MINISTRY OF INDUSTRY AND TRADE
COLLEGE OF COMMERCE
DEPARTMENT OF FOREIGN LANGUAGES

# INTERNSHIP REPORT
# USING ENGLISH IN CUSTOMER SERVICE AT WONDER FITNESS CENTER

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**Class** : **17 TM6.1**

**Da Nang, December 2025**

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**ACKNOWLEDGMENTS**

First of all, during my internship at Wonder Fitness Center, it was truly a valuable and memorable experience for me. At the center, I had the opportunity to work in a professional, dynamic, and friendly environment, where I could apply the knowledge I had learned at school to real-life situations. Through this internship, I also gained many useful skills such as

effective communication, customer service, handling customer inquiries, and teamwork. I would like to sincerely thank Wonder Fitness Center for giving me the chance to participate in the internship and for their kind support during my time there.

In particular, I would like to express my deep gratitude to Mr. **Tran Van Quoc**, who directly guided and enthusiastically supported me throughout my internship. Her advice and encouragement have helped me a lot in completing my tasks and in preparing this internship report.

With my deepest appreciation, I would also like to thank the Board of Directors and all the teachers of the College of Commerce, especially those in the Department of Foreign Languages, who have imparted valuable knowledge and skills to me throughout my study.

Especially, I would like to express my sincere thanks to M.A. **Nguyen Thi Kim Uyen**, who has directly and wholeheartedly guided and supported me in completing this report.

Finally, I would like to extend my heartfelt thanks to my family and friends for always being by my side, encouraging me, and supporting my decisions and goals.

Despite my best efforts, due to my limited knowledge and experience, there may still be shortcomings in this report. Therefore, I sincerely look forward to receiving comments and suggestions from teachers to make it more complete.

Yours sincerely

Danang, December 2025

Student

VAN THI TUYET NHI

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# CHAPTER I: OVERVIEW OF CUSTOMER SERVICE

## 1.1. Theoretical background of using english in customer service

### *1.1.1. Definition of customer service*

Customer service refers to all activities and processes performed by an organization to meet customers' needs and expectations before, during, and after using a product or service. It includes answering questions, guiding customers, resolving problems, and providing support in a friendly, respectful, and professional manner.

According to TopCV, customer service acts as the bridge between a business and its clients, contributing to long-term customer loyalty and satisfaction.

In the context of English communication, using English in customer service means applying the four language skills—listening, speaking, reading, and writing—to communicate effectively with both domestic and international gym members. This not only involves language proficiency but also cultural understanding, empathy, and the ability to convey information professionally.

Good customer service aims to create a positive gym experience where clients feel respected and well cared for. Therefore, staff must be able to communicate politely, give accurate information promptly, and handle issues effectively. Research in fitness and health service settings indicates that service quality—including communication, facilities, and staff attitude—significantly affects customer satisfaction and loyalty.

At Wonder Fitness Center, customer service includes welcoming members at the front desk, explaining membership packages, supporting new customers through registration, guiding training schedules, and maintaining long-term relationships with gym members.

### *1.1.2. The role of using English in customer service*

English plays an important role in modern customer service, especially in gyms located in urban areas like Đà Nẵng, where many foreign customers live, work, or travel. At Wonder Fitness Center, English is frequently used to communicate with international members, tourists, and expatriates.Effective English communication helps receptionists handle inquiries faster, increase customer satisfaction, and build trust in the service quality of the gym.

Main roles of using English in gym customer service:

• Enhancing communication: English allows staff to clearly explain gym services, membership types, class schedules (yoga, zumba, boxing), and facility usage.

• Improving professionalism: Good English communication reflects the competence and professional image of the gym.

• Increasing customer satisfaction: Polite English expressions make foreign members feel welcomed and comfortable.

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• Supporting problem-solving: English enables receptionists to properly understand complaints or requests from international clients.

• Promoting business growth: A gym capable of serving both Vietnamese and foreign members will attract more clients and strengthen its reputation.

Studies in service quality also indicate that customer experience and communication strongly influence membership retention and loyalty.

## 1.2. Content of internship

### *1.2.1. Using English in welcoming and assisting gym members*

Welcoming and assisting members is the first step in the customer service process at a gym. The receptionist creates the first impression, which greatly influences customer satisfaction. According to Bitner, Booms & Tetreault (1990), staff behavior and attitude directly impact how customers evaluate service quality.

### *1.2.2. Using English in customer communication and phone conversations*

During the internship, English was actively used in daily communication with customers, both face-to-face and through phone calls. The tasks included greeting customers, providing basic information about gym services, guiding customers through membership options, and confirming appointment schedules.

Using English in these situations helped ensure clear, professional, and friendly communication, especially when interacting with foreign customers.

This task is closely related to Business English skills such as customer interactions, telephone etiquette, and effective communication techniques.

### *1.2.3. Using English in solving customer inquiries and problems*

Another important responsibility during the internship was using English to address customer inquiries and solve problems related to membership, service packages, payment issues, and facility usage.

The intern practiced explaining policies, answering frequently asked questions, and providing solutions in a calm and professional manner.

This task aligns with Business English topics such as handling complaints, problem-solving, giving explanations, and maintaining customer satisfaction.

By using English in real situations, the intern improved communication skills, learned how to manage unexpected customer problems, and enhanced overall service quality.

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# CHAPTER II: JOB DESCRIPTION AT WONDER FITNESS CENTER

## 2.1. Overview of Wonder fitness center

### *2.1.1. General information*

Wonder Fitness Center is a privately operated fitness business specializing in providing gym services, personal training, and wellness programs for customers of various age groups. Located at 420 Tôn Đức Thắng Street, Da Nang City, the center is strategically positioned to serve both local residents and nearby communities.

Wonder Fitness Center focuses on delivering high-quality fitness services that aim to improve physical health, strength, flexibility, and overall well-being. The center combines modern facilities, professional trainers, and a friendly service environment to bring customers a truly effective and enjoyable workout experience.

The center is committed to creating a dynamic, motivating, and customer-oriented environment, where members feel supported throughout their fitness journey. Customers are encouraged to join a variety of training programs that enhance discipline, confidence, and long-term health goals.




**Key highlights include**:

- **Registered name:** Wonder Fitness Center
- **Trade name**: Wonder Fitness Center
- **Field of operation**: Gym services, fitness training, and wellness programs

• **Target customers**: Teenagers, adults, and seniors

• **Training style**: Personalized training programs, modern gym equipment, group classes (yoga, Zumba, HIIT, cardio), and professional coaching

• **Address**: 420 Ton Duc Thang Street, Da Nang City

• **Hotline**: 0905 535 464 (if needed, you can add actual number)

• **Operating status**: Currently active

• **Logo**:




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### *2.1.2. Organizational structure*

Wonder Fitness Center operates with a clear organizational structure to ensure effective management, customer satisfaction, and high-quality service. The center consists of six primary departments contributing directly to service quality and business growth.

**a. Board of directors**

Responsible for the center's strategic vision, operational directions, and long-term development.

Oversees financial decisions, marketing plans, and service improvements.

Ensures compliance with safety regulations, customer policies, and service standards.

**b. Fitness training department**

This is the core department of the center, playing a central role in supporting customers' fitness goals.

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Designs suitable workout programs for beginners, intermediate, and advanced members.

Offers personal trainer (PT) services for weight loss, muscle building, and body conditioning.

Monitors customer progress and adjusts training plans periodically.

Ensures training efficiency and safety during workout sessions.

**c. Customer service & reception desk**

This department directly interacts with customers and plays a vital role in shaping first impressions:

elcomes customers, checks them in, and provides essential information about memberships and facilities.

Between 2021 and 2025, Wonder Fitness Center has shown stable operations and continuous development.

Membership Growth: Increased customer base due to service quality, trainer expertise, and upgraded facilities.

Program Expansion: More group classes such as yoga, HIIT, Zumba, pilates, and body pump.

Customer Engagement: The center organized fitness challenges, monthly workout contests, and special events on holidays (Women's Day, Christmas workout challenge, etc.).

Professional Development: PTs attended training workshops to update knowledge on nutrition and exercise science.

**SERVICE CONTRACT:**

**1. SERVICE PROVIDER (PARTY A)**

• Company name: Wonder fitness center

• Address: 420 tôn đức thắng

• Representative: Nguyễn Ánh Nguyệt

• Phone:0768570781

**2. CLIENT (PARTY B)**

• Full Name: Lê Viết Long

• Date of Birth: 8/6/2000

• ID/Passport No.

• Phone:0888764589

• Address: 30 Dũng sĩ thanh khê

**3. SCOPE OF SERVICE**

Party A agrees to provide Party B with gym training services, including but not limited to:

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• Access to the training facility and gym equipment

• Participation in group classes (if available)

• Basic staff or trainer assistance during operating hours

• Other benefits (if any): _____

**4. MEMBERSHIP DURATION**

• Start Date: 11 / 11 / 2025

• End Date: 11/ 4 / 2026

• Package Duration: 6 months

**5. FEES & PAYMENT**

• Total Fee: 2.100.000 VND

• Payment Method: Cash / Bank Transfer

• Fees are non-refundable once the membership is activated unless otherwise agreed by both parties.

**6. RIGHTS & OBLIGATIONS OF PARTY A**

• Provide safe, well-maintained equipment and a clean training environment.

• Ensure staff availability during business hours.

• Reserve the right to refuse service to clients violating gym rules.

**7. RIGHTS & OBLIGATIONS OF PARTY B**

• Follow all gym rules and safety guidelines.

• Be responsible for personal health and medical conditions during training.

• Keep personal belongings safe; the gym is not liable for any loss.

• Membership is non-transferable unless approved by Party A.

**8. FREEZE / PAUSE POLICY**

• Party B may freeze the membership for a maximum of 7 days.

• Notice must be given at least 24 hours in advance.

**9. CONTRACT TERMINATION**

This contract may be terminated when:

• The membership period has expired

• Both parties agree to terminate

• Party B violates gym regulations seriously

**10. GENERAL TERMS**

Both parties agree to comply with all clauses in this contract.

The contract becomes effective from the date of signing and is made in two copies, each party holding one.

**SIGNATURE**

| **Party A Representative:** | **Party B Client:** |
| --- | --- |
| Nguyet | Long |

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## 2.2. Job description at Wonder fitness center

### *2.2.1. Using English in welcoming and assisting customers*




Welcoming customers in English is an important skill in the service environment of a fitness center, especially when interacting with foreign clients. According to Bitner, Booms, and Tetreault (1990), employees' politeness and communication style directly influence customer satisfaction. During my internship, I used English to create positive first impressions, build trust, and assist customers effectively. When greeting customers, I maintained a friendly smile, introduced myself, and offered help to make customers feel comfortable. For example, I often used the greeting: "Good morning! Welcome to Wonder Fitness Center. My name is Tuyet Nhi. How may I assist you today?" Using polite expressions such as "please", "thank you", and "may I help you" helped enhance professionalism in customer interactions.

In addition, I adapted my communication based on customer needs, such as new members, elderly customers, or foreign visitors. I provided clear explanations about membership packages, training areas, and safety regulations. One common situation was welcoming a new customer seeking information. A sample interaction is as follows:

Receptionist: "Good afternoon! Welcome to Wonder Fitness Center. My name is Tuyet Nhi. How may I help you?"

Customer: "Hi, I want to know about the monthly membership."

Receptionist: "Of course! We have monthly, quarterly, and yearly packages. May I know your training goals?"

Customer: "I want to lose weight."

Receptionist: "Great! We also offer personal training programs for weight-loss support. Would you like me to show you around the gym?"

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This situation allowed me to practice providing explanations in English and respond flexibly to customers' needs.

Furthermore, I adapted my communication style depending on the customer's background or needs. For example:

• New members: I offered a brief orientation and provided clear explanations about membership packages, locker instructions, and general rules.

• Elderly customers: I used slower speech, simple vocabulary, and ensured my instructions were easy to understand.

• Foreign visitors: I spoke at a moderate pace, avoided idioms, and used visual cues, especially when explaining gym equipment.

In addition to basic greetings and service introduction, welcoming and assisting customers at Wonder Fitness Center requires receptionists to use English flexibly in various real-life situations. Using polite, clear, and friendly language helps create a professional image and makes customers feel respected and comfortable.

During the internship, English was frequently used to:

Assist new customers with membership registration procedures.

Explain the check-in process and locker usage.

Introduce training areas and gym facilities.

Support foreign customers during their first visit to the gym.

Using English effectively at the welcoming stage helps create a positive first impression, which contributes significantly to customer satisfaction and long-term loyalty

**Situation:** A customer asks about pricing and membership options.

Customer**:** "Can you tell me about your membership prices?"

Receptionist**:** "Certainly. We currently offer monthly, quarterly, and yearly membership packages. The longer the package, the more cost-effective it is."

Customer**:** "What is included in the yearly package?"

Receptionist**:** "The yearly package includes full access to all gym facilities, free body composition analysis, and discounted personal training sessions."

Customer**:** "That sounds good. I'll think about it."

Receptionist**:** "No problem at all. Please let me know if you need any further information."

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**Situation**: Welcoming a First-time Foreign Customer

Receptionist*:*

Receptionist: "Good morning! Welcome to Wonder Fitness Center. Is this your first time visiting us?"

Customer: "Yes, it is. I just moved to Da Nang."

Receptionist: "Welcome to Da Nang! We're happy to have you here. Would you like some information about our membership options?"

Customer: "Yes, please."

Receptionist: "Certainly. We offer flexible packages depending on your training needs. I can also show you around the gym if you like."

Customer: "That would be great. Thank you."

**Situation**:Welcoming a Customer Interested in Trial Training

Receptionist: "Good morning! Welcome to Wonder Fitness Center. How may I help you today?"

Customer: "Hi, I'd like to try the gym before joining."

Receptionist: "Of course. We offer a free trial session for new customers. Would you like to register now?"

Customer: "Yes, please."

Receptionist: "Great. May I have your name and phone number, please?"

**Situation**:Assisting a Customer During Busy Hours

Receptionist: "Good afternoon! Welcome to Wonder Fitness Center. Please give me a moment, I'll assist you shortly."

Customer: "No problem."

Receptionist: "Thank you for your patience. How can I help you?"

Customer: "I want to ask about personal training."

Receptionist: "I'd be happy to explain."

***Situation***: A foreign customer asks about locker usage.

Customer: "Excuse me, how do I use the locker?"

Receptionist: "You can choose any available locker. Please use your own lock or ask us if you need one."

Customer: "Where is the changing room?"

Receptionist: "It's right behind the cardio area. I can show you if you need help."

Customer: "Thank you so much."

Receptionist: "You're welcome. Enjoy your workout."

### *2.2.2. Using English in customer communication and phone conversations*

Effective communication, both in person and over the phone, is essential in the gym environment. Based on the Transactional Model of Communication, the process of

exchanging information must be clear, professional, and adapted to different types of customers. Throughout the internship, I frequently used English to answer inquiries about opening hours, class schedules, pricing, and available services, while maintaining a polite and professional tone.

Answering phone calls in English also helped me improve my pronunciation, speaking pace, and ability to explain information concisely. A typical situation involved a customer calling to ask about weekend opening hours. The interaction was as follows:

Intern: "Good evening, Wonder Fitness Center. This is Tuyet Nhi speaking. How may I assist you?"

Customer: "What time do you open on weekends?"

Intern: "We open from 5:30 a.m. to 9:00 p.m. on weekends. Would you like to reserve a PT session?"

Through these situations, I strengthened my communication skills and learned how to convey essential information accurately and efficiently.

These phone conversations helped me improve several skills:

• Accuracy: Providing exact information without hesitation.

• Conciseness: Explaining details in a clear, short, and easy-to-understand manner.

• Professional tone: Maintaining politeness even during busy hours.

• Problem handling: Clarifying misunderstandings or repeating information when the line was unclear.

Another situation involved a foreign customer calling to ask about yoga class availability. In such cases, I learned to confirm details carefully, repeat key information, and offer additional help, such as suggesting class options or explaining the booking process.

Through these daily interactions, I strengthened my English communication skills and developed confidence in handling real-time customer service situations. These experiences not only improved my language ability but also contributed to creating a positive and supportive customer experience at Wonder Fitness Center.

Besides face-to-face communication, English phone conversations play an essential role in the receptionist's duties at Wonder Fitness Center. When answering calls, receptionists must provide accurate information clearly while maintaining a polite and professional tone, even during peak hours.

During the internship, English was commonly used to:

- Answer inquiries about opening hours and class schedules.
- Provide service consultation for foreign customers.
- Confirm personal training (PT) appointments.
- Explain booking and cancellation policies.

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Phone communication helped improve pronunciation, listening comprehension, and the ability to deliver information concisely.

Receptionist**:** “Good afternoon, Wonder Fitness Center. This is Tuyet Nhi speaking. How may I help you?”

Customer**:** “Hi, do you offer personal training sessions?”

Receptionist**:** “Yes, we do. Our personal trainers can help with weight loss, muscle gain, and general fitness.”

Customer**:** “How much does it cost?”

Receptionist**:** “The price depends on the number of sessions. May I ask what your fitness goal is?”

Customer**:** “I want to build muscle.”

Receptionist**:** “In that case, I recommend our 12-session package. Would you like to book a consultation?”

Customer**:** “Yes, please.”

**Situation:** A customer calls to ask about class schedules.

Receptionist**:** “Good afternoon, Wonder Fitness Center. This is Tuyet Nhi speaking. How may I assist you?”

Customer**:** “Hi, I’d like to know if you have yoga classes in the evening.”

Receptionist**:** “Yes, we do. Our yoga classes are held at 6:00 p.m. and 7:30 p.m. from Monday to Friday.”

Customer**:** “Do I need to book in advance?”

Receptionist**:** “Yes, booking is recommended, especially during peak hours. I can help you reserve a spot if you like.”

Customer**:** “That would be great. Thank you.”

Receptionist**:** “My pleasure.”

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**Situation**:Asking About Short-term Membership

Receptionist: “Good afternoon, Wonder Fitness Center. How may I help you?”

Customer: “Do you have a one-week membership?”

Receptionist: “Yes, we do. Our one-week package includes full access to all gym facilities.”

Customer: “How much is it?”

Receptionist: “It costs 300,000 VND. Would you like to register?”

Customer: “I’ll think about it. Thank you.”

Receptionist: “No problem at all. Please feel free to call us anytime.”

**Situation**:Booking a PT Session

Receptionist: “Good evening, Wonder Fitness Center. This is Tuyet Nhi speaking.”

Customer: “Hi, I want to book a personal training session.”

Receptionist: “Certainly. May I ask your name and preferred time?”

Customer: “Tomorrow evening, around 6 p.m.”

Receptionist: “I will check the trainer’s availability and call you back shortly.”

Customer: “Thank you.”

Receptionist: “You’re welcome.”

**Situation*:*** Receptionist calls back a missed call.

Receptionist: “Hello, this is Wonder Fitness Center returning your call. May I speak to Mr. David?”

Customer:“Yes, speaking.”

Receptionist: “Thank you for calling earlier. How may I assist you?”

Customer: “I wanted to ask about yoga classes.”

Receptionist: “Of course. We have yoga classes every evening from Monday to Friday.”

**Situation**:Confirming Membership Registration

Receptionist: “Good afternoon, Wonder Fitness Center. This is Tuyet Nhi speaking.”

Customer: “Hi, I registered online. I want to confirm my membership.”

Receptionist: “Yes, I can see your registration in our system. Your membership will start tomorrow.”

Customer: “Perfect, thank you.”

Receptionist: “You’re welcome. See you soon.”

**Situation**: A customer calls to confirm a booked class.

Customer: “Hi, I want to confirm my yoga class booking.”

Receptionist: “May I have your name, please?”

Customer: “My name is Anna.”

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Receptionist: “Thank you, Anna. Your yoga class is confirmed for tomorrow at 6:00 p.m.”

Customer: “Perfect. Thank you for checking.”

Receptionist: “You’re welcome. We look forward to seeing you.”

**Situation**: A customer misunderstands the gym’s closing time.

Customer: “I thought the gym closes at 10 p.m.”

Receptionist: “I’m sorry for the confusion. On weekdays, we close at 9:30 p.m.”

Customer: “Oh, I see.”

Receptionist: “Thank you for your understanding. If you need any further assistance, please feel free to call us.”

### *2.2.3. Using English in solving customer inquiries and problems*

Solving customer inquiries and problems is one of the most important responsibilities of a receptionist at Wonder Fitness Center. In a service-oriented environment, problems may arise at any time, such as equipment malfunctions, class schedule conflicts, billing confusion, or misunderstandings about gym policies. Therefore, using English effectively to handle these situations is essential, especially when dealing with foreign customers.

During the internship, I learned that successful problem-solving in English requires not only language proficiency but also patience, empathy, and professionalism. In most situations, I followed basic service recovery steps, including listening carefully, apologizing sincerely, clarifying the issue, and offering appropriate solutions. This approach helped reduce customer dissatisfaction and maintain a positive image of the fitness center.

Using English in problem-solving situations also helped me improve my ability to respond quickly and accurately under pressure. I became more confident in explaining policies, giving alternatives, and reassuring customers in a calm and respectful manner. Handling customer inquiries and complaints is an important aspect of Customer Relationship Management (CRM). Service Recovery theory emphasizes that resolving issues properly can increase customer loyalty and improve the overall service experience. During my internship, I learned to use English to express empathy, identify the issue, and offer appropriate solutions. I always listened carefully, apologized when necessary, and suggested alternatives to ensure that customers felt supported.

A frequent example involved responding to equipment problems reported by customers. A representative dialogue is as follows:

Customer: “The treadmill suddenly stopped while I was running.”

Intern: “I’m very sorry for the inconvenience. May I check it for you?”

Customer: “Yes, please.”

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Intern: “Thank you. I will report this to the technician immediately. Meanwhile, you can use treadmill No. 3, which is available now.”

Customer: “That’s fine. Thank you!”

Intern: “You’re welcome! We will…”

Through such situations, I improved my problem-solving skills in English, learned how to stay calm under pressure, and gained experience in service recovery to maintain customer satisfaction.

In this situation, I applied several key steps of the service recovery process:

1. Acknowledging the problem and giving a sincere apology.
2. Investigating the issue calmly and professionally.
3. Providing an alternative solution to avoid disrupting the customer’s workout.
4. Notifying the technician and following up to ensure the issue was resolved.

Besides equipment issues, I also handled customer inquiries related to:

Billing errors or confusion about membership renewal dates.

Difficulty booking fitness classes during peak hours.

Concerns about crowded equipment or waiting times.

Questions about personal training availability.

In each case, I practiced using English to give clear explanations, offer options, and reassure customers. These experiences helped me improve not only my speaking skills but also my ability to think quickly and respond appropriately under pressure.

Overall, solving customer inquiries and problems in English significantly strengthened my communication competence, service recovery abilities, and professionalism in a real-world working environment. It also reinforced the importance of patience, empathy, and

clarity—key qualities for anyone working in customer service.

**Situation:** A customer reports a broken machine.

Customer**:** “Excuse me, the exercise bike is not working properly.”

Receptionist**:** “I’m very sorry for the inconvenience. Thank you for informing us. May I check it for you?”

Customer**:** “Yes, please.”

Receptionist**:** “I will report this issue to our technician immediately. In the meantime, you may use the bike next to it, which is available now.”

Customer**:** “Alright. Thank you for your help.”

Receptionist**:** “You’re welcome. We appreciate your understanding.”

**Situation**: A customer is confused about a membership renewal charge.

Customer: “I was charged for my membership renewal, but I didn’t receive any notification.”

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Receptionist: “I’m sorry for the confusion. Let me check your membership details right away.”

Customer: “Okay.”

Receptionist: “Thank you for waiting. According to our system, your membership was set to auto-renew. I apologize that the notification was not clear.”

Customer: “I see. Can I change the renewal option?”

Receptionist: “Absolutely. I can help you adjust your settings to manual renewal if you prefer.”

Customer: “That would be great. Thanks for explaining.”

Receptionist: “You’re very welcome. Please feel free to contact us if you need further assistance.”

**Situation**: A new member is confused about different training zones.

Customer: “Excuse me, could you tell me where the cardio area is?”

Receptionist: “Certainly. The cardio area is on the second floor, right next to the stretching zone.”

Customer: “Do you have treadmills there?”

Receptionist: “Yes, we have treadmills, stationary bikes, and elliptical machines. If you like, I can walk you there.”

Customer: “That would be great. Thank you.”

Receptionist: “You’re welcome. Please follow me.”

**Situation:** A customer reports losing personal belongings.

Customer**:** “I think I left my water bottle somewhere in the gym.”

Receptionist**:** “I’m sorry to hear that. Could you please describe it for me?”

Customer**:** “It’s a blue bottle with a black lid.”

Receptionist**:** “Thank you. I’ll check our lost-and-found area and ask our staff to help look for it.”

Customer**:** “Thank you very much.”

Receptionist**:** “You’re welcome. I’ll let you know as soon as we find it.”

**Situation:** A foreign customer does not know how to use a machine.

Customer**:** “Sorry, I don’t know how to use this machine.”

Receptionist**:** “No problem at all. This machine is for leg training. Please adjust the seat here and keep your back straight.”

Customer**:** “Like this?”

Receptionist**:** “Yes, that’s correct. If you need further assistance, our trainer will be happy to help.”

Customer**:** “Thank you so much.”

Receptionist**:** “You’re very welcome.”

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**Situation:** A customer cannot attend a booked class.

Customer**:** "I booked a yoga class, but I can't attend today."

Receptionist**:** "No problem at all. I can help you cancel or reschedule the class."

Customer**:** "Will I be charged?"

Receptionist**:** "No, as long as you inform us in advance, there will be no charge."

Customer**:**" That's great. Thank you for your help."

Receptionist**:** "You're welcome. We hope to see you next time."

**Situation:** A foreign customer reports a problem with gym equipment.

Customer**:** "Excuse me, the treadmill suddenly stopped while I was using it."

Receptionist**:** "I'm very sorry for the inconvenience. Thank you for letting us know."

Customer**:** "Can I use another one?"

Receptionist**:** "Of course. You may use treadmill number five, which is available now. I will report this issue to our technician immediately."

Customer**:** "Alright, thank you for your help."

Receptionist**:** "You're welcome. We apologize for the inconvenience and appreciate your understanding."

**Situation:** A customer questions a charge on their account.

Customer**:** "I was charged twice for my membership this month."

Receptionist**:** "I'm very sorry for the inconvenience. Let me check the payment records."

Customer**:** "Okay."

Receptionist**:** "Thank you for waiting. It seems there was a system error. We will process a refund for the extra charge."

Customer**:** "Thank you for resolving the issue."

Receptionist**:** "You're welcome. Please feel free to contact us if you need further assistance."

**Situation:** A customer complains about crowded training areas.

Customer**:** "The gym is very crowded in the evening."

Receptionist**:** "I understand your concern, and I'm sorry for the inconvenience."

Customer**:** "Is there a better time to work out?"

Receptionist**:** "Yes, mornings and early afternoons are usually less crowded. You may also consider booking classes in advance."

Customer**:** "Alright, I'll try that."

Receptionist**:** "Thank you for your understanding."

**Situation**: Customer Complains About Noise Level

Customer**:** "It's too noisy in the weight area."

Receptionist**:** "I understand your concern, and I apologize for the inconvenience."

Customer**:** "Is there a quieter area to train?"

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Receptionist**:** “Yes, the stretching and cardio areas are usually quieter. I can guide you there.”
Customer**:** “Thank you.”
Receptionist**:** “You’re welcome.”
**Situation**: Issue with Personal Training Schedule
Customer**:** “My personal trainer didn’t show up today.”
Receptionist**:** “I’m very sorry about that. Let me check the schedule for you.”
Customer**:** “Okay.”
Receptionist**:** “It seems there was a scheduling mistake. I sincerely apologize.”
Customer**:** “So what happens now?”
Receptionist**:** “We can reschedule your session or assign another trainer if you prefer.”
Customer**:** “I’d like to reschedule.”
Receptionist**:** “Certainly. I’ll arrange it right away.”
**Situation**: Problem with Gym Rules Misunderstanding
Customer**:** “Why can’t I bring my bag into the training area?”
Receptionist**:** “For safety reasons, personal bags are not allowed in the training area.”
Customer**:** “I didn’t know that.”
Receptionist**:** “I’m sorry for the inconvenience. You can keep your bag in the locker room.”
Customer**:** “Alright, I understand.”
Receptionist**:** “Thank you for your cooperation.”
**Situation**: Complaint About Air Conditioning
Customer**:** “It’s too hot in this room.”
Receptionist**:** “I’m sorry to hear that. I’ll inform our staff to adjust the air conditioning.”
Customer**:** “Thank you.”
Receptionist**:** “You’re welcome. Please let us know if it feels better.”
**Situation:** Problem with Membership Card
Customer**:** “My membership card doesn’t scan.”
Receptionist**:** “I’m sorry for the trouble. May I check your card, please?”
Customer**:** “Sure.”
Receptionist**:** “It seems the card is damaged. I’ll issue a new one for you.”
Customer**:** “Thank you very much.”
Receptionist**:** “No problem at all.”
**Situation**:Customer Upset About Waiting Time
Customer**:** “I’ve been waiting for a long time to get assistance.”
Receptionist**:** “I sincerely apologize for the delay. Thank you for waiting.”
Customer**:** “It’s quite frustrating.”
Receptionist**:** “I understand how you feel. How may I assist you now?”
Customer**:** “I want to ask about renewing my membership.”

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Receptionist**:** "I'll help you with that right away."
**Situation**:Foreign Customer Confused About Gym Policy
Customer: "Can I freeze my membership while traveling?"
Receptionist: "Yes, you can freeze your membership for up to seven days."
Customer**:** "Do I need to inform in advance?"
Receptionist**:** "Yes, please inform us at least 24 hours before."
Customer**:** "Thank you for explaining."
Receptionist**:** "You're welcome."
**Situation**: Handling an Angry Customer Politely
Customer**:** "I'm very unhappy with today's service."
Receptionist**:** "I'm truly sorry to hear that. Could you please tell me what happened?"
Customer**:** "The class started late."
Receptionist**:** "I apologize for the inconvenience. We will make sure this does not happen again."
Customer**:** "Alright."
Receptionist**:** "Thank you for sharing your feedback."

### *2.3. Evaluation of work at Wonder fitness center*

Throughout the internship at Wonder Fitness Center, I demonstrated steady improvement in both professional and interpersonal skills. One of the most significant achievements was my ability to apply theoretical knowledge of customer service and communication into daily practice. Concepts learned in Business English and Customer Service courses, such as politeness strategies, active listening, and service recovery, were effectively applied in real interactions with customers.

My English communication skills improved noticeably, particularly in spoken interaction. I became more confident in greeting customers, explaining gym services, and responding to inquiries in a clear and professional manner. Over time, I was able to adjust my language according to different customer groups, such as foreign visitors, elderly customers, and first-time gym members.

In terms of work performance, I consistently completed assigned tasks in accordance with the center's standards. These tasks included front-desk reception, handling phone calls, managing customer information, and coordinating with trainers and technicians when necessary. I was able to work efficiently during peak hours while maintaining a polite and calm attitude.

Moreover, I showed flexibility and responsibility when handling unexpected situations, such as equipment malfunctions, class schedule changes, or customer complaints. By promptly reporting issues and offering alternative solutions, I contributed to maintaining service quality and customer satisfaction.

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My work attitude during the internship was professional and positive. I always arrived on time, followed workplace regulations, and respected both colleagues and customers. I was open to feedback from supervisors and actively sought opportunities to improve my performance.

I also demonstrated teamwork skills by supporting colleagues during busy periods and assisting in daily operations when needed. This cooperative attitude helped create a harmonious working environment and ensured smooth service delivery.

Despite the positive outcomes, there were still some limitations in my performance. At the early stage of the internship, I experienced hesitation when dealing with complicated customer requests or complaints in English. Additionally, my knowledge of specialized fitness terminology was not comprehensive, which sometimes slowed down my explanations.

However, these weaknesses were gradually addressed through self-study, observation, and guidance from experienced staff members. By actively learning new vocabulary and practicing real-life communication, I was able to improve both accuracy and fluency.

Overall, my internship at Wonder Fitness Center can be evaluated as a successful and meaningful learning experience. It provided me with practical exposure to a professional service environment and allowed me to develop essential skills for future employment. The experience not only strengthened my English communication ability but also enhanced my confidence, professionalism, and customer-oriented mindset. The skills and lessons learned during this internship will serve as a strong foundation for my future career in customer service, hospitality, or fitness-related industries.

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# CHAPTER III: PERSONAL EXPERIENCE ACQUIRED THROUGH INTERNSHIP

## 3.1. Similarities and differences between theory and practice

### *3.1.1 Similarities*

During the internship, many aspects of communication theory learned in Business English courses were directly applicable to real tasks at Wonder Fitness Center. The communication steps, such as greeting customers, using polite expressions, and maintaining a professional tone, matched well with the procedures practiced at the reception desk. The theoretical knowledge about customer service, especially in relation to hospitality, making inquiries, giving directions, and offering assistance, was consistently relevant to daily responsibilities. In addition, the principles taught in class regarding customer satisfaction, service quality, and the importance of first impressions aligned closely with the expectations of the fitness center. These similarities helped create a smooth transition from classroom learning to real-life application. They also demonstrated that fundamental communication theories are essential foundations for effective performance in customer-oriented environments.

### *3.1.2. Differences*

Although classroom theories provided valuable background knowledge, real-life situations at the fitness center required greater flexibility and adaptability. Interacting with foreign customers often involved understanding different accents, fast speech, or unexpected questions, making the communication process more challenging than in controlled classroom role-plays. Practical tasks also demanded strong emotional control and patience, especially during peak hours when the center was crowded or when customers raised complaints about equipment or service. Many situations were unpredictable and required quick thinking and spontaneous responses, which are skills that theoretical lessons do not fully prepare students for. Furthermore, the intensity of the workload and the need for effective time management at the gym differed significantly from the more structured environment of academic practice sessions. Another noticeable difference was the specialized fitness-related vocabulary—such as exercise names, equipment terminology, or workout instructions—which was not extensively covered in Business English courses and had to be learned on the job. These differences highlight the gap between theoretical training and the complex nature of real customer service work.

## 3.2. Personal experience acquired through internship

Throughout the internship, I gained a wide range of valuable personal experiences that contributed to both my professional and language development. Daily interactions with Vietnamese and foreign customers helped me become more confident in English

communication, especially in handling real conversations rather than scripted dialogues. I learned how to deal with practical customer service issues such as locker malfunctions, equipment instructions, schedule changes, or membership inquiries while maintaining a polite and helpful attitude. Working closely with other receptionists, personal trainers, and staff members also improved my teamwork abilities and taught me how different departments coordinate to deliver smooth service.

In addition, I had opportunities to enhance my English writing skills by assisting in preparing short announcements, internal messages, and service-related information. My problem-solving skills developed significantly as I learned to respond quickly to unexpected situations and adjust my communication style based on the customer's mood and needs. The internship also reinforced the importance of patience, empathy, positivity, and professionalism in a fitness service environment, especially when dealing with demanding or dissatisfied customers. Moreover, I improved my time management abilities by organizing tasks efficiently during busy periods, ensuring that customer flow remained smooth and that no member felt neglected. These experiences contributed greatly to my readiness for future customer service roles.

### 3.3. Proposals and recommendations to the college

Based on the gaps identified between theory and practice, several recommendations can be made to enhance the College's training programs. First, it would be beneficial for the College to introduce more practice-based English courses that focus on real customer service scenarios, particularly for hospitality and reception-related positions. Practical sessions involving role-play, simulated workplace tasks, and real case studies would allow students to develop stronger communication skills before entering an internship.

The College should also organize workshops or soft-skill training sessions on customer interaction, conflict resolution, and complaint-handling techniques. Such training would help students develop confidence and emotional resilience when facing challenging customer situations. Moreover, providing additional opportunities to practice English with foreigners—such as through exchange programs, club activities, or events—would better prepare students for diverse workplace environments.

Strengthening partnerships with fitness centers, hotels, and service-focused companies would also expand internship opportunities and ensure that students gain relevant professional experience. Finally, updating the curriculum to include more practical vocabulary related to business, hospitality, customer service, and fitness environments would help students communicate more effectively in real situations. These improvements would bridge the gap between theoretical knowledge and workplace demands, ultimately enhancing student readiness for future employment.

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Đà Nẵng, ngày 14 tháng 11 năm 2025

Student

Văn Thị Tuyết Nhi

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