solutions, and ensuring smooth execution under resource constraints enhanced my analytical thinking, resilience, and decision-making skills.

E. Professional Network:

The relationships established with colleagues, Indian travel agencies, hotel partners, and internal teams have expanded my professional network across Thailand and India. These connections may provide valuable opportunities for collaboration, mentorship, or employment in the future.

F. Industry Knowledge:

Gaining insight into the travel services and outbound tourism industry—especially the Indian market—provides specialized knowledge that could open doors to future opportunities in finance and operations within travel, hospitality, or international business sectors.

G. Career Direction:

Importantly, this internship has clarified my career interests and aspirations. The aspects of work I found most engaging—financial analysis, international business operations, and strategic planning—have provided valuable direction for my future career path.

Overall, the comprehensive experience gained during this internship has significantly enhanced my employability and prepared me for professional challenges. I intend to build upon this foundation by continuing to develop my financial and analytical skills while seeking opportunities that align with my strengths and career goals.

4.4 Limitations of the Co-op Studies

Despite the rich learning experience, the internship had certain limitations. The 17-week duration limited the scope of what I could accomplish, particularly in seeing long-term projects—such as package optimization, strategic pricing models, and the development of client relationships—come to full fruition.

Additionally, due to confidentiality protocols within the company, I was unable to document certain internal financial reports, vendor contracts, and strategic materials in this report, which may limit the reader's understanding of my full contribution.

Working in a lean startup environment also meant limited access to advanced financial tools, analytics software, or dedicated team support for certain initiatives, requiring me to adapt and improvise with available resources.

Lastly, the experiences described here are based on my individual perspective and may not reflect the full range of co-op experiences across different departments or roles.

4.5 Recommendations for the Co-op Studies

Based on my experience, I recommend that the university consider providing more structured support within the existing internship duration:

- **Pre-Internship Orientation:** Sessions focused on practical tools such as financial modeling software, quotation management systems, and operational tracking tools would better prepare students for real-world tasks.
- **Periodic Reflection and Check-Ins:** Regular check-ins during the internship would help students stay aligned with learning goals, address challenges early, and ensure meaningful contributions to the host company.
- **Exposure to International Operations and Startups:** Encouraging placements in startups or cross-border business environments can provide students with diverse business models, operational challenges, and real-world financial decision-making experience.
- **Mentorship Opportunities:** Structured mentorship within the company would help students better understand financial processes, strategic planning, and operational best practices, enhancing the learning experience.

These enhancements would ensure that students maximize the 17-week co-op experience and gain both technical and professional competencies.

4.6 Final Reflections

Reflecting on the past four months, I can confidently say that this internship was a transformative experience. It gave me the opportunity to apply classroom learning—particularly in finance, international business, and operational management—to tangible, real-world challenges.

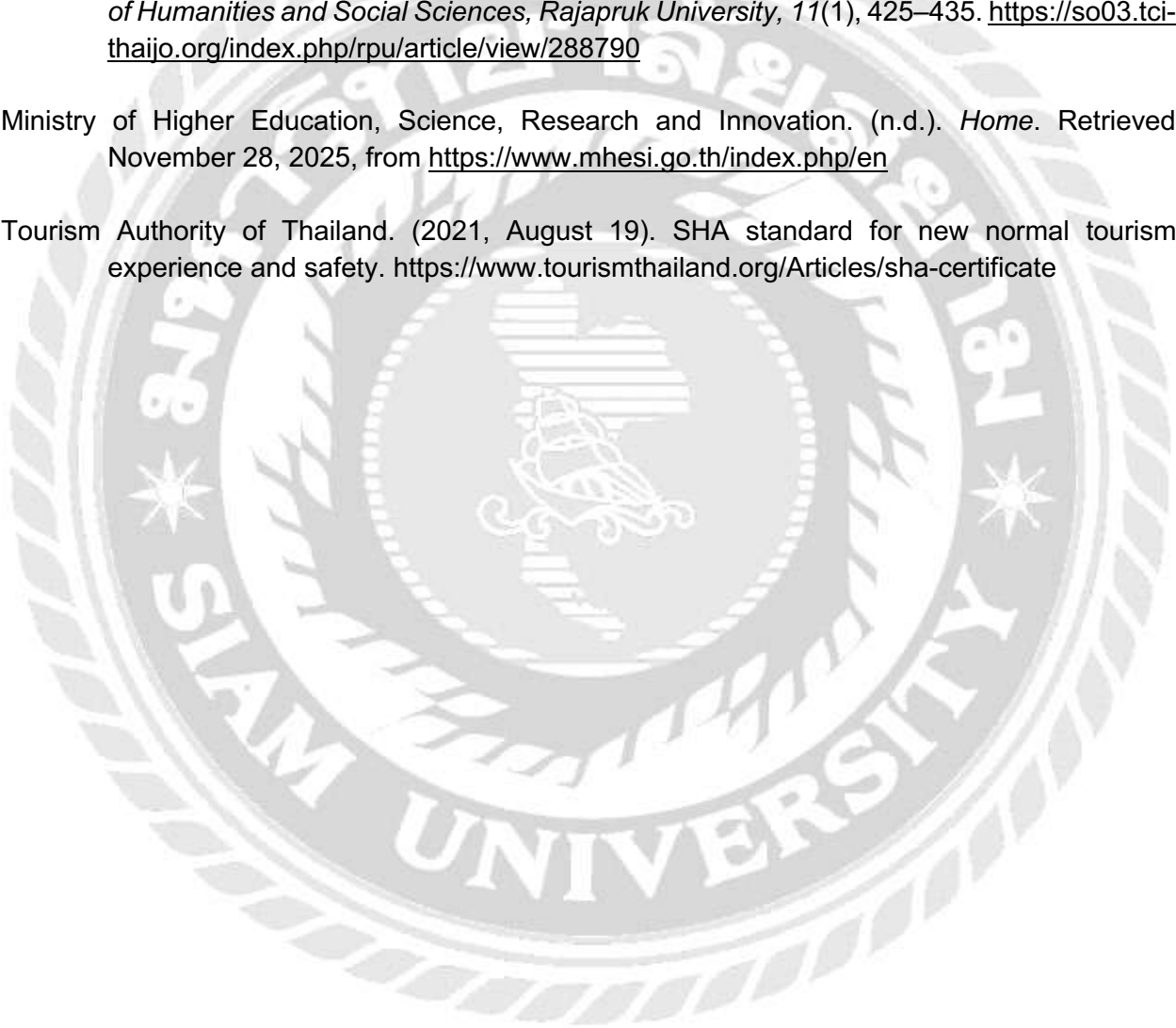
I discovered a genuine interest in financial analysis, cross-border operations, and strategic package planning. I grew in confidence, initiative, and adaptability—qualities that I had begun developing during my academic journey but were strengthened through hands-on experience.

The practical exposure to client negotiation, quotation preparation, budget tracking, and vendor coordination, coupled with mentorship from Arihant Thailand, made this internship not just a graduation requirement but a defining moment in my professional growth.

I now feel better prepared to enter the workforce with purpose and direction, equipped to contribute meaningfully to financial operations, international business, and strategic decision-making in any organization I join.

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Appendices

Appendix A: Weekly Log

Name of Student: Roshni Shrestha

Name of the Organization: Arihant Thailand

Name of Work Supervisor: Mrs. Silaporn D. Kasliwal

Date: July 07, 2025 - Nov 28, 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
Learned about company procedures through website and supervisor orientation.	Received briefing on company products (to study further after software access).	Created Excel sheet template for option (extra) income and expenses.	Took notes on sightseeing activities from contract files.	Conducted research on Nepal travel agencies.	Learned log payment procedures.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7/14/2025	7/15/2025	7/16/2025	7/17/2025	7/18/2025	7/19/2025
Logged transport payments for July (continuing)	Completed July transport payment logs and corrected errors.	Worked on research project; corrected Phuket hotel contracts; listed hotels with expiring promotions; disposed expired contracts.	Assisted with transport log payment (Phuket–Krabi, May); corrected Krabi contracts; listed hotels with expiring promotions; disposed expired files.	Corrected contracts of Samui and Pattaya hotels; listed hotels with expiring promotions; disposed expired contracts.	Logged Phuket June payments; meeting notes.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7/21/2025	7/22/2025	7/23/2025	7/24/2025	7/25/2025	7/26/2025
Drafted email for early winter promotion; worked on project presentation.	Checked invoice for Mumbai's Great Punjab Restaurant & Bar; project presentation work.	Learned guidelines for customizable packages; designed file names; verified restaurant invoices; research project.	Software training; logged sightseeing payments for July.	Practiced making quotations; started hotel July payment log; assisted with video content; restaurant invoice checking.	Completed hotel July payment log; project research; practiced quotations.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7/28/2025	7/29/2025	7/30/2025	7/31/2025	8/1/2025	8/2/2025
Prepared hotel files; documented summer promotion contracts; emailed for winter promotions; presentation preparation.	Checked Thai Smile trip invoice and payment log; assisted with door poster design; hotel availability checks.	Filled digital credit authorization form; created room-assignment Excel sheet.	Began Phuket hotel price updates; rechecked and printed missing contracts; disposed expired ones; assisted with final door poster design.	Continued Phuket hotel price updates; rechecked/printed/updated contract files; assisted with content filming.	Phuket price update nearly complete; contract rechecking and filing; content filming support.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/4/2025	8/5/2025	8/6/2025	8/7/2025	8/8/2025	8/9/2025
Completed Phuket price updates; rechecked/printed/updated contracts; assisted with content filming.	Started Bangkok hotel price updates; sent booking payment & confirmation; called for payment link; updated guest name in PDF.	Updated Bangkok hotel prices; sent signed contracts to Galleria 10 & 12; created itinerary quotation for guest CM#2102.	Completed Bangkok price updates & uploads; checked/printed/updated contract files.	Started Pattaya hotel price updates; rechecked and filed contracts.	Continued Pattaya price updates; filed contracts; emailed hotels for December group room availability.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/11/2025	8/12/2025	8/13/2025	8/14/2025	8/15/2025	8/16/2025
Leave for Bangkok	Leave for Bangkok	Completed Pattaya updates; Krabi updates; transfer price updates and comparison.	Completed Krabi updates; emailed hotels for special rates (Phuket & Krabi).	Completed Samui updates; sent signed promo contracts; updated multiple hotel promo rates in software.	Assisted with check-in at Centara Grande; sent signed Novotel Sukhumvit 4 contract; updated promo price in software.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/18/2025	8/19/2025	8/20/2025	8/21/2025	8/22/2025	8/23/2025
Sent back signed contract for Centara Grand Mirage; updated software; listed new promotions.	Sent back signed contracts for Krabi Tipa, The Spirit, Andamantra; updated software; contacted hotels for room availability.	Sent back signed contracts for multiple hotels; added new sightseeing products in software; updated hotel files.	Called & emailed Ambassador Bangkok for extra room; CWIE final presentation; created booking confirmations.	Prepared sightseeing email lists and sent follow-ups for tracking.	Emailed Holiday Inn Phuket & Aonang Krabi for availability.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8/25/2025	8/26/2025	8/27/2025	8/28/2025	8/29/2025	8/30/2025
Follow-ups with Holiday Inn Aonang; emailed Centara & Holiday Inn for special rates/promotions; sent Phi Phi hotel promo mails; updated software; prepared vouchers and quotations.	Sent signed contracts; updated sightseeing and hotel software; requested promos; processed vouchers and quotations.	Sent signed hotel & sightseeing contracts; updated software; assisted with promo package quotation; filled credit card forms.	Updated sightseeing software; filed signed contracts; updated multiple hotels in software; contacted hotels for sales email and pricing.	Updated multiple hotel promotions in software; signed & mailed promo contracts; updated 2026 rates.	Sent signed contracts; updated hotel software; checked software issues; requested renewed contracts.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/1/2025	9/2/2025	9/3/2025	9/4/2025	9/5/2025	9/6/2025
Signed back multiple hotel & sightseeing contracts; updated software; checked agent invoices; checked hotel prices & availability; researched via Expedia.	Prepared vouchers; created quotations; updated multiple hotel contracts; emailed sightseeing partners.	Filled arrival/departure details; updated hotel contracts/software; sightseeing follow-ups; listed missing Bangkok sightseeing files.	Requested availability; updated more hotels/sightseeing; updated Bangkok winter promo list; tracking sheet updates.	Requested missing sightseeing contracts; signed & updated multiple hotels; completed Bangkok hotel list for winter promo.	Requested special rates & availability; follow-ups; updated multiple hotel & sightseeing files; checked August log payment; began Pattaya winter promo listing.

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 for Bangkok	Updated & signed contracts for multiple hotels; updated sightseeing contracts; requested Krabi promos.	Leave	Updated and filed multiple hotel and sightseeing contracts; requested special rates from hotels; created direct quotation in software.	Updated hotel promos; software updates; urgent quotations completed.	Requested special rates & availability; emailed winter promo requests; updated multiple hotels; completed more contract updates.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/15/2025	9/16/2025	9/17/2025	9/18/2025	9/19/2025	9/20/2025
Updated hotel & sightseeing promos; updated software for Pattaya & Bangkok sightseeing; filed documents.	Checked Phuket winter promos; updated software & lists; followed up with hotels; created quotations.	Updated Phuket hotels; signed back sightseeing contracts; followed up with JW Marriott & Anantara.	Updated Krabi sightseeing; followed up with hotels; updated Phuket hotels; signed contracts; software updates.	Requested winter promos; group request mails; updated multiple Phuket hotels; filed Bangkok contracts.	Updated software (Phuket hotels); helped with itinerary quotation; followed up on hotel availability; filed contracts.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/22/2025	9/23/2025	9/24/2025	9/25/2025	9/26/2025	9/27/2025
Updated software for multiple hotels; sent availability and promo requests; checked Expedia; requested winter promos.	Updated signed promos; followed up with hotels; checked availability; requested winter promos from remaining hotels.	Updated hotel lists & software; checked availability; sent pending promo requests; created quotation; aligned sheets.	Sick Leave	Updated software (Phuket hotels); helped with itinerary quotation; followed up on hotel availability; filed contracts.	Updated software with signed hotel contracts (Andamantra, Andakira, Pattaya Hiso + 15 others). Updated Dolphin's Bay Phuket. Corrected quotation (Savita Di).

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9/29/2025	9/30/2025	10/1/2025	10/2/2025	10/3/2025	10/4/2025
Signed/updated sightseeing (Royal Princess, Melody Cruise, Tiger Park). Signed hotels (Mike Garden, Garden Cliff, Grand Palazzo). Checked availability for multiple hotels. Sent winter promo reminders.	Signed/updated 12+ hotels including Pattaya Sea View, Avani Sukhumvit, Sleep With Me, Mike Beach. Sent contract requests to Samui hotels. Corrected price & availability sheet.	Signed/updated hotels (Sunshine Group, La Green, Avani Samui). Sightseeing renewals followed up (Colosseum, Safari World). Sent contract request to Moxy Bangkok.	Signed hotels (Sunbeam Pattaya, JW Marriott). Sent winter promo/contract mails to multiple groups (Mida Grande, Cross Hotels, Tolani). Sent sightseeing contract requests.	Signed/updated Wyndham Jomtien, Aiyara Grand, Atmind Group, and Tolani Group properties. Sent winter promo mail to OZO Hotels.	Checked availability and booked hotels (Ecotel, Golden Beach). Signed hotels (Koh Kood Resort, Yana Villas, Palayana). Sightseeing updated (Nong Nooch).

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/6/2025	10/7/2025	10/8/2025	10/9/2025	10/10/2025	10/11/2025
Signed/updated OZO North Pattaya, The Sukosol, Siam Bayshore. Signed sightseeing (Tiffany's). Followed up with Carnival Magic & Phuket Fantasea. Amended booking for SEA Group.	Followed up with multiple hotels for pending replies. Assisted with quotation preparation. Signed sightseeing (Vana Nava).	Prepared quotation (P'Nui). Rebooked hotels (Ramada D'Ma, Ibis Pattaya). Signed/updated hotels (Amari Koh Samui, Hula Hula). Renewed sightseeing (Sealife, Madame Tussauds).	Cancelled Ecotel booking and rebooked Royal Benja. Signed hotels (Siam @ Siam, Camelot, N.Pra Hotels). Updated sightseeing (Tiger Topia).	Royal Benja Call for confirmation again Availability check in both hotels since guest decided to switch the check and check out dates Amendements in check in / check out dates mail to both the hotels Updated hotels in the software	Confirmed the booking in both Royal benja and Golden Beach pattaya with all the amendments continued sightseeing contact details filed the previous sightseeing and hotel contracts

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/13/2025	10/14/2025	10/15/2025	10/16/2025	10/17/2025	10/18/2025
Leave For Bangkok	Hotel updated and Signed, updated in hotel name sheet and sent to P'nui helped annanya to start with searching hotels near Indian restaurants krabi assisted P'nui to find contract	Hotels signed/updated, sent contracts to P'nui; sightseeing contacts done; Lebua winter promo mail sent; Expedia room checks; availability check: KGS Group Pattaya.	Availability check sightseeing recheck; winter price sheet prepared for trainees; hotels signed: sightseeing signed: Andamanda, Safari World; Diwali card draft prepared.	Software updates; hotel signed: Lebua State Tower; contracts sent to P'nui & WhatsApp; winter price sheet for Phuket trainees; greeting card revised to 8x8.	Sick Leave.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/20/2025	10/21/2025	10/22/2025	10/23/2025	10/24/2025	10/25/2025
Sightseeing signed: Sealife, Madame Tussauds; winter sheet for Krabi; duplicate Phuket hotels removed from software.	Availability check: Pattaya & Krabi hotels; special rate requests; hotels signed/updated ; sightseeing: Yona Beach Club; duplicates deleted.	Room availability checked (Krabi hotels); bookings confirmed; hotels signed: Amari Phuket, Golden Sea Pattaya; sightseeing signed: Andaman Wave, Sunset Rock; special rate requests sent.	Follow-up calls/emails; duplicate entries deleted; welcome board samples created; booking confirmations checked.	Availability check: Krabi hotels; hotels signed: Brighton, The Marina Phuket, Deevana Patong; sightseeing sheets printed; follow-ups sent.	Follow-ups: Pattaya & Phuket hotels; winter promotion updates; sightseeing updated; Queen Mother post created; contracts sent to P'nui & WhatsApp.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10/27/2025	10/28/2025	10/29/2025	10/30/2025	10/31/2025	11/1/2025
Follow-ups: Golden Beach, The Pineapple; hotels signed/updated; winter promotion follow-up; availability check: Phuket hotels; contracts sent.	Follow-ups & new inquiry; availability check; sightseeing signed; winter contract emails sent.	Follow-ups; Expedia rates checked; hotels updated; availability check; remailed Bangkok hotels.	Availability follow-ups; remaining mails sent; invoices follow-up; extension requests; cancellations; new contracts; software updates.	Follow-ups: availability & pricing; promotion management; cancellations; software updates; room availability check; King Power Skywalk update.	Deleted Oct 31 bookable dates; software updated; hotel contracts signed/updated (Ashlee, Veranda, M Social, Hula Hula, The Pineapple).

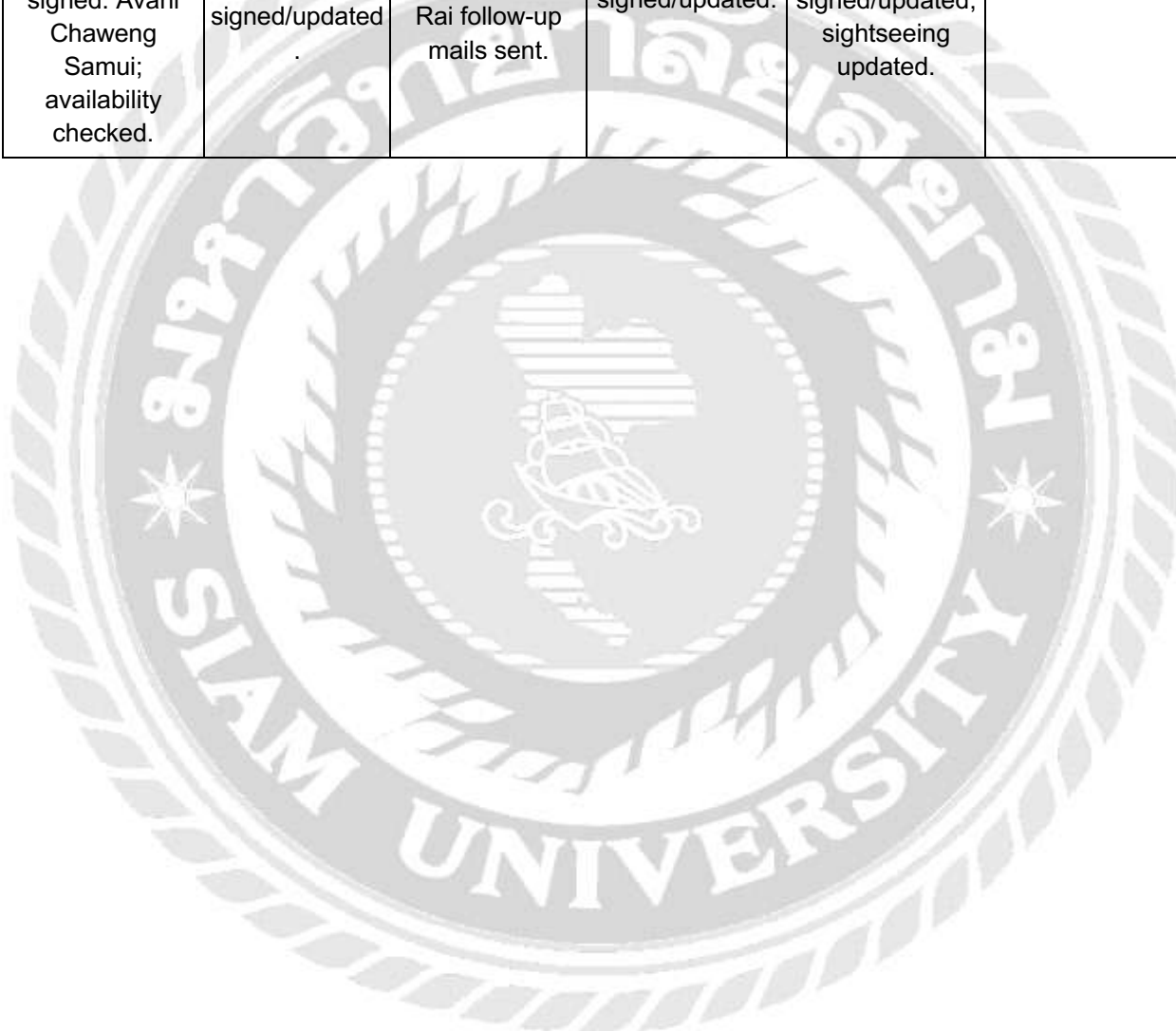
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11/3/2025	11/4/2025	11/5/2025	11/6/2025	11/7/2025	11/8/2025

Deleted Oct 31 bookable dates (Bangkok, Krabi, Pattaya); software updates; sightseeing updated.	Follow-up: Amari Phuket; researched Chiang Rai hotels; sent contract requests; hotel signed/updated : The Cliff Elegance.	LEAVE	LEAVE	LEAVE	LEAVE
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11/10/2025	11/11/2025	11/12/2025	11/13/2025	11/14/2025	11/15/2025
Hotels signed: Aonang Paradise, Casa Marocc, Burasari, Hula Hula, The Pineapple, Ramada S11, Wekaat Luxury, Kokotel Chiang Rai; sightseeing signed: Sealife, Madame Tussauds, Dreamworld.	LEAVE	Winter contract requests sent (Krabi hotels); software updates; contracts signed (Riverside, Radisson, Wekata, Novotel).	Follow-ups: Krabi hotels; hotels signed; special rate requests sent; winter sheet updated.	Checked availability & requested rates; completed updates in winter promotion sheet.	Hotels signed; new contracts sent; Krabi promotion follow-up; Phi Phi hotels suggested to boss.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11/17/2025	11/18/2025	11/19/2025	11/20/2025	11/21/2025	11/22/2025
Hotels signed/updated; Phi Phi bookable dates erased; extension requested.	Sightseeing signed; software sheets rechecked; winter sheet updated.	Hotels signed/updated; report prepared for non-responsive hotels; software recheck.	Hotels signed; sightseeing signed; availability & special rates checked; bookable dates deleted & software updated.	Follow-ups; Expedia rate check; extension requests; software updates completed.	Hotels signed; availability & special rates checked; winter promo extension follow-up; winter sheet updated.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11/24/2025	11/25/2025	11/26/2025	11/27/2025	11/28/2025	11/29/2025
Contract requests sent: Chiang Mai & Chiang Rai hotels; winter promotion mails sent; hotel signed: Avani Chaweng Samui; availability checked.	Follow-ups; availability & special rates requested; hotels signed/updated	Follow-ups; software & winter sheet updated; Chiang Mai & Chiang Rai follow-up mails sent.	Availability follow-up; winter promos signed/updated.	Special group rates & availability requested; hotels signed/updated; sightseeing updated.	



Appendix B: Appreciation & Gratitudes



