



Cooperative Education Report

**A Study of Guest-Centered Service Operations through Internship Training at
Hyatt Regency Bangkok Sukhumvit**

Written By:

Ms. Chaw Su Su Thwe (Lorene)

Student ID- 6508100005

**This report is submitted in partial fulfilment of the requirements for the cooperative
education.**

Faculty of Hotel & Tourism Management

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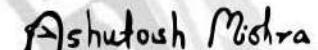
Student ID: 6508100005

Department: Hotel and Tourism Management

Academic advisor: Mr. Ashutosh Mishra

We have approved this cooperative education report as a partial fulfilment of the cooperative education program semester 1/2025.

Oral presentation comitees

Ashutosh Mishra

(Mr. Ashutosh Mishra)
Academic Advisor

Pongsawat Wongsakthaworn

(Mr. Pongsawat Wongsakthaworn)
Job Supervisor

Bongkosh N. Rittichainuwat

(Dr. Bongkosh N. Rittichainuwat)
Cooperative Education Committee

Maruj Limpawattana, Ph.D.

(Asst. Prof Maruj Limpawattana, Ph.D.)
Assistant President and Director of Cooperative Education

Project title: A Study of Guest-Centered Service Operations through Internship Training at Hyatt Regency Bangkok Sukhumvit

Credit: 3

Written by: Ms. Chaw Su Su Thwe (Lorene)

Academic Advisor: Mr. Ashutosh Mishra

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Abstract

I completed my internship at Hyatt Regency Bangkok Sukhumvit, where I was primarily assigned to the Front Office and Guest Experience teams. The purpose of this internship was to gain practical exposure to front office operations and understand the standards of guest service in a luxury hotel environment. This experience allowed me to observe and participate in day-to-day hotel operations while applying the theoretical knowledge gained during my academic studies.

During the internship, I worked mainly as a Front Desk Host and a member of the Guest Experience team. My responsibilities included assisting with guest check-in and check-out procedures, handling guest inquiries, managing reservations, coordinating with housekeeping and other departments, and ensuring smooth communication to meet guest expectations. Through these tasks, I developed a better understanding of hotel operational flow, service recovery techniques, and the importance of accuracy, efficiency, and professionalism in guest interactions.

Overall, this internship provided me with a clear vision of the role of front office and guest experience teams in creating positive guest impressions and ensuring customer satisfaction. It enhanced my communication skills, confidence, and ability to work effectively in a team-oriented environment. The experience successfully bridged the gap between academic learning and practical application, strengthening my interest in pursuing a career in the hospitality industry.

Keyword: Customer Satisfaction, Academic Learning, Guest Experience

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I would also like to extend my heartfelt appreciation to my academic institution and faculty members especially Dr. Bongkosh for introducing me this internship program and her guidance and support during the internship. Her supervision and encouragement helped me successfully complete this report and apply my theoretical knowledge in a real-world setting.

Lastly, I would love to thank to the friends and family who participated by supporting emotionally or mentally throughout my education journey. I had the enormous amount of experience and I am truly grateful for the things I have achieved.

Thank you so much for all of your support.

Yours truly,

Chaw Su Su Thwe

6508100005

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Chapter One: Introduction

1.0 Company Profile

Hyatt Regency Bangkok Sukhumvit is a luxury five-star hotel operated under Hyatt Hotels Corporation, a globally recognized hospitality brand known for its commitment to service excellence and guest satisfaction. Located in the heart of Bangkok on Sukhumvit Road, the hotel enjoys a prime position with direct access to the Nana BTS Skytrain station, making it convenient for both business and leisure travelers. The hotel reflects a modern design combined with Thai hospitality, offering a comfortable and sophisticated environment for guests from around the world.

The hotel features well-appointed guest rooms and suites equipped with modern amenities to meet international standards. Hyatt Regency Bangkok Sukhumvit also offers a variety of food and beverage outlets, meeting and event spaces, a fitness center, swimming pool, and an exclusive Regency Club Lounge. These facilities are designed to cater to the diverse needs of guests while maintaining Hyatt's brand promise of delivering personalized and high-quality services.

As part of Hyatt Hotels Corporation, Hyatt Regency Bangkok Sukhumvit follows the company's global service philosophy, "We care for people so they can be their best." The hotel emphasizes professionalism, teamwork, and continuous improvement across all departments. Through its focus on guest experience, employee development, and operational excellence, Hyatt Regency Bangkok Sukhumvit has established itself as a leading luxury hotel in Bangkok's competitive hospitality market.



Figure 1. Hyatt Regency Bangkok Sukhumvit

1.1 Mission of Hyatt Regency Bangkok Sukhumvit

The mission of Hyatt Regency, as part of Hyatt Hotels Corporation, is to deliver exceptional hospitality by providing high-quality services that create meaningful and memorable experiences for guests. The brand is committed to offering personalized service, comfort, and consistency while maintaining international standards of professionalism and excellence.

Hyatt Regency follows the global mission of Hyatt Hotels Corporation, which is "*We care for people so they can be their best.*" This mission reflects the company's focus on caring not only for guests, but also for employees, partners, and the communities in which it operates. By fostering a supportive and inclusive work environment, Hyatt Regency aims to empower its employees to provide outstanding service.

Through this mission, Hyatt Regency strives to build long-term relationships with guests by understanding their needs, exceeding expectations, and ensuring satisfaction at every stage of the guest journey. The mission guides daily operations and decision-making, reinforcing Hyatt Regency's commitment to service excellence and sustainable growth in the global hospitality industry.

1.2 Vision of Hyatt Regency Bangkok Sukhumvit

The vision of Hyatt Regency is to be the preferred choice for travelers by delivering authentic hospitality experiences that consistently exceed guest expectations. The brand aims to set industry standards in service quality, innovation, and guest satisfaction while maintaining a strong global presence.

Hyatt Regency envisions creating welcoming environments where guests feel valued, comfortable, and cared for throughout their stay. By combining modern facilities with genuine hospitality, the brand seeks to build trust and loyalty among guests from diverse cultural backgrounds.

Through continuous improvement, employee development, and a strong focus on guest experience, Hyatt Regency aspires to achieve sustainable growth and long-term success in the competitive hospitality industry.

1.3 Strategies of Hyatt Regency Bangkok Sukhumvit

Hyatt Regency Bangkok Sukhumvit implements a range of strategies to maintain its position as a leading luxury hotel in Bangkok's competitive hospitality industry. These strategies focus on delivering exceptional guest experiences, enhancing operational efficiency, and ensuring sustainable growth.

1.3.1 Guest Service and Experience Strategy

The hotel prioritizes personalized service to exceed guest expectations. This includes providing seamless check-in and check-out experiences, anticipating guest needs, and ensuring prompt resolution of issues. By maintaining high standards of service through staff training and adherence to Hyatt's global brand guidelines, the hotel aims to create memorable experiences that encourage guest loyalty and positive reviews.

1.3.2 Operational Efficiency Strategy

Hyatt Regency emphasizes efficient coordination between departments, including Front Office, Housekeeping, Food & Beverage, and Guest Experience teams. Standard operating procedures, technology integration, and performance monitoring help streamline operations, reduce errors, and enhance overall service quality. The hotel also invests in staff development to ensure skilled and motivated employees.

1.3.4 Marketing and Brand Positioning Strategy

The hotel uses targeted marketing to attract both international and domestic travelers, including business professionals, tourists, long-stay guests, and their tier leveled guests. Collaborations with travel agencies, online booking platforms, and corporate clients help strengthen its market presence. Branding strategies emphasize luxury, comfort, and exceptional service to differentiate Hyatt Regency from competitors.



Figure 2. Room complimentary set up for VIP guests

1.3.5 Human Resource and Employee Engagement Strategy

Recognizing that employee satisfaction directly impacts guest satisfaction, Hyatt Regency invests in continuous training, performance recognition, and career development opportunities. Engaged and well-trained employees are empowered to deliver high-quality services and uphold Hyatt's reputation for excellence.

Through these strategies, Hyatt Regency Bangkok Sukhumvit ensures operational excellence, high customer satisfaction, and sustainable growth while reinforcing its position as a premium choice for travelers in Bangkok.

Figure 3. Organizational Structure



Hyatt Regency Bangkok Sukhumvit

1.4.1 My position

My position in the organizational structure is mainly front office host who is the face of the hotel as the hosts of front office has to do the check-in, check-out process and handle guest complaints professionally. It is an important position as the impressions of guests can be seen at the lobby.

1.5 SWOT analysis of Hyatt Regency Bangkok Sukhumvit

1.5.1 Strengths

Strong Brand Reputation – As part of Hyatt Hotels Corporation, the hotel enjoys global recognition for luxury and high-quality service.

Prime Location – Situated on Sukhumvit Road with direct access to Nana BTS Skytrain, the hotel is convenient for both business and leisure travelers.

Comprehensive Facilities – Offers well-appointed rooms, Regency Club Lounge, multiple dining options, meeting spaces, a fitness center, and a swimming pool.

Professional and Skilled Staff – Well-trained employees provide personalized and attentive guest services, enhancing customer satisfaction.

High Service Standards – Adherence to Hyatt's global operational and service protocols ensures consistent quality.

1.5.2 Weaknesses

High Operating Costs – Luxury service and maintenance of facilities lead to high operational expenses.

Dependency on International Tourism – A significant portion of revenue comes from foreign guests, making it vulnerable to global travel fluctuations.

Limited Local Market Penetration – Domestic market engagement is relatively lower compared to some local competitors.

1.5.3 Opportunities

Growing Tourism in Bangkok – Increasing international and domestic travel presents opportunities to attract more guests.

Digital Marketing and Online Presence – Expanding online campaigns, social media engagement, and partnerships with booking platforms can increase visibility.

Event and MICE Market – Hosting conferences, meetings, and events can diversify revenue streams.

Sustainability Initiatives – Implementing eco-friendly practices can attract environmentally conscious travelers.

1.5.4 Threats

Intense Competition – Other luxury hotels in Bangkok pose strong competition in service, pricing, and facilities.

Economic and Political Instability – Fluctuations in the economy or political unrest can reduce tourist arrivals.

Global Health Crises – Pandemics and health concerns can significantly impact international travel and hotel occupancy.

Changing Customer Preferences – Rapidly evolving guest expectations require constant innovation in services and amenities.

1.6 Intention and motivation

I chose to do my internship at Hyatt Regency Bangkok Sukhumvit because it is a well-known luxury hotel with a strong reputation for excellent service. I wanted to gain real-world experience in front office operations and guest services, and I believed this hotel would give me the chance to learn how a professional, international hotel operates.

I was also motivated by the opportunity to work with experienced staff in the Front Office and Guest Experience teams. I wanted to improve my skills in handling guest check-ins and check-outs, managing reservations, and solving guest problems, while also learning how to communicate and work effectively as part of a team.

Most importantly, I wanted to connect what I have learned in my studies with practical experience. By observing and participating in daily hotel operations, I aimed to understand how a luxury hotel provides high-quality service and creates a great experience for its guests. This

internship helped me gain valuable knowledge and prepared me for a future career in the hospitality industry.

1.7 Objectives of the study

The main objective of this report is to share my learning experiences during my internship at Hyatt Regency Bangkok Sukhumvit, with a focus on the Front Office and Guest Experience teams. The report aims to provide a detailed understanding of hotel operations and the role of front office staff in delivering excellent guest service.

Other objectives include:

1. To describe the structure, functions, and strategies of Hyatt Regency Bangkok Sukhumvit.
2. To highlight the tasks, responsibilities, and skills I developed during the internship.
3. To analyze the strengths, weaknesses, opportunities, and threats (SWOT) of the hotel.
4. To reflect on how the internship has helped me apply theoretical knowledge in a practical environment and prepared me for a career in hospitality.

Overall, this report serves as a record of my internship experience and a demonstration of the professional knowledge and skills I gained.

Chapter Two: CO-OP study activities

2.1 Job Description

I worked as an intern at Hyatt Regency Bangkok Sukhumvit, gaining hands-on experience in various guest service roles. As a **Guest Experience Team Member**, I decorated rooms for anniversaries, birthdays, and honeymoons, and handled phone calls and guest inquiries.

As a **Front Office Host**, I assisted with check-in and check-out processes, helped guests with their needs, and resolved complaints to ensure a positive experience.

In my role as a **Regency Club Host**, I provided personalized service to guests, assisted with food and beverage tasks, and engaged with guests to ensure their comfort and satisfaction throughout their stay.

2.2 Duties and Responsibilities

Guest Experience Team Member:

- Decorate guest rooms for special occasions such as anniversaries, birthdays, and honeymoons.
- Handle incoming phone calls and respond to guest inquiries professionally.
- Assist in creating a welcoming and memorable experience for all guests.

Front Office Host:

- Assist guests during check-in and check-out processes efficiently.
- Address and resolve guest complaints or concerns in a polite and timely manner.
- Provide information and guidance to guests regarding hotel facilities and services.

Regency Club Host:

- Offer personalized service to Regency Club guests, ensuring their comfort and satisfaction.
- Assist with food and beverage preparation and service within the club area.
- Engage with guests to understand their needs and provide tailored assistance.
- Maintain a clean and organized club environment.



Figure 4. Room decoration done as an intern for guest's anniversary

2.3 Contribution as a Co-Op student in the company

During my internship at Hyatt Regency Bangkok Sukhumvit, I was assigned to the Front Office Department and rotated through the positions of Front Desk Host, Regency Club Lounge Host, and Guest Service Agent (GSA).

I contributed to daily operations by assisting with guest check-in and check-out, handling inquiries, and coordinating with other departments to ensure smooth service delivery. As a Front Desk Host, I supported front office operations by assisting guests with room allocation, payment procedures, and general information.

In the Regency Club Lounge, I contributed by providing personalized service to VIP guests, assisting with food and beverage service, and maintaining lounge standards.

As a GSA, I assisted guests with requests and follow-ups, helping ensure a positive overall guest experience.

Through these roles, I supported the hotel's service standards while developing practical skills in communication, teamwork, and guest service within a luxury hotel environment.

2.4 Practical Experience Gained from CO-OP Training

Throughout my CO-OP training at Hyatt Regency Bangkok Sukhumvit, I gained valuable practical experience by actively participating in daily hotel operations within the Front Office Department. This hands-on exposure allowed me to understand how front office functions operate in a real hospitality environment, particularly in a luxury hotel setting.

By rotating through different roles, including Front Desk Host, Regency Club Lounge Host, and Guest Service Agent, I developed a clear understanding of front office workflows, guest handling procedures, and service standards. I was able to apply classroom knowledge related to hospitality management, customer service, and communication into real situations involving guest interactions and service delivery.

This practical experience also helped me enhance essential professional skills such as problem-solving, time management, teamwork, and effective communication. Handling guest requests, responding to inquiries, and supporting service operations strengthened my confidence and prepared me to perform professionally in a fast-paced hotel environment.

2.5 Workplace Engagement During CO-OP Program

During the CO-OP program, I was actively engaged in the workplace and involved in various operational and service-related activities. I worked closely with supervisors and team members across different front office units, which allowed me to understand the importance of coordination and teamwork in delivering consistent guest service.

My engagement extended beyond routine tasks, as I participated in supporting guest satisfaction initiatives and maintaining service quality standards. I regularly interacted with guests, assisted in resolving concerns, and coordinated with other departments to ensure smooth operations and timely service delivery.

Through continuous interaction with colleagues and guests, I developed professional workplace behavior, adaptability, and a strong sense of responsibility. This engagement helped me gain insight into hotel culture, professional ethics, and service excellence, all of which are essential for a successful career in the hospitality industry.

Chapter Three: Learning Process

3.1 Challenges and Problem-Solving

One of the main challenges during my internship at Hyatt Regency Bangkok Sukhumvit was handling guest complaints, especially as an intern with limited experience. Guests often had high expectations regarding room readiness, service speed, and accuracy of billing. Managing these situations required confidence, professionalism, and emotional control, which was challenging in the early stage of the internship. Another challenge was adapting to a fast-paced working environment, particularly during peak hours such as check-in and check-out times. Multitasking while maintaining service quality and brand standards required strong time management skills. Additionally, understanding hotel systems, procedures, and inter-departmental coordination took time and continuous learning.

To overcome these challenges, I learned to follow Hyatt's service recovery approach when handling guest complaints. When a guest raised a concern, I listened attentively, remained calm, and showed empathy to understand the issue clearly. I immediately informed senior staff or supervisors when necessary and coordinated with relevant departments to resolve the problem efficiently. Through guidance from experienced colleagues, I improved my communication skills and learned the importance of quick response and proper follow-up. These problem-solving experiences helped me gain confidence in handling guest complaints and taught me how effective teamwork and service recovery contribute to guest satisfaction.

3.2 Professional development

Throughout my internship at Hyatt Regency Bangkok Sukhumvit, I experienced significant professional development in both technical and interpersonal skills. Working in the Front Office Department helped me improve my communication skills, professionalism, and confidence when interacting with guests from different cultural backgrounds. I learned the importance of teamwork, time management, and adaptability in a fast-paced hotel environment. Handling guest complaints and daily operational tasks also strengthened my problem-solving abilities and sense of responsibility. Overall, the internship enhanced my work ethics and prepared me for future employment in the hospitality industry.

3.3 Applying academic knowledge to real work place environment

In the last 4 months at Hyatt, I was able to apply theoretical knowledge gained from my academic studies to real workplace situations. Concepts learned in hospitality management, customer service, and front office operations were directly applied when assisting with guest check-in and check-out procedures, handling reservations, and responding to guest inquiries. Service quality theories and customer satisfaction principles helped me understand the importance of professionalism, accuracy, and consistency in delivering high-quality service to guests. In addition, academic knowledge related to communication, problem-solving, and service recovery was applied when handling guest complaints. Models learned in class, such as effective communication and complaint-handling techniques, guided me in listening actively, showing empathy, and finding appropriate solutions with the support of supervisors. This practical application strengthened my understanding of how theoretical concepts function in a real hotel environment and enhanced my ability to perform effectively in a luxury hospitality setting.

3.4 Skills and knowledge gained

I gained practical knowledge of front office operations, guest service standards, and inter-departmental coordination in a luxury hotel environment. I developed strong communication and interpersonal skills by interacting with guests and colleagues from diverse cultural backgrounds. The internship also enhanced my problem-solving, time management, and teamwork skills, particularly when handling guest complaints and working during peak operational hours. Additionally, I gained a better understanding of professional work ethics, service recovery procedures, and the importance of maintaining high service quality in the hospitality industry.

3.5 Learning Experience and Professional Growth

During my CO-OP internship at Hyatt Regency Bangkok Sukhumvit, I experienced continuous professional growth through daily exposure to real workplace responsibilities and service expectations. Working within the Front Office Department allowed me to gradually transition from observing operations to independently performing assigned tasks under supervision. This

progression helped me build confidence and develop a professional mindset suited to the hospitality industry.

Through regular interaction with guests and colleagues, I improved my professional communication skills and learned how to present myself appropriately in a luxury hotel environment. I became more aware of the importance of professional appearance, courteous behavior, and adherence to service standards. Additionally, receiving feedback from supervisors and senior staff enabled me to identify areas for improvement and adjust my performance accordingly.

The internship also strengthened my sense of accountability and discipline. I learned to manage my responsibilities effectively, prioritize tasks during busy periods, and maintain consistency in service delivery. These experiences contributed significantly to my professional development and prepared me to meet workplace expectations in my future hospitality career.

3.6 Reflection on Learning and Workplace Experience

Reflecting on my CO-OP training experience, the internship provided valuable insight into the realities of working in a luxury hotel setting. The exposure to front office operations helped me understand how individual roles contribute to overall guest satisfaction and hotel performance. Observing how staff members collaborate across departments enhanced my understanding of teamwork and operational efficiency.

The workplace experience allowed me to recognize the importance of adaptability, patience, and continuous learning in the hospitality industry. Each interaction with guests presented an opportunity to learn, whether through handling routine requests or observing how experienced staff managed complex situations. These experiences encouraged me to develop a positive attitude toward challenges and view them as opportunities for improvement.

Overall, the CO-OP program was a meaningful learning journey that strengthened my professional skills and clarified my career goals in hospitality. The experience reinforced the value of practical training alongside academic learning and provided a strong foundation for my future professional development.

Chapter 4: Conclusion

I would love to share the overall experience and highlight the summary of the internship at Hyatt Regency Bangkok Sukhumvit. As an intern, I would also love to recommend the things for the hotel and their learning program.

4.1 Summary of the co-op studies

This report presents the internship experience completed at **Hyatt Regency Bangkok Sukhumvit**, a five-star luxury hotel under Hyatt Hotels Corporation. The internship was primarily conducted within the **Front Office and Guest Experience departments**, with rotational roles as a **Front Desk Host, Regency Club Lounge Host, and Guest Service Agent**.

The main objective of the internship was to gain practical exposure to front office operations and understand international service standards in a luxury hospitality environment.

During the internship, the intern actively participated in daily hotel operations, including guest check-in and check-out procedures, handling reservations, responding to guest inquiries, coordinating with housekeeping and other departments, and supporting service recovery processes.

As part of the **Guest Experience team**, the intern was also responsible for **setting up and decorating guest rooms for special occasions such as anniversaries, honeymoons, and birthdays**, ensuring personalized touches that enhanced guest satisfaction and created memorable experiences.

In the role of **Regency Club Lounge Host**, the intern provided personalized service to VIP guests, assisted with food and beverage operations, and maintained high service standards within the lounge. These responsibilities emphasized attention to detail, guest engagement, and relationship-building in a premium service environment.

The internship highlighted the importance of professionalism, effective communication, teamwork, and efficiency in delivering high-quality guest service. Challenges such as handling guest complaints and adapting to a fast-paced operational environment were addressed through guidance from supervisors, collaboration with colleagues, and the application of service recovery techniques. The intern also successfully applied academic knowledge related to hospitality management, customer service, and front office operations to real workplace situations.

Overall, the internship successfully bridged the gap between theoretical learning and practical application. It enhanced the intern's communication skills, confidence, problem-solving abilities, and understanding of luxury hotel operations. This experience strengthened the intern's interest in pursuing a career in the hospitality industry and provided a solid foundation for future professional development.

4.2 Evaluation of the Work Experience

Self-assessment and career overview

After completing my internship at **Hyatt Regency Bangkok Sukhumvit**, I experienced meaningful personal growth alongside professional development. Working in such a supportive and international environment helped me improve my interpersonal skills, especially in teamwork and customer service, and encouraged me to stay open and eager to learn from every new experience. What made this journey truly special was being part of a workplace that genuinely cares not only for its guests, but also for its staff even interns like me. The warmth, kindness, and friendliness of everyone around me gave me the confidence to step out of my comfort zone and taught me how to connect with others more openly. As someone who is naturally introverted, this experience helped me grow emotionally and professionally, and it will always remain a meaningful chapter in my life.

This internship has also had a strong influence on my career growth and future aspirations. Being exposed to real-world operations in a luxury hotel environment helped me gain clarity about my career path in the hospitality industry. The hands-on experience, combined with guidance from experienced professionals, strengthened my confidence and prepared me for future professional

challenges. I now have a clearer understanding of industry standards, guest expectations, and the importance of delivering genuine service. This experience has motivated me to continue developing my skills, pursue further opportunities in hospitality, and strive for excellence in my future career.

4.3 Limitations of the Co-op Studies

Despite the valuable learning experience gained during the co-op studies internship, there were certain limitations that affected the scope of hands-on training. Although I was assigned a global identification number, I did not have an individual **OPERA system account**, which limited my ability to independently perform some front office tasks, and I often had to complete system-related activities using my seniors' accounts under their supervision.

Additionally, certain responsibilities, such as switching rooms to meet guest requests, were restricted to senior staff. As an intern, I could not perform these tasks independently and had to wait for seniors to handle the requests, which sometimes caused delays. Nevertheless, these limitations were balanced by the **guidance and support of senior staff**, who patiently explained procedures, demonstrated problem-solving techniques, and allowed me to learn effectively through observation and supervised practice. These experiences helped me understand operational standards and professional decision-making in a luxury hotel environment, despite the restricted access and authority.

4.4 Recommendation for the Company & its Learning System

Based on my internship experience at Hyatt Regency Bangkok Sukhumvit, I would like to offer the following recommendations to enhance both the company's operations and its internship learning system:

1. **Provide Dedicated System Access:** Allowing interns to have their own OPERA or relevant system accounts under supervision would enable more hands-on practice, improve confidence, and accelerate skill development in front office operations.
2. **Structured Training Program:** While there was a checklist designed to guide interns through departmental tasks, it was not fully utilized due to some operational

complications. Implementing a clear and actively used training schedule or learning roadmap can help interns understand departmental responsibilities, track progress, and maximize their learning during the internship period.

3. **Gradual Responsibility for Tasks:** Offering interns opportunities to assist with minor tasks independently, such as room switches or guest requests under guidance, can provide practical decision-making experience and enhance problem-solving skills.
4. **Regular Feedback and Reflection:** Scheduling periodic feedback sessions with mentors would allow interns to reflect on their performance, identify areas for improvement, and connect practical work with academic knowledge.

These recommendations aim to strengthen the internship program while maintaining Hyatt Regency's high standards of service excellence. Overall, the supportive and professional environment at the hotel provides an excellent foundation for learning, and these enhancements could further improve the experience for future interns.

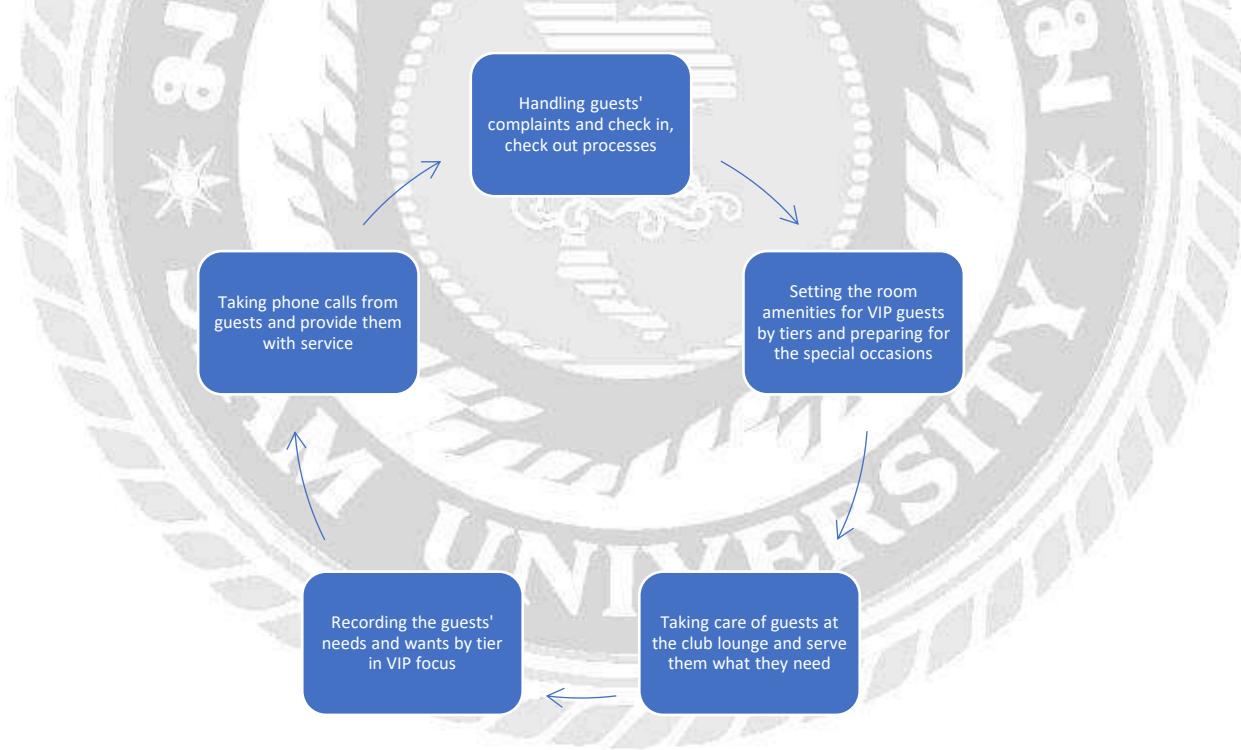


Figure 5. My daily report as an intern

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Appendices

Weekly Report as an Intern

Week 1: Learned about hotel facilities. Being introduced to the team members and colleagues. Helped the GET team by decorating rooms. Did the VIP focus by tier levels what they like or dislike. Helped the guest service team. Helped Regency Club by serving guests in the evening.	Week 2: Helped the GET team by decorating rooms. Did the VIP focus by tier levels what they like or dislike. Helped the guest service team and started to learn the courtesy to get phone calls from the guests. Helped Regency Club by serving guests in the evening.	Week 3: Helped the GET team by decorating rooms. Did the VIP focus by tier levels what they like or dislike. Handled phone calls from the guests. Had to standby at the lobby as part of GSA and served welcome drinks for the guests. Helped Regency Club by serving guests in the evening.	Week 4: Helped the GET team by decorating rooms. Did the VIP focus by tier levels what they like or dislike. Handled phone calls from the guests. Had to standby at the lobby as part of GSA and served welcome drinks for the guests. Helped Regency Club by serving guests in the evening.
Week 5: Did the VIP focus by tier levels what they like or dislike. Handled phone calls from the guests. Had to standby at the lobby as part of GSA and served welcome drinks for the guests. Helped Regency Club by serving guests in	Week 6: Did the VIP focus by tier levels what they like or dislike. Handled phone calls from the guests. Had to standby at the lobby as part of GSA and served welcome drinks for the guests. Helped Regency Club by serving guests in	Week 7: Did the VIP focus by tier levels what they like or dislike. Handled phone calls from the guests. Had to standby at the lobby as part of GSA and served welcome drinks for the guests. Helped Regency Club by serving guests in	Week 8: Started to standby at the lobby and learned check-in, check-out processes and front office's procedures. Handled phone calls and guests' complaints. Served welcome drinks to the guests. Supported Regency Club in the evening

the evening.	the evening.	the evening.	and talked to the guests.
Week 9: Learned check-in, check-out processes and started to do check-out for the guests. Handled phone calls and guests' complaints. Served welcome drinks to the guests. Supported Regency Club in the evening and talked to the guests.	Week 10: Started to do both check-in, check-out processes and helped the colleagues by standing alone. Served welcome drinks. Helped cancelling the debit card by calling the bank. Supported Regency Club in the evening and talked to the guests.	Week 11: Started to learn the procedures of Regency club afternoon shift and helped the colleagues by serving the guests.	Week 12: Started to learn the procedures of Regency club morning shift and helped opening the club lounge by serving the guests and talked to guests.
Week 13: Helped the check-in, check-out processes at front desk and handled everything by myself with the help of seniors. Supported Regency Club in the evening and talked to the guests.	Week 14: Helped the check-in, check-out processes at front desk and handled everything by myself with the help of seniors. Supported Regency Club in the evening and talked to the guests.	Week 15: Helped Regency club morning shift and served the guests and did all the morning shift's work such as setting up the breakfast line.	Week 16: Helped the check-in, check-out processes at front desk and handled everything by myself with the help of seniors. Supported Regency Club in the evening and talked to the guests.



Figure 6. Regency Club Lounge



Figure 7. My lovely front office team





Certificate of Completion

4 December 2025

To Whom It May Concern

This letter confirms that **Ms. Chaw Su Su Thwe** has participated in the Work Experience Placement Programme with the Hyatt Regency Bangkok Sukhumvit Hotel in Front Office Department from 1 August 2025 to 4 December 2025.

We would like to take this opportunity to express our appreciation for her efforts during her time with us. We wish her continued success in all her future career endeavors.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Pongsawat" followed by a surname.

Pongsawat Wongsakthaworn
Learning Manager

Figure 8. Certificate of completion