MINISTRY OF INDUSTRY AND TRADE
COLLEGE OF COMMERCE
DEPARTMENT OF ENGLISH

INTERNSHIP REPORT

USING ENGLISH IN GAME OPERATIONS AND CUSTOMER GUIDANCE

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Da Nang, November 27 2025

ACKNOWLEDGMENTS

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Finally, I would like to extend my best wishes to all lecturers at Danang College of Commerce, the management board of Sun World Ba Na Hills in particular, and Sun Group Corporation in general, as well as all supervisors, staff, and employees working at the site. I wish everyone good health, happiness, and success in both work and life.

I sincerely thank you!

Danang, November 2025

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CHAPTER I: OVERVIEW OF ENGLISH USAGE IN GAME OPERATIONS AND CUSTOMER GUIDANCE

1.1. The Use of English in Game Guidance and Operation

1.1.1. The Role of English in Game Guidance and Operation

a. English The Global Bridge of Communication

In the context of globalization and international integration, English has become the universal language that connects millions of people around the world. Within the tourism and entertainment sectors where diverse cultures and languages converge—English holds a particularly significant role. It enables staff members to communicate effectively, share information, and provide high-quality services to international visitors.

At major tourist destinations and large-scale amusement facilities, the use of English not only ensures smooth and efficient operation but also reflects the professionalism and competence of the staff. Proficiency in English allows employees to introduce products, give clear instructions, and handle unexpected situations with confidence and flexibility.

Therefore, English serves not only as a communication tool but also as a key to global integration, contributing to the alignment of Vietnam's tourism industry with international standards and strengthening its competitiveness within the regional market.

b. The Importance of English for Visitor Experience and Satisfaction

English plays an essential role in delivering a complete and memorable experience for tourists. When employees possess strong English communication skills, they can better understand and respond to the diverse needs of customers from various cultural backgrounds. Clear explanations, detailed safety guidance, and courteous interaction in English not only enhance the sense of comfort and safety among visitors but also help establish trust and positive impressions from the very first encounter.

Furthermore, English serves as a bridge that narrows cultural gaps, fostering understanding and connection through friendly gestures, polite greetings, and professional conduct. Every word spoken and every action performed in English contributes to portraying a welcoming, civilized, and hospitable destination image.

This, in turn, enhances the distinctiveness and prestige of the tourism brand, helping Vietnam's service industry move closer to global standards where language functions not only as a medium of communication but also as a bridge of empathy, connection, and shared experience.

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1.1.2. Application of English in Games Operations

a. Game Introduction and Instruction for International Visitors

During the operation process, English serves as an essential bridge that enables staff to communicate effectively, provide clear instructions, and create a positive impression on international visitors. Game operators use English to introduce the game, explain the rules, describe participation procedures, and provide detailed safety guidance regarding the use of equipment such as harnesses, helmets, or seats.

Each word, gesture, and friendly smile not only helps visitors better the game but also makes them feel respected and warmly welcomed. When tourists recognize the professionalism and dedication reflected in the staff's use of English, they are more likely to feel confident and enthusiastic throughout their experience.

Moreover, fluency in English allows staff members to respond to questions, clarify misunderstandings, and communicate in a natural and approachable manner. This not only contributes to building a professional and internationally oriented service image but also ensures that visitors leave with lasting impressions, complete satisfaction, and memorable experiences at the attraction.

b. Ensuring Safety and Handling Emergency Situations

In all operational activities, safety is always regarded as a fundamental element and the foundation for a fulfilling entertainment experience. Staff members use English to clearly communicate safety regulations, inform visitors of necessary precautions before participating, and emphasize the importance of following instructions to ensure absolute safety.

In cases of unexpected incidents such as power outages, temporary equipment malfunctions, or visitors experiencing health issues English communication becomes an indispensable skill. Operators must remain calm, reassure visitors with gentle and clear explanations, and promptly coordinate with the technical or medical team to address the situation effectively.

Composure, professionalism, and the ability to communicate fluently in English during such circumstances not only help visitors feel reassured but also demonstrate the operator's high sense of responsibility and service excellence.

1.2. Internship Content

Task 1 – Using English to Guide and Explain to Tourists

In this task, I was responsible for using English as the primary communication tool to welcome, instruct, and support tourists throughout their gaming experience. I ensured that every visitor received a friendly greeting and clear, professional guidance, thereby creating a positive first impression and enhancing service quality.

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In addition to delivering essential safety instructions and participation procedures, I also provided brief introductions to the theme, highlights, and unique features of each attraction to increase visitor engagement. This helped build excitement and allowed tourists to better understand the experience they were about to enjoy.

Throughout the task, I continuously observed customers' reactions and adjusted my speaking pace, vocabulary, and tone accordingly. For visitors with limited English proficiency, I employed simplified explanations, visual cues, and body language to ensure they fully understood the information. In certain cases, I also conducted quick comprehension checks to prevent misunderstandings during the participation process.

Furthermore, I addressed inquiries regarding safety regulations, waiting times, game capacity, and directions to nearby service points when needed. These duties required strong communication skills, adaptability, and the ability to respond quickly to unexpected situations.

This task demanded not only effective English communication but also:

- Professional attitude and service-minded behavior
- The ability to build trust and comfort for visitors
- Customer flow and crowd management skills during peak hours
- Safety awareness and attention to operational details

Task 2 – Games Operations and Activity Management

In this task, I was directly responsible for the game operation process to ensure that all activities ran safely, smoothly, and efficiently. At the beginning of each shift, I conducted a comprehensive inspection of the attraction, including equipment conditions, safety systems, boarding and exit areas, and emergency pathways. This routine check helped detect any irregularities early and allowed the technical team to address them promptly.

When guests were preparing to participate, I provided clear instructions on how to use safety restraints and protective equipment. I also performed individual seat checks to ensure that all safety standards were met before the game started. Additionally, I reminded guests to follow operational rules such as remaining seated, avoiding the use of mobile devices, and not releasing safety belts without permission.

During operation, I continuously monitored the attraction through surveillance screens and direct observation to track both mechanical performance and guest reactions. If any unusual signs occurred such as abnormal noises, irregular speed changes, or guests showing discomfort I immediately activated the appropriate emergency handling procedure, including slowing down or stopping the attraction when necessary. This required strong concentration, quick decision-making, and situational awareness.

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I also coordinated closely with the technical team during routine maintenance or temporary shutdowns. In these situations, I communicated the reasons for delays to guests in English and guided them to nearby attractions to minimize inconvenience and maintain a positive customer experience.

The role required strict compliance with safety protocols, attention to detail, and a professional attitude in all circumstances. Thanks to consistent monitoring, careful guidance, and accurate operation, no incidents occurred during my working period.

Task 3 – Supervising Operations and Handling Arising Situations

In the supervision task, I monitored the entire operation to detect early signs of technical or behavioral issues, reported equipment conditions, and coordinated with technicians when necessary. I provided English instructions during emergencies such as power outages or temporary suspensions and maintained order while assisting guests who experienced health or emotional problems. This work required strong observation skills, quick decision-making, and a stable mindset. Through this task, I strengthened my problem-solving abilities, enhanced professionalism, and gained a deeper understanding of the essential role operators play in ensuring safety and creating reassurance for visitors.

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CHAPTER II: JOB DESCRIPTION AT SUN WORLD BA NA HILLS

2.1. Overview of Sun World Ba Na Hills

2.1.1. General Information

- Full company name: Ba Na Cable Car Service Joint Stock Company

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- Tax code: 0400585547
- Address: An Son Hamlet, Hoa Ninh Commune, Hoa Vang District, Danang City, Vietnam
- Trade name: BANACAB
- Business registration certificate: No. 0400585547, issued on September 20, 2007
- Commencement of operations: September 14, 2007
- Telephone: (+84 236) 3791 999 – Fax: (+84 236) 3791 999
- Email: banahills@sunworld.vn
- Director: Nguyen Lam An
- Type of business: Joint Stock Company
- Business sectors: Commercial and service activities

Sun World Ba Na Hills is one of the most famous tourist destinations in Vietnam, managed and operated by Sun Group Corporation. Ba Na Hills offers a wide range of activities, from entertainment, architectural sightseeing, spiritual experiences, and cuisine to year-round festivals. The most popular activities include taking the cable car, visiting the Golden Bridge, exploring the French Village, playing games at Fantasy Park, visiting Linh Ung Pagoda, and discovering the Debay Wine Cellar.



Entertainment Activities

Fantasy Park is the largest indoor entertainment complex in Vietnam, offering more than 100 modern games and attractions. It provides a wide range of experiences, from digital and virtual reality games to high-adrenaline rides such as the Freefall Tower and Skiver Pilot. Visitors can enjoy a lively atmosphere, challenge themselves, and explore advanced entertainment technologies.



The Golden Bridge is the new symbol of Da Nang and a world-famous check-in location. With its unique design featuring giant hands lifting the bridge above the mountains, it creates a surreal and magical setting. From here, visitors can admire panoramic views of the majestic forests and the vast ocean.



The Wax Museum is the first wax museum in Vietnam, displaying finely crafted wax figures created by Italian artists. Each figure authentically represents famous personalities from around the world, including actors, scientists, politicians, and cultural icons. It is an ideal destination for art lovers and those interested in exploring global culture through creative displays.

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The Funicular Train offers a unique sightseeing journey, taking visitors to key attractions such as Le Jardin D'Amour Flower Garden and the Debay Wine Cellar. The ride allows visitors to relax, enjoy the refreshing mountain air, and admire the beautiful natural scenery of Ba Na.



Architectural and Scenic Exploration

The French Village recreates classic European architecture on the top of Ba Na Mountain. With its grand castles, ancient cathedrals, and romantic stone-paved streets, the village resembles a charming European town. Visitors can stroll around, take beautiful photos, and join themed activities inspired by traditional European culture.

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Le Jardin D'Amour features nine themed gardens, each designed with a unique concept and vibrant floral arrangements. The colorful scenery and artistic layout make it an ideal place for nature lovers and photography enthusiasts.



The Debay Wine Cellar is a 100-year-old wine cellar built deep inside the mountain by the French. It was designed to maintain a stable temperature throughout the year, making it perfect for wine preservation. Visitors can explore its history and experience the distinctive European ambiance inside the cellar.



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The Ba Na **cable car** system has achieved several world records and offers a spectacular aerial journey. From the cabin, visitors can enjoy breathtaking views of mountains, floating mist, and the pristine natural landscape of Ba Na



Spiritual Activities

Linh Ung Pagoda is located on the summit of Ba Na Mountain, providing a peaceful and serene atmosphere. With its solemn Buddhist architecture and panoramic view of the city and the East Sea, the pagoda is a meaningful destination for those seeking spiritual relaxation.



Tru Vu Tea House features delicate Asian architecture and offers a calm space for tea appreciation. Visitors can enjoy the gentle aroma of traditional tea and experience a sense of tranquility surrounded by nature.

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Festivals and Cuisine

+ Festivals:

Ba Na Hills hosts a variety of vibrant festivals throughout the year, including the Flower Festival, Carnival Festival, Beer Festival, Halloween Festival, Wine Festival, and Winter Festival. Each festival features its own theme, combining music, street performances, and creative decorations to create a lively and festive atmosphere.

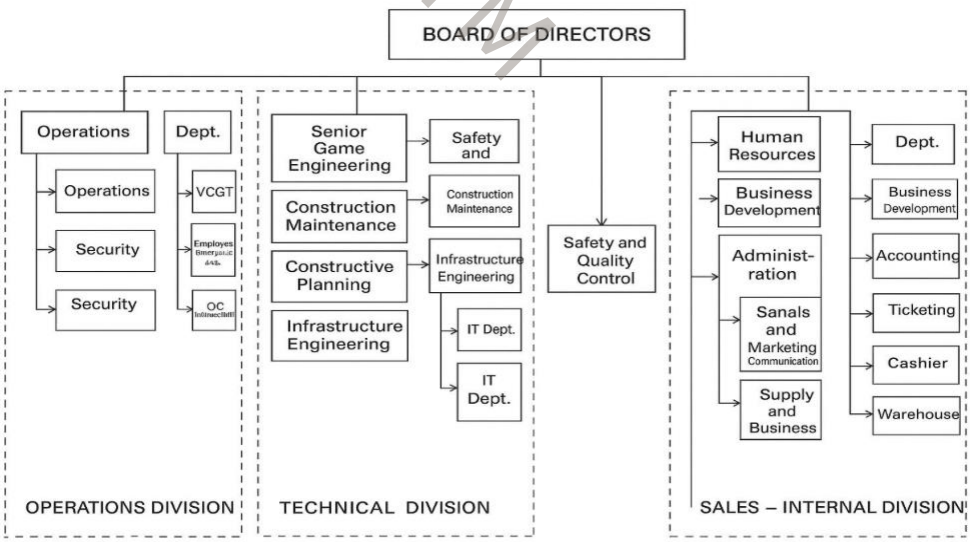


+Cuisine:

The culinary services at Ba Na Hills are diverse, offering both traditional Vietnamese dishes and international cuisine. Restaurants are designed with various styles to enhance the dining experience. In addition, luxury hotels in the area provide comprehensive resort services, ensuring visitors enjoy a comfortable and memorable stay.

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2.1.2. Organizational Structure



2.1.3. Main Functions and Responsibilities

Board of Directors:

Mr. Nguyễn Lâm An – General Director of Sun World Ba Na Hills, is responsible for management, strategic orientation, and overall operations to ensure the company's effectiveness.

Operation Department:

The Operation Department consists of the Operation Office, the Entertainment Operation Office, and the Security Office. Its functions include operating the cable car system in accordance with regulations, performing operational procedures, applying safety risk prevention measures, and regularly inspecting all safety-related items before, during, and after the working process.

The department's duty is to ensure absolute safety during the operation of machinery and adventure games, as well as to maintain security and order in the tourist area 24/24.

Technical Department:

The Technical Department includes six main divisions: the Game Engineering Division, the Construction Maintenance Division, the Construction Planning Division, the Cable Engineering Division, the Landscape Division, and the Infrastructure Engineering Division.

Its function is to ensure that all technical operations are implemented accurately, efficiently, and stably; promptly detect and repair từ system issues to avoid business interruption and minimize losses for the company.

Its duties include researching, designing, and implementing technical and technological systems, operating machinery and equipment, and managing overall technical operations.

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F&B Department:

This department includes three divisions: the Kitchen Division, the Restaurant Division, and the Production Division.

Its function is to prepare and serve food for guests, ensuring hygiene, quality, flavor, and presentation. All dishes must be processed according to the correct procedures, timing, and portion standards.

Its duties include preparing meals for customers, inspecting available ingredients and food supplies, and monitoring inventory levels to determine what needs to be replenished.

Business – Administration Department:

This department includes four main divisions: the Human Resources Division, the Business Division, the Communication and Marketing Division, and the Administration – Accounting Division.

Its functions are to conduct research, analyze market conditions, and propose strategies to enhance business performance; develop the company's customer base; and handle tasks related to payments and financial matters.

Its duties are to take full responsibility for the company's business operations before the Board of Directors, expand the customer network, manage financial activities, and support product development.

2.1.4. Operational Performance and Achievements

Before 2009, Ba Na received only around 30,000–40,000 visitors per year and offered almost no tourism services. The arrival of Sun Group, marked by the launch of the first cable car line on March 25, 2009, awakened the potential of Mount Chua and marked a major to turning point for Ba Na's tourism development.

Over the past 15 years, Sun World Ba Na Hills has continuously innovated, introducing a series of iconic attractions such as the Golden Bridge, the Moon Castle, the Eclipse Square, and the Sun God Waterfall, along with year-round festivals, performances, and diverse F&B services. As a result, Ba Na has transformed into one of Vietnam's and the region's leading tourism destinations.

The destination has been repeatedly recognized as "Vietnam's Leading Tourist Area" and "Asia's Leading Theme Park," becoming a key driver of Da Nang's impressive tourism growth (visitor arrivals to Da Nang grew by 463% from 2009 to 2018, while visits to Ba Na increased more than 160 times). The launch of the Golden Bridge in 2018 further elevated Ba Na's global profile, capturing worldwide media attention and significantly increasing international demand.

Despite the impacts of the pandemic, Sun World Ba Na Hills continued to expand with new attractions such as the Time Gate, the Moon Castle, and the Sun

God Waterfall. The resort also maintains year-round festivals and a wide range of minishows, offering visitors an engaging experience from day to night.

In 2024, marking its 15th anniversary, Ba Na Hills remains committed to delivering new and unique offerings, including the Sun Kraft Beer brewery, a French bakery, the third alpine coaster, and new high-quality shows. These developments reflect Sun Group's long-term ambition to position Da Nang as a must-visit destination on the global tourism map and to elevate Vietnam's tourism industry to stand alongside the world's leading tourism markets.

2.2. Jobs Description at Sun World Ba Na Hills

2.2.1. Job Title, Functions, and Responsibilities of the Internship Position

a) Job Title: Game Operation

b) The position of Game Operation Intern at Sun World Ba Na Hills primarily functions to assist the operations team in guiding customers, ensuring that all game operation procedures are carried out safely and efficiently, and contributing to the overall improvement of service quality within the entertainment area. Interns are assigned to indoor or outdoor game zones such as Fantasy Park, adventure games, or thrill rides, working under the supervision and guidance of official staff members.

c) Specific duties include:

- Guiding guests on how to use the games correctly, explaining safety regulations, and assisting them when boarding or exiting game equipment.
- Monitoring and supervising the game process to promptly detect any unsafe situations.
- Maintaining cleanliness and organization in the game area.
- Recording minor incidents or customer feedback and reporting them to the team leader.
- When required, collaborating with the technical department to conduct basic equipment checks and learning simple maintenance procedures.

d) During the internship, the student is expected to demonstrate a high sense of responsibility, strong communication skills, and the ability to handle situations quickly in crowded environments. The working environment is primarily outdoors, shift-based, and requires good physical endurance and flexibility. Throughout the internship, the student will gain practical experience such as customer service skills, knowledge of safe game operation, teamwork abilities, and cross-departmental coordination. These skills form a solid foundation for future careers in the tourism and service industry.

2.2.2 Detailed Job Requirements for the Internship Position

General Information about the Role of a Game Operation Staff Member

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- Each staff member assigned to operate a game for visitors must undergo training, practice, and skill development to fully meet the requirements set by the supervisor They must also pass the assessment for each game to obtain a certification that authorizes them to operate the trained games

- Through the operation manual, the purpose is to enhance safety, professionalism, and service quality while ensuring the consistency of the amusement park system, serving visitors optimally. It also aims to develop training, practice, and rapid skill assessment for employees to become proficient in managing and operating games

- Staff members need to understand the following information related to the games:

- Game diagram and specifications: Fully understand the description and technical parameters of the game (Game name, manufacturer, year of manufacture, total seats, guest capacity, operational limitations)

- Game location and structure: Be familiar with the characteristics and terrain of the game to facilitate movement and handle certain equipment-related issues

- Opening procedure: General checklist applicable to all games before welcoming visitors

- Start-up procedure: Step-by-step process that each staff member has been trained on, practiced, and assessed for operating the game

- Game participation regulations: Each game has specific requirements regarding height, weight, and ability to participate to ensure visitor safety during gameplay

- Operation procedure per ride for operation staff: Tasks that operation staff must perform during each game cycle

- Operation procedure per ride for guiding staff: Tasks that guiding staff must perform during each game cycle

- Unexpected stops: Appropriate measures to stop the game depending on on-site situations or incidents (e.g., stop a ride or emergency stop)

- Power outage procedure: Measures to address situations where power is lost during operation

- Guest return and emergency evacuation: Methods to safely return and evacuate guests in case of game stoppage

- Operational incidents: Examples of common incidents during operation and ways to resolve them

- Control panel / touch screen layout: Thorough understanding of the layout and functions of buttons for game operation

- Control panel / touch screen isolation procedure: When leaving the control panel/touch screen, isolate it by removing the key and closing the control panel/touch screen cover

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In addition to mastering game operation procedures, each staff member must also acquire comprehensive knowledge of the amusement park, including F&B services, entertainment, lodging, etc., in order to answer visitors' questions and provide suggestions, allowing guests to fully experience the quality of service provided by the staff.

2.3 Job Description and Requirements for the Internship Position

During my three-month internship in the department, I had the opportunity to work at several attractions such as the 4D, 5D, Bumper Cars, and assisted with the Alpine coaster,

"4D Theatre"



1. Job Responsibilities

During my internship at the 4D ride, I was responsible for three main groups of tasks:

- Using English to guide and assist tourists: Greeting visitors, providing safety instructions, explaining regulations, and supporting foreign guests when they encounter difficulties

- Operating and managing the ride: Conducting equipment checks before each shift, screening guests according to participation requirements (height, proper seating posture, ability to hold handles), assisting guests with seatbelts, recording ride cycles, and starting the ride

- Monitoring the ride and handling incidents: Observing seat conditions and guest behavior, reminding guests of rule violations such as using phones or improper movements, coordinating with technical staff to resolve equipment issues, and assisting guests with health or psychological concerns

Additionally, I performed daily tasks such as completing logs, inspecting the ride area, assisting guests with lockers, checking seats after each ride, and continuously welcoming guests until the ride closed at 7:00 PM.

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2. Procedures

The daily workflow was carried out in the following steps:

a. Pre-shift preparation

- Collect equipment from the B1 office, including walkie-talkie, headset, flashlight, checklist, operation log, ride suspension log, and guest statistics book

- Take keys and sign acknowledgment forms

b. Pre-opening checks

- Verify the technical signature to confirm the ride is safe to operate

- Complete the checklist: clean the area, display safety rules, check PA system, height measuring device, seatbelts, control buttons, and inspect all 28 seats across 4 seat clusters.

- Run a trial cycle without guests and record results in the log

c. Guest reception and monitoring

- Greet guests, provide guidance, and explain regulations in English

- Screen guests according to height requirements: under 1.07 m not allowed; 1.07–1.29 m accompanied by an adult; 1.30 m and above may ride alone

- Assist guests with lockers and ensure they are seated properly

d. Ride operation and safety monitoring

- Fasten seatbelts, check seats and guest numbers

- Start the ride and monitor unsafe behaviors

- Coordinate with external staff to promptly handle unusual situations

e. End of ride and shift closure

- Inspect seats and lockers after each cycle to ensure guests do not leave belongings behind

- Continue welcoming new ride cycles until closing time

- Complete end-of-day checklist, return equipment, and sign acknowledgment forms

3. Skills and Requirements

Communication & English skills

- Clear pronunciation, moderate speaking speed, and use of simple vocabulary for international guests

- Use body language to communicate with guests who are not fluent in English

- Communicate concisely and remain calm during emergency situations

Ride operation skills

- Understand the operation of the 4D ride, perform safety checks, and operate control equipment

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- Follow strict operating procedures and screen guests according to participation requirements

Monitoring and incident handling skills

- Observe keenly to detect unusual equipment conditions or guest behaviors
- React quickly and make timely decisions in case of incidents
- Reassure guests who feel anxious, dizzy, or scared during the ride

Personal requirements

- High sense of responsibility and focus throughout the shift
- Ability to work as a team with technical, security staff, and colleagues
- Professional demeanor and composure in high-pressure environments

4. Achievements

- Successfully fulfilled all ride-operation duties without any major incidents throughout the internship.
- Gained practical experience in using English within a tourism and service-oriented environment, particularly when assisting and guiding international guests.
- Contributed to maintaining a safe, friendly, and efficient entertainment atmosphere for visitors.
- Enhanced communication and problem-solving skills, especially during peak operation hours.
- Developed a professional working attitude and improved coordination skills when collaborating with supervisors, teammates, and the technical department.
- Acquired a solid understanding of operational procedures, safety standards, and service regulations within the amusement facility.
- Adapted quickly to a high-pressure work environment that required continuous observation and prompt responses.
- Received positive feedback from guests and recognition from supervisors for proactive service and strong work ethic.
- Improved time-management skills, task prioritization, and personal discipline while performing ride-operation responsibilities.

5. Reflections

Through my internship at the 4D ride, I realized that ride operators are not only responsible for equipment checks but also play a critical role in ensuring safety, assisting guests, providing reassurance, and creating enjoyable experiences

This work helped me develop professionalism, emotional control, real-life problem-solving skills, and especially English proficiency in an international environment. It was a valuable experience and an important stepping stone for my career development in the tourism-service industry

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“5D Theatre”



1. Job Responsibilities

During my internship at the 5D ride, I was responsible for three main groups of tasks:

a. Using English to guide and assist tourists:

- Greet guests, instruct them on correct seating posture, proper use of the interactive guns, and explain safety regulations

- Assist international guests in understanding the pre-ride, in-ride, and post-ride procedures using simple and easy-to-understand language

- Combine verbal communication with gestures to help guests quickly grasp the 5D technological experience

b. Supporting ride operation and management:

- Conduct full pre-operation checks: clean the area, check safety signage, height measuring devices, PA system, seat and gun conditions on each horse

- Screen guests according to participation requirements:

- Under 1.20 m: not allowed to ride

- 1.20–1.29 m: may ride only with an accompanying adult

- From 1.30 m: may ride independently

- Weight limit: under 120 kg

- Assist guests in boarding, fasten seatbelts, and remind them to store belongings in lockers

– Record guest participation in the statistics log before starting the ride

c. Monitoring the ride and handling incidents:

- Observe guests throughout the ride, reminding them not to use phones, move improperly, or engage in unsafe behaviors

- Coordinate with guiding staff outside the ride to ensure guest safety during the cycle

- Inspect seats and locker areas after each ride to ensure no belongings are left behind

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Additionally, I performed daily tasks such as maintaining the operation log, inspecting equipment, completing checklists at the start and end of the day, and keeping the ride area clean and organized

2. Procedures

The daily workflow at the 5D ride followed these steps:

a. Pre-shift preparation

- Receive equipment including one walkie-talkie, one headset, one flashlight, checklist, operation log, ride suspension log, and statistics log

- Collect keys at the B1 office and sign acknowledgment before proceeding to the ride

b. Pre-opening checks

- Verify technical signatures to ensure the ride is approved for operation

- Complete the daily checklist:

- General check: clean area, safety signage, height measuring device, PA system

- Detailed check: guns on each horse, seatbelts, control panel buttons, condition of seats, floor, and motion system

- Conduct a trial ride without guests and record in the daily log

c. Guest reception and monitoring

- Screen guests according to participation requirements and mobility ability (sit upright, keep head straight, arms and legs in proper position)

- Guide guests to store belongings in lockers, line up, and enter the theater

- Fasten seatbelts and check seating posture before starting

d. Ride operation and safety monitoring

- Record the number of guests for each ride cycle

- Start the ride and observe guest reactions throughout the experience

- Remind guests not to stand, use phones, move seats, or change positions

e. End of ride and shift closure

- Assist guests in unfastening seatbelts and safely leaving seats

- Inspect seats and lockers to ensure no belongings are left behind

- Continuously welcome new guests until 7:00 PM, according to park operating hours

- Complete the closing checklist, return equipment, and sign acknowledgment to end the shift

3. Skills and Requirements

Communication & English skills:

- Provide concise, clear, and easy-to-understand instructions to guest

- Use basic English to assist international visitors throughout the ride experience

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Ride operation skills:

- Understand the 5D seat mechanisms and gun-based interactive system
- Be proficient in guest screening, safety checks, and seating instructions
- Be skilled in fastening seatbelts, checking posture, and monitoring seat movements

Monitoring and incident-handling skills:

- Observe the entire ride area to promptly detect unsafe behavior
- Coordinate quickly with guiding and technical staff in case of technical issues or guest incidents
- Assist guests showing signs of motion sickness, dizziness, or emotional distress

4. Achievements

- Successfully completed tasks without incidents affecting guest safety
- Improved communication and guidance skills in an international english speaking environment
- Enhanced monitoring, observation, and incident-handling skills in a confined, motion-based space
- Gained thorough understanding of operating a high-tech ride and effective collaboration with other departments

5. Reflections

Interning at the 5D ride helped me gain a deeper understanding of operating a modern technological attraction, from preparation and guest screening to safety monitoring. I learned professional conduct, quick decision-making, and gained confidence in guiding international visitors. This experience provided valuable practical knowledge and supported my career orientation in the service, entertainment, and tourism industry

“Bumper Cars”



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1. Job Responsibilities

During my internship at the Bumper Cars ride, I was responsible for three main groups of tasks:

a. Using English to guide and assist tourists:

- Greet guests, instruct them on how to operate the bumper cars, and explain regulations regarding height, safety, and ride rules

- Assist international guests with boarding, fastening seatbelts, and explaining important safety notes

- Communicate concisely and clearly to help guests understand how to operate the cars and comply with the rules

b. Supporting ride operation and management:

- Conduct pre-operation checks: inspect bumper cars, signal lights, control panel, seatbelts, safety signs, and the play area

- Screen guests according to participation requirements:

- Under 1.20 m: not allowed to ride

- 1.20–1.49 m: must be accompanied by an adult

- From 1.50 m: may ride independently

- Assist guests with boarding, fasten seatbelts, guide them to store belongings in lockers, and record ride participation in the statistics log

c. Monitoring the ride and handling incidents:

- Observe guests throughout the ride, reminding them not to use phones, keep feet inside the car, and prevent children from driving alone

- Coordinate with external staff to ensure safety and manage the density of cars on the floor

- Handle situations such as stuck cars, anxious guests, or equipment malfunctions

Additionally, I performed daily tasks such as completing logs, inspecting cars and the play area before and after each ride, assisting guests to disembark safely, and preparing for the next ride cycle

2. Procedures

The daily workflow at the Bumper Cars ride included the following steps:

a. Pre-shift preparation

- Receive equipment at the B1 office: 2 walkie-talkies, 2 headsets, 2flashlights, checklist, operation log, ride suspension log, and statistics book

- Collect keys at B1 and sign acknowledgment forms

b. Pre-opening checks

- Verify technical signatures to ensure the ride is approved for operation

- Complete the full checklist:

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- General checks: clean area, safety signs, height measuring device, PA system

- Detailed checks: seatbelts, control panel buttons, car conditions

- Conduct a trial ride without guests and record in the daily log

c. Guest reception and monitoring

- Greet guests, provide guidance, and explain regulations in Vietnamese and English

- Screen guests according to height and ability to participate (sit upright, hold handles, keep head straight)

- Guide guests to store belongings in lockers, check tickets, and line up according to procedures

d. Ride operation and safety monitoring

- Assist guests in boarding, fasten seatbelts, and ensure correct seating posture

- Record the number of participants and start the ride

- Monitor the ride: control car flow, remind guests of safety rules, and observe for abnormal signs

- Assist guests in safely disembarking and inspect cars after each ride

e. End of ride and shift closure

- Inspect cars and lockers to ensure no belongings are left behind

- Rotate positions and continue welcoming guests until 7:00 PM according to park hours

- Complete the closing checklist, return equipment, and sign acknowledgment forms

3. Skills and Requirements

Communication & English skills:

- Provide concise, clear, and easy-to-understandiíntructions

- Combine verbal guidance with gestures to help international guests understand safety rules

- Explain situations and assist guests to remain calm when necessary

Ride operation skills:

- Understand bumper car control principles, safety regulations, and interaction rules on the play floor

- Screen guests according to height and proper seating posture

- Perform flexibly in different roles: guest reception, floor monitoring, and car inspection

Monitoring and incident-handling skills:

- Observe comprehensively to detect unsafe behavior or abnormal car conditions

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- Coordinate quickly with colleagues to resolve incidents such as stuck cars, lost items, or panicked guests

- Ensure safety and order throughout the ride

Personal requirements:

- Maintain professional, focused, and friendly attitude

- Work effectively as a team with operational and technical staff

- Be patient, calm, and ready to assist guests in any situation

4. Achievements

- Successfully completed all assigned tasks, ensuring no incidents affecting guest safety

- Improved English communication skills in a high-traffic international environment

- Gained practical experience in equipment inspection, floor management, and rapid incident handling

- Developed observation skills, teamwork, and quick decision-making under pressure

- Contributed to providing a safe, enjoyable, and professional experience for guests

5. Reflections

Interning at the Bumper Cars ride allowed me to fully understand the importance of ride operation from equipment checks, guest screening, and safety monitoring to handling incidents. I enhanced my observation skills, improved communication, and became confident in guiding international visitors. This valuable experience helped me develop professional skills and clarified my career orientation in the service and tourism industry

“Apline coaster”



1.Job Responsibilities

During my internship at the Slide Ride, I was responsible for three main groups of tasks:

a. Using English to guide and assist tourists:

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- Greet guests, instruct them on how to operate the sled, explain height and safety regulations, and assist international guests during the ride

- Provide clear, simple instructions in English that are easy to understand

- Combine verbal guidance with illustrative gestures to support guests who are not fluent in English

b. Supporting ride operation and management:

- Conduct pre-shift equipment checks and inspect the sleds and the entire track

- Screen guests according to participation requirements:

- Under 1.10 m: not allowed to ride

- 1.10–1.39 m: must be accompanied by an adult aged 18 or older

- From 1.40 m: may ride independently

- Assist guests in boarding, check seatbelts and seating posture, and record ride participation

c. Monitoring the ride and handling incidents:

- Observe guests during the ride, update weather conditions, and handle situations such as sleds stopping on the track

- Coordinate with other staff positions to ensure guest safety and order

- Perform daily tasks such as maintaining logs, inspecting the play area before and after each ride, monitoring the return point, and assisting guests to disembark safely

2. Procedures

The daily workflow at the Slide Ride included the following steps:

a. Pre-shift preparation

- Collect equipment at the B1 office: walkie-talkie, headset, checklist, operation log, ride suspension log, and guest statistics book

- Collect keys and sign acknowledgment before proceeding to the work station

b. Pre-opening checks

- Verify technical signatures to ensure the ride is approved for operation

- Complete checklist: clean area, safety signage, height measuring device, seatbelts, sled condition, and entire track

- Conduct a trial run without guests and record in the daily log

c. Guest reception and monitoring

- Greet guests and explain regulations in English

- Screen guests according to height and participation rules

- Check tickets, guide guests to line up, and prepare them for the starting area

d. Ride operation and safety monitoring

- Front desk staff assist guests boarding, check seatbelts, and ensure proper seating posture

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- Observation staff monitor guest flow, sled speed, density, and weather conditions
- End-of-ride staff assist with guest disembarking, notify completion, and visually inspect sleds before allowing the next guests to ride

e. End of ride and shift closure

- Inspect sleds after each ride to ensure no damage or forgotten items
- Rotate positions and continue welcoming guests until the end of operating hours
- Complete end-of-day checklist, return equipment, and sign acknowledgment

3. Skills and Requirements

Communication & English skills:

- Provide concise and clear instructions on sled operation and safety regulations
- Assist international guests with simple and understandable English
- Use illustrative gestures to support non-English speaking guests

Ride operation skills:

- Understand the sled mechanism and safety requirements
- Screen guests appropriately and ensure they understand control rules
- Perform flexibly in three positions: guest reception, observation, and guest return

Monitoring and incident-handling skills:

- Observe the entire track to detect sled stoppages, improper guest operation, or adverse weather conditions
- Respond quickly and coordinate with the operation team to reduce risks
- Assist guests experiencing fear, anxiety, or loss of composure

Personal requirements:

- Maintain professional and focused attitude throughout the shift
- Work effectively as a team with technical and operational staff
- Be patient, friendly, and ready to assist guests in any situation

4. Achievements

- Successfully completed assigned tasks, ensuring no incidents affecting guest safety
- Improved English communication and guidance skills in a high-traffic international environment
- Gained practical experience in emergency handling and guest cooổdination
- Enhanced observation, coordination, and quick response skills under pressure
- Contributed to providing a safe, enjoyable, and professional guest experience

5. Reflections

Interning at the Slide Ride helped me understand the importance of ride operators in ensuring safety, coordinating activities, and guiding guests according to procedures. I learned to handle real-life situations, improve observation skills, and use English

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naturally when communicating with international visitors. This was a valuable experience, providing practical knowledge and increasing my confidence for a future career in the service and tourism industry

2.4 Requirements for the Assigned Tasks

a. Dress Code Requirements

- Employees must wear the company's uniform and name badge as regulated.
- Uniforms must be clean, tidy, and worn properly.
- Employees must always wear sports shoes (black), closed-toe shoes, or shoes with back straps.
- Avoid wearing oversized or excessive jewelry.
- Maintain a quick, proactive, and professional demeanor.
- Hair must be neatly cut (for males) or tied up (for females); hair color should be natural or dyed in black or light brown tones.
- Maintain proper personal hygiene at all times.
- Makeup should be neat, natural, and appropriate.
- Properly apply the "6C principles" to the job (Proactiveness, Courtesy, Cheerfulness, Care, Sincerity, and Appreciation).

b. Behavioral Requirements:

- Always maintain a humble and open-minded attitude. The internship is not only an opportunity to develop professional skills but also a valuable chance to practice teamwork, especially in communication and interpersonal relations.
- Build positive relationships with colleagues without interfering in the host company's internal affairs.
- Be polite and cooperative with all employees at the internship site.
- Take initiative in learning the job and be ready to support the company in accomplishing shared tasks while demonstrating personal competence.
- Maintain a professional, appropriate, and well-groomed appearance.

c. Discipline Requirements:

- Comply with the assignments from the Student Support Office, the school's internship regulations, and the host company's policies.
- Work as a full-time employee according to the regulated working hours and follow all instructions from the internship site.
- Maintain labor discipline and perform assigned tasks responsibly.
- Follow direct supervision from the workplace instructor.
- Do not change the internship placement without approval from the Student Support Office.
- Always remain honest in speech and actions.

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- In case of personal reasons preventing completion of the internship, students must submit a written request for approval from both the school and the host organization.

- Students may propose measures to the school to improve internship quality and effectiveness.

d. Expected Outcomes:

- Fully adapt and integrate into the enterprise environment.

- Perform assigned tasks with a high level of responsibility, contributing to maintaining the training quality and the school's reputation.

- Achieve self-set goals and gain valuable experience throughout the internship.

e. Use of Equipment:

- Do not use equipment at the internship site for personal purposes.

- Use resources economically (e.g., avoid using the company's phone for personal matters).

- Any damage caused by irresponsible use of equipment must be disciplined and compensated.

- Do not copy any data or software from the host company without permission.

- Do not bring personal discs or storage devices into company computers to prevent potential viruses.

f. Other Requirements:

- Maintain a complete practical training logbook as a basis for the internship report.

- Submit the weekly logbook to the workplace instructor for signature to confirm attendance and internship progress.

- Attend internship reflection meetings as scheduled and promptly report any issues to the Student Support Office.

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CHAPTER III: PERSONAL EXPERIENCES GAINED FROM THE INTERNSHIP

3.1. Similarities and Differences Between Theory and Practice

3.1.1. Similarities

The internship tasks were closely related to the knowledge of Business English and Communication learned at university.

The use of polite language, appropriate intonation, and body language aligned with classroom lessons.

The tasks of guiding and assisting customers required applying vocabulary and sentence structures learned in English courses.

3.1.2. Differences

Real-life situations required faster and more flexible responses compared to controlled classroom scenarios.

Workplace communication favored practical, concise, and easy-to-understand vocabulary rather than academic expressions.

External factors such as noise, crowd density, weather conditions, and guest psychology had a direct impact on communication elements that cannot be fully simulated in a classroom environment.

Non-verbal communication, including body language, gestures, and facial expressions, played a significantly more important role in real-life interactions.

The need to adjust speaking speed, tone, and phrasing according to each visitor's English proficiency was essential for effective communication.

Real-world experience provided access to authentic expressions and natural speaking styles that are rarely covered in textbooks.

Unexpected situations such as guest inquiries, complaints, or urgent assistance requests required calmness, adaptability, and strong problem-solving skills.

3.2. Personal Experiences Gained from the Internship

3.2.1 Professional knowledge acquired

The internship provided me with valuable opportunities to apply and expand the theoretical knowledge I had learned at school. I was able to directly observe and participate in game operation procedures, guest guidance, and real-life problem-solving at an international tourist destination. The knowledge related to business English communication, customer service, and safety standards in the tourism industry was put into practice effectively and clearly.

Through the assigned tasks, I gained a deeper understanding of operational procedures, service standards, multilingual communication, and professional hospitality

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culture within the tourism and entertainment sector. These insights have become an essential foundation for shaping my future career competencies.

3.2.2 Soft skills improved

a. Communication Skills

- The nature of the foreign language field involves frequent interaction with partners and customers; therefore, developing strong communication skills is extremely important, as these skills serve as the "foundation" for professional beginnings.

- Effective communication enables employees to respond quickly, efficiently, and appropriately to unexpected situations.

- Flexible and skillful communication directly influences customer satisfaction and plays a key role in persuading customers to choose the company's services.

- Employees must consistently improve communication skills through professional greetings, friendly smiles, and polite, respectful behavior.

- To communicate effectively, one must possess solid professional knowledge as well as confidence and a positive attitude.

- Strong communication skills create significant advantages for career advancement in the foreign language field.

b. Observation Skills

- Observation skills are essential for individuals working in the foreign language and customer service sectors.

- Observation means not only looking but also perceiving and capturing meaningful details.

- Communication often occurs through gestures, eye contact, and facial expressions rather than words alone.

- Strong observation skills allow employees to understand customer emotions and adjust their service approach accordingly.

- This ability helps enhance customer satisfaction and contributes to positive feedback.

c. Problem-Solving and Adaptability Skills

- Real-life scenarios rarely unfold perfectly, especially in the tourism and service industries.

- Unexpected issues such as disruptive customers, service complaints, or lost belongings may occur.

- Adaptability and quick problem-solving skills are essential to maintaining control during unforeseen circumstances.

- Employees must respond promptly, tactfully, and professionally to ease customer frustration.

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- These skills help improve customer satisfaction and reinforce the company's reputation.

d. Emotional Control

- Professionals must maintain a pleasant, open, and positive attitude at all times.
- Employees must remain calm regardless of the situation and handle customer interactions with courtesy.
- Maintaining emotional stability ensures that customers feel safe and comfortable.
- Emotional control is crucial for delivering high-quality service and maintaining professionalism.

e. Teamwork Skills

- Success in any industry is the result of collective effort.
- The tourism-service chain requires strong collaboration between departments and individuals.
- Tour guides and service employees must regularly interact and support one another.
- Effective teamwork enhances efficiency and ensures consistent service quality.
- Good collaboration improves overall performance within the organization.

f. Ability to Work Under Pressure

- The foreign language and service industry faces significant pressure from diverse customer demands.
- Workload increases during weekends and peak seasons, requiring strong stress tolerance.
- Excessive pressure can affect both physical and mental health.
- Employees must develop mental resilience to avoid impulsive decisions.
- Without stress management, it is difficult to remain calm when dealing with different types of customers.
- Toward the end of the day, fatigue may increase emotional reactions, impacting customers, colleagues, and the company's image.

3.2.3. Attitude

a. Attitude plays an essential role in shaping the future development of both service employees and the business.

An employee with a positive attitude is more likely to advance in their career and be well-liked by colleagues and customers. Their attitude directly influences customers' perception of service quality and the company's products, which ultimately affects their purchasing decisions. Demonstrating respect through attitude helps create a strong first impression and builds either a positive or negative image of the company in the customers' eyes, determining whether they will return.

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b. A willingness to learn and grow

- Attitude outweighs competence.

An individual who shows eagerness to learn and improve their skills is highly valuable to any organization. Even if they may not be as competent as others at the beginning, a proactive and motivated employee will continuously strive to perform better. On the other hand, those who show laziness or complacency tend to stagnate or even fall behind. This difference in attitude creates long-term differences in capability.

- Working with a learning mindset not only helps employees grow but also earns them appreciation from colleagues, fostering a positive work environment.

- Therefore, every service employee should cultivate a forward-thinking attitude, consistently practicing discipline, building meaningful relationships, and working toward future success.

c. Greetings, gratitude, and positivity are the most fundamental lessons

- Although they may seem simple, saying "hello," "thank you," and maintaining a pleasant smile are key factors that shape a customer's initial impression. These gestures reflect hospitality, enthusiasm, and respect.

- At Sun Group, the "Xin chào" culture is an excellent example of how a simple greeting can bring joy and satisfaction to customers, leaving a memorable impression of professionalism and friendliness.

- Positive energy and sincerity not only strengthen customer loyalty but also help ease tensions when issues arise, as customers tend to respond more gently to employees who treat them warmly.

- Mastering these basic yet powerful behaviors is essential for anyone working in customer service.

d. A proactive attitude

- Proactiveness is a crucial element of professionalism in the service industry, demonstrated in both personal planning and contributing to collective tasks.

- Being proactive means preparing necessary knowledge, maintaining a healthy lifestyle, and managing time effectively to avoid affecting work performance.

- In team settings, employees achieve better outcomes, deliver tasks efficiently, and present a professional image to customers.

- They are also better at anticipating situations and responding promptly.

- To develop proactiveness, employees must stay observant, attentive, and continuously improve their skills.

e. Honesty and responsibility

- Honesty and responsibility go hand in hand. Employees who act with integrity contribute to the company's long-term success.

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- Being honest with customers by avoiding misleading advice or false solutions helps maintain credibility.

- Responsibility includes being able to apologize even when the issue is not directly your fault, as it helps calm customers and create a cooperative atmosphere.

- It also requires owning up to mistakes rather than covering them up, turning them into lessons for improvement.

- At a higher level of professionalism, responsibility involves handling issues tactfully without shifting the burden to colleagues, which enhances integrity, skills, and overall reputation.

f. Calmness and patience

- Employees in the service industry must remain calm when dealing with all types of customers, including difficult or irritable ones.

- Patience and self-control help employees maintain a positive attitude and provide appropriate guidance.

- When customers become upset, staying calm is essential to defuse the situation.

- Patience is not only critical in customer interactions but also contributes significantly to the company's success.

- It helps employees better understand customers' concerns, enabling the business to improve its services.

- With patience, employees can identify customers' actual needs and offer suitable solutions, increasing satisfaction and loyalty.

g. Professional Assertiveness

- To effectively manage customer interactions, employees must be decisive. A lack of decisiveness may cause customers to doubt their competence.

- However, decisiveness should be delivered respectfully, not aggressively.

- Using a steady tone, asking direct questions, and addressing issues promptly help convey confidence without offending customers.

- Employees must understand the problem clearly and provide feasible solutions. When a solution is not available, they should seek assistance from colleagues or supervisors.

- Following up with customers ensures the issue has been fully resolved, demonstrating care and professionalism, which customers highly appreciate.

3.3. Suggestions and Recommendations for College of Commercial

Through the internship and the application of theoretical knowledge into practice, I found that the university's curriculum provided a solid foundation in language, communication skills, and professional knowledge.

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However, to help students adapt more effectively to real-world working environments, I would like to propose several recommendations to enhance the quality of Business English education:

Increase Practical Learning and Simulated Professional Scenarios

The university should organize more practice-based sessions, including business communication, negotiation, presentation, and problem-solving simulations in international business contexts. This will help students develop language reflexes, soft skills, and the ability to apply English effectively in real situations.

Combine Theory with Enterprise Experience

The university should create more opportunities for students to visit, observe, or participate in real business projects. Strengthening connections between the university and enterprises will enable students to better understand job requirements, corporate culture, and real workplace procedures.

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