



## รายงานสรุปโครงการ

โครงการฝึกประสบการณ์วิชาชีพภาษาอังกฤษและภาษาอังกฤษธุรกิจ  
ภายใต้ความร่วมมือกับมหาวิทยาลัย FPT ประเทศเวียดนาม  
รหัสกิจกรรม 203201B11021

วันที่ 1 พฤศจิกายน 2559 – 31 มีนาคม 2560

ณ มหาวิทยาลัยราชภัฏนครปฐม  
และ  
มหาวิทยาลัย FPT ประเทศเวียดนาม

ประจำปีงบประมาณ พ.ศ. 2560

โดย  
สาขาวิชาภาษาอังกฤษธุรกิจ (ศศ.บ.)  
สาขาวิชาภาษาอังกฤษ (ศศ.บ.)

คณะมนุษยศาสตร์และสังคมศาสตร์  
มหาวิทยาลัยราชภัฏนครปฐม

## คำนำ

โครงการโครงการฝึกประสบการณ์วิชาชีพภาษาอังกฤษและภาษาอังกฤษธุรกิจ ภายใต้ความร่วมมือกับมหาวิทยาลัย FPT ประเทศเวียดนาม 203201B11021 จัดขึ้นสำหรับนักศึกษาสาขาวิชาภาษาอังกฤษ (ศศ.บ.) และสาขาวิชาภาษาอังกฤษธุรกิจ (ศศ.บ.) โดยมีวัตถุประสงค์ของโครงการดังต่อไปนี้

1. เพื่อเตรียมความพร้อมบัณฑิตหลักสูตรศิลปศาสตรบัณฑิต สาขาวิชาภาษาอังกฤษและสาขาวิชาภาษาอังกฤษธุรกิจให้มีทักษะการคิดและการสื่อสารที่สอดคล้องกับทักษะการเรียนรู้ในศตวรรษที่ 21
2. เพื่อเตรียมความพร้อมบัณฑิตให้มีความสามารถในการสื่อสารภาษาอังกฤษ พร้อมทำงานในบริบทอาเซียนและบริบทสากล

โครงการดังกล่าวได้ดำเนินการเมื่อ 1 พฤศจิกายน 2559 – 31 มีนาคม 2560 ณ มหาวิทยาลัยราชภัฏนครปฐม และมหาวิทยาลัย FPT ประเทศเวียดนาม โดยมีนักศึกษาชั้นปีที่ 4 หลักสูตรศิลปศาสตรบัณฑิต สาขาวิชาภาษาอังกฤษธุรกิจ จำนวน 10 คน เข้าร่วมโครงการ ซึ่งรายงานสรุปโครงการฉบับนี้จะเป็นประโยชน์ในการพัฒนารูปแบบกิจกรรมให้มีความเหมาะสมในปีถัดไป

ลงชื่อ.....

(อาจารย์นารีมา แสงวิมาน)

ผู้จัดทำรายงานสรุปโครงการ

ลงชื่อ.....

(อาจารย์สมฤทธิ ทองสีมา)

ประธานสาขาวิชาภาษาอังกฤษ

ลงชื่อ.....

(อาจารย์นารีมา แสงวิมาน)

ประธานสาขาวิชาภาษาอังกฤษธุรกิจ

## สารบัญ

	หน้า
คำนำ	1
สารบัญ	2
ส่วนที่ 1 ข้อมูลทั่วไปของโครงการ	3
ส่วนที่ 2 ผลการดำเนินงาน	5
ส่วนที่ 3 สรุปผลแบบประเมินความพึงพอใจ	9
ส่วนที่ 4 กำหนดการและภาพกิจกรรม	11
ส่วนที่ 5 เอกสารประกอบ	17
- แบบบันทึกการปฏิบัติงานของนักศึกษาฝึกประสบการณ์วิชาชีพภาษาอังกฤษธุรกิจ ณ มหาวิทยาลัย FPT	17
- แบบบันทึกการปฏิบัติงานของนักศึกษาฝึกประสบการณ์วิชาชีพภาษาอังกฤษ ณ มหาวิทยาลัย FPT	46
- สำเนาเอกสารคำขออนุมัติงบประมาณ	72
- สำเนาขออนุมัติเปลี่ยนแปลงรายละเอียดเบิกจ่ายงบประมาณ	
- กำหนดการ	
- แบบประเมินโครงการ	

## ส่วนที่ 1

### ข้อมูลทั่วไปของโครงการ

1. ชื่อโครงการ โครงการฝึกประสบการณ์วิชาชีพภาษาอังกฤษและภาษาอังกฤษธุรกิจ ภายใต้ความร่วมมือกับมหาวิทยาลัย FPT ประเทศเวียดนาม
2. ชื่อกิจกรรม -
3. โครงการสอดคล้องกับแผนปฏิบัติการประจำปีงบประมาณของมหาวิทยาลัย  
แผนงาน                      แผนพัฒนานักศึกษา  
แผนงานรอง                  พัฒนาคุณภาพบัณฑิต  
งาน/โครงการ                เสริมสร้างคุณลักษณะบัณฑิตที่พึงประสงค์
4. โครงการสอดคล้องกับยุทธศาสตร์มหาวิทยาลัย  
ยุทธศาสตร์ที่                01, 1: ยกระดับคุณภาพบัณฑิตให้มีศักยภาพพร้อมทำงานในประชาคมอาเซียน  
กลยุทธ์                    02 เสริมสร้างคุณลักษณะบัณฑิตที่พึงประสงค์  
ตัวชี้วัดที่ 1.1 บัณฑิตระดับปริญญาตรีที่ได้อ่าน/ศึกษาต่อ/เป็นเจ้าของธุรกิจภายใน 1 ปี  
ตัวชี้วัดที่ 1.2 ความพึงพอใจของผู้ใช้บัณฑิต  
ตัวชี้วัดที่ 1.3 ความพึงพอใจของนักศึกษาต่อการจัดการเรียนการสอน
5. โครงการสอดคล้องกับตัวชี้วัดตามแผนยุทธศาสตร์คณะมนุษยศาสตร์และสังคมศาสตร์  
ประเด็นยุทธศาสตร์ที่ 1 การพัฒนาศักยภาพบุคลากรและนักศึกษาให้เก่ง ดี มีสุข  
ตัวชี้วัดที่ 1.1 บัณฑิตระดับปริญญาตรีที่ได้อ่าน/ศึกษาต่อ/เป็นเจ้าของธุรกิจภายใน 1 ปี  
ตัวชี้วัดที่ 1.2 ความพึงพอใจของผู้ใช้บัณฑิต  
ตัวชี้วัดที่ 1.3 ความพึงพอใจของนักศึกษาต่อการจัดการเรียนการสอน
6. โครงการสอดคล้องกับตัวชี้วัดตามเกณฑ์การประเมินของ สกอ. และสมศ.  
สกอ. ตัวชี้วัดที่ 2.1 คุณภาพบัณฑิตตามกรอบมาตรฐานคุณวุฒิระดับอุดมศึกษาแห่งชาติ  
สมศ. -
7. ผู้รับผิดชอบโครงการ อาจารย์นารีมา แสงวิมาน หน่วยงาน สาขาวิชาภาษาอังกฤษธุรกิจ (ศศ.บ.)
8. วัตถุประสงค์โครงการ  
กลุ่มเป้าหมาย  
นักศึกษาชั้นปีที่ 4 หลักสูตรศิลปศาสตรบัณฑิตสาขาวิชาภาษาอังกฤษธุรกิจ จำนวน 10 คน
9. การบูรณาการกับการเรียนการสอน/การวิจัย/การบริการวิชาการ

โครงการนี้สอดคล้องกับการจัดการเรียนการสอนของสาขาวิชาภาษาอังกฤษธุรกิจ (ศศ.บ.) และสาขาวิชาภาษาอังกฤษ (ศศ.บ.) ดังนี้

9.1 รายวิชา 1554801 การฝึกประสบการณ์วิชาชีพภาษาอังกฤษธุรกิจ

9.2 รายวิชา 1554805 การฝึกประสบการณ์วิชาชีพภาษาอังกฤษ

#### 10. ระยะเวลาดำเนินการ

29 ธันวาคม 2559 – 31 มีนาคม 2560

#### 11. สถานที่ดำเนินการ

มหาวิทยาลัยราชภัฏนครปฐม / มหาวิทยาลัย FPT ประเทศเวียดนาม

#### 12. ตัวชี้วัดความสำเร็จของโครงการ

ตัวชี้วัด	หน่วยนับ	รายละเอียด	หมายเหตุ
ตัวชี้วัดเชิงปริมาณ : จำนวนนักศึกษาที่เข้าร่วมโครงการ	ร้อยละ	70	
ตัวชี้วัดเชิงคุณภาพ :ระดับ ความพึงพอใจของ นักศึกษาต่อประโยชน์ที่ ได้รับจากโครงการ	ระดับ	3.51	

## ส่วนที่ 2

### ผลการดำเนินงาน

#### 1. จำนวนผู้เข้าร่วมโครงการ

ผู้เข้าร่วม	เป้าหมาย จำนวน (คน)	เข้าร่วมจริง จำนวน (คน)	คิดเป็นร้อยละ
นักศึกษา	10	10	100
บุคลากรสายวิชาการ	1	1	100
รวมทั้งสิ้น	11	11	100

#### 2. งบประมาณค่าใช้จ่ายจริงในการดำเนินงาน

โดยใช้งบประมาณจากรหัสกิจกรรม 203201B11021จำนวนเงิน 437,690บาท ซึ่งมีรายละเอียดของ  
งบประมาณ ดังนี้

หมวด	ชื่อกิจกรรม/รายการ	จำนวนเงินที่ได้รับ อนุมัติ (บาท)	จำนวนเงินที่ เบิกจ่ายจริง (บาท)	จำนวนเงินคงเหลือ (บาท)
ค่าตอบแทน	- ค่าตอบแทนวิทยากรอบรม เตรียมความพร้อมภาษาและ วัฒนธรรมเวียดนาม จำนวน 1 คน จำนวน 15 ชั่วโมงๆ ละ 300 บาท	4,500	4200	300
ค่าใช้จ่าย	- ค่าตัวเครื่องบินไป-กลับของ นักศึกษา 10 คนๆ ละ 5,870 บาท (10x5,870) เป็นเงิน 58,700 บาท	58,700	58,700	0
	- ค่าตัวเครื่องบินไป-กลับของ อาจารย์ 1 คนๆ ละ 5,870 บาท จำนวน 1 ครั้ง เป็นเงิน 5,870 บาท	5,870	5,870	0
	- ค่าที่พักนักศึกษา 10 คน จำนวน 3 เดือนๆ ละ 150 USD เป็นเงินไทย 5,400 บาท (10x3x5,400) เป็นเงิน 162,000 บาท	162,000	162,000	0

หมวด	ชื่อกิจกรรม/รายการ	จำนวนเงินที่ได้รับ อนุมัติ (บาท)	จำนวนเงินที่ เบิกจ่ายจริง (บาท)	จำนวนเงินคงเหลือ (บาท)
	- ค่าที่พักอาจารย์ 1 คนๆ จำนวน 3 คืนๆ ละ 2,100 บาท เป็นเงิน (1x 2,100x3) เป็นเงิน 6,300 บาท	6,300	0	6,300
	- ค่าลงทะเบียนฝึก ประสบการณ์วิชาชีพของ นักศึกษาจำนวน 10 คนๆ ละ 300 USD เป็นเงินไทย 10,800 บาท (10x10,800) เป็นเงิน 108,000 บาท	108,000	108,000	0
	- ค่าประกันการเดินทางของ นักศึกษา 10 คนๆ ละ 4,200 บาท (10x4,200) เป็นเงิน 42,000 บาท	42,000	42,000	0
	- ค่าเบี้ยเลี้ยงในการเดินทาง ไปต่างประเทศของอาจารย์ จำนวน 4 วันๆ ละ 800 บาท (1x4x800) เป็นเงิน 3,200 บาท	3,200	2,400	800
	- ค่าน้ำมันเชื้อเพลิงในการ เดินทางรับและส่งนักศึกษา ณ สนามบินสุวรรณภูมิ จำนวน 4 เที่ยวๆละ 1,500 บาท (4x1,500) เป็นเงิน 6,000 บาท	6,000	4,000	2,000
	- ค่าน้ำมันเชื้อเพลิงรับอาจารย์ กลับจากส่งนักศึกษา ณ สนามบินสุวรรณภูมิ เป็นเงิน 1,000 บาท	1,000	1,000	0

หมวด	ชื่อกิจกรรม/รายการ	จำนวนเงินที่ได้รับอนุมัติ (บาท)	จำนวนเงินที่เบิกจ่ายจริง (บาท)	จำนวนเงินคงเหลือ (บาท)
	<ul style="list-style-type: none"> <li>- ค่าอาหารกลางวันสำหรับวิทยากรจำนวน 2 คนๆ ละ 2 มื้อๆ ละ 80 บาท เป็นเงิน 320 บาท</li> <li>- ค่าอาหารว่างสำหรับวิทยากรจำนวน 8 มื้อๆ ละ 25 บาท เป็นเงิน 200 บาท</li> <li>- ค่าธรรมเนียมวีซ่า (multiple entry visa) ระยะเวลา 6 เดือน สำหรับนักศึกษาฝึกประสบการณ์วิชาชีพ มหาวิทยาลัย FPT ประเทศเวียดนาม จำนวน 10 คนๆ ละ 3,720 บาท เป็นเงิน 37,200 บาท</li> <li>- ค่าล่วงเวลาพนักงานขับรถรับ-ส่งนักศึกษา ณ สนามบินสุวรรณภูมิ จำนวน 2 ครั้งๆ ละ 400 (2x400) เป็นเงิน 800 บาท</li> </ul>	<p>320</p> <p>200</p> <p>37,200</p> <p>800</p>	<p>0</p> <p>0</p> <p>37,200</p> <p>250</p>	<p>320</p> <p>200</p> <p>0</p> <p>550</p>
ค่าวัสดุ	<ul style="list-style-type: none"> <li>- ค่าของที่ระลึก จำนวน 1 ชิ้นๆ ละ 1,000 บาท เป็นเงิน 1,000 บาท</li> <li>- ค่าจัดทำแบบประเมินนักศึกษาจำนวน 10 เล่มๆ ละ 30 บาท เป็นเงิน 300 บาท</li> <li>- ค่าจัดทำรูปเล่มรายงานจำนวน 3 เล่มๆ ละ 150 บาท เป็นเงิน 450 บาท</li> </ul>	<p>1,000</p> <p>300</p> <p>150</p>	<p>1,000</p> <p>300</p> <p>150</p>	<p>0</p> <p>0</p> <p>0</p>



หมวด	ชื่อกิจกรรม/รายการ	จำนวนเงินที่ได้รับ อนุมัติ (บาท)	จำนวนเงินที่ เบิกจ่ายจริง (บาท)	จำนวนเงินคงเหลือ (บาท)
	ค่าเอกสารประกอบการอบรม จำนวน 10 ชุดๆ ละ 50 บาท เป็นเงิน 500 บาท	150	150	0
รวมทั้งสิ้น		437,690	427,220	10,470
คิดเป็นร้อยละ			97.6	2.4

### 3. การบรรลุตัวชี้วัดความสำเร็จของโครงการ

ตัวชี้วัด	หน่วยนับ	ผลการดำเนินงาน	หมายเหตุ
ตัวชี้วัดเชิงปริมาณ : จำนวน นักศึกษาและบุคคลที่สนใจเข้า ร่วมโครงการ	ร้อยละ	มีผู้เข้าร่วมโครงการร้อยละ 100 ของจำนวน นักศึกษาทั้งหมด	บรรลุ เป้าหมาย
ตัวชี้วัดเชิงคุณภาพ : ระดับ ความพึงพอใจของผู้เข้าร่วม โครงการ	ระดับ	ผู้เข้าร่วมโครงการมีความพึงพอใจในโครงการ โดยภาพรวมทุกด้านระดับ มาก	บรรลุ เป้าหมาย

### ส่วนที่ 3

#### สรุปผลการประเมินความพึงพอใจ

1. แบบประเมินโครงการ

2. ค่าเฉลี่ย  $\bar{x}$  5.00 – 4.51 = มากที่สุด 4.50 – 3.51 = มาก 3.50 – 2.51 = น้อย 2.50-0 = น้อยที่สุด

ประเด็นความคิดเห็น	ระดับความพึงพอใจ/ความรู้ความเข้าใจ/การนำไปใช้					ค่าเฉลี่ย $\bar{x}$	การแปลผล
	มากที่สุด (5)	มาก (4)	ปานกลาง (3)	น้อย (2)	น้อยที่สุด (1)		
<b>ด้านสถานที่ฝึกประสบการณ์</b>							
1. หอพักนักศึกษาที่มีสิ่งอำนวยความสะดวกแก่ผู้อาศัย	30	50	0	0	0	4.10	มาก
2. หอพักมีระบบความปลอดภัยที่ดี	70	30	0	0	0	4.7	มากที่สุด
3. หอพักมีสิ่งอำนวยความสะดวก และมีสภาพแวดล้อมที่ดี	50	50	0	0	0	3.5	มาก
4. ความสะดวกสบายของการเดินทางระหว่างที่พักและสถานประกอบการ	20	30	40	10	0	3.6	มาก
<b>การจัดการด้านการฝึกประสบการณ์ของหน่วยงาน/ความพร้อมของหน่วยงาน</b>							
5. สถานที่ในการฝึกประสบการณ์วิชาชีพมีความเหมาะสมต่อการฝึกประสบการณ์	30	60	10	0	0	4.2	มาก
6. การประสานงานด้านการจัดการดูแลนักศึกษาภายในสถานประกอบการระหว่างฝ่ายบุคคลและพี่เลี้ยง	10	30	70	0	0	4.3	มาก
7. การให้คำแนะนำดูแลนักศึกษาของฝ่ายบริหาร บุคคล (การปฐมนิเทศ การแนะนำระเบียบวินัย การทำงาน)	10	20	70	10	0	4.1	มาก
8. บุคลากรในสถานประกอบการให้ความสนใจ สนับสนุน และให้ความเป็นกันเองกับนักศึกษา	60	30	10	0	0	4.5	มาก
9. มีการมอบหมายพนักงานที่ปรึกษาที่ชัดเจนในการดูแลนักศึกษา	40	50	10	0	0	4.3	มาก
10. สภาพแวดล้อม สุวีตติการและความปลอดภัยระหว่างการฝึกงาน	30	70	0	0	0	3.9	มาก
<b>คุณภาพและปริมาณงานที่นักศึกษาได้รับมอบหมาย</b>							
11. ความเหมาะสมของคุณลักษณะงาน	10	70	20	0	0	3.9	มาก
12. งานที่มอบหมายให้นักศึกษาปฏิบัติตรงตามสาขาวิชาเอกของนักศึกษา	20	60	20	0	0	4	มาก
13. งานที่ได้รับมอบหมายตรงกับความสนใจของนักศึกษา	10	80	10	0	0	4	มาก
14. ปริมาณงานหรือขอบเขตงานที่ได้รับมีความเหมาะสมกับระยะเวลา และระดับการศึกษา	20	70	10	0	0	4.1	มาก

ประเด็นความคิดเห็น	ระดับความพึงพอใจ/ความรู้ความเข้าใจ/การนำไปใช้					ค่าเฉลี่ย $\bar{X}$	การแปลผล
	มากที่สุด (5)	มาก (4)	ปานกลาง (3)	น้อย (2)	น้อยที่สุด (1)		
15. ความเหมาะสมของหัวข้อรายงานที่นักศึกษาได้รับมอบหมาย	20	80	0	0	0	4.2	มาก
<b>ด้านความรู้ความเข้าใจและการนำไปใช้</b>							
16. ความรู้ความเข้าใจเกี่ยวกับการฝึกประสบการณ์วิชาชีพ ณ มหาวิทยาลัย FPT ก่อนการอบรมเตรียมพร้อม	10	40	40	10	0	3.5	มาก
17. ความรู้ความเข้าใจเกี่ยวกับการฝึกประสบการณ์วิชาชีพ ณ มหาวิทยาลัย FPT ภายหลังการอบรมเตรียมพร้อม	20	80	0	0	0	4.2	มาก
18. สามารถบอกประโยชน์/ข้อดีได้	40	60	0	0	0	4.4	มาก
19. สามารถนำความรู้ที่ได้จากการฝึกประสบการณ์ไปปรับใช้ในการประกอบอาชีพในอนาคตได้	60	40	0	0	0	4.6	มาก
<b>การดำเนินการในภาพรวมของโครงการ</b>							
20. ความรู้ความเข้าใจเกี่ยวกับการฝึกประสบการณ์วิชาชีพ ณ มหาวิทยาลัย FPT ก่อนเข้าร่วมโครงการ	0	50	30	10	10	3.2	มาก
21. ความรู้ความเข้าใจเกี่ยวกับการฝึกประสบการณ์วิชาชีพ ณ มหาวิทยาลัย FPT ภายหลังเข้าร่วมโครงการ	20	80	0	0	0	4.2	มาก
22. สามารถบอกประโยชน์/ข้อดีได้	30	60	10	0	0	4.2	มาก
23. การคัดเลือกนักศึกษาเข้าร่วมโครงการ มีเกณฑ์การคัดเลือกที่ชัดเจน เหมาะสม	10	70	20	0	0	3.9	มาก
24. ระยะเวลาในการจัดโครงการมีความเหมาะสม	20	60	20	0	0	4	มาก
25. การอบรมและการเตรียมความพร้อมด้านภาษาและวัฒนธรรมก่อนการฝึกประสบการณ์วิชาชีพภาษาอังกฤษ	10	60	30	0	0	3.8	มาก
26. ความพึงพอใจในภาพรวม	10	90	0	0	0	4.1	มาก

## ส่วนที่ 4

### กำหนดการและภาพกิจกรรม

การอบรมเตรียมพร้อมก่อนการฝึกประสบการณ์วิชาชีพภาษาอังกฤษ และภาษาอังกฤษธุรกิจ

วันที่ 29-30 ธันวาคม 2559

เวลา 08.00 – 17.00 ณ ห้อง HS 304 อาคารคณะมนุษยศาสตร์และสังคมศาสตร์

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#### 29 ธันวาคม 2559

08.00 น.-08.15 น.	ลงทะเบียน
08.15 น.-10.30 น.	วิทยากรอบรมในหัวข้อ “ข้อมูลทั่วไปเกี่ยวกับประเทศเวียดนาม”
10.30 น. – 10.45 น.	พักรับประทานอาหารว่าง
10.45 น.-12.00 น.	อบรม (ต่อ)
12.00 น.– 13.00 น.	พักรับประทานอาหารกลางวัน
13.00 น. – 14.30 น.	วิทยากรอบรมในหัวข้อ “บทสนทนาภาษาเวียดนามเบื้องต้น”
14.30 น. – 14.45 น.	พักรับประทานอาหารว่าง
14.50 น. – 17.00 น.	อบรม (ต่อ)
17.00 น.	จบการอบรม

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#### 30 ธันวาคม 2559

08.00 น.-08.15 น.	ลงทะเบียน
08.15 น.-10.30 น.	วิทยากรอบรมในหัวข้อ “ข้อมูลเกี่ยวกับสถานประกอบการในเวียดนาม”
10.30 น. – 10.45 น.	พักรับประทานอาหารว่าง
10.45 น.-12.00 น.	วิทยากรอบรมในหัวข้อ “บทสนทนาภาษาเวียดนามเพื่อการสื่อสารในสำนักงาน”
12.00 น.– 13.00 น.	พักรับประทานอาหารกลางวัน
13.00 น. – 14.30 น.	อบรม (ต่อ)
14.30 น. – 14.45 น.	พักรับประทานอาหารว่าง
14.50 น. – 17.00 น.	อบรม (ต่อ)
17.00 น.	จบการอบรม

การอบรมเตรียมพร้อมก่อนการฝึกประสบการณ์วิชาชีพภาษาอังกฤษ และภาษาอังกฤษธุรกิจ



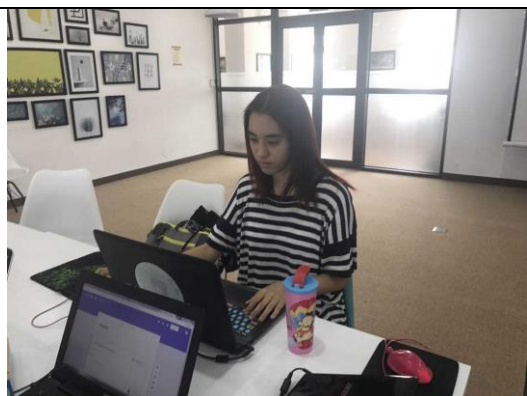
	
<p>เข้าพบคณบดีก่อนการเดินทางไปฝึกประสบการณ์วิชาชีพ ณ มหาวิทยาลัย FPT</p>	
	
	
<p>การฝึกประสบการณ์วิชาชีพ ณ มหาวิทยาลัย FPT ประเทศเวียดนาม</p>	





เตรียมความพร้อมก่อนการฝึกประสบการณ์ ณ มหาวิทยาลัย FPT









## ส่วนที่ 5

### เอกสารประกอบ

แบบบันทึกการปฏิบัติงานของนักศึกษาฝึกประสบการณ์วิชาชีพ ณ มหาวิทยาลัย FPT

Business English 56/51

Maneewan Luecha-Apichartkul

The report

9-15 January 2017

9 January 2017

I arrived to FPT Dormitory around 4 a.m. by Taxi.

10 January 2017

Training

I learnt about the information of FPT and general information about Danang. Mr.Son informed the rule of dormitory. He taught about Vietnam language and number. He explained about the schedule and tell me about the details of position. He informed us that you have to send the report by e-mail to him every weeks. The report cover about what you do each day, your problems and everything you can tell him.

13 January 2017

I work for the Royal Lotus Hotel. We went there that is four stars' hotel. She told us some details about the hotel.

14 January 2017

I went the city tour. I went to the Marble mountain first. And then I went the Lady Buddha. Next, I bought the ingredients for cooking at Vincom Plaza. We had the dinner together at local restaurant. The last place is Dragon Bridge that you can call love bridge.

The report

16-20 January 2017

Traning Program at ROYAL LOTUS HOTEL.

17 January 2017

Tour around hotel.

Learn about how to work as a GRO (Customer Service).

18 January 2017

The receptionist test me about room configuration. The GR officer teach me about how to write the room amenities request form and booking confirmation form.

19 January 2017

The receptionist teach me about the system computer such as check-in and check-out.

I learn how to work as a GRO step by step.

20 January 2017

The GR officer teach about how to make arrival letter list. In the afternoon, I stand at the door for welcoming guests.

23 January 2017

The receptionist test me about how to check-in. I stand at the door for welcoming the guest.

24 January 2017

I check-in and check-out for the guest. I learn how to add the minibar bill into the system.

25 January 2017

I learn about how to make thank you letter for the guest after check-out.  
Welcoming the guest.

26 January 2017

I make the welcome letter by myself.  
Welcoming the guest

27 January 2017

I make the arrival letter list and check the room before the guest check-in.  
I make Thank you letter and send e-mail after the guest check-out.  
Welcoming the guest.

This week is TET holiday in Vietnam. The driver is day off this week so we cannot go to work at the hotel. We have already informed FOM. (front office manager)

This week, I went to the local market and Lotte Mart. I bought something such as vegetables, ingredients, fruits and meat in order to cook at the dormitory because it is too far and taxi is very expensive.

Although the dormitory is too far from city, It's not problem. We go shopping twice a month.

The report

The fifth week

6 February 2017

I make the arrival letter and the thank you letter.  
Welcome guests.

7 February 2017

I work as operator. Learn how to pick up the phone and basic sentences when talk to the guest.

8 February 2017

Learn how to transfer the phone.

9 February 2017

Pick up the phone

Learn about room service.

Welcome the guest.

10 February 2017

Check the room before the guest check in.

Make the thank you letter and send e-mail.

Welcome guests

13 February 2017

I stand by at the Lobby for welcome guests.

I talk with guests about food and service in hotel.

14 February 2017

I pick up the phone and set waked up call for guests.

I stand by at the Lobby for welcome guests.

15 February 2017

In the morning, I pick up the phone and set waked up call for guests.

I stand by at the Lobby for welcome guests.

I attend English class.

16 February 2017

I make the arrival letter and check rooms before guests check in.

I stand by at the Lobby for welcome guests.

17 February 2017

I make the thank you letter and send e-mail.

I stand by at the Lobby for welcome guests.

20 February 2017

In the morning, I pick up the phone and set waked up call for guests.

I stand by at the Lobby for welcome guests.

21 February 2017

In the morning, I pick up the phone and set waked up call for guests.

I stand by at the Lobby for welcome guests.

22 February 2017

In the morning, I pick up the phone and set waked up call for guests.

I stand by at the Lobby for welcome guests.

I attend English class.

23 February 2017

I stand by at the Lobby for welcome guests.

I make the thank you letter and send e-mail.

24 February 2017

I stand by at the Lobby for welcome guests.

I attend English class.

27 February 2017

In the morning, I pick up the phone and set waked up call for guests.

I stand by at the Lobby for welcome guests.

28 February 2017

Today is the last day that I work in front office department .

I stand by at Lobby for welcome guest.

1 March 2017

Today is the first day that I work in food & beverage department.

I learn how to clean the equipment in pantry, set the table, clear the table and wipe.

2 March 2017

I clean the equipment such as glass, dish, bowl, cup, spoon etc.

I refill coffee and tea for guests.

Prepare for a banquet service.

3 March 2017

I clean the equipment such as glass, dish, bowl, cup, spoon etc.

Prepare for a banquet service.

6 March 2017

I work in pantry this week because I just transfer to FB department. My duties are clean the equipment such as glass, dish, bowl, cup, spoon etc.

7 March 2017

I clean the equipment such as glass, dish, bowl, cup, spoon in pantry.

8 March 2017

In the morning, I clean the equipment such as glass, dish, bowl, cup, spoon in pantry.

In the afternoon, I prepare the woman's day event at sky bar. I set up the table and cover chairs.

9 March 2017

Today, there are many guests in restaurant. My supervisor assign me to support the main staff. I refilled coffee and tea, clear the table, set up the table.

10 March 2017

I clean the equipment such as glass, dish, bowl, cup, spoon in pantry.

13 March 2017

I join wedding's party with my colleagues. It is the first time and new experience for me.

14 March 2017

I clean the equipment such as glass, dish, bowl, cup, spoon in pantry.

15 March 2017

In the morning, I clean the equipment such as glass, dish, bowl, cup, spoon in pantry.

In the afternoon, I prepare party at Banquet. I fold napkin.

16 March 2017

Today, there are many guests in restaurant. My supervisor assign me to support the main staff. I refilled coffee and tea, clear the table, set up the table in the morning. I clean the equipment such as glass, dish, bowl, cup, spoon at pantry in the afternoon.

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Orakanya Suwankanith

Week 1

10 January 2017

We had an orientation about the rule and how to live at dormitory in FPT International Student Exchange Center and also introduce about Danang city by Mr. Son Do.

13 January 2017

We went to The Royal Lotus Hotel and met Human Resource Manager. Learning about approximately history, the shorty detail of working and looking around the hotel.

14 January 2017

We had the city tour in Danang. We went to Marble Mountain, The Lady Buddha Temple, Vincom Plaza, and then have a dinner at local restaurant and the last place at Dragon Bridge.



The end of first week is finished. We have the good opportunity to gain the new experience and also get the new friends.

#### Week 2

Day	Duty
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16 Jan 2017	Finding information for exchange program in Thailand (University)
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17 Jan 2017	Finding information for exchange program in Thailand (University)
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18 Jan 2017	Finding information for exchange program in Thailand (Agencies)
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19 Jan 2017	Research project about how to set up English center of FPT
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20 Jan 2017	Research project about how to set up English center of FPT
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#### Week 3

Day	Duty
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23 Jan 2017	Search for scholarships (exchange program in University of Thailand)
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24 Jan 2017	Looking into more details of exchange program in Thailand (University)
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25 Jan 2017	Looking into more details of exchange program in Thailand (Agencies)
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26 Jan 2017	Looking into more details of exchange program in Thailand (Agencies)
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27 Jan 2017	Research project about how to set up English center of FPT
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#### Week 4

Day	Duty
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30 Jan 2017	Contact the university to ask for more information about Summer English courses.
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1 Feb 2017	Contact the university to ask for more information about Summer English courses.
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2 Feb 2017	Contact the agencies to ask for more information about Summer English courses.
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3 Feb 2017	Research project about how to set up English center of FPT
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4 Feb 2017	Research project about how to set up English center of FPT
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\*\* Because last week our office is closed according to long holiday in Vietnam. My boss went to his hometown, but he gave the assignment for the old project. So I still work for the same project until my boss comes back.

#### Week 5

Day     Duty

6 Feb 2017     Finding information for exchange program in Thailand

7 Feb 2017     Present the project and create the theme of English club.

8 Feb 2017     Finding the information about different culture such as Vietnamese, Brunei and Thailand.

9 Feb 2017     Create a PowerPoint presentation about communication-training for FISEC.

10 Feb 2017    Present about communication-training for Bruneian student.

#### Week 6

Day     Duty

13 Feb 2017    Finding information about Japan

14 Feb 2017    Create a Power Point presentation about communication-training

15 Feb 2017    Create the theme of JDC

16 Feb 2017    Create the theme of JDC

17 Feb 2017    Create the theme of JDC

#### Week 7

Day     Duty

20 Feb 2017    Create the theme of JDC

21 Feb 2017    Create the theme of JDC

22 Feb 2017    Practice for presentation JCD

23 Feb 2017    Practice for presentation JCD

24 Feb 2017    Presentation about communication-training to Japanese exchange student.

#### Week 8

Day	Duty
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27 Feb 2017	As an assistant's teacher in English class for Japanese exchange students
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28 Feb 2017	As an assistant's teacher in English class for Japanese exchange students
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1 Mar 2017	As an assistant's teacher in English class for Japanese exchange students
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2 Mar 2017	As an assistant's teacher in English class for Japanese exchange students
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3 Mar 2017	Prepare for Japanese culture day
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#### Week 9

Day	Duty
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6 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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7 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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8 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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9 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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10 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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#### Orakanya's weekly report of 10th week

Day	Duty
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13 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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14 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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15 Mar 2017	Finding information for exchange program in Thailand (Agencies)
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16 Mar 2017	Contact the agencies to introduce FPT and program that they provide.
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17 Mar 2017	Meeting with my supervisor.
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Panarin Noochpun

1st week

09 January 2017

We arrived Danang around 03:45 A.M. and go to the dormitory by taxi.

10 January 2017

We had an orientation about how to live in Danang, about the rule of the dormitory, basic Vietnamese, information about FPT University and our duties.

13 January 2017

We went to The Royal Lotus Hotel to see the hotel and talk about the details of internship at the hotel.

14 January 2017

We had a city tour in Danang. We went to the Marble Mountains, these mountains is about the 5 elements, fire, water, wood, soil, wind, and we went to the Lady Buddha temple. We had the dinner at the local restaurant and after that we went to the Dragon Bridge or in Vietnam they call Love Bridge.

2nd week

16 January 2017

First day at work, I'm so excited what I have to do today. Today I was looking for the information about University in Thailand to do the project for Mr. Son.

17 January 2017

We were still continue do the project.

18 January 2017

We were still continue do the project.

19 January 2017

We were still continue do the project, and in the evening there was a New Year party at FPT Company, it had food, drink and performance.

20 January 2017

We were still continue do the project.

3rd week

23 January 2017

This week we still do the same project, but we had to looking for more detail about the exchange program which the University still working about it, we looking for the schedule, the clause and the cost. It's hard because many university keep it as a secret.

24 January 2017

We were still continue do the project.

25 January 2017

We were still continue do the project.

26 January 2017

We were still continue do the project.

27 January 2017

We were still continue do the project. Prepare something for The Lunar New Year.

4th week

30 January 2017

This week we still do the same project, we had to look closely for each University that still provide the exchange program and write an email in Thai and English to asking for the information

31 January 2017

We were still continue do the project.

1 February 2017

We were still continue do the project.

2 February 2017

We were still continue do the project.

3 February 2017

We were still continue do the project.

5th week

6 February 2017

This week we summarized the project and prepared the presentation for Mr.Son.

7 February 2017

We presented to Mr.Son in the morning and in the afternoon we're brainstorm about the concept of English club.

8 February 2017

We did the research for prepare the presentation to Brunein students about the Communication training. In the evening, we attended the English club

9 February 2017

We prepared the presentation and preview in the afternoon.

10 February 2017

We presented to Brunei students. In the evening, we attended the English club.

6th week

13 February 2017

Today we prepared the orientation for Japanese students that will come on 23th February.

14 February 2017

We decided the stage and concept for Japanese Cultural Day. In the evening, we attended the English club.

15 February 2017

We decided the stage and concept for Japanese Cultural Day. In the evening, we attended the English club.

16 February 2017

We decided the stage and concept for Japanese Cultural Day.

17 February 2017

We decided the stage and concept for Japanese Cultural Day.

7th week

20 February 2017

Today we decided the stage and concept for Japanese Cultural Day. In the evening, we attended the English club.

21 February 2017

We decided the stage and concept for Japanese Cultural Day. In the evening, we attended the English club.

22 February 2017

We decided the stage and concept for Japanese Cultural Day and prepared the presentation for Japanese students that will arrive next day.

23 February 2017

We decided the stage and concept for Japanese Cultural Day, and today is the Brunei International Day, so we attended to this event.

2 February 2017

We presented to the Japanese students and played some game for ice breaking.

8th week

27 February 2017

Today we attended the class for the Japanese students as a teacher assistant with the Bruneian students , we helped Professor Azam to teach the Japanese students.

28 February 2017

We still attended the class.

1 March 2017

We still attended the class.

2 March 2017

We still attended the class.

3 March 2017

We still attended the class in the morning. In the afternoon, we go to the beach to attend the Team-Building activities.

4 March 2017

We joined the Japanese Cultural Day.

9th week

6 March 2017

Today we wrote the report about the classroom, we wrote about the problems, solutions, and suggestions to Mr.Son.

7 March 2017

We did the same project about the exchange program in Thailand and we had to find the agencies that have exchange program to contact them.

8 March 2017

We still did the same project.

9 March 2017

We still did the same project.

10 March 2017

We still did the same project.

10th week

13 March 2017

We did the same project about the exchange program in Thailand and we had to find the agencies that have exchange program to contact them.

14 March 2017

We did the same project.

15 March 2017

We still did the same project.

16 March 2017

We still did the same project.

17 March 2017

We still did the same project.

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Sasicha Namtongbai

## Report of Sasicha Namtongbai, Week 1

9 January 2017

I arrived the airport at Danang and Mr. Son who is a staff of FPT University picked me up dormitory. He let me took a rest for 1 day.

10 January 2017

I had an orientation at 9.00 a.m. in the small meeting room. Mr. Son told me about the history International Student Exchange Center, the role of dormitory, the duty of my work, and the about Danang. It have a van to pick me up to the hotel for work.

13 January 2017

Mr. Son took us to the Royal lotus hotel for met HR of the hotel. She describe about the the rooms in hotel, the type of guest and summarized about working in the hotel.

14 January 2016

Today I had a city tour in Danang with all intern students and staffs. First, I went to the marble mountains for climbed the mountains to saw the view of Danang. Then, I went to the Lady Temple for respect the Lady Buddha. Next, I went to the Vincom for shopping. And then the restaurant for having dinner after that I went to the Dragon Bridge. And finally, I went dormitory.

## Week 2

16 January 2017

The first day I went to Royal Lotus Hotel. In the morning I had an orientation about details of the hotel. The HR manager came to talk with me about the position that I want to apply for and I chose F&B department. In the afternoon they took me to saw around the hotel. And then, backed to the dormitory.

17 January 2017

Today it's the first day that I started to work at 8 a.m. I worked at the cuisine of the hotel. I cleaned the dishes and glass. Moreover I helped them prepared the wedding room. They told me that I had 30 minutes for had lunch and backed to work. I finished work at 4 p.m.

18 January 2017

The third day of working, I arrived the hotel at 7.45 a.m. I washed the plates and glass in the morning. And then, I have learned about the menu in the afternoon. I have to remember all the name of food and dessert.

19 January 2017

Today in the morning I cleaned the dishes, bowls and cups after that I had a small meeting of staff in cuisine. In the afternoon I went to set the tables and prepared for the buffet party in the ballroom.

20 January 2017

I cleaned the dishes, knives, forks, spoons and cups. Then, I went to prepare tables for the end year party 2016. Next, I had lunch. And finally, backed to dormitory.

Week 3

23 January 2017

I stayed at the coffee station for learned how to serve and how to refill coffee and tea. Then, I went back to clean the dishes and glasses. After that I went to check the tables that necessities were set on the tables.

24 January 2017

Today I cleaned plates, glasses and chopsticks. After that, prepared the tables for the next day. Finally, fold the napkins.

25 January 2017

Today my duties are cleaned plates and glasses after that prepared the buffet and learned about the package of buffet.

26 January 2017

Washed dishes, spoons, knives and cups. Then, prepared the buffet tables and backed to dormitory.

27 January 2017

Served coffee and tea, refilled coffee and tea. Moreover cleared tables when guests finished breakfast and set tables. Next cleaned plates, glasses and cups. Finally backed dormitory.

Week 4

I have Holiday for 1 week

I have problem about transportation because I stay far from city center, department store and market. If I need to buy food or something I have to go by bus or taxi. If I take the taxi, it is very expensive and although I go by bus I have to walk so long to the bus station. In addition there are free bicycles in my dormitory but they can't ride because the wheels have problem but everything its ok.

Week 5

6 February 2016

Today my duties were serving coffee and tea, cleaning plates, glasses and tables, setting tables and meeting

7 February 2017

My work today, first I served coffee and tea, refilled coffee and tea. Moreover I cleaned and set tables after guests finished their breakfast. Then I washed dishes, cups, chopsticks, and spoons. Finally I arranged some stuffs in the warehouse.

8 February 2017

I still served and refilled coffee and tea. Cleaned and set tables after guests finished their breakfast and cleaned plates, glasses, spoons and cups.

9 February 2017

Today I set up tables, served coffee and tea, cleared tables after guests finished their breakfast and cleaned plates, spoons, knives and cups.

10 February 2017

I cleaned and cleared tables. Set tables after guests finished eating, served coffee and tea. Besides, I cleaned plates, cups, glasses and spoons.

Week 6

13 February 2017

Today my duties were cleaned plates, cups, spoons, knives and folks. In addition I went to ball room for set tables. In the afternoon I had an English class for learning about how to talk to guests

14 February 2017

I cleaned plates, knives and cups in the pantry. Then I went to banquet for set tables and cleaned glasses.

15 February 2017

This morning I served coffee and tea. After that I cleaned and set up tables after guests finished eating. Then in the afternoon I cleaned plates, spoons and cups. Finally I had an English class for improve about speaking skill.

16 February 2017

In the morning I cleaned plates, cups, spoons and knives in the pantry. In the afternoon I continued to clean that equipment. Then I had a training about how to welcoming guests. Finally after training I back to clean glasses that all.

17 February 2017

Today I cleaned plates, glasses, spoons and cups in pantry. After that in the afternoon I had a training about room service.

Week 7

20 February 2017

Today I have to served and refilled coffee and tea in the restaurant. Besides I cleared and set up tables after guests finished their breakfast. Then I stayed in the pantry for cleaned bowls, glasses and cups. Finally I went to the Banquet for cleared the chairs and fold napkins.

21 February 2017

In the morning I stayed in the pantry for cleaned plates, diner knives, folks and bowls. In addition I prepared some equipment for breakfast tomorrow. In the afternoon I fold napkins and set tables in banquet.

22 February 2017

Today my duties are served coffee and tea and cleared and set tables after guests finished eating. Moreover in the afternoon I cleaned the equipment in pantry and prepared stuffs for lunch buffet.

23 February 2017

Today in the morning I looked after guests in restaurant. I served and refilled coffee and tea, cleaned and cleared tables after guests finished their breakfast. Then in the afternoon I stayed in the pantry for cleaned plates, chopsticks, diner knives, folks and spoons. Finally I participated the training about how to arrange buffet line in the restaurant.

24 February 2017

Today I worked in the pantry for cleaned the equipment in the morning. After that I went to the ballroom for set tables and prepared some stuffs.

Week 8

27 February 2017

Today I have to served and refilled coffee and tea in the restaurant. Besides I cleared and set up tables after guests finished their breakfast. Then I stayed in the pantry for cleaned some equipment. Finally I went to the Banquet for cleared bowls, spoons and chopsticks.

28 February 2017

Today in the morning I stayed in the pantry for cleaned plates, diner knives, folks and bowls. In addition I prepared some equipment for breakfast tomorrow. In the afternoon I continued to clean that equipment.

1 March 2017

Today I worked in the pantry for cleaned the equipment in the morning. After that I went to the canteen for having lunch and back to pantry for continued cleaning that equipment again.

2 March 2017

This morning I served coffee and tea. After that I cleaned and set up tables after guests finished eating. Then in the afternoon I cleaned plates, spoons and cups and went to the ballroom for prepared tables and chairs. Finally I had a training about how to serve food and drink.

3 March 2017

Today I served and refilled coffee and tea in the restaurant. Moreover I cleared and set up tables after guests finished their breakfast. Then I stayed in the pantry for cleaned bowls, glasses and cups. Finally I went to the Banquet for set up tables and fold napkins.

Week 9

6 March 2017

Today my duties are serving coffee and tea, cleaning equipment, clearing and setting tables when guests finish.

7 March 2017

I take care guests in the restaurant and serve coffee and tea. In addition I clean and clear tables then set up tables after guests finish eating. Finally I clean the equipment.

8 March 2017

This morning I served coffee and tea. After that I cleaned and set up tables after guests finished eating. Then in the afternoon I cleaned plates, spoons and cups. Finally I participated the English class.

9 March 2017

Today I have to served and refilled coffee and tea in the restaurant. In addition I cleared and set up tables after guests finished their breakfast. Then I stayed in the pantry for cleaned some equipment. In the afternoon there is a buffet lunch for 45 guests I have to take care them in the restaurant and after they finish their lunch I have to clean and clear tables.

10 March 2017

Today I my duties are take care guest, serve coffee and tea, clean and clear tables and set tables after guests finish eating. Then I clean the equipments in the pantry. And in the afternoon I attend to the English class.

Week 10

13 March 2017

I take care guests in the restaurant and serve coffee and tea. In addition I clean and clear tables then set up tables after guests finish eating. Finally I clean the equipment.

14 March 2017

Today my duties are serving coffee and tea, cleaning equipment, clearing and setting tables when guests finish.

15 March 2017

Today I stay in the pantry for clean the equipment, refill sugar and prepare some equipment for breakfast buffet tomorrow. In the afternoon I fold napkins in banquet.

16 March 2017

Today I don't go to work because Of food poisoning.

17 March 2017

I'm still sick. I'm dizzy and headache. Diarrhea and vomit so I don't go to work today.

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Week 1	
Day	Activities
January 10, 2017	Mr. Son appointment us to meet him for training at FPT Meeting Room. He told us about the rules and how to live in dormitory because don't have only us stay here but also have many internship. And after that he told us about information of Vietnam. He informed about our duties for internship such as some students work in the office and some students work in hotel.
January 13, 2017	We went to the Royal Lotus Hotel and meet HR of this hotel. She told me about the kind of guest, room and restaurant. She showed us to look around the hotel and describe about that place. (The Royal Lotus Hotel is a 4 stars hotel and located across of the Danang beach).
January 14, 2017	We had a city tour today. All internship went with us. We traveled around Danang attractions for example Marble mountain, The lady Buddha temple, Vincom and we had dinner at local restaurant in Danang together and then we went to the Dragon Bridge to see a fire and water came out a mouth of Dragon. And finally came back to dormitory.

Week 2	
Day	Activities
January 16, 2017	I had to training at The Royal Lotus Hotel and I worked in F&B. my colleague taught me how to clean the dishes. And then I visited around the restaurant of hotel.

January 17, 2017	Cleaned the dishes, glasses, plates and other equipment. And then time to lunch. After that I helped my colleague to prepare the wedding. I had learned how to set the table, hold the wine glass else.
January 18, 2017	Cleaned the equipment in the pantry. Read and remember the menu of restaurant.
January 19, 2017	Cleaned the equipment in the pantry (glasses, dishes, bowls else). And prepared for Buffet (party). Learned how to clean the mirror, how to zigzag of napkins.
January 20, 2017	Cleaned the equipment and I prepared for Buffet (Party). I set the table for 10 people per table. Added fish sauce, chilies else.

Week 3	
Day	Activities
January 23, 2017	Served the drink for breakfast, take care of guest and cleaned the equipment.
January 24, 2017	Cleaned the equipment (dishes, glasses, bowls else.)
January 25, 2017	Cleaned the equipment at banquet and pantry.
January 26, 2017	Served the drink for breakfast, take care of guest and cleaned the equipment.
January 27, 2017	Served the drink, clear the table, set the table for buffet lunch and dinner and cleaned the equipment.



#### Week 4

Dear my teacher,

Before I begin I need to tell you this week is a Lunar New Year so in here (FPT dormitory) don't have staff stay with us and we can't go to work in the hotel because is a day off of driver. We have some problem when staff not stay here such as our Sim card can't use we don't why ... Most Vietnamese can't speak English so it's really hard to connect with them. And we have a big problem about travel to buy some food or ingredient; although we have a bicycle but those can't use it have a problem with wheels. (The dormitory is very far from market).

But don't worry about us we have to go to shopping for buy some food twice a month. I still happy to being here and now have too many Brunei about 28 people so in here not quiet anymore and we are waiting for some Japanese

I have new experience with foreigner friends and my friends. Thank you for gave a good opportunity to me.

Sincerely yours,

Thitinan Rawboon

Week 5	
Day	Activities
February 6, 2017	Served the drink, take care of guest and cleaned the equipment.
February 7, 2017	Take care of guest, served the drink and cleaned the dishes.
February 8, 2017	Cleaned the equipment in the pantry. Take care of guest and in the evening have to enjoy in English club at dormitory.
February 9, 2017	Take care of guest, served the drink, cleaned the equipment and in the evening I have to find the information for do some activity.
February 10, 2017	Cleaned the equipment, take care of guest and in the evening I have to fight with another group for win the quiz.

Week 6	
Day	Activities

February 13, 2017	Cleaned the equipment in the pantry. Take care of guest and in the evening have to enjoy in English club at dormitory.
February 14, 2017	Take care of guest, served the drink and cleaned the dishes. Set the table for wedding and in the evening has to enjoy in English club at dormitory.
February 15, 2017	Cleaned the equipment in the pantry. Take care of guest, training how to take care of the guests and in the evening have to enjoy in English club at dormitory.
February 16, 2017	Take care of guest, served the drink, cleaned the equipment, meeting with staff and in the evening I have to find the information for do some activity.
February 17, 2017	Cleaned the equipment, take care of guest and training how to serve for room service.

Week 7	
Day	Activities
February 20, 2017	Refilled the drink, take care of customer and cleaned the equipment. Clear everything in the ballroom. In the evening have activity in the dormitory (English club)
February 21, 2017	Cleaned the dishes, set the table for breakfast and in the evening enjoy English club in the dormitory.
February 22, 2017	Take care of guest, set the table for lunch buffet, refilled the drink and served the food. Set the table for breakfast.

February 23, 2017	Take care of guest, served the drink, cleaned the equipment and, the table for lunch buffet, refilled the drink and served the food. Enjoyed international day of Brunei at dormitory.
February 24, 2017	Refilled the drink, cleaned the equipment and go to banquet for set the tables, cover the chairs and English class in the afternoon.

Week 8	
Day	Activities
February 27, 2017	Refilled the drink, take care of customer and studied English class in the afternoon.
February 28, 2017	Take care of guest, set the table for breakfast buffet and training how to serve the food.
March 01, 2017	Take care of guest, set the table for breakfast buffet and studied English in the afternoon.
March 02, 2017	Take care of guest, served the drink, and cleaned the equipment and, go to banquet for cover the chair and table.
March 03, 2017	Refilled the drink, cleaned the equipment and go to banquet for set the tables, and joined English club at the beach with Brunei, and Japanese.

Week 9	
Day	Activities

March 06, 2017	Refilled the drink, take care of customer and go to warehouse for move the table.
March 07, 2017	Take care of guest, set the table for breakfast buffet and served the fruit for room service.
March 08, 2017	Take care of guest, set the table for breakfast buffet, cover the chair, move the table for woman's party at sky bar and studied English in the afternoon.
March 09, 2017	Take care of guest, served the drink, clean the equipment.
March 10, 2017	Refilled the drink, cleaned the equipment and go to banquet for set the tables and for support my colleagues.

Week 10	
Day	Activities
March 13, 2017	Refilled the drink, take care of customer, set up the table and refilled the equipment (plate, cup, bowl etc.)
March 14, 2017	Take care of guest, set the table for breakfast buffet and support banquet.
March 15, 2017	Take care of guest, set the table for breakfast buffet, clean the equipment study English class and join the activity in dormitory (observed the match of football and share ball).

March 16, 2017	Take care of guest, served the drink, clean the equipment go to banquet for clean the glass and cover the chair.
March 17, 2017	Refilled the drink, cleaned the equipment and go to banquet for set the tables for wedding over 800 guest.

Week 11(last week)	
Day	Activities
March 20, 2017	Take care of guest, refilled the drink and set the table for next breakfast buffet and clean the equipment.
March 21, 2017	Take care of guest, set the table for breakfast buffet and after finish for breakfast I go to join wedding party of my colleague.
March 22, 2017	Take care of guests and set the table for breakfast buffet and in the afternoon I have to learn English with Ms. Huyen and talk about the feeling to work in the hotel.
March 23, 2017	Take care of guests and set the table for breakfast buffet and in the afternoon join to internship farewell at meeting room of the hotel.
March 24, 2017	Refilled the drink, take care of the guest and in the afternoon have a big cleaning in the hotel. My duty is clean the cabinet of restaurant.

**Week 1**

<b>Date</b>	<b>Activities</b>
10 January 2017	Mr. Son who is the coordinator of FPT University explained about the Da Nang city and FPT University. Moreover Mr. Son explained about the detail of the Royal Lotus hotel that the intern students work for internship.
13 January 2017	The intern students had to observe the Royal Lotus hotel and listening for the detail about the pattern of work from Ms.Nguyen Tuan Thanh Giang, Human Resource director of the Royal Lotus hotel.
14 January 2017	The intern students visited the Da Nang city with the intern student from other country.

**Week 2**

<b>Date</b>	<b>Activities</b>
10 January 2017	Mr. Son who is the coordinator of FPT University explained about the Da Nang city and FPT University. Moreover Mr. Son explained about the detail of the Royal Lotus hotel that the intern students work for internship.
13 January 2017	The intern students had to observe the Royal Lotus hotel and listening for the detail about the pattern of work from Ms.Nguyen Tuan Thanh Giang, Human Resource director of the Royal Lotus hotel.

14 January 2017	The intern students visited the Da Nang city with the intern student from other country.
16 January 2017	The first time of pre practicum at Royal Lotus Hotel Da Nang. We had to learn about the hotel such as corporation, department in the hotel, slogan of the hotel, the important person in the hotel. Moreover we had to tour the hotel with the manager of F&B and Front office.
17 January 2017	I got appointed at front office. In this day the manager of front office taught the detail of working in front office and assigned position between us. I was assigned as a receptionist.
18 January 2017	I standby at the front office. I was taught about the smile system that use for check in and checkout in the hotel and learned about how to talk with the guest. Moreover I have learned how to check the room that ready for the guest before check in by use the smile system.
19 January 2017	I learned about what should I do when change the shift from the morning to the afternoon.
20 January 2017	I have worked in the real. I have talked with the guest and used the system to check in for the guest.

### Week 3

Date	Activities
10 January 2017	Mr. Son who is the coordinator of FPT University explained about the Da Nang city and FPT University. Moreover Mr. Son explained about the detail of the Royal Lotus hotel that the intern students work for internship.



13 January 2017	The intern students had to observe the Royal Lotus hotel and listening for the detail about the pattern of work from Ms.Nguyen Tuan Thanh Giang, Human Resource director of the Royal Lotus hotel.
14 January 2017	The intern students visited the Da Nang city with the intern student from other country.
16 January 2017	The first time of pre practicum at Royal Lotus Hotel Da Nang. We had to learn about the hotel such as corporation, department in the hotel, slogan of the hotel, the important person in the hotel. Moreover we had to tour the hotel with the manager of F&B and Front office.
17 January 2017	I got appointed at front office. In this day the manager of front office taught the detail of working in front office and assigned position between us. I was assigned as a receptionist.
18 January 2017	I standby at the front office. I was taught about the smile system that use for check in and checkout in the hotel and learned about how to talk with the guest. Moreover I have learned how to check the room that ready for the guest before check in by use the smile system.
19 January 2017	I learned about what should I do when change the shift from the morning to the afternoon.
20 January 2017	I have worked in the real receptionist. I talked with the guest and used the system to check in for the guest.
23 January 2017	I learned about how to close cashier at the morning shift and how to key the credit card number of the guest that the guest choose for payment.
24 January 2017	I have to closed cashier by myself by used the information that I wrote in my handbook.
25 January 2017	I have to learn about how to update the information of the guest into the smile system.

26 January 2017	I have to update the information of the guest into the smile system by myself that filled about passport number of the guest, email, and telephone number.
27 January 2017	I have to work like a real receptionist. I can make the conversation between the guest for check in check out and update the information of the guest into the smile system after the guest check in. Moreover I can close cashier at morning shift by myself.

#### Week 4-5

Date	Activities
10 January 2017	Mr. Son who is the coordinator of FPT University explained about the Da Nang city and FPT University. Moreover Mr. Son explained about the detail of the Royal Lotus hotel that the intern students work for internship.
13 January 2017	The intern students had to observe the Royal Lotus hotel and listening for the detail about the pattern of work from Ms.Nguyen Tuan Thanh Giang, Human Resource director of the Royal Lotus hotel.
14 January 2017	The intern students visited the Da Nang city with the intern student from other country.
16 January 2017	The first time of pre practicum at Royal Lotus Hotel Da Nang. We had to learn about the hotel such as corporation, department in the hotel, slogan of the hotel, the important person in the hotel. Moreover we had to tour the hotel with the manager of F&B and Front office.
17 January 2017	I got appointed at front office. In this day the manager of front office taught the detail of working in front office and assigned position between us. I was assigned as a receptionist.

18 January 2017	I standby at the front office. I was taught about the smile system that use for check in and checkout in the hotel and learned about how to talk with the guest. Moreover I have learned how to check the room that ready for the guest before check in by use the smile system.
19 January 2017	I learned about what should I do when change the shift from the morning to the afternoon.
20 January 2017	I have worked in the real receptionist. I talked with the guest and used the system to check in for the guest.
23 January 2017	I learned about how to close cashier at the morning shift and how to key the credit card number of the guest that the guest choose for payment.
24 January 2017	I have to closed cashier by myself by used the information that I wrote in my handbook.
25 January 2017	I have to learn about how to update the information of the guest into the smile system.
26 January 2017	I have to update the information of the guest into the smile system by myself that filled about passport number of the guest, email, and telephone number.
27 January 2017	I have to work like a real receptionist. I can make the conversation between the guest for check in check out and update the information of the guest into the smile system after the guest check in. Moreover I can close cashier at morning shift by myself.
6 February 2017	In this week I have to move my position from receptionist to the babysitter in kid club because the intern students have to change the position every week. The duty of babysitter in kid club is the caring the kid of the guest when the guest go outside.
7 February 2017	In this day I have to open the business room and kid club room. I have

	to observe every toy in the room and the water color for drawing.
8 February 2017	In the morning I have to open the business room and kid club like the other day. In kid club's quite boring because it's not have a kid come to this room so I help the staff at the reception
9 February 2017	I did like the day before but in this day I have a kid to take care. I have to prepare the toy and the color for a kid.
10 February 2017	In this day I work like the other day. It's not have a kid so I help the staff at the reception.

### Week 6-7

Date	Activities
10 January 2017	Mr. Son who is the coordinator of FPT University explained about the Da Nang city and FPT University. Moreover Mr. Son explained about the detail of the Royal Lotus hotel that the intern students work for internship.
13 January 2017	The intern students had to observe the Royal Lotus hotel and listening for the detail about the pattern of work from Ms.Nguyen Tuan Thanh Giang, Human Resource director of the Royal Lotus hotel.
14 January 2017	The intern students visited the Da Nang city with the intern student from other country.
16 January 2017	The first time of pre practicum at Royal Lotus Hotel Da Nang. We had to learn about the hotel such as corporation, department in the hotel, slogan of the hotel, the important person in the hotel. Moreover we had to tour the hotel with the manager of F&B and Front office.
17 January 2017	I got appointed at front office. In this day the manager of front office taught the detail of working in front office and assigned position

	between us. I was assigned as a receptionist.
18 January 2017	I standby at the front office. I was taught about the smile system that use for check in and checkout in the hotel and learned about how to talk with the guest. Moreover I have learned how to check the room that ready for the guest before check in by use the smile system.
19 January 2017	I learned about what should I do when change the shift from the morning to the afternoon.
20 January 2017	I have worked in the real receptionist. I talked with the guest and used the system to check in for the guest.
23 January 2017	I learned about how to close cashier at the morning shift and how to key the credit card number of the guest that the guest choose for payment.
24 January 2017	I have to closed cashier by myself by used the information that I wrote in my handbook.
25 January 2017	I have to learn about how to update the information of the guest into the smile system.
26 January 2017	I have to update the information of the guest into the smile system by myself that filled about passport number of the guest, email, and telephone number.
27 January 2017	I have to work like a real receptionist. I can make the conversation between the guest for check in check out and update the information of the guest into the smile system after the guest check in. Moreover I can close cashier at morning shift by myself.
6 February 2017	In this week I have to move my position from receptionist to the babysitter in kid club because the intern students have to change the position every week. The duty of babysitter in kid club is the caring the kid of the guest when the guest go outside.

7 February 2017	In this day I have to open the business room and kid club room. I have to observe every toy in the room and the water color for drawing.
8 February 2017	In the morning I have to open the business room and kid club like the other day. In kid club's quite boring because it's not have a kid come to this room so I help the staff at the reception
9 February 2017	I did like the day before but in this day I have a kid to take care. I have to prepare the toy and the color for a kid.
10 February 2017	In this day I work like the other day. It's not have a kid so I help the staff at the reception.
13 February 2017	In this week I still work in kid club. I opened the door of business room and kid club then prepared the equipment of these rooms.
14 February 2017	I have to open and prepared everything in kid club room. Today it does not have children to take care so I helped the staff at front desk.
15 February 2017	I worked at kid club like the other day. Today I have to take care of child of the guest from China. I prepare the color or paper and the toy for a kid.
16 February 2017	I worked at kid club as formal but I don't have a kid for take care so I helped the staff at front desk.
17 February 2017	I worked in kid club as formal but I don't have a kid for take care so I helped the staff at front desk.
20 February 2017	I'm still worked at kid club. It has nothing to do so I helped the staff at front desk.
21 February 2017	I worked at kid club as formal. Today I have to take care of Korean children. They are brothers. They like to paint so I have to prepare the color and paper for them.

22 February 2017	I'm still worked as formal. I have to open business and kid club room.
23 February 2017	Today Korean children came to kid club room again. I have to prepare everything for them and play with them until their mom comeback to the hotel.
24 February 2017	I'm still worked as formal. I have to open business and kid club room.

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Suchada Thongprasri

### Internship in Da Nang City, Vietnam

#### Week 1

Date	Activities
(11/01/2016)	<p>Training as follow:</p> <ul style="list-style-type: none"> <li>- General information about Vietnam</li> <li>- Currency</li> <li>- Map of Da Nang city</li> <li>- Basic of information in FPT corporations</li> <li>- Introduce each position</li> <li>- Responsibility</li> <li>- Distribute schedule of work</li> </ul>
(13/01/2016)	<p>Survey in the hotel &amp; inform agenda to begin for internship for someone who works in the hotel.</p>
(14/01/2016)	<p>All of New students in FPT got attending to visit around Da Nang city.</p> <p>There are 4 places as follow:</p> <ul style="list-style-type: none"> <li>- Marble mountains</li> <li>- Lady Buddha (วัดเจ้าแม่กวนอิม)</li> <li>- Vincom Mart</li> <li>- Non Nuoc sea</li> </ul>

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## Week 2

21/1/2560

I am working for Royal Lotus Hotel in Food & Beverage department. On first week, I am responsible for wiping all of materials in the kitchen such as cups, plates, glasses, folks, spoons etc. Besides some afternoon I had to set the table for party as well as banquet as well.

These are the first time that I have a chance concerning work in the hotel sometimes I made a mistake but that's the experience that make me struggle to keep working.

Thank you for your help.

## Week 3

Date	Activities
Each day will be the same	<ul style="list-style-type: none"> <li>- wiping all of materials in the kitchen such as cups, plates, glasses, folks, spoons and etc.</li> <li>- preparing for breakfast, lunch and dinner</li> <li>- set up tables in the restaurant</li> <li>- cleaning all of bowl in the banquet room</li> <li>- folding napkins</li> </ul>

## Week 4

5/2/2560



I am still working for Royal Lotus Hotel in Food & Beverage department. In forth week all of intern students in FB department stopped working since 30 to 5 on February 2560 because of Lunar New Year Festival so, the drivers that belong to FPT had to stop working as well which in FPT acknowledged each other and all of us had informed the manager already. Thank you for helping.

#### **Week 5**

11/2/2560

I am still working for Royal Lotus Hotel in Food & Beverage department. In five week I just felt that the manager assigned duties for all of us follow development from basic until now we get a main responsibility in the outside every day faster than the last interns student group over there . Nowadays, sometimes I'm afraid to make mistakes but barriers make me stronger than the first times and that made me want to keep moving forward. Thank you for helping.

#### **Week 6**

19/2/2560

I am still working for Royal Lotus Hotel in Food & Beverage department. In sixth week I become familiar with my work here. Maybe something can't do fluently but that's my learning each day. I love to be here as well as staff in F&B that they are so funny, friendly and talkative when we work and they want us to travel with them as well. That's why I like them so much. If all of colleague is good for me so, I'll feel that everything is okay. Thank you for helping.

#### **Week 7**

24/2/2560

I am still working for Royal Lotus Hotel in Food & Beverage department and may not move until the end. In seventh week I feel so nice to working here. Many people in the hotel make me feel impress anything that they do. Relationship between my friends and I begin from kindness, learning, love and accepting each other. Each day I'll learn Vietnamese

language from them but what I'm very surprised that is they love Thai language and including our country as well.

*If you want to go fast, go alone*

*if you want to go far, go together (Slogan of FB)*

Thank you for helping.

#### **Week 8**

4/3/2560

I am still working for Royal Lotus Hotel in Food & Beverage department. In eighth week I wiped the kitchenware, served tea & coffee, helped staff to set up table, went to banquet to prepare some events, cleaned the wine glasses in the ballroom and usually I have to study English on Monday, Wednesday and Friday. The other days I have training inside my department.

Thank you for helping.

#### **Week 9**

10/03/2560

I am still working for Royal Lotus Hotel in Food & Beverage department. In week 9, I wiped the kitchenware, served tea & coffee, helped staff to set up table, went to banquet to prepare some events, cleaned the wine glasses in the ballroom, carry the chair, cleaned tables, be runner outside, sell bakery in front of the hotel and usually I have to study English on Monday, Wednesday and Friday. The other days I have training inside my department.

Thank you for helping.

#### **Week 10**

18/03/2560

I am still working for Royal Lotus Hotel in Food & Beverage department. In week 10, I wiped the kitchenware, served tea & coffee, helped staff to set up table, fill chopstick, sugar, and pepper, went to banquet to prepare some events, cleaned the wine glasses in the ballroom, cover the chair in the banquet, cleaned tables, be runner outside, sell bakery in front of the hotel and study English on Monday & Wednesday..

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Jidapa Kochsila

## **Week 1**

**10 Jan 2017**

We attended for orientation. Mr. Son described about Da Nang city that how to go to the city and how to live here. And he described about the hotel that we work it is called “Royal Lotus Hotel Da Nang”

**13 Jan 2017**

We went to the hotel. The HR manager described about the hotel and the position. And she took us around the hotel to observation. This hotel is good!

**14 Jan 2017**

We went to city tour with the foreigner students. The first place we went to Marble Mountain we had to climb to the top for observation the view of Da Nang. I’m so tired but still alive! Next we went to the Lady Buddha that locate on the mountain. It’s so beautiful. And then we went to Vincom Mart to shopping but I’m not because I want to save the money. After that we had dinner and went to the Dragon Bridge. This place is very nice and I will be back again.

## **Week 2**

**16 Jan 2017**

Today is the first day that I go to work. In the morning have an orientation. Training Coordinator describes about the hotel and the rule of this hotel. And then HR manager tell us about the position. There are 2 departments: Food and Beverage and Front Office. I work in Front Office Department. In the afternoon Brand Ambassador of this hotel takes us to observe the hotel.

**17 Jan 2017**

Front Office Manager tells us about the position. There are 4 positions: Kid’s Club, Operator, Receptionist and Guest Relation Officer. At first I work on operator positions for 10 days and we will swap the position later.

**18 Jan 2017**

The manager gives me the detail about all positions in Front Office. In the morning I'm training about the operator. It's so hard and a lot of details. This position is challenging. The trainer makes the situations for me, she pretends to be the guest and I'm an operator. I'm quite worried but I will do my best. In the afternoon I have English class at the hotel.

**19 Jan 2017**

Today I train again, but the situations are more difficult than yesterday. In the afternoon I try to pick up the phone. The guest is Korean. Their pronunciation is hard to understand. I fail!

**20 Jan 2017**

The trainer assigns me to make a wakeup call. I'm so excited, but the guest doesn't pick up my call. And then the guest calls to the operator, I pick up the phone and say "Xin Chao!!! Operator Mint speaking how may I assist you?" But the guest is Vietnamese I will transfer the phone to the staff. In the afternoon I have English.

**Week 3**

**23 Jan 2017**

In the morning I make a wakeup call and review some details about operator.

**24 Jan 2017**

In the morning I learn about check in and check out. And go to Kid's Club to take care of kid.

**25 Jan 2017**

Today I'm a door girl to take care with the guest's luggage. I enjoy with this position.

**26 Jan 2017**

In the morning I make a wakeup call and review some details about the hotel.

**27 Jan 2017**

In the morning I'm a door girl. Then I go to the guest's room to check amenities and put down arrival letter. In the afternoon the receptionist assigns me to bring the key to the guest's room.

#### **Week 4**

**31 Jan – 3 Feb 2017**

This week is my day off because it is the holiday in Vietnam (Tet's holiday). I stay at the dormitory. I feel quite bored. I sometime want to go outside but the taxi fare is so expensive. So, I'm counting the day to go to work.

#### **Week 5**

**Monday 6 Feb**

I make a wakeup call for many rooms. And I stay alone on operator. I quit nervous but I can do it.

**Tuesday 7 Feb**

Today I swap the position to Guest Relation Officer. I learn about duty of this position. The trainer trains me to make Thank you letter that send to the guest after check out. And learn some detail about reception.

**Wednesday 8 Feb**

In the morning I learn about reservation for check in guest. And then the receptionist makes situation for me.

**Thursday 9 Feb**

In the morning I learn about check in and check out for reception. And then go to the restaurant to take care with guest. Next, checking the guest's room and set arrival letters.

**Friday 10 Feb**

I make arrival letter and Thank you letter. In the afternoon Thai guest come to the hotel. The receptionist assigns me to explain about the service of hotel and take them to their room.

#### **Week 6**

**13-17 Feb 2017**

I enjoy working at GRO. It has many things to do but I'm not tired. I like to take care with guest and smile on them. Sometime the guests speak Vietnamese language to me but I don't understand then receptionists always laugh me.

#### **Week 7**

**20-24 Feb 2017**

I'm still working at GRO and the same duty. If I have a free time I talk with a bell boy because he can speak Chinese and learn some word of Vietnamese language.

#### **Week 8**

**27 Feb – 3 Mar 2017**

This week I transfer to Food and Beverage department to learn many experiences. I work at lobby bar my duties are: make welcome drink, serve welcome drink and clean the table. I think it is the best way to find the job.

#### **Week 9**

**6 – 10 Mar 2017**

This is the second week that I work at Food and Beverage department. I learn new things about this position. This week the hotel has grand opening the new Bakery shop. It's so busy and I very tired.

#### **Week 10**

**13 – 17 Mar 2017**

This week I went to my supervisor's wedding. It's the best experience in Vietnam. It's the first time that I wear Ao Dai (National Costume) because I'm a bridesmaid. Next, I attended the activity at dormitory.

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Yuwadee Hongwiangchan

Week 1

Day 1

(10/01/2017)

Training about general information Da Nang, FPT, responsibility of each one and distributed of work.

Day 2

(13/01/2017)

We went to Loyal Lotus Da Nang to listening history of the hotel and a pattern of work.

Day 3

(14/01/2017)

Danang tour : we went to Marble mountain , Vincome, Lady Buddha and after that we had a dinner and the last place we went to Dragon Bridge, it is so beautiful and a lot of the light. I really like it.

Week 2

16/01/2017

Today I worked FO position. We met HR and talked about the position that we want. Then we met FO manager and FB manager. They told about this position what do you do. After that, the receptionist took us to look around the hotel.

17/01/2017

FO manager gave us the position like kid club, operator, receptionist and GRO. Each one position we work for 10 days. I started kid club and business center first. And today I had VIP guests came in, they were so cute. I take care of them all the time. I felt very happy.

18/01/2017

Today I felt lonely because no kid came in. I read the information of hotel all day, sometimes I went to chitchat with others. The workers are very friendly. We talked and shared many stories. I like them!

19/01/2017

Today I was busy all day, kids came in and I take care of them. After that I helped something at Coffee Shop.

20/01/2017

Today no kid came in that makes me lonely. Then I had lunch with friends already, we met FB manager. He talked about the position that we can work FO, FB and other department. It's very interesting!

Week 3

23 – 27 January 2017

This week I worked in kid club and it took holiday in Vietnam. It's long time for holidays. Someday kids came in, most of all are Chinese and always speak Chinese not English. I don't understand what did they say. So, we used body language skills to communicate. It's so fun. And someday no kid came in, I went to talk with others.

Week 4

Last week and this week took holidays in Vietnam. It's long time to do many things. I went to shopping with friends and sightseeing around the city. And I ate some Vietnamese food, it's OK. Then, I saw coffee shop that named Aroi. I think maybe shop owner is Thai because Aroi is Thai word. Someday I watched movies at common room. There are many movies like Thai, Vietnamese, Korean, Japanese, etc.

Week 5

(6 – 10 February 2017)

This week I move the position to reception for 10 days. The staff told me about what we have to do like check in, reservation, update profile, make a key, print registration card, scan passport, fill a bill on system, etc. First time I felt concern about this because it is too much to remember. And almost the guest is Korean and Chinese. Some people can't speak English, I have to use body language to communicate to them. Maybe when I come back to Thailand, I should learn more Korean and Chinese.

Week 6

(13 – 17 February 2017)



This week I worked at FO department. I had to welcome the guests when they came in, sometimes I had to check the rooms and take care of the guests. Everything is the same before and when I came back at dormitory I had to attend English club. There are many things to do, it was so fun.

#### Week 7

(20 – 24 February 2017)

This week I'm GRO, I had to welcome the guests, checked the room, and collected the key, keep the luggage and sometimes I checked out the rooms on the system. And this week I had an activities "English club ". I had to final debate with the topic is western education is better than traditional education and my team opposed this topic. It was fun!

#### Week 8

(27 February – 3 March 2017)

This week I transferred the position to F&B department. I could learn many things in this department like how to serves, set the tables, clean the plate, etc. The staffs are friendly and funny. I think it's the new experience that I can learn more.

#### Week 9

(6-10 March 2017)

This week I worked at F&B department and I couldn't go outside because my hands was hurt. I always clean the plates and went to sky bar for setting the tables. This week was the same last week.

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Pichaya

#### Week 1

Date    Activities

10/1/2017      At the morning I had an orientation about the information of FPT dormitory, Danang city and Vietnamese language. Next Mr. Son explained the information the working place.

In the afternoon Aj. Pranee give some advices about the place we should visit so that we went to the Marble Temple. We were at the FPT complex near the FPT dormitory. And after that we ate some local foods at the Sense restaurant.

13/1/2017 I went to the Royal Lotus Hotel. Which was very nice. I met the Hr manager. She gave some information about the hotel and it was very convenient to the beach. We can ate seafood there. I had a great time here. It was a nice place.

I met a lot of new people here. I can now try to stay in different way of life and how to adjusting myself to live with a new community. It was fun at night too. I had communicated a lot with others and shared the experiences together.

14/1/2017 This day was a very fun day. I went to city tour with FPT's members. I took a lot of photos. I went 4 places there're Marble temple, Lady Buddha, dinner at noodle restaurant and dragon bridge. At dinner I ordered the pork. There're 3 varieties of food. There're pork, chicken and shrimp. Actually, I like shrimp because it looked tasty. And the last place is the dragon bridge. I had to wait until 9 P.M. so that I can watched the dragon flame at night. But I was raining but I still enjoyed these places.

## Week 2

16/1/2017

I was working all day and it's very convenient because I love my work. I was doing the magazine. It was about wrote the column and design a little. I was very tired.

17/1/2017

I was worked until 12 and finished the work from yesterday and then I got a new assignment. To be thinking about a game for English study in FPT.

And also the new column about dragon bridge and New Year party.

18/1/2017

I was working the same project from yesterday. I working all day. I have a lunch on FPT complex it was good. The dessert was good not too sweet.

19/1/2017

The last day of working. Continue to the same project. And I was worked hard. And I get tired and over-slept.

20/1/2917

Today is a holiday for FPT. I was sleeping and woke up late. I washed my clothes and cleaned the room. And I went to Asia Park and it wasn't quite fun. It was all slow.

21/1/2017

Today I went to buy something to eat. There was nothing to eat in FPT. I went to Big-C with my Thai friends. And we ate the food near the supermarket.

Week 3

23/1/2017

Today I went to buy something to clean the dormitory. I lost my sim card so I bought it again.

We have a holiday. All week still not working until beginning of February.

24/1/2017

Today I went to amusement park with my other university friends. It was fun. I like to eat noodle near the dormitory too.

25/1/2017

Today I stayed in the dormitory all day.

26/1/2017

I woke up late. I talked to my friends at the common room. And watched movie there.

27/1/2017

Today I had nothing to do so I slept.

28/1/2017

I went outside near dragon bridge alone. And come back early.

Week 4

30 January - 5 February 2017

It's a holiday. The staffs not here today. We had to do everything by ourselves. Learning way of life in Vietnam.

Week 5

6/2/2017 - 12/2/2017

I started a very hard work this week. I can't even sleep. I worked all day and night.

I took photos in the day time then I have to take notes also at the same time.

I have to know what are the Brunei students study. Every single thing. Then at night I have to create magazine column by my own words but in the formal words. I can't even sleep.

It's very hard job for me. But I still keep on working. In Saturday and Sunday I still working at night. That all for this week.

Week 6

Started new assignment. This week I worked hard every day even Saturday and Sunday. Every day I have to take photographs and night time I have to wrote the magazine columns every night. I wrote topics about Dragon Bridge with the Brunei people, city tour. Other topics to do in this week for 8 topics. I keep fighting and do my best. But a little tired.

Week 7

This week I sick all week. I got a cold and cough a lot. I think I have to rest more because I have seen the doctor for 2 times already. I think when I get better I will try harder. I think my work is not good enough because of my skill or I didn't work as a magazine writer before. Next week I will try my best.

Week 8

27/2/2017

I changed the work not to write about magazine anymore I think it's too hard for me because I never do it before. I want to change to do the office work. When I work with the other job I feel more comfortable and it's an easy task. I work with Japanese students to teach them as a tutor.

28/2/2017

Today I still feeling sick from the last week. I still cough a little but I go to see the doctor already. I eat some medicines. It cause very expensive about 3,000 baht. I have a rest all day.

1/3/2017

Today I feeling better a little bit. I teach the Japanese again same as Monday. I help them design the flyer and I get a lot of useful informations from this activity. It's very helpful for me. I am many knowledges and talk in Japanese. Japanese students taught me some words that very common in Japan. It's very fun and I like it too.

2/3/2017

Today I working as usual. Today I working very hard again. I work the same time same place. It is fantastic I like my job still. Today I get better I'm not cough at all. I teach the Japanese students together with Brunei and I make a flyer of advertisement. It is very colorful and beautiful too. I help them creating the flyer. The winner of this competition will get the prize. But we lose and I didn't expect that I will be the winner. Because we have more chance for another day. We going to win maybe next time. This time I want my friend to win instead because they didn't win last time. So that why. I draw a colorful and it's very nice. I have a great time with teacher and friends. We have a wonderful time here. I have fun with Japanese students they teach me some Japanese language. I also teach them English. We have communicate with each other. Time is so short. This day is already end. But I don't want to go back home. I miss people here.

3/3/2017

I have a great time today. We went to the beach at the afternoon. And we play game at the beach. I have some time to see the beach at Danang. I have a fun. We are doing activity like play games. They are 7 games we have to finish the game for 30 minutes. But I finished only 4 games. It's quite fast, isn't it? I have a fun time there. My team is named in Thai called " สาย ย่อ ". We have English club at the beach. I can see the beach and it's quite cold a bit. I love Danang so much. I don't want to go back home anymore.

4/3/2017

Today have Japanese culture day. We have 7 booths and there're Japanese food, write Kanji (the japanese character), kimono dress and how to drink tea in a correct way. They performance in this activity. Every nationality have to perform. Thai, Brunei, Vietnam and Japanese. They perform very well. I tried every booths. I like this activity the most. I was so excited and I have a great time too.

Week 9

On monday

I was working but there're not much work to do. The staffs were outside the FISEC. I was waiting until 1p.m. I worked about the problem and solution with the teaching of Japanese students. From the last work I did.

I wrote about the problem of how they teach and the solution.

On Tuesday

I searched the information in the website and that helps me understand more about Japanese. Their communication in English are not quite good. I wrote many things for a few hours. It is good but we have to be team work with other and discuss about the work. My friend in FISEC also helps me a little bit. They tried to tell me how the Japanese are like. They can't speak some syllables in English. Sometimes they are very shy to ask the question during the class. I was working easy very chill. It was very easy.

On wednesday and Thursday

There's nothing to do. I sit and wait for Mr.Son to give me some works. I sit all day long. Today he will not be in the office. So he told my friend to find an information on the website and type it in the Word application. To find the website of University in Thailand and agency that have provide the scholarship to go abroad but must be in English. I start to search I find many things in the website, schedule, and the place to travel abroad. It's very chill and I easy-going with this work. We are doing the work in group there're me, Orawan and Panarin. We have discussion and small talk to arrange the information correctly. Some of it have to cut-off. Because it's look similar to the one Orawan did. I doing this work for 2 days now. And if I don't have anything to do I can assist other staff. She named "Ms.Trang". She's very kind and always support me when I have a problem. She's very nice and she got chosen to be no.1 staff in this company. I think I will search more about this project. I'm not tired but in the evening I will join English club too. Today I will dance in 15 minutes with my group. There're Brunei and Japanese. Only me is from Thailand. I will dance in English song. But I think I will get tired dance have all fast song. It's quite fun and I enjoy to dance with them. To help them with the performance and think of how we going to dance. Many different postures.

On Friday

I'm feeling good I can work well and work hard. I feel very comfortable like yesterday. There are no problems at all. This week Mr. Son is not here so I will do my work

at the Danang room. Today I doing the work same as yesterday continues to finish by this week. I have try hard already. I talk to my friend al lot. There're Japanese and Thai. Today at the evening I have to play drama. I play as a narrator. It's very easy. But yesterday I danced 5 songs in a row. English song only. I sometime missing home and miss my parents very much. I have to keep on fighting and do my best to be success for my future.

Week 10

On Monday

I search many information about Thai agency that sending the student to abroad. I find many of them such as Kaplan etc.

I working on this for the whole week. I like my job so much. I can't change anymore. But it's ok. I happy with my job. I must search more. Mr. Son our supervisor came to talk to me twice about the work and I asked my friend to take pictures when I was working. I co-operate with my friend a lot. We have talked to each other several times. This week the Japanese students went back to their hometown. I miss them and want to meet them again someday. The Australian has gone to their hometown 2 of them. Addy and Eddy. This week also have Japanese farewell event we ate the Vietnam food together. And tell the secret who they like. It's funny. I like Japanese people they are kind and the Australia are very good at English. They speak very well as a native speaker. I love my job now I don't need to change it no more.

- สำเนาเอกสารคำขออนุมัติงบประมาณ
- สำเนาขออนุมัติเปลี่ยนแปลงรายละเอียดเบิกจ่ายงบประมาณ
- กำหนดการ
- แบบประเมินโครงการ