



COOPERATIVE EDUCATION REPORT

Experiential Learning in Hospitality: F&B Department at Pathumwan
Princess Hotel

Written By

Hsu Thet Paing Aung

Student ID: 6508120006

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

Faculty of Hotel and Tourism Management

Academic Semester 3/2024

Siam University

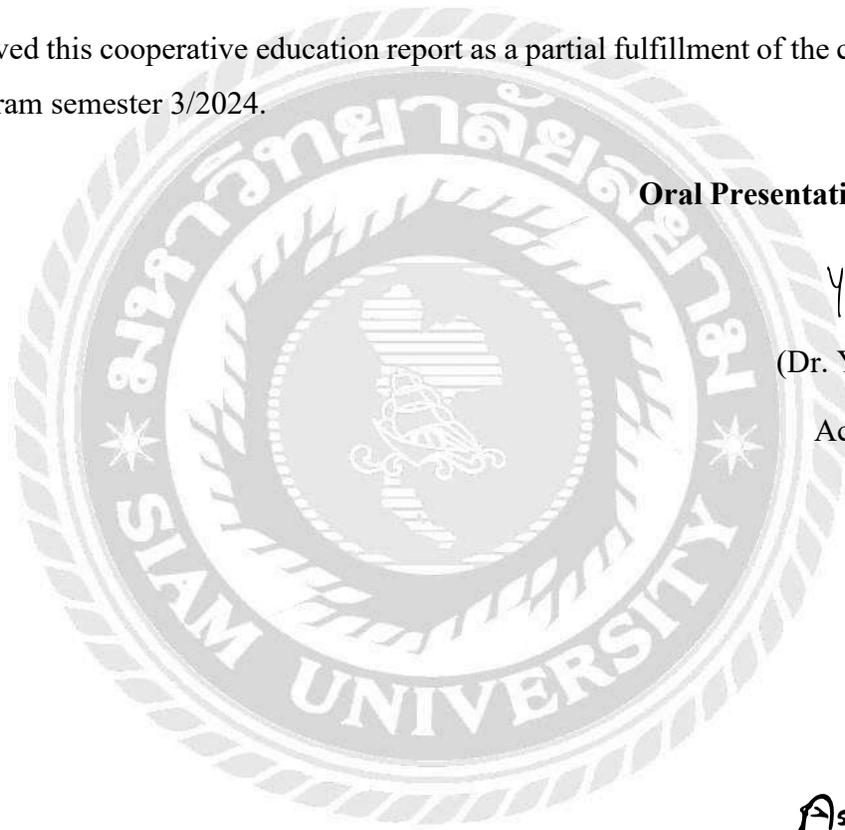
Title : Experiential Learning in Hospitality: F&B Department at Pathumwan Princess Hotel

Written by : Hsu Thet Paing Aung

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

Academic Advisor : Dr. Yhing Sawheny

We have approved this cooperative education report as a partial fulfillment of the cooperative education program semester 3/2024.



Oral Presentation Committees

Yhing Sawheny.
(Dr. Yhing Sawheny)
Academic Advisor

Nattha Wannasuk.
(Nattha Wannasuk)
Job Supervisor

Ashutosh Mishra
(Mr. Ashutosh Mishra)
Cooperative Education Committee

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

Assistant President and Director of Cooperative Education

Project Title: Experiential Learning in Hospitality: F&B Department at Pathumwan
Princess Hotel

Credit 3

By : Hsu Thet Paing Aung

Advisor : Dr. Yhing Sawheny

Degree : Bachelor of Business Administration

Major : Hotel and Tourism Management

Faculty : International College

Semester/ Academic Year : 3/2024

Abstract

This internship report presents my professional learning experience and practical training as a Food and Beverage (F&B) intern at **Pathumwan Princess Hotel, Bangkok**, a full-service hotel managed under MBK Hotel & Tourism Co., Ltd. The internship was conducted as part of the Hotel and Tourism Management program and aimed to bridge the gap between academic knowledge and real working conditions in the hospitality industry. Throughout the internship period, I was assigned to work as a waitress across four major outlets: **Kongju Korean Restaurant, Citi Bistro, Studio Bar (including Room Service), and the Banquet Department**. This multi-outlet exposure provided comprehensive insight into various service styles, operational standards, and guest expectations.

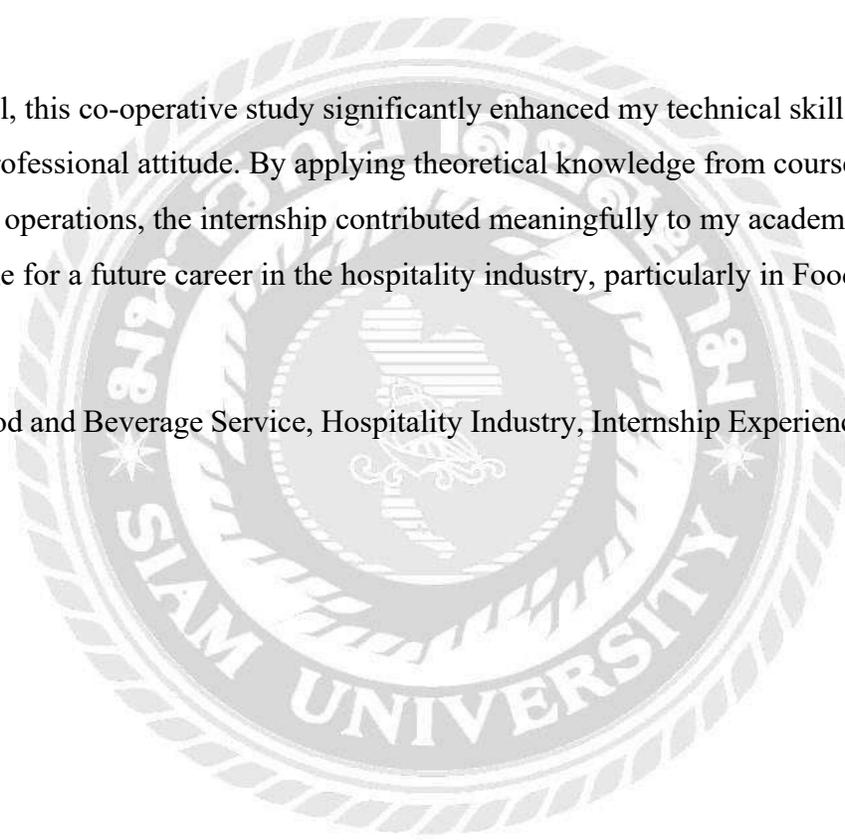
During the internship, my primary responsibilities focused on guest service operations, including welcoming and serving guests, preparing service areas, handling food and beverage orders, and maintaining service quality according to hotel standards. Working in different outlets allowed me to experience diverse operational environments. At **Kongju Korean Restaurant**, I gained knowledge of Korean dining culture, service etiquette, and fine-dining standards. At **Citi Bistro**, which mainly operates buffet services, I developed skills in handling a high volume of guests during breakfast, lunch, and weekend dinner buffets. My experience at **Studio Bar** enhanced my understanding of beverage service, bar operations, and room service procedures.

Additionally, working in the **Banquet Department** exposed me to large-scale event operations, including weddings, conferences, and corporate functions, where teamwork, time management, and coordination were essential.

This internship emphasized the importance of adaptability, professionalism, and service consistency in the Food and Beverage Department. As a foreign trainee with limited Thai language proficiency, I also learned to overcome communication challenges through teamwork, observation, and non-verbal communication skills. The experience strengthened my ability to work under pressure, manage time effectively, and deliver quality service in a fast-paced environment.

Overall, this co-operative study significantly enhanced my technical skills, service mindset, and professional attitude. By applying theoretical knowledge from coursework to realworld hotel operations, the internship contributed meaningfully to my academic development and prepared me for a future career in the hospitality industry, particularly in Food and Beverage management.

Keywords: Food and Beverage Service, Hospitality Industry, Internship Experience.



Acknowledgement

I would like to express my heartfelt gratitude to **Pathumwan Princess Hotel** for providing me with the opportunity to complete my internship in the Food and Beverage department. My sincere thanks go to the management team and supervisors of **Kongju Korean Restaurant, Citi Bistro, StudiO Bar, and Banquet** for their guidance, patience, and continuous support throughout my training period.

I am especially thankful to my colleagues and teammates, who welcomed me warmly and shared their knowledge and experiences, making my learning process more effective and enjoyable. I also wish to extend my gratitude to **Siam University** and my lecturers for their academic guidance and encouragement. Finally, I am deeply grateful to my family and friends for their motivation and support during this internship journey.

Thank you.

Sincerely,

Hsu Thet Paing Aung

Student ID: 66508120006

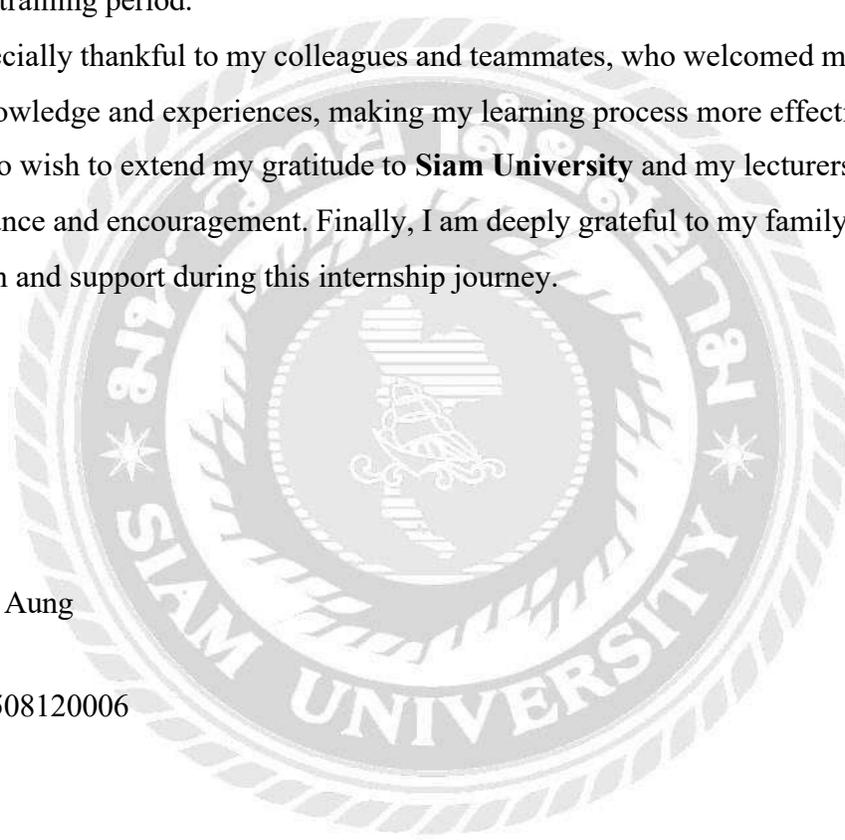


Table of Contents

Abstract	3
Acknowledgement.....	5
List Of Figures	7
Chapter 1: Introduction.....	8
1. Company Profile	8
1.1 Mission of the company	9
1.2 Version of the Company	9
1.3 The Strategies of the Company	10
2. Organizational Structure.....	11
2.1 Diagram of the organizational structure	12
2.3 My job position or my responsibilities	13
3. My Intention and Motivation	13
4. Strategic analysis of the company (SWOT Analysis)	14
5. Objectives of the Co-operative Studies	16
Chapter 2: CO-OP STUDY ACTIVITIES	17
1. My Job Description	17
2. My Job Responsibilities	17
3. Activities in Coordination with Co-Workers.....	19
4. My Job Process Diagram	20
5. Contributions as a Co-op student in the company.....	20
Chapter 3: Learning Process	23
3. Recommendations of the Company	26
4. What I have learned during Co-op Studies.....	27
5. The Knowledge from Coursework to the real working situation	28
6. Special Skills and New Knowledge from the Co-op Studies.....	30

Chapter 4: Conclusion	32
1. Summary of Highlights from the Co-op Studies	32
2. Evaluation of the Work Experience	33
3. Limitation of the Co-op Studies	34
4. Recommendations of the Company	35
References	37
APPENDICES.....	38

List Of Figures

Figure:1 Pathumwan Princess Hotel

Figure:2 MBK Group Business Segments and Associated Brands

Figure:3 Organizational Chart

Figure:4 Job diagram

Figure:5 Panoramic view of Pathumwan Princess Hotel

Figure:6 Restaurants in The Hotel

Figure:7 Team members of CiTi Bistro

Figure:8 Team Members of Kongju Korean Restaurant

Figure:9 Team members of Banquet

Figure:10 Team members of StudiO Bar

Figure:11 My Daily Attendance

Figure:12 Letter of completion

Chapter 1: Introduction

1. Company Profile

Pathumwan Princess Hotel is a five-star luxury property located at 444 MBK Centre, Phayathai Road, Wangmai, Pathum Wan, Bangkok, Thailand. The hotel is strategically situated in the heart of Bangkok's shopping and business district, directly connected to the famous MBK Shopping Centre and within walking distance to Siam Paragon and Siam Discovery. The hotel sits in a 29-storey building and offers **455 guest rooms and suites**. In terms of food & beverage offerings, Pathumwan Princess Hotel has 4 restaurants, one bar and one fine pastry shop. The hotel offers a variety of cuisine: Korean BBQ at Kongju, Thai-Teochew seafood at Ping's, international buffets and ala-carte menus at CiTi BiSTRo, casual drinks and snacks at StudiO Bar, and banquet services for events. In addition to dining and event services, the hotel provides leisure facilities such as a **large outdoor swimming pool, the Olympic Club fitness center, and a luxury spa** offering relaxation treatments. Exclusive services like the **Executive Club Lounge** for suite guests and personalized **butler service** enhance the sense of luxury.

The hotel is **managed under MBK Hotel & Tourism Co., Ltd., a subsidiary of MBK Group**, one of Thailand's leading business conglomerates. MBK Group also owns and manages other prominent properties such as **Dusit Thani Krabi Beach Resort, Layana Resort & Spa, and Tinidee Hotels & Resorts** in Bangkok, Phuket, and Krabi. Being part of MBK Group enables Pathumwan Princess Hotel to maintain high operational standards and benefit from the strength of a wider hospitality network.



Figure: 1 Pathumwan Princess Hotel

1.1 Mission of the company

The mission of Pathumwan Princess Hotel is to provide genuine Thai hospitality combined with modern luxury, ensuring each guest experiences comfort, convenience, and care. The hotel aims to offer personalized service in well-designed accommodations, a variety of dining choices, world-class wellness facilities, and seamless access to Bangkok’s key attractions. By focusing on quality, attention to detail, and creating memorable moments, the hotel strives to be a “home away from home” for both business and leisure travelers.

1.2 Version of the Company

The vision of Pathumwan Princess Hotel is to be the premier destination in Bangkok for both business and leisure travellers, offering world-class service in a location that combines convenience, culture, and comfort. The hotel aspires to deliver a seamless guest experience defined by genuine Thai hospitality, modern luxury, and ease of access to the city’s major attractions. By continuously refining its facilities, enhancing guest satisfaction, and being mindful of emerging

traveller expectations, Pathumwan Princess aims to stand out not just for its amenities, but for the warmth, efficiency, and memorable moments it creates.

Pathumwan Princess Hotel is managed by **MBK Hotel & Tourism Co., Ltd.**, which operates under **MBK Group**, a diversified Thai conglomerate with investments in multiple business sectors. In addition to hotels and resorts, MBK Group is involved in **retail and shopping centers (such as MBK Center), golf and leisure businesses, real estate development, food and beverage operations, and lifestyle brands.** Within the hospitality sector, MBK Group manages well-known properties such as Pathumwan Princess Hotel, Layana Resort & Spa, Tinidee Hotels & Resorts, and Dusit Thani Krabi Beach Resort. Beyond hospitality, the group also operates golf clubs, entertainment venues, and other service-oriented businesses, allowing MBK Group to maintain a strong and stable business portfolio. This diversified structure supports long-term sustainability and enables the group to apply professional management standards across all its businesses, including Pathumwan Princess Hotel.



Figure:2 MBK Group Business Segments and Associated Brands

1.3 The Strategies of the Company

Pathumwan Princess Hotel employs a multifaceted strategy to maintain its position as a leading five-star hotel in Bangkok:

1. **Continuous Facility Upgrades:** The hotel has undertaken significant renovations, including the complete refurbishment of all 455 rooms and dining outlets in 2016, to enhance guest comfort and modernize amenities.

2. **Butler Service:**The hotel offers a personalized butler service for executive and long-stay guests, providing tailored assistance such as luggage handling, dining arrangements, laundry care, and special requests. This service creates a sense of exclusivity and comfort, ensuring a luxury experience that enhances guest satisfaction and loyalty.
3. **Guest Personalization:** Initiatives like the "Remember You" program are implemented to recognize and cater to individual guest preferences, enhancing personalized experiences.
4. **Diverse Dining Options:** The hotel offers a variety of dining experiences, including Korean, Thai, Italian, and international cuisines, to cater to diverse guest tastes.
5. **Sustainability Practices:** Efforts are made to reduce environmental impact through waste management and sustainable practices, aligning with global hospitality standards.
6. **Strategic Partnerships:** Collaborations with travel agencies and online platforms help in reaching a broader customer base, including international markets.
7. **Zero Waste Initiative:** As part of its commitment to sustainability, the hotel has launched a "Zero Waste" project, focusing on reducing food waste and promoting recycling. This initiative includes composting organic waste and creating products from food scraps, which are then sold to guests, with proceeds supporting local communities.
8. **Executive Club Lounge:** Guests staying in Executive Suites enjoy exclusive access to the Club Lounge, offering a tranquil setting with complimentary breakfast, all-day refreshments, and evening cocktails. This facility enhances the luxury experience by providing personalized services and a comfortable environment for relaxation or business meetings.

2. Organizational Structure

The organizational structure of Pathumwan Princess Hotel follows a typical five-star hotel hierarchy, led by the **General Manager** and supported by Hotel Manager along with department heads such as Food and Beverage, Front Office, Housekeeping, Sales and Marketing, Human Resources, Finance, Engineering, and Security. Each department is further divided into subsections to ensure smooth daily operations and effective guest service. The hotel is **managed under the MBK Group**, a well-established Thai conglomerate. MBK Group also owns and manages other hotels and resorts across Thailand, such as **Dusit Thani Krabi Beach Resort, Layana Resort & Spa, and Tinidee Hotels & Resorts** in Bangkok, Krabi, and Phuket.

2.1 Diagram of the organizational structure

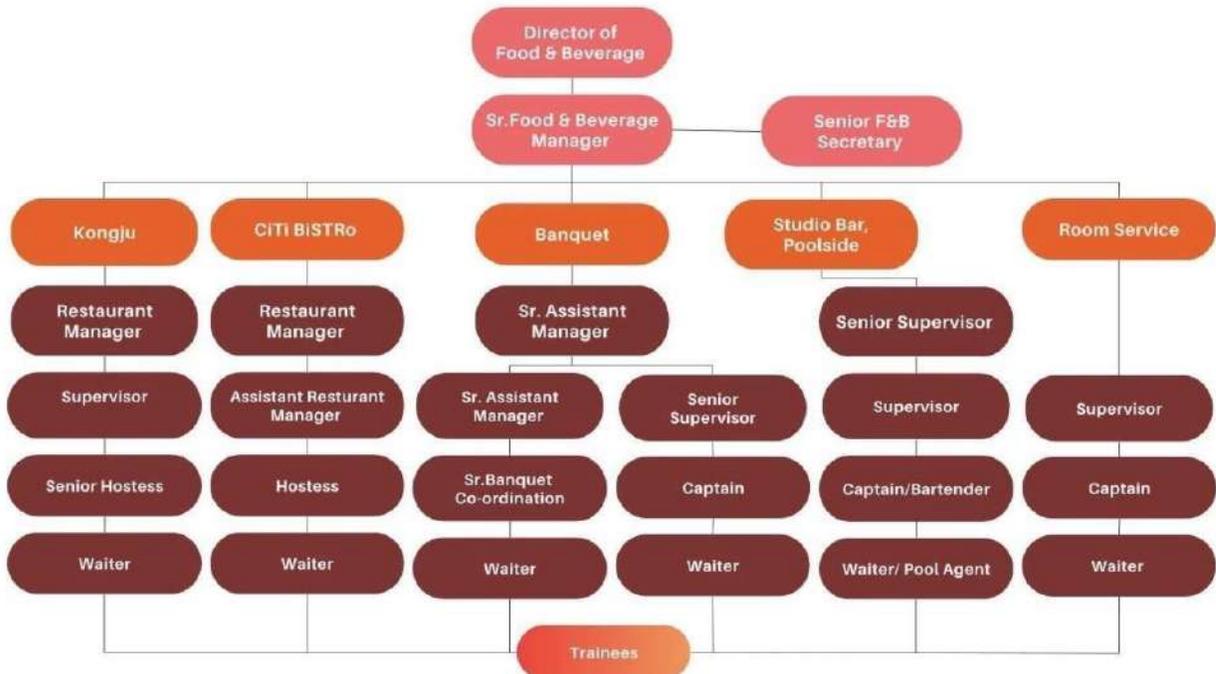


Figure:3 Organizational Chart



2.3 My job position or my responsibilities

- During my internship, I worked as a waitress across four main outlets of the hotel: Citi Bistro, StudiO Bar (also responsible for room service), Banquet, and Kongju Korean Restaurant. My responsibilities included welcoming and serving guests, taking and delivering food and beverage orders, assisting in buffet and banquet setups, and ensuring smooth room service operations. This role required flexibility, attention to detail, and strong communication skills to provide professional service in different dining environments.
- Working in different outlets gave me valuable experience in both casual and fine dining service. At Citi Bistro, I assisted with buffet service and guest satisfaction, while at StudiO Bar I handled both dine-in guests and room service requests. Banquet service trained me in event setups and teamwork under time pressure, and at Kongju I learned specialized service for authentic Korean cuisine.
- Overall, my role as a waitress helped me develop strong service skills, adaptability, and confidence in handling various dining operations, which will support my future career in hospitality.

3. My Intention and Motivation

I chose **Pathumwan Princess Hotel** because of its strong reputation for excellence in hospitality and its affiliation with the **MBK Group**.

- **Comprehensive Hospitality Experience**

The hotel boasts 455 well-appointed rooms and suites, complemented by diverse dining options, a rooftop pool, fitness center, and spa. This extensive range of facilities provides

an ideal environment for gaining hands-on experience across various facets of hotel operations.

- **Commitment to Excellence in Service**

With a strong emphasis on guest satisfaction, Pathumwan Princess Hotel has earned high ratings for cleanliness, comfort, and service. Its dedicated staff and attention to detail ensure a memorable guest experience, aligning with my aspiration to learn from industry leaders.

- **Exposure to Diverse Operational Areas**

The hotel's integration with MBK Center allows for exposure to a variety of operational areas, including retail, food and beverage services, and event management. This diversity will enable me to develop a holistic understanding of the hospitality industry.

- **Alignment with Career Goals**

By immersing myself in the dynamic environment of Pathumwan Princess Hotel, I aim to enhance my practical skills, broaden my industry knowledge, and build professional networks, all of which are crucial steps toward achieving my long-term career objectives in hospitality management.

4. Strategic analysis of the company (SWOT Analysis)

Strengths

- **Prime Location:** Situated in the heart of Bangkok's shopping district, the hotel offers direct access to MBK Center and is within walking distance to major malls like Siam Paragon and Siam Center. It's also conveniently connected to the National Stadium BTS Skytrain Station, facilitating easy travel around the city.
- **Extensive Facilities:** The hotel boasts a wide range of amenities, including a rooftop pool, tennis courts, a jogging track, and a comprehensive fitness center. These facilities cater to both leisure and business travelers seeking relaxation and recreation.
- **Diverse Dining Options:** Guests can enjoy a variety of cuisines at the hotel's multiple dining establishments, offering Korean, European, and Thai dishes. The Studio Bar

provides a relaxed ambiance with live music and cocktails, enhancing the overall dining experience.

Weakness

- **Premium Pricing:** While the hotel offers luxury amenities, its pricing may be higher compared to other accommodations in the area, potentially limiting its appeal to budget-conscious travelers.
- **High Occupancy Rates:** Due to its popularity and central location, the hotel may experience high occupancy rates, leading to limited availability during peak seasons and potentially affecting the guest experience.

Opportunity

- **Expansion of Wellness Offerings:** There is potential to enhance wellness services by introducing health-focused retreats and programs, catering to the growing demand for wellness tourism.
- **Event Hosting:** Leveraging its extensive facilities, the hotel can attract a broader clientele by hosting private events, weddings, and conferences, generating additional revenue streams.
- **Sustainability Initiatives:** Implementing sustainable practices can attract environmentally conscious guests and align with global trends towards eco-friendly tourism.

Threats

- **Intense Competition:** The hotel faces competition from other luxury hotels and emerging vacation rental properties, which may offer similar amenities at competitive prices.
- **Economic Fluctuations:** Economic downturns can reduce luxury travel spending, affecting the hotel's primary customer base and potentially impacting occupancy rates.
- **Changing Travel Trends:** The rise of alternative accommodations, such as Airbnb and serviced apartments, as well as shifts in traveler preferences toward more personalized or budget-friendly experiences, can reduce the hotel's market share.

5. Objectives of the Co-operative Studies

I am undertaking my cooperative studies at **Pathumwan Princess Hotel**, a leading hotel in the heart of Bangkok managed by the MBK Group. My main focus is in the **Food & Beverage (F&B) department**, where I gain practical experience in various outlets. The following are the main objectives for why I chose this position and undertook my cooperative education at

Pathumwan Princess Hotel:

1. To understand how the **Food & Beverage (F&B) department** operates in a professional hotel.
2. To gain first-hand experience in **restaurants, bars, room service, and banquets**.
3. To learn about the **service standards and operational procedures** of a five-star hotel.
4. To apply the theoretical knowledge, I have learned at university in a **real-world setting**.
5. To develop strong **communication and interpersonal skills** while interacting with guests.
6. To learn how to **handle guest complaints and feedback** professionally and efficiently.
7. To enhance **multitasking and time-management skills** in a busy hotel environment.
8. To become familiar with **tools, equipment, and technology** used in F&B operations.
9. To improve **teamwork and collaboration skills** by working closely with colleagues in different outlets.
10. To observe and **measure emotional intelligence** in both staff and guests during daily operations.
11. To boost **personal and professional development** by overcoming real workplace challenges.
12. To understand the **working culture and standards** of an international hotel brand.
13. To learn how to **create memorable experiences** for guests and satisfy their expectations.
14. To gain knowledge about **menu planning, food presentation, and beverage service**.
15. To practice **coordination and communication** between different F&B outlets and departments.

Chapter 2: CO-OP STUDY ACTIVITIES

1. My Job Description

As a waitress in the Food and Beverage Department, I worked a 9-hour shift rotation across all assigned outlets, including Citi Bistro, StudiO Bar (including room service), Banquet, and Kongju Korean Restaurant. My duties included preparing the service area before opening, welcoming and serving guests, taking food and beverage orders, and ensuring timely and accurate delivery of meals and drinks. I was also responsible for clearing and resetting tables, maintaining cleanliness, and supporting buffet, à la carte, and banquet service operations. Throughout my shift, I worked closely with supervisors, kitchen staff, and co-workers to ensure smooth service flow while maintaining hotel service standards and guest satisfaction.

2. My Job Responsibilities

My role involved supporting daily service operations, assisting guests, and maintaining the hotel's service standards throughout 9-hour shift rotations. The specific job responsibilities and work processes for each outlet will be explained in detail in the following sections.

Citi Bistro (All-Day Dining Restaurant)

I have to welcome and seat guests in a polite and professional manner, making sure they are comfortable and well-attended from the start of their meal. Creating a good first impression is very important for guest satisfaction.

During service, I take drink orders and serve them promptly while also checking in on guests to see if they need anything. I also make sure beverages are refilled on time so that guests do not have to wait.

Another key part of my responsibility is setting up tables for breakfast, lunch, and dinner service. This includes arranging the buffet area neatly, keeping it stocked, and ensuring it looks attractive for hotel guests.

When guests finish dining, I clear tables quickly and reset them for the next guests. This keeps the dining flow smooth and helps maintain cleanliness in the restaurant.

Lastly, I handle guest questions and sometimes recommend menu items when guests are unsure of what to choose. This helps guests feel guided and improves their dining experience.

StudiO Bar & Room Service

In StudiO Bar, I prepare and serve different beverages, cocktails, and light snacks. I have to be careful with presentation, making sure drinks and snacks look appealing before serving them. I present menus to guests, take their orders clearly, and communicate them correctly to the kitchen staff. This prevents mistakes and ensures smooth service.

For room service, I receive orders by phone or system and carefully prepare trays for delivery. I double-check the items to make sure all condiments, cutlery, and extras are included. When delivering food and drinks to guest rooms, I ensure orders are presented neatly and delivered on time. I also provide friendly service while respecting guest privacy. I handle billing for both bar and room service guests and keep the working area neat and organized. Maintaining cleanliness and order in the bar creates a pleasant atmosphere.

Banquet Department

In the Banquet Department, I assist in setting up the halls for different events, including arranging tables, chairs, linens, and tableware. I make sure everything is ready before the event starts.

During events such as weddings, meetings, or conferences, I serve food and drinks according to banquet standards. I have to remain professional and attentive throughout the function.

Sometimes I assist in buffet-style service, making sure the food stations stay neat and replenished.

Other times, I participate in plated service, delivering meals directly to guests.

Teamwork is important in banquets, so I coordinate with the kitchen and banquet captains to ensure smooth operations. This helps the event run without delays or confusion.

After the event ends, I clear tables, help with the breakdown of setups, and assist with cleaning the hall. This prepares the space for the next function.

Kongju Korean Restaurant

At Kongju, I welcome and seat guests warmly, offering menus and explaining Korean dining traditions when needed. This helps guests feel comfortable and informed.

I carefully take food and drink orders, making sure to pass them to the kitchen accurately. Clear communication helps prevent errors and improves service speed.

I serve dishes following Korean service standards, including offering a variety of side dishes (banchan). This ensures authenticity in the dining experience.

During the meal, I refill drinks and check on guests regularly to make sure they are satisfied and comfortable. Attentive service is very important here.

At the end of service, I clear tables and reset them for the next guests. Keeping the dining area neat and clean helps maintain the restaurant's reputation.

3. Activities in Coordination with Co-Workers

As a foreigner working in the hotel, coordinating with co-workers was both a challenge and a valuable learning experience. Since I can only understand about 25% of Thai, I had to rely on observing body language, simple Thai phrases, and English communication to understand instructions. This taught me to pay closer attention and to be patient while learning.

During busy times, I worked together with my colleagues to divide responsibilities such as food service, beverage service, and clearing tables. Even with limited language skills, teamwork was possible because we supported each other with small gestures and clear signals.

I also coordinated with kitchen staff when passing orders or checking buffet items. Sometimes, communication was difficult, but I asked for clarification politely or confirmed details twice to avoid mistakes.

In daily briefings, I sometimes could not fully understand everything in Thai, so I learned to focus on key words, menus, or task demonstrations. My co-workers also helped explain in simple English or showed me what to do, which improved my confidence.

Overall, despite the language barrier, I contributed by staying cooperative, asking for help when needed, and offering support to my teammates. This experience improved not only my

communication skills but also my ability to adapt and work effectively in an international environment.

4. My Job Process Diagram

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



Figure: 4 Job diagram

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

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

- **Human Resources and Workplace Adaptation**

As a co-operative student, I learned to adapt to a diverse working environment and understand the importance of human resources management in hospitality. I observed how supervisors manage schedules, assign duties, and maintain staff morale. This experience helped me appreciate the value of communication and teamwork in achieving smooth operations.

- **Analytical and Problem-Solving Skills**

I used my analytical skills to understand guest preferences, identify service issues, and suggest small improvements in workflow. Observing daily operations helped me recognize patterns in guest behavior and develop strategies to enhance efficiency. This process improved my problem-solving ability and critical thinking in real service situations.

- **Teamwork and Collaboration**

Working alongside Thai colleagues and other international staff taught me the importance of teamwork and mutual support. Although I could understand only about 25% of Thai, I relied on body language, observation, and cooperation to ensure tasks were completed smoothly. This strengthened my communication and adaptability in a multicultural environment.

- **Cultural Diversity and Understanding**

Being a foreigner in the workplace gave me the opportunity to learn about Thai culture, work ethics, and hospitality standards. I learned to respect cultural differences and to communicate politely and effectively with both guests and coworkers. This exposure broadened my global hospitality perspective and cultural awareness.

- **Customer Service and Guest Relations**

I applied my hospitality knowledge to provide friendly and attentive service to all guests. By observing experienced staff, I learned how to anticipate guest needs, handle special requests, and manage complaints in a calm and polite manner. This improved my confidence and strengthened my ability to create positive guest experiences.

- **Time Management and Organization**

Working in a fast-paced environment required me to plan my tasks efficiently. I learned to balance multiple responsibilities such as taking orders, serving food, and clearing tables

without affecting service quality. This experience helped me develop strong time management and organizational skills essential in the hospitality industry.

- **Professional Ethics and Responsibility**

During my internship, I learned the importance of professionalism and responsibility in the workplace. I made sure to follow hotel policies, dress appropriately, and complete my duties on time. Maintaining a respectful attitude toward both guests and colleagues helped me build trust and reliability as part of the team.



Chapter 3: Learning Process

1. Problems or Issues of the Company

During my co-operative studies at Pathumwan Princess Hotel, I observed several challenges that affect the overall operations and service quality of the hotel. These issues were identified through my daily work experience, interaction with guests, and coordination with colleagues across different departments. The following section discusses the main problems faced by the company, their significance, and how they relate to hotel operations and service performance.

1. Labor Shortage and Staffing Issues

The hotel occasionally faces a shortage of staff, especially during peak seasons or large-scale events. This issue affects several departments, including Food & Beverage, Housekeeping, and Front Office. The limited number of employees increases workload and pressure on existing staff, which can reduce service efficiency and guest satisfaction. It also makes it challenging to maintain the hotel's service standards during busy periods.

2. High Employee Turnover

Due to the demanding nature of the hospitality industry, the hotel experiences relatively high employee turnover. Some staff members leave after short periods, leading to frequent recruitment and training of new employees. This constant cycle affects team stability, consistency in service, and the overall working atmosphere within the departments.

3. Competition in the Hospitality Industry

Pathumwan Princess Hotel is located in one of Bangkok's most competitive areas, surrounded by other well-known hotels and resorts. To stay competitive, the hotel must continuously improve its services, facilities, and marketing strategies. However,

increasing competition sometimes puts pressure on pricing and profit margins, especially when nearby hotels offer attractive promotions or new amenities.

4. Guest Reviews and Service Quality

Online guest reviews have a strong impact on the hotel's reputation. While most reviews are positive, occasional negative feedback focuses on delays in service, language barriers, or minor maintenance issues. Negative online reviews can influence potential guests' decisions and affect the hotel's image if not managed effectively and promptly.

5. Language and Communication Barriers

Since the hotel welcomes guests from many countries, language differences sometimes cause communication difficulties between guests and staff. Not all employees are fluent in English or other foreign languages, which can make it challenging to provide a personalized and efficient service. This issue is also significant for international trainees who understand only limited Thai.

6. Maintenance and Facility Upkeep

Although the hotel is well-maintained, occasional maintenance problems occur, such as slow elevators, air-conditioning malfunctions, or worn-out furniture. Delays in repairing these issues can inconvenience guests and affect their overall impression of the property. Regular inspections and timely maintenance are essential to prevent such problems.

7. Sustainability and Waste Management

While the hotel promotes its Zero Waste Project, ensuring full participation from all departments remains a challenge. Some staff members may overlook proper waste separation or continue using single-use plastics. Consistent training and monitoring are necessary to achieve the hotel's sustainability goals and maintain an eco-friendly reputation.

2. How to Solve the Problem

1. Addressing Labor Shortage and Staffing Issues

The hotel can reduce staffing challenges by improving its recruitment strategy and offering attractive incentives for long-term employment. Collaborating with hospitality schools and universities for internship programs can also help fill temporary staff shortages. Moreover, using flexible scheduling and cross-training employees across departments can ensure that manpower needs are met during peak periods.

2. Reducing Employee Turnover

To retain skilled employees, the hotel should focus on improving working conditions, offering career development opportunities, and providing regular feedback. Recognition programs, bonuses, and fair workload distribution can also motivate employees to stay longer. Building a positive and supportive work culture will strengthen loyalty and reduce turnover rates.

3. Enhancing Competitive Advantage

To stand out among competitors, the hotel should continue to improve service quality and introduce new promotions tailored to different markets, such as family packages or long-stay offers. Enhancing digital marketing strategies through social media, influencer partnerships, and targeted online campaigns can also attract a wider customer base and maintain brand visibility.

4. Improving Guest Reviews and Service Quality

The management can encourage guests to share feedback directly with the hotel before posting online, allowing quick resolution of any issues. Regular training sessions should focus on guest interaction, complaint handling, and emotional intelligence. Rewarding staff who receive positive guest comments can also inspire a culture of service excellence.

5. Overcoming Language and Communication Barriers

The hotel should provide English language and basic foreign language training for staff to improve guest communication. Visual aids such as multilingual menus, signs, and training materials can help overcome language limitations. Encouraging teamwork between local and international staff also promotes cultural understanding and smooth operations.

6. Improving Maintenance and Facility Upkeep

A clear preventive maintenance schedule should be enforced to minimize equipment breakdowns. The hotel can implement a digital reporting system for quick updates on maintenance requests and repairs. Regular inspections of guest rooms, restaurants, and facilities will help ensure that any issues are addressed promptly before they affect guests.

7. Strengthening Sustainability and Waste Management

The hotel should continue promoting its Zero Waste Project by conducting awareness campaigns and providing training on proper waste sorting and recycling practices. Reducing plastic usage, introducing refillable amenities, and collaborating with eco-friendly suppliers will strengthen the hotel's commitment to sustainability. Recognizing departments that excel in green practices can motivate others to participate actively.

3. Recommendations of the Company

Based on my co-operative study experience at Pathumwan Princess Hotel, several improvements can be suggested to enhance the learning process for interns. Providing a structured orientation program would help trainees understand their roles, service standards, and work procedures more clearly from the beginning.

In addition, having a clear learning plan for each outlet and assigning a mentor to guide interns would improve skill development and confidence, especially for international trainees. Regular feedback from supervisors would also help interns recognize their strengths and areas for improvement.

Finally, offering basic training sessions and recognizing trainee contributions through evaluations or certificates would increase motivation and create a more effective learning environment.

4. What I have learned during Co-op Studies

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

1. How to Prepare for Daily Operations

I learned how to properly prepare the restaurant before service begins, including setting up tables, checking utensils, and ensuring cleanliness in all dining areas. Preparation is essential for providing smooth service, especially during busy hours like breakfast or banquets.

2. How to Manage Time Efficiently

Working in multiple outlets taught me the importance of time management. I needed to balance serving guests, clearing tables, and supporting my teammates without delays. Prioritizing tasks and staying organized helped me work faster and more effectively.

3. How to Communicate Effectively

Since I can understand only a little Thai, I learned to communicate clearly using simple language, gestures, and teamwork. This experience improved my ability to express myself professionally and cooperate with both Thai and international colleagues.

4. How to Handle Guest Service Professionally

I gained valuable experience in providing warm and attentive service to guests. I learned how to greet customers politely, take accurate orders, and solve problems calmly. Serving guests from different countries also taught me cultural awareness and hospitality etiquette.

5. How to Work as a Team Member

Teamwork is the key to successful service in the F&B department. I learned to support my coworkers during busy hours, help in other sections when needed, and share responsibilities to achieve smooth and efficient service.

6. How to Manage Stress During Peak Hours

During high-traffic times like breakfast buffets or banquets, I learned how to stay calm and focused under pressure. Managing stress helped me avoid mistakes, maintain service quality, and handle multiple tasks with a positive attitude.

7. How to Adapt to a New Working Environment

As a foreign intern, I learned how to adapt to a new culture, work system, and communication style. I became more confident in adjusting to unfamiliar situations and quickly learning from my supervisors and colleagues.

8. How to Maintain Professional Ethics and Discipline

Throughout my training, I learned the importance of punctuality, personal grooming, and following hotel policies. Acting responsibly and maintaining a professional attitude helped me build trust with my team and supervisors.

5. The Knowledge from Coursework to the real working situation

1. Application of Hospitality Management Principles

From my coursework, I learned the fundamentals of hospitality management, including customer service, communication, and operational procedures. During my internship, I was able to apply these principles by providing courteous service to guests, understanding hotel standards, and maintaining professionalism in every task.

2. Food and Beverage Service Knowledge

My studies in F&B management helped me understand restaurant operations, menu knowledge, and service styles. This knowledge was very useful when setting tables, serving buffet and à la carte dishes, and explaining menu items to guests. I also learned the importance of presentation and timing in food service.

3. Problem-Solving and Decision-Making Skills

The coursework emphasized critical thinking and problem-solving in guest service situations. I practiced these skills in real life when handling unexpected challenges, such as special guest requests or service delays. This helped me become more flexible and confident in making quick, practical decisions.

4. Tourism and Cultural Awareness

In the tourism-related subjects, I learned how culture influences guest expectations and service styles. This was especially helpful when serving international guests at the hotel. I learned to adapt my service style based on guests' cultural backgrounds, showing respect and understanding toward different customs.

5. Communication and Professional Etiquette

Class lessons about communication taught me how to interact clearly and politely with guests and colleagues. I applied these skills daily when taking orders, confirming details with the kitchen, and greeting guests with professionalism. Effective communication helped me avoid mistakes and build confidence in my service.

6. Human Resource and Teamwork Knowledge

In my management courses, I studied organizational behavior and teamwork principles. I experienced this directly while working in a multicultural team, where cooperation and mutual respect were essential. Understanding team dynamics helped me work smoothly with both Thai staff and other trainees.

7. Sustainable Tourism and Hotel Practices

From my sustainability courses, I learned about eco-friendly practices in hotels. I saw this applied at Pathumwan Princess Hotel through the Zero Waste Project, energy-saving policies,

and waste separation efforts. This experience deepened my understanding of how sustainable management is implemented in real hospitality operations.

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

1. Food and Beverage Service Techniques

I learned professional serving techniques such as tray carrying, plate serving, and beverage pouring according to hotel standards. I also became more confident in setting tables properly for different meal periods and ensuring each setup met the outlet's service requirements.

2. POS (Point of Sale) System Operation

During my training, I learned how to use the POS system for taking orders, inputting food and beverage items, and printing guest bills. Understanding the system helped me handle transactions accurately and efficiently, especially during busy service hours.

3. Room Service Delivery Procedures

Working in StudiO Bar, which also handles room service, taught me the correct process of preparing trays, checking orders, and delivering food to guest rooms. I learned the importance of presentation, timing, and maintaining guest privacy while ensuring top-quality service.

4. Communication and Guest Interaction Skills

Through daily guest interactions, I developed confidence in greeting, recommending dishes, and handling guest feedback politely. Even with limited Thai language skills, I learned to use positive body language, tone, and gestures to create a welcoming experience.

5. Coordination Between Kitchen and Service Teams

I gained practical experience in coordinating with kitchen staff to ensure that guest orders were prepared and served promptly. Learning to communicate effectively with chefs and service teams helped maintain order accuracy and prevent delays.

6. Banquet Service Operations

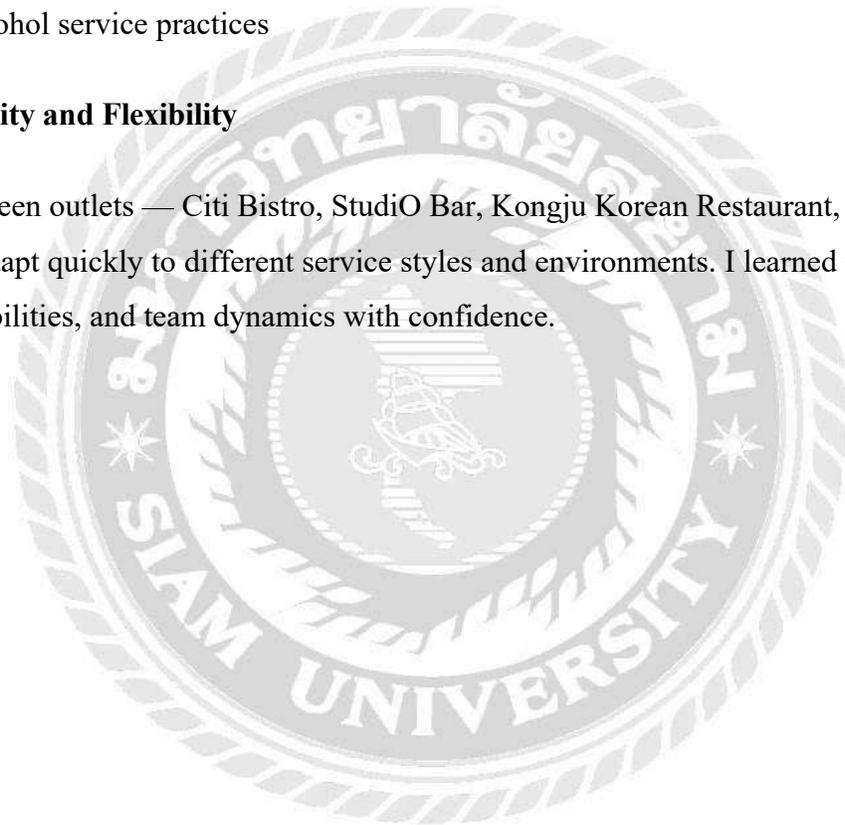
Working in the banquet department allowed me to learn the procedures for setting up and serving during events. I gained knowledge about table arrangements, buffet presentation, and timing for multi-course meals, as well as how to work efficiently under time pressure.

7. Beverage Preparation and Bar Knowledge

At StudiO Bar, I learned the basics of beverage preparation, including serving wines, beers, and simple cocktails. I also gained an understanding of glassware usage, bar hygiene, and responsible alcohol service practices

8. Adaptability and Flexibility

Rotating between outlets — Citi Bistro, StudiO Bar, Kongju Korean Restaurant, and Banquet — taught me to adapt quickly to different service styles and environments. I learned to adjust to new roles, responsibilities, and team dynamics with confidence.



Chapter 4: Conclusion

This chapter summarizes my co-operative study experience at Pathumwan Princess Hotel, with a focus on my job responsibilities, work processes, and learning outcomes during the internship period. It also evaluates my practical work experience, personal opinions, and overall assessment of the co-op studies in relation to my academic background in Hotel and Tourism Management. Based on the problems and issues discussed in this report, recommendations for the company are provided at the end of this chapter to support service improvement and future development.

1. Summary of Highlights from the Co-op Studies

This report presents my co-operative study experience as a waitress in the Food and Beverage Department at Pathumwan Princess Hotel. It explains how F&B service operations are carried out in different outlets, how students can prepare for working in a hotel environment, and how an intern or trainee can gain practical skills and knowledge after completing the internship.

Firstly, I learned to understand the working culture in the Food and Beverage Department. Knowing the work processes, service standards, and tools used in daily operations made it easier for me to adapt to the workplace. This experience showed that students who are service-minded, patient, and willing to communicate can perform well in the hospitality industry, as we interact with guests and colleagues from diverse backgrounds. Understanding one's own strengths and limitations is very important in this field.

Secondly, preparing both physical and mental health is essential before working in the hospitality industry. The job requires long working hours, standing for extended periods, and handling busy service situations. Working with different people and handling real guest situations helped me become more confident, responsible, and adaptable.

Finally, working in a well-established hotel under an international management group provided valuable professional exposure. The hotel emphasizes service quality, teamwork, and performance, which motivated staff and trainees to improve continuously. Although hotel work may appear simple from the outside, this experience proved that it requires strong skills, discipline, and dedication.

In conclusion, working in the hospitality industry helps improve interpersonal skills that are useful in daily life, such as mutual respect, understanding, empathy, and active listening. These qualities are essential not only in hotels and resorts but also in society as a whole. This cooperative study experience has contributed significantly to my personal and professional growth, and it has prepared me well for my future career.

2. Evaluation of the Work Experience

Self-Assessment and Contribution to My Career Development

After completing my co-operative study, I see myself becoming more confident, responsible, and professionally prepared for the hospitality industry. One of my main strengths during the internship was my ability to learn quickly and adapt to different outlets and service styles. I always maintained a positive attitude, showed enthusiasm in serving guests, and was willing to support my supervisors and co-workers. My time management skills improved significantly, especially while handling busy service periods and rotating between different outlets during 9-hour shifts.

Customer Service and Guest Interaction

Through daily service in Citi Bistro, StudiO Bar, Banquet, and Kongju Korean Restaurant, I learned the importance of delivering high-quality customer service. I improved my communication skills by greeting guests politely, taking orders accurately, and responding to guest needs in a professional manner. Even though I am a foreign student and understand limited Thai, I learned to communicate effectively using basic Thai, body language, and teamwork, which helped create a positive dining experience for guests.

Operational and Service Skills Development

I was involved in various service-related tasks such as setting up buffet stations, serving food and beverages, clearing tables, and preparing service areas. These responsibilities helped me develop strong attention to detail, discipline, and cleanliness awareness. Working in room service and banquets also improved my ability to follow service standards and coordinate tasks efficiently.

Problem Solving and Handling Service Challenges

During my internship, I encountered service challenges such as guest complaints, delayed orders, and high-volume service periods. I learned to stay calm under pressure, listen carefully to guests, and seek assistance from supervisors when necessary. These experiences strengthened my problem-solving skills and taught me the importance of teamwork in resolving issues effectively.

Areas for Improvement and Future Development

Although I gained valuable experience, I realized there are areas where I can continue to improve. I would like to further develop my communication skills, especially in the Thai language, to better serve local guests and coordinate more smoothly with colleagues. In addition, I aim to enhance my knowledge of food and beverage management and service leadership to gain a deeper understanding of hotel operations.

Overall Reflection

I am confident that the skills and experience gained during this co-operative study will strongly support my future career in hotel and tourism management. I am sincerely grateful for the opportunity to train at Pathumwan Princess Hotel, and I look forward to applying the knowledge and professional attitude I have developed in my future career.

3. Limitation of the Co-op Studies

Although the co-operative study provided valuable hands-on experience in the hospitality industry, there were several limitations during the internship period. One major limitation was the limited duration of the co-op program, which restricted the opportunity to gain deeper exposure to all hotel departments. While I gained strong operational experience in the Food and Beverage Department, there was limited time to fully understand management-level planning, supervision, and decision-making processes.

Another limitation was the language barrier. As a foreign student with limited Thai language proficiency, communication with guests and colleagues was sometimes challenging, especially during peak service hours. Misunderstandings could occur when receiving instructions or responding to guest requests. However, this limitation also encouraged me to improve my basic Thai communication skills and develop non-verbal communication and teamwork strategies.

Additionally, my position as a co-operative student focused mainly on daily service operations such as serving guests, setting up service areas, and maintaining cleanliness. As a result, opportunities to participate in administrative tasks, performance evaluation, or strategic planning were limited. This reduced my exposure to the managerial aspects of hotel operations.

The physical demands of the job were also a challenge. Long working hours, standing for extended periods, and working during busy service periods required physical endurance and mental strength. It took time to adjust to the workload and fast-paced environment.

Despite these limitations, the co-operative study was a meaningful learning experience. The challenges I faced helped me develop resilience, adaptability, and professional discipline, which will be beneficial for my future career in hotel and tourism management.

4. Recommendations of the Company

Based on my co-operative study experience at Pathumwan Princess Hotel, I would like to provide several recommendations that could help improve employee well-being, trainee support, and overall service quality. These suggestions are based on my daily work experience and observations during my internship in the Food and Beverage Department.

During peak service periods such as breakfast buffet hours, weekends, and large banquet events, the workload can be physically and mentally demanding for staff. Increasing the number of employees on duty or improving shift planning during busy times would help reduce stress, prevent fatigue, and allow staff to focus more on delivering high-quality service to guests. Better workload distribution would also improve teamwork and service consistency.

A co-operative student, I believe the hotel should consider providing small allowances or benefits for trainees. Support such as meal allowances, transportation support, or basic financial incentives would help trainees manage daily expenses and feel more motivated and valued. These small forms of support could increase trainee commitment and encourage better performance during the internship period.

Improving the staff rest area is another important recommendation. A clean, comfortable, and well-maintained rest area with proper seating, ventilation, and basic facilities would allow staff to rest properly during breaks. This is especially important for Food and Beverage staff who work long hours standing and handling physically demanding tasks. A better rest environment can improve energy levels, morale, and overall job satisfaction.

The hotel could also provide more structured guidance and supervision for trainees. Clear explanations of daily tasks, service standards, and expectations would help trainees understand their roles better and reduce mistakes. Regular feedback from supervisors would allow trainees to learn from their experience and continuously improve their performance.

Lastly, providing basic language support or assigning mentors for international trainees would help them adapt more smoothly to the working environment. Having a senior staff member to guide, support, and advise trainees would improve confidence, strengthen teamwork, and create a more inclusive workplace culture.

References

Pathumwan Princess Hotel. (2025). *About Pathumwan Princess Hotel*.

<https://www.pprincess.com>

Pathumwan Princess Hotel. (2025). *Food and beverage outlets and services*.

<https://www.pprincess.com>

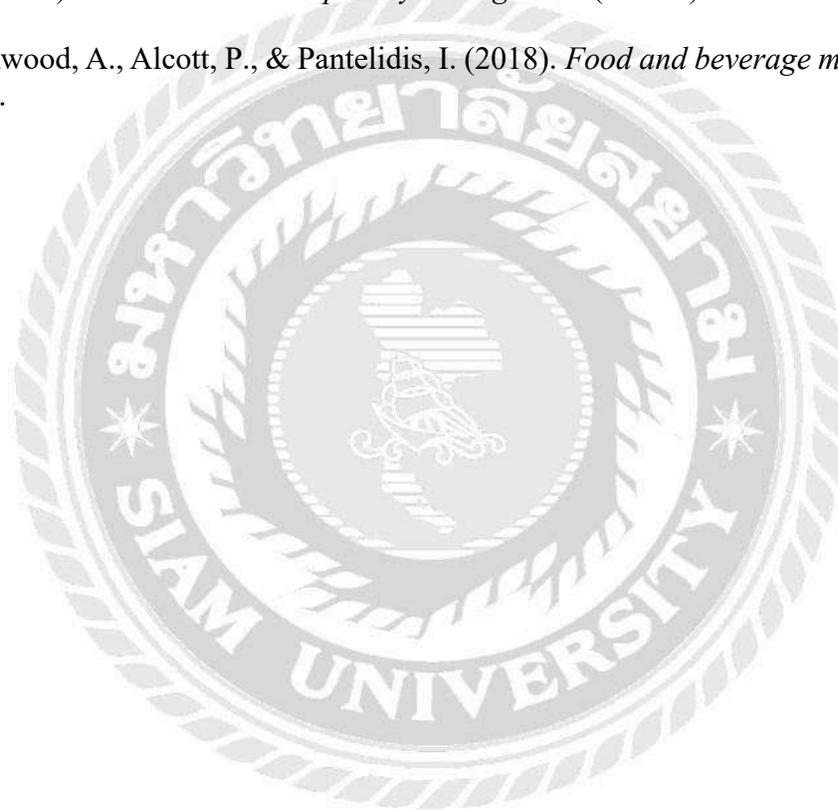
MBK Group. (2025). *MBK Group business overview*. <https://www.mbkgroup.co.th>

MBK Hotel & Tourism Co., Ltd. (2025). *Hospitality management and operations*.

<https://www.mbkgroup.co.th>

Walker, J. R. (2021). *Introduction to hospitality management* (9th ed.). Pearson Education.

Davis, B., Lockwood, A., Alcott, P., & Pantelidis, I. (2018). *Food and beverage management* (6th ed.). Routledge.



APPENDICES

Hotel Information



Figure:5 Panoramic view of Pathumwan Princess Hotel



Kongju Korean Restaurant



Mix Beef Club & Restaurant



Saruda Finest Pastry



Studio Bar



Ping's Thai Teochew Seafood Restaurant



CiT*i* BiSTR*o*

Figure:6 Restaurants in The Hotel



Figure:17 Team members of CiTi Bistro



Figure:8 Team Members of Kongju Korean Restaurant



Figure:9 Team members of Banquet



Figure:10 Team members of Studio Bar

PATHUMWAN PRINCESS HOTEL
 วัฒนาพริ้นเซส โฮเทล จำกัด
 Attendance Record by Times

to: Village / Name - Surname: Hu Thi Pong Aung unit / Department: F&B

วันที่ D / M / Y	เข้า / Time		ออก / Time		เข้า / Time		ออก / Time		หมายเหตุ
	เข้า / In	Signature	ออก / Out	Signature	เข้า / In	Signature	ออก / Out		
01/06/2020									
02/06/2020									
03/06/2020									
04/06/2020									
05/06/2020									
06/06/2020									
07/06/2020									
08/06/2020									
09/06/2020									
10/06/2020									
11/06/2020									
12/06/2020									
13/06/2020									
14/06/2020									
15/06/2020									
16/06/2020									
17/06/2020									
18/06/2020									
19/06/2020									
20/06/2020									
21/06/2020									
22/06/2020									
23/06/2020									
24/06/2020									
25/06/2020									
26/06/2020									
27/06/2020									
28/06/2020									
29/06/2020									
30/06/2020									
01/07/2020	8:31	HS	5:35	HS	8:30	HS	5:35	HS	
02/07/2020	7:35	HS	5:41	HS	7:35	HS	5:41	HS	
03/07/2020	11:02	HS	8:28	HS	11:02	HS	8:28	HS	
04/07/2020	10:42	HS	8:30	HS	10:42	HS	8:30	HS	
05/07/2020	10:46	HS	8:24	HS	10:46	HS	8:24	HS	
06/07/2020	10:50	HS	8:24	HS	10:50	HS	8:24	HS	
07/07/2020	10:54	HS			10:54	HS			CL
08/07/2020									
09/07/2020	10:59	HS	8:34	HS	10:59	HS	8:34	HS	
10/07/2020	10:58	HS	8:29	HS	10:58	HS	8:29	HS	
11/07/2020	10:33	HS	8:41	HS	10:33	HS	8:41	HS	
12/07/2020	10:59	HS	8:22	HS	10:59	HS	8:22	HS	
13/07/2020									
14/07/2020									
15/07/2020	10:42	HS	8:26	HS	10:42	HS	8:26	HS	

PATHUMWAN PRINCESS HOTEL
 วัฒนาพริ้นเซส โฮเทล จำกัด
 Attendance Record by Times

to: Village / Name - Surname: Hu Thi Pong Aung unit / Department: F&B

วันที่ D / M / Y	เข้า / Time		ออก / Time		เข้า / Time		ออก / Time		หมายเหตุ
	เข้า / In	Signature	ออก / Out	Signature	เข้า / In	Signature	ออก / Out		
01/07/2020	10:50	HS	8:38	HS	10:50	HS	8:38	HS	
02/07/2020	10:57	HS	8:35	HS	10:57	HS	8:35	HS	
03/07/2020	9:45	HS	7:39	HS	9:45	HS	7:39	HS	
04/07/2020	9:46	HS	7:36	HS	9:46	HS	7:36	HS	
05/07/2020									
06/07/2020									
07/07/2020									LD Group
08/07/2020	9:34	HS	7:42	HS	9:34	HS	7:42	HS	
09/07/2020	9:46	HS	7:23	HS	9:46	HS	7:23	HS	
10/07/2020	9:34	HS	7:26	HS	9:34	HS	7:26	HS	
11/07/2020	9:39	HS	7:22	HS	9:39	HS	7:22	HS	
12/07/2020	9:50	HS	7:50	HS	9:50	HS	7:50	HS	
13/07/2020	9:50	HS	7:42	HS	9:50	HS	7:42	HS	
14/07/2020	9:55	HS	7:30	HS	9:55	HS	7:30	HS	
15/07/2020									
16/07/2020									
17/07/2020	9:51	HS	7:35	HS	9:51	HS	7:35	HS	
18/07/2020	9:55	HS	7:38	HS	9:55	HS	7:38	HS	
19/07/2020	9:50	HS	7:30	HS	9:50	HS	7:30	HS	
20/07/2020									
21/07/2020									
22/07/2020	9:55	HS	7:34	HS	9:55	HS	7:34	HS	LD Group
23/07/2020	9:55	HS	7:32	HS	9:55	HS	7:32	HS	
24/07/2020	9:50	HS	7:22	HS	9:50	HS	7:22	HS	
25/07/2020	9:48	HS	7:21	HS	9:48	HS	7:21	HS	
26/07/2020	9:47	HS	7:21	HS	9:47	HS	7:21	HS	
27/07/2020									
28/07/2020	9:44	HS	7:16	HS	9:44	HS	7:16	HS	
29/07/2020	9:36	HS	7:18	HS	9:36	HS	7:18	HS	
30/07/2020	9:35	HS	7:11	HS	9:35	HS	7:11	HS	
31/07/2020	9:41	HS	7:29	HS	9:41	HS	7:29	HS	

PATHUMWAN PRINCESS HOTEL
 วัฒนาพริ้นเซส โฮเทล จำกัด
 Attendance Record by Times

to: Village / Name - Surname: _____ unit / Department: _____

วันที่ D / M / Y	เข้า / Time		ออก / Time		เข้า / Time		ออก / Time		หมายเหตุ
	เข้า / In	Signature	ออก / Out	Signature	เข้า / In	Signature	ออก / Out		
01/08/2020	6:45	HS	4:19	HS	6:45	HS	4:19	HS	
02/08/2020									
03/08/2020	6:43	HS	4:19	HS	6:43	HS	4:19	HS	
04/08/2020									
05/08/2020	6:43	HS	4:13	HS	6:43	HS	4:13	HS	
06/08/2020	6:45	HS	4:09	HS	6:45	HS	4:09	HS	
07/08/2020									
08/08/2020									
09/08/2020									
10/08/2020									
11/08/2020	6:44	HS	4:15	HS	6:44	HS	4:15	HS	
12/08/2020									
13/08/2020									
14/08/2020	6:39	HS	4:14	HS	6:39	HS	4:14	HS	
15/08/2020									
16/08/2020									
17/08/2020									
18/08/2020	6:51	HS	4:30	HS	6:51	HS	4:30	HS	
19/08/2020	6:52	HS	4:18	HS	6:52	HS	4:18	HS	
20/08/2020	6:48	HS	4:18	HS	6:48	HS	4:18	HS	
21/08/2020	6:42	HS	4:12	HS	6:42	HS	4:12	HS	
22/08/2020									
23/08/2020	6:46	HS	4:29	HS	6:46	HS	4:29	HS	
24/08/2020									
25/08/2020	7:15	HS	5:42	HS	7:15	HS	5:42	HS	
26/08/2020	6:43	HS	4:38	HS	6:43	HS	4:38	HS	
27/08/2020	6:44	HS	4:21	HS	6:44	HS	4:21	HS	
28/08/2020	6:30	HS	4:10	HS	6:30	HS	4:10	HS	
29/08/2020	6:50	HS	4:20	HS	6:50	HS	4:20	HS	
30/08/2020	6:46	HS	4:10	HS	6:46	HS	4:10	HS	
31/08/2020									

PATHUMWAN PRINCESS HOTEL
 วัฒนาพริ้นเซส โฮเทล จำกัด
 Attendance Record by Times

to: Village / Name - Surname: Hu Thi Pong Aung unit / Department: F&B

วันที่ D / M / Y	เข้า / Time		ออก / Time		เข้า / Time		ออก / Time		หมายเหตุ
	เข้า / In	Signature	ออก / Out	Signature	เข้า / In	Signature	ออก / Out		
01/09/2020	7:40	HS	5:18	HS	7:40	HS	5:18	HS	
02/09/2020	7:40	HS	5:34	HS	7:40	HS	5:34	HS	
03/09/2020	7:39	HS	5:11	HS	7:39	HS	5:11	HS	
04/09/2020	7:49	HS	5:42	HS	7:49	HS	5:42	HS	
05/09/2020	7:51	HS	5:43	HS	7:51	HS	5:43	HS	
06/09/2020									
07/09/2020									
08/09/2020									
09/09/2020									
10/09/2020									
11/09/2020									
12/09/2020									
13/09/2020									
14/09/2020									
15/09/2020									
16/09/2020									
17/09/2020									
18/09/2020									
19/09/2020									
20/09/2020									
21/09/2020									
22/09/2020									
23/09/2020									
24/09/2020									
25/09/2020									
26/09/2020									
27/09/2020									
28/09/2020									
29/09/2020									
30/09/2020									

Figure: 11 My daily Attendance

Presents

Certificate of Completion

This is to certify that Miss Hsu Thet Paing Aung has successfully completed her internship at the Pathumwan Princess Hotel, as a TRAINEE in Food & Beverage Department from June 16, 2025 – October 31, 2025.

We wish her great success in her future career.

Yours sincerely,



Nattha Wannasuk

Assistant Training & Human Resources Manager

 PATHUMWAN
PRINCESS
HOTEL

October 31, 2025

Figure:12 letter of Completion