

CHAPTER IV

CONCLUSION

4.1 Conclusion

During the internship program at Centara Grand Beach Resort Phuket, the writer gained valuable experiences. Through this program, the writer came to understand what it is like to work in a hotel, how to communicate with team members, how to manage emotions, how to collaborate within a team, how to manage time effectively, become more disciplined, etc. Over the course of six months, the writer spent the first three months in Thai Kitchen, followed by one month in the breakfast section, and the final two months back in the Thai Kitchen. The writer also gained an understanding of the importance of teamwork, mutual respect, and the ability to distinguish between moments that require professionalism and those when it is appropriate to joke around like friends. The writer feels grateful and proud to have been part of the kitchen team at Centara, which consistently provided positive, cheerful experiences and real learning opportunities as preparation for a future career.

4.2 Problem and Solution

1. Language Barrier

Since the writer is doing the internship in Thailand, the main challenge encountered was the language barrier. There were several instances of miscommunication with the chefs due to the writer not speaking Thai and some chefs having limited speaking English. However, the writer tried his best to communicate as clearly as possible and began learning a little bit Thai language. At the same time, the chef also tried to improve their English, so we were still able to communicate effectively.

2. Physical Endurance

The writer was assigned to the afternoon shift during this internship. The writer left for work at 11:15 AM and returned to the dormitory around 10:45 PM. Although the duration of the shift itself was not an issue, finishing work late at night made the writer feel tired more easily. This was managed by going to sleep as early as possible and taking vitamins to maintain physical health.

3. Dealing with Difficult Guests

During the six months internship, the writer spent one month on the morning shift for the breakfast service. While assigned to the omelet station, the writer had to interact directly with guests. As we know, people have different attitudes, and some may act irrationally. There were times when guests became upset for unclear reasons, raised their voices, or insisted on having food items that were not available at the breakfast buffet. The writer dealt with this by trying his best to stay patient and calmly responding “Please wait a moment, I’ll check with the chef”, then reported the situation to a senior chef to help handle the issue.

4.3 Suggestion

For Students:

- Do your best all the time
- Respect and value your team members
- Be kind and friendly to everyone
- Know when to act professionally and when it is appropriate to be more casual
- Take full responsibility for the tasks assigned to you

For Centara Grand Beach Resort Phuket:

- Continuously improve the management system for everyone
- Hire more staff to prevent overworking

For Ottimmo International:

- Maintain the relationship between Ottimmo and the hotel to ensure future students have the opportunity to intern at this hotel
- Continuously improve the internship system