**MINISTRY OF INDUSTRY AND TRADE**
**COLLEGE OF COMMERCE**
**DEPARTMENT OF ENGLISH**

# INTERNSHIP REPORT

## USING ENGLISH TO WELCOME AND SERVING FOREIGN CUSTOMERS AT SUN WORLD BA NA HILLS – 1901 RESTAURANT COORDINATION DEPARTMENT

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

***Danang, November 2025***

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# ACKNOWLEDGMENT

First of all, my internship at the 1901 Restaurant Coordination Department of Sun World Ba Na Hills was a valuable and memorable experience for me. During this time, I had the opportunity to work in a professional, dynamic, and international environment. Not only could I apply the knowledge learned at college, but I also gained practical experience and developed important skills such as English communication, customer service, and teamwork.

I would like to express my deepest gratitude to Sun World Ba Na Hills for giving me the chance to take part in the internship program, and especially to the 1901 Restaurant Coordination Department, where I was warmly supported during my training. I sincerely thank the staff and supervisors who enthusiastically guided me and created favorable conditions for me to learn and complete this graduation internship report successfully.

Secondly, with the deepest appreciation and sincere affection, I would like to extend my heartfelt thanks to the Board of Directors and the teachers at the College of Commerce for imparting essential knowledge and professional skills to us throughout our study. I am especially grateful to the teachers in the Department of Foreign Languages, whose guidance and encouragement greatly helped me during the process of conducting and completing this report.

In particular, I wish to express my sincere thanks to Ms. Tran Ngoc Du, who directly guided me throughout this internship, providing invaluable advice, enthusiastic support, and helpful feedback for the completion of this report.

Finally, I would like to thank my family and friends for their constant support, motivation, and understanding during my internship period.

Yours sincerely,

Da Nang, November 2025

Student

**TRAN THI THU SANG**

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# LIST OF ABREVIATIONS

| Abbreviations | Explain |
|---|---|
| VND | Viet Nam Dong |
| ROE | Resulting in a return on equity |
| KPI | Key Performance Indicator |
| POS | Point of Sale |

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# CHAPTER I: OVERVIEW OF SUN WORLD BA NA HILLS

## 1.1. Overview of Sun World Ba Na Hills.

### *1.1.1. General information.*

Head Office Name: Ba Na Cable Car Service Joint Stock Company Registered Name: Ba Na Cable Car Service Joint Stock Company

Trading Name: Ba Na Cable Car Service Joint Stock Company

Ba Na Cable Car Service Joint Stock Company was established on September 14, 2007. On December 31, 2015, the Company became a large-scale public company. Ba Na Cable Car Service Joint Stock Company operates in the business of passenger transportation through Vietnam's most modern cable car system. In addition, Ba Na is the only tourist destination to receive the award for Vietnam's Leading Tourist Attraction, presented by the Vietnam Tourism Association and the Vietnam National Administration of Tourism.

Since its establishment and throughout its development, Ba Na Cable Car Service Joint Stock Company has achieved numerous outstanding and comprehensive accomplishments. The Company has made significant contributions to the socio- economic development of Da Nang City. The Company consistently adheres to the principle of "Quality – Class – Distinction," with the overarching goal of creating and contributing to society exceptional, world-class works, products, and services that stand the test of time. These efforts aim to elevate the nation's position, improve the quality of life for its people, enrich the country, and help make Vietnam an attractive destination for global visitors.

Business Sector: Tourism and Entertainment

Head Office Address: An Son Hamlet, Hoa Ninh Commune, Hoa Vang District, Da Nang City

Registration Address: An Son Hamlet, Hoa Ninh Commune, Hoa Vang District, Da Nang City

Hotline: 0905 766 777

Tax Code: 0400585547

Company Director: Nguyen Lam An Status: Active

Email: banahills@sunworld.vn Website: banahills.sunworld.vn

Target Customers: Out-of-province tourists, Da Nang residents, international visitors, families, couples, and customer groups seeking unique entertainment and leisure experiences.

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### *1.1.2. History of Ba Na Hills.*

Ba Na Hills was first discovered by the French in 1901 and later developed into a resort area for French colonial officers because of its pleasant weather and beautiful scenery. During wartime, the resort was abandoned and fell into disrepair. In 2007, Sun Group officially began redevelopment of the area, marking a turning point for Da Nang's tourism industry.

Since then, Ba Na Hills has become one of Vietnam's most iconic tourist destinations, famous for landmarks such as the Golden Bridge, French Village, and Fantasy Park – one of the largest indoor amusement parks in Asia.

### *1.1.3. Development process.*

Since its redevelopment, Sun World Ba Na Hills has continuously expanded and upgraded its facilities. The construction of the world-class cable car system, completed in 2013, set four Guinness World Records, including the world's longest single-cable car. In addition to infrastructure expansion, Sun Group has focused on developing entertainment zones, hotels, restaurants, and cultural attractions, turning Ba Na Hills into a multi-purpose resort complex. The site is now recognized as the "Leading Tourist Area in Viet Nam" for many consecutive years by the Viet Nam National Administration of Tourism.

### *1.1.4. Overview of Ba Na Hills operations and results of operations.*

1.1.4.1. Field of activities of the company.

Sun World Ba Na Hills, operated by Sun Group, is one of Vietnam's leading tourism and entertainment complexes. The company operates mainly in the fields of tourism, services, entertainment, and hospitality, providing a wide range of products and services to meet the sightseeing, leisure, and recreational needs of both domestic and international visitors.

- Legal form: Joint Stock Company.
- Vision: To become a leading tourism destination in Southeast Asia,

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offering unique experiences that harmoniously combine nature, culture, and modernity.

- Mission: To bring joy, happiness, and memorable moments to visitors through professional, creative, and high-quality services.

1.1.4.2. Business results of the company (2014–2015).

During the **2014–2015** period, **Sun World Ba Na Hills** achieved remarkable results in both operational and business performance:

- Compared to 2014, the company experienced strong growth in 2015. Net revenue increased by 66.65%, operating profit rose by 118.29%, and profit after tax grew by 136.10%.

- Specifically, net revenue surged from VND 608.7 billion in 2014 to VND 1,014 billion in 2015, while cost of goods sold increased by only 26.75%. This improvement significantly enhanced business efficiency, with the company's profit margin rising notably compared to the previous year.

- In 2015, the company incurred several additional expenses, such as fixed asset liquidation costs (VND 27 billion), bad debt settlement expenses (VND 8.4 billion), and a few minor administrative penalties related to tax and radio frequency regulations. However, these costs did not have a significant impact on the company's overall financial performance.

- Profit after tax reached VND 129.5 billion, more than double the 2014 figure (VND 54.8 billion), resulting in a return on equity (ROE) of 5.27%, demonstrating strong profitability and sustainable business growth.

**Table 1.1.4.2 Sun World Ba Na Hills result in the period of 2014 - 2015**

| No | Indicators | 2014 (VND) | 2015 | |
|---|---|---|---|---|
| | | | Value (VND) | % Increase Compared to 2014 |
| **1** | Total Assets | 5.285.499.489.924 | 5.513.410.274.129 | 4,31% |
| **2** | Owner's Equity | 2.536.053.234.229 | 2.380.577.845.400 | -6,13% |

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| | | | | |
|---|---|---|---|---|
| **3** | **Net Revenue** | **608.706.919.544** | **1.014.408.175.866** | **66,65%** |
| **4** | **Profit from Business Activities** | **72.574.966.186** | **158.421.904.062** | **118,29%** |
| **5** | **Other Profit** | **(8.543.238.615)** | **(9.521.400.875)** | **11,45%** |
| **6** | **Profit Before Tax** | **64.032.727.571** | **148.900.503.187** | **132,54%** |
| **7** | **Profit After Tax** | **54.860.414.379** | **129.524.611.171** | **132,54%** |
| **8** | **Dividend Payout Ratio** | **-** | **-** | **-** |
| **9** | **Average Return on Equity (ROE)** | **2,18%** | **5,27%** | **141,95%** |

➡ Over the past years, the company has consistently focused on expanding its infrastructure and upgrading facilities within the Ba Na Hills tourist area, thereby contributing to improved service quality and increased tourist attraction. The General Meeting of Shareholders has agreed that all post-tax profits will be retained for reinvestment purposes instead of being distributed as dividends, in order to ensure sufficient capital for long-term development.

In general, during the 2014–2015 period, Sun World Ba Na Hills achieved positive business results, with significant growth in both revenue and profit indicators. Net revenue increased by more than 66%, while profit after tax more than doubled, demonstrating efficient and stable business operations. The company maintained effective cost management and focused on reinvesting in infrastructure development, reflecting a sustainable growth orientation and a long-term vision in the tourism and service industry.

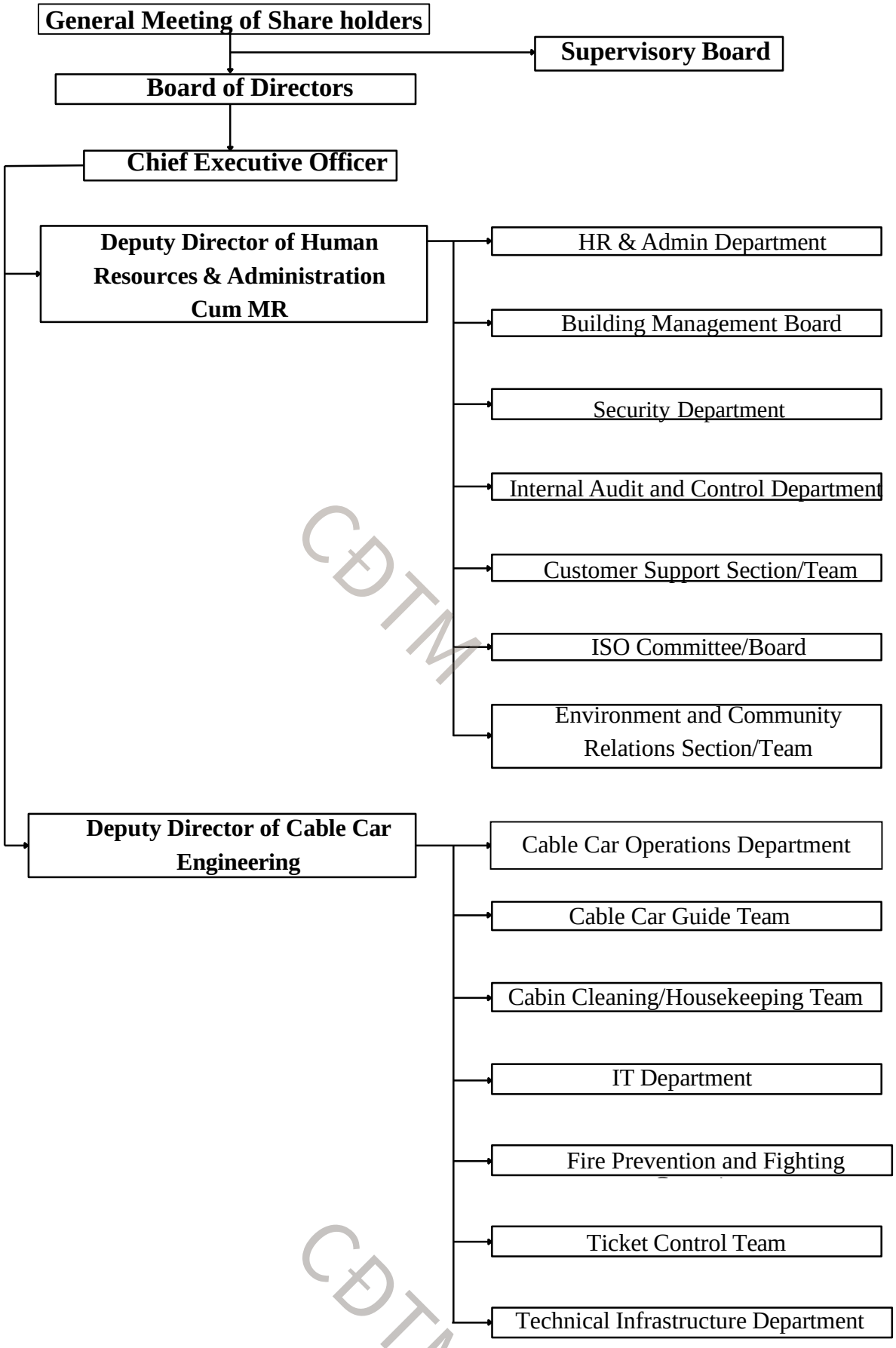
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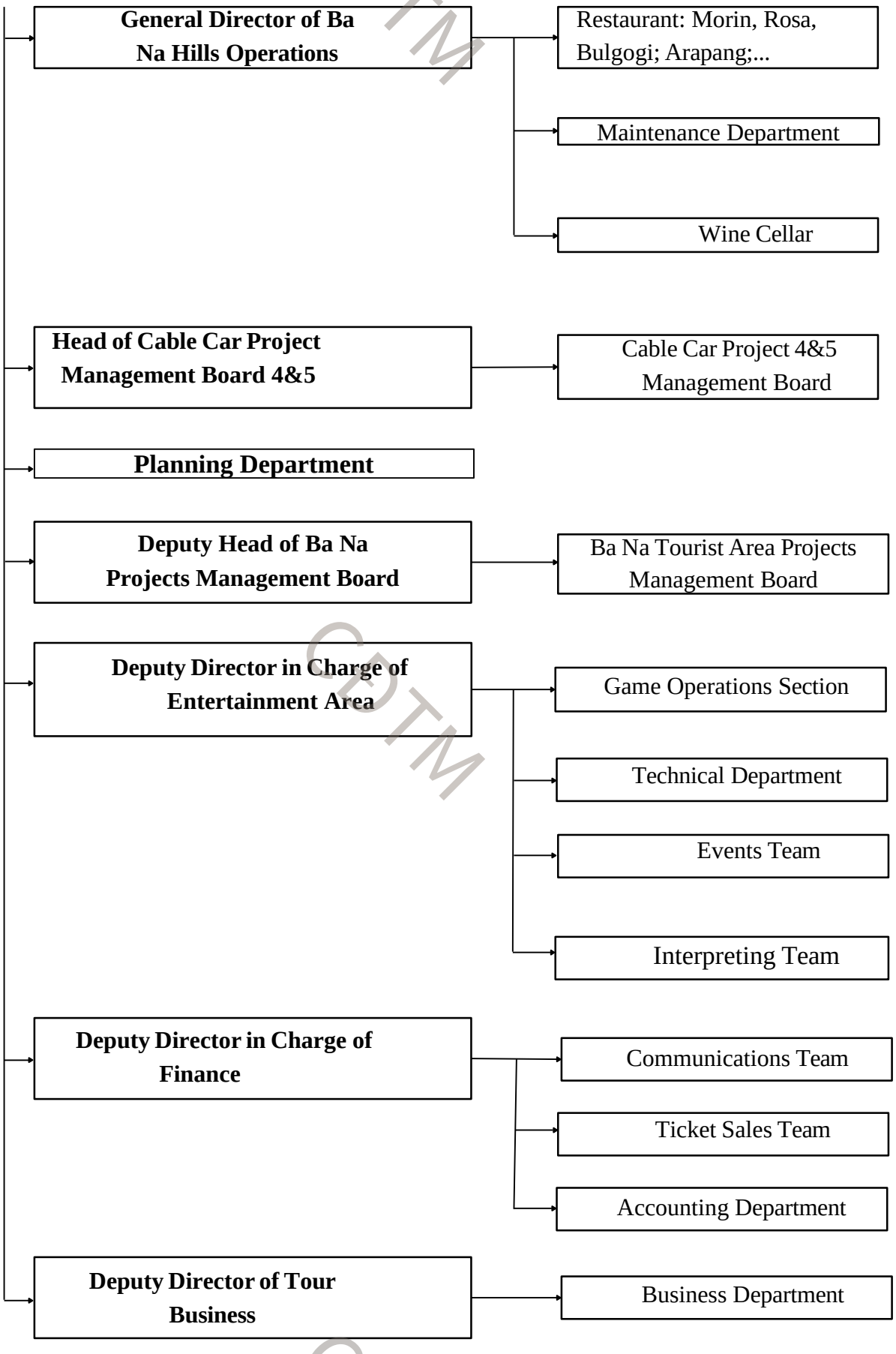
### *1.1.5. Organizational structure of Sun World Ba Na Hills.*

1.1.5.1. Organizational chart of the company.

**Chart 1.1 Organizational structure chart of Sun World Ba Na Hills**




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1.1.5.2. Functional role of each position.

***Board of Directors:**

Responsible for managing the overall operations of the company. Approves business plans, development strategies, investment projects, and key personnel decisions. Acts as the legal representative of the company in both internal and external relations.

***Human Resources and Administration Department (HR–Admin):**

Advises the Board of Directors on organizational structure, recruitment, training, and human resource development. Manages employee records, attendance, payroll, welfare policies, rewards, and disciplinary actions. Ensures that labor regulations, company rules, and corporate culture are strictly implemented.

***Finance and Accounting Department:**

Manages cash flow, monitors revenues, expenses, assets, and liabilities. Prepares periodic financial statements and supervises the use of capital and investment costs. Ensures all accounting activities comply with legal regulations and the company's internal policies.

***Business – Tourism – Tour Department:**

Develops business plans and designs tourism programs and service packages. Conducts market research, expands customer base and partnerships. Implements marketing and tourism promotion activities to increase revenue.

***Technical – Cable Car Department:**

Manages, operates, and maintains the cable car systems, elevators, and mechanical– electrical equipment. Ensures absolute safety for customers using the cable car service. Conducts regular inspections, supervision, and proposes replacement or upgrades when necessary.

***Project Management and Construction Department:**

Plans, implements, and supervises construction works and projects within Ba Na Hills tourist area. Manages progress, quality, and construction costs. Coordinates with consultants, designers, and contractors during project execution.

***Planning Department:**

Develops and monitors the company's overall production and business plans. Collects, compiles, and reports performance results of all departments. Analyzes data and advises the Board of Directors in making strategic decisions.

***Restaurant and Hotel Management Department:**

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Manages food & beverage services, accommodation, and event organization within Ba Na Hills. Ensures service quality, food safety, and hygiene standards. Trains and supervises service staff, receptionists, and housekeeping personnel.

*__Security Department:__

Ensures safety and security for tourists, employees, and company assets. Maintains order throughout the Ba Na Hills area. Coordinates with authorities to handle emergencies and security incidents.

*__Environment and Landscape Department:__

Manages landscaping, greenery, and environmental sanitation throughout the tourist area. Maintains the "Green – Clean – Beautiful" image of Ba Na Hills. Coordinates waste and wastewater treatment to uphold environmental standards in tourism.

## 1.2. Internship's objectives.

***1.2.1. Using English to welcome and guide guests effectively.***

***1.2.2. Using English to handle communication between service departments.***

***1.2.3. Applying English in reporting, guest coordination, and information delivery.***

***1.2.4. Using English to handle unexpected situation***

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# CHAPTER II: USING ENGLISH TO WELCOME AND SERVE FOREIGN CUSTOMERS AT SUN WORLD BA NA HILLS – 1901 RESTAURANT COORDINATION DEPARTMENT.

## 2.1. Overview of the 1901 Restaurant.

### *2.1.1. General information.*

The 1901 Restaurant at Ba Na Hills boasts a one-of-a-kind dining space, located right inside the famous craft brewery, BaNa Brew House. Its design is a refined fusion of ancient Cham ruins and contemporary Western architecture, creating an atmosphere that is both nostalgic and elegant. The lobby and surrounding walls are coated in the signature brick-brown finish reminiscent of mystical Cham towers, evoking a strong sense of history and culture.

Inside, the restaurant features predominantly dark tones, offering a striking yet harmonious contrast to its classical exterior. This space is not only a place to dine, but also a work of art—allowing guests to enjoy delicious dishes while admiring its unique architectural beauty. The blend of traditional and modern elements makes the 1901 Restaurant at Ba Na Hills a culinary destination that is not only flavorful but also emotionally captivating, attracting thousands of visitors each year.



***Architecture of the 1901 Restaurant***

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### *2.1.2. History of the 1901 Restaurant.*

- The Ba Na 1901 Restaurant is located at the summit of Ba Na at an altitude of 1,487 meters, offering visitors the unique experience of enjoying "Beer on Cloud."

- Bana Brew House officially began operation on July 7th, 2024, and its first batch of beer was bottled 30 days later.

- The brewery is designed in a style that combines ancient Champa architecture with modern Western elements.

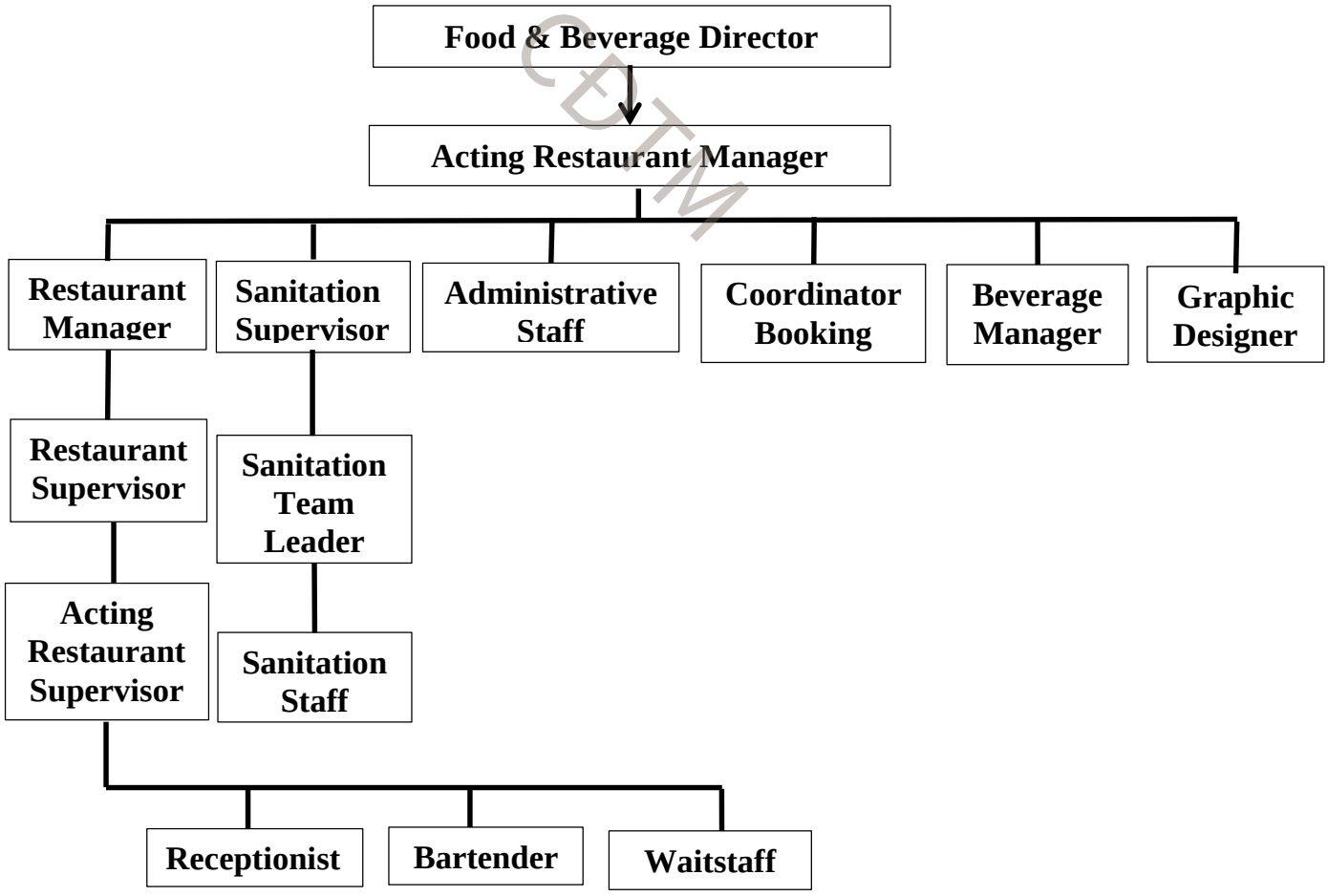
- The Ba Na 1901 Restaurant occupies the 4th, 5th, and 6th floors of the brewery and specializes in serving European-inspired cuisine.

- The number 1901 represents the year Captain Debay discovered the Ba Na area under the order of Paul Doumer, the Governor - General of Indochina.

### *2.1.3. Organizational structure of the 1901 Restaurant.*

2.1.3.1. Organizational chart of the 1901 Restaurant.

**Chart 2.1 Organizational structure of the 1901 Restaurant**




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2.1.3.2. Functional role of each position.

**Food & Beverage Director**

- Oversees all F&B operations across the Ba Na Hills complex.
- Develops operational strategies and service standards.
- Ensures consistency in food quality, hygiene, and customer satisfaction.
- Supervises restaurant managers and supports them in problem-solving.

**Acting Restaurant Manager**

- Manages the overall operations of the 1901 Restaurant across all floors.
- Coordinates staffing, scheduling, and daily shift assignments.
- Directly handles customer feedback, special requests, and service recovery.
- Ensures smooth coordination between service, kitchen, sanitation, and beverage departments.
- Conducts training and supervises service procedures during peak hours.

**Restaurant Manager**

- Supervises service operations on each assigned floor.
- Monitors staff performance and ensures proper service procedures.
- Handles operational issues arising during guest service.
- Supports the Acting Manager in workforce management.

**Restaurant Supervisor**

- Oversees the service team in the dining areas.
- Ensures all tables are clean, set up properly, and ready for guests.
- Manages guest flow during rush hours to avoid overcrowding.
- Provides direct guidance and problem-solving during service.

**Acting Restaurant Supervisor**

- Temporarily performs supervisory duties when needed.
- Supports monitoring guest flow and staff performance.
- Ensures that operational standards are consistently followed.

**Receptionist**

- Welcomes guests at the restaurant entrance.
- Checks tickets and guides guests to dining floors.
- Provides information about free tickets areas, seating, and restaurant services.

**Service Staff**

- Sets up tables and ensures cleanliness throughout the shift.
- Assists guests during their meals, especially during peak hours.
- Quickly clears used dishes and resets tables.

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- Supports supervisors in maintaining service flow.

**Bartender**

- Prepares and serves beverages such as beer, soft drinks, and cocktails (if applicable).
- Maintains beverage counters and supplies.
- Ensures hygiene standards in beverage preparation.

**Sanitation Supervisor**

- Oversees all sanitation and cleaning tasks.
- Ensures that the restaurant environment, floors, and dining areas remain clean at all

times.

**Sanitation Team Leader**

- Assigns cleaning tasks to sanitation staff.
- Monitors cleaning progress and quality control.
- Ensures waste disposal and dishwashing run efficiently.

**Sanitation Staff**

- Clean the floors and keep the restaurant area tidy.
- Ensure that walkways are not slippery.
- Maintain cleanliness in the restrooms.
- Directly handles customer feedback, special requests, and service recovery.
- Ensures smooth coordination between service, kitchen, sanitation, and beverage departments.
- Conducts training and supervises service procedures during peak hours.

**Restaurant Manager**

- Supervises service operations on each assigned floor.
- Monitors staff performance and ensures proper service procedures.
- Handles operational issues arising during guest service.
- Supports the Acting Manager in workforce management.

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- Assigns cleaning tasks to sanitation staff.
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**Sanitation Staff**

- Clean the floors and keep the restaurant area tidy.
- Ensure that walkways are not slippery.
- Maintain cleanliness in the restrooms.

**Administrative Staff**

- Manages attendance, daily reports, and shift documentation.
- Supports managers with administrative tasks and internal communication.

**Graphic Designer**

- Designs menus, posters, banners, and promotional materials for the restaurant.
- Supports brand identity and visual communication.

**Booking Coordinator**

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- Manages reservations for tour groups and large parties.
- Coordinates seating arrangements with service and reception teams.
- Ensures booking schedules are followed smoothly.

**Beverage Manager**

- Oversees beverage stations and bar operations.
- Manages beverage inventory and quality control.
- Trains and supervises bartenders.

## 2.2. Using English in the process of welcome and guide guests at the 1901 Restaurant Coordination Department.

### *2.2.1. Using English to welcome and guide guests at the entrance.*

At the 1901 Restaurant Coordination Department, English plays an essential role in supporting foreign guests from the moment they arrive at the entrance until they enter the dining area. Staff frequently communicate with international visitors to check complimentary meal tickets, provide directions, and manage guest flow during peak hours.

Using clear and polite English expressions helps staff explain the conditions of ticket usage, guide guests to the correct lanes, and handle situations such as lost tickets, torn tickets, or incorrect ticket types. Effective English communication not only improves

service quality but also helps foreign guests feel welcomed, respected, and well assisted throughout their dining experience.

*2.2.1.1. Using English to welcome guest at the gate.*

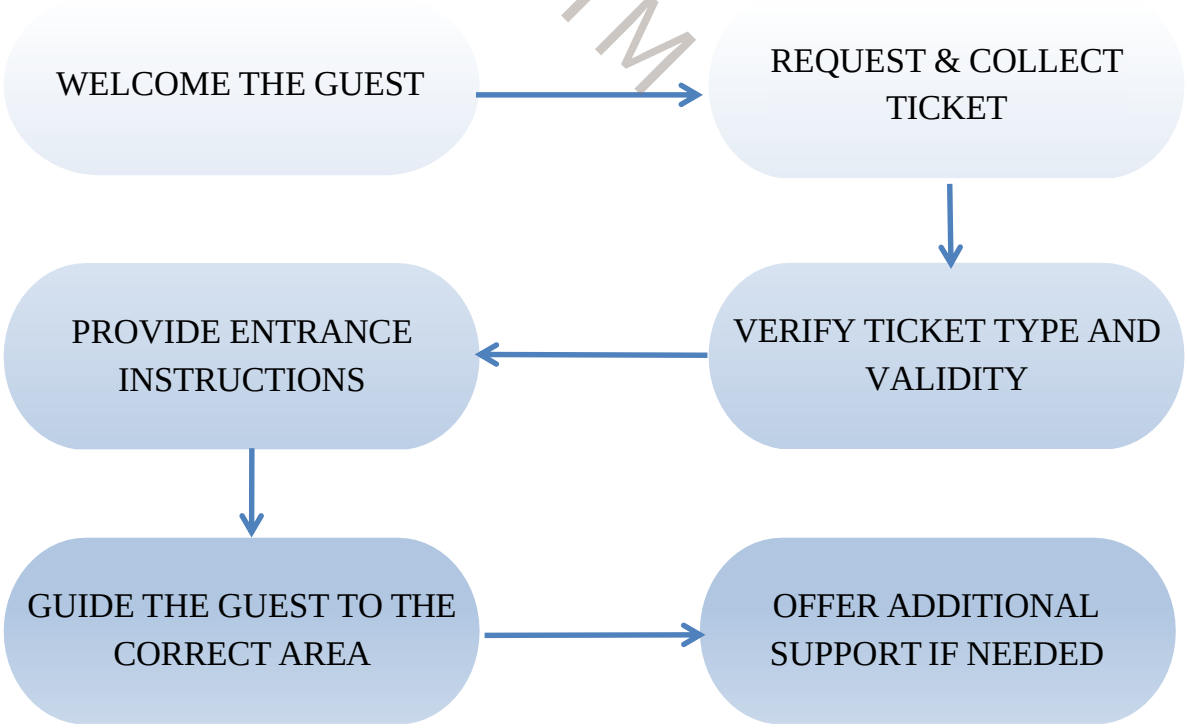
Welcoming guests at the gate is the initial stage of the service process at the 1901 Restaurant. This is the point where foreign visitors receive their first impression of the restaurant's service quality. English is used to greet guests, verify complimentary meal tickets, and guide them through the correct entrance procedure. Clear and polite English communication helps ensure an organized flow of guests, reduces misunderstandings, and creates a welcoming atmosphere that supports a smooth dining experience.

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***Entrance of the 1901 Restaurant***

- **Steps to welcome and guide guests at the gate**




**Step 1:** Welcome the guest

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A polite and professional greeting is offered to acknowledge the guest's arrival and establish a welcoming, service-oriented atmosphere. This initial interaction sets the tone for smooth communication throughout the process.

**Step 2:** Request & Collect the Ticket

The guest is invited to present the ticket required for entry. The request is delivered clearly and respectfully to ensure the guest understands that the ticket must be shown before proceeding to the next stage of the process. Once the ticket is presented, it is collected carefully to allow verification in the following steps.

**Step 3:** Verify Ticket Category and Validity

The presented ticket is examined with a focus on the following key points:

- Ticket category: confirming whether the ticket is a Combo ticket or a Free Coupon.

- Validity: checking the date, time frame, or event period associated with the ticket.

- Guest entitlement: verifying how many guests are allowed to enter using the ticket.

- Additional attention is given to formatting details such as printing clarity, serial numbers, or color indicators that differentiate Combo tickets from Free Coupons.

**Step 4:** Provide clear entrance instructions

Short, clear English instructions are provided to ensure the guest knows exactly which entrance, lane, or checkpoint to follow. Any necessary steps—such as scanning, queueing, or confirming seat allocation—are communicated in a concise and easily understandable manner.

**Step 5:** Guide the guest to the correct area

The guest is directed to the appropriate dining section using verbal instructions and clear hand gestures. This ensures the guest follows the correct path, avoids unnecessary confusion, and reaches the intended area efficiently and safely

**Step 6:** Offer additional support if needed

Additional assistance is offered in cases such as lost tickets, damaged tickets, misunderstanding about entitlement, or difficulty locating the correct entrance or dining area. Any issues are addressed promptly and in accordance with the restaurant's service guidelines.

2.2.1.1.1. Sentence patterns, structure welcoming guests.

In the initial welcoming stage, frontline staff must use clear, polite, and

professional English expressions to receive guests and verify their complimentary meal tickets. These expressions aim to ensure smooth communication, reduce misunderstandings, and create a positive first impression for foreign visitors.

*** Standard professional expressions include:**

- *"Welcome to the 1901 Restaurant. How may I assist you today?"*
- *"May I check your complimentary meal ticket, please?"*
- *"How many guests are in your party?"*
- *"Please follow this lane for ticket verification."*
- *"Your dining area is located this way. Kindly proceed straight ahead."*
- *"Your ticket is valid. You may enter the restaurant now."*
- *"This ticket needs to be exchanged. Please allow me to guide you to the support counter."*
- *"If you need further assistance, please feel free to let me know."*

2.2.1.1.2. Practicing polite and professional welcoming manners.

To maintain service excellence, staff must demonstrate professional hospitality behavior when interacting with foreign guests. Polite and attentive manners help establish trust, enhance guest satisfaction, and reflect the service standards of Sun World Ba Na Hills.

***Essential professional behaviors include:**

- Maintaining a warm and welcoming smile
- Using a polite, steady, and friendly tone of voice
- Demonstrating confident and open body language
- Keeping appropriate eye contact to show attentiveness
- Providing clear, concise, and easy-to-follow instructions
- Remaining patient with guests who have limited English proficiency
- Proactively offering help, especially during busy dining hours
- Managing all situations calmly, respectfully, and professionally

***2.2.1.2. Using English to guide and support with guests.***

At the 1901 Restaurant Coordination Department, English communication plays an essential role in ensuring a smooth and seamless experience for foreign guests. Staff members are required not only to provide clear and accurate instructions but also to offer timely support throughout the entire guest-flow process. This includes guiding visitors in presenting their complimentary meal tickets, assisting them in navigating the dining areas, and responding to questions in a polite, efficient, and professional manner. Through effective use of English, the department helps

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maintain service quality, reduce confusion during peak hours, and create a welcoming environment for international visitors.

2.2.1.2.1. Checking guest tickets or vouchers and confirming booking information with guest.

At the 1901 Restaurant Coordination Department, staff play a crucial role in verifying guests' complimentary tickets or meal vouchers before allowing entry. This task requires accuracy, professionalism, and effective English communication to ensure that all ticket information aligns with the restaurant's operational policies. The verification process includes confirming the validity of the ticket, assessing usage conditions, and ensuring that the voucher corresponds with the appropriate dining session.

To maintain a smooth check-in flow and prevent misunderstandings, staff follow a structured workflow when checking tickets:

**Ticket & voucher verification procedures:**

➢ Greeting the guest and requesting the ticket/voucher politely in English.

Sample sentences:

- *"Good morning/afternoon. May I see your ticket or voucher, please?"*
- *"Welcome to the restaurant. May I check your booking voucher?"*

➢ Checking the ticket's validity date and usage time.

Sample sentences:

- *"Let me confirm the date and time on your voucher."*
- *"Your voucher is valid for today's meal period."*

➢ Verifying the type of service (complimentary meal, group meal, etc.).

Sample sentences:

- *"May I confirm the type of service included in your ticket?"*
- *"This voucher includes a complimentary meal / group meal, correct?"*

➢ Comparing the booking information with the system (number of guests, reservation name, meal time).

Sample sentences:

- *"Please allow me to check your reservation details in the system."*
- *"I would like to confirm the number of guests and your meal time."*

➢ Confirming special notes such as dietary requests, VIP guests, or priority services.

Sample sentences:

- *"Do you have any special dietary requests?"*
- *"Your reservation has been marked as VIP / priority service."*

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➢ Identifying issues such as torn, unclear, expired, or mismatched tickets.

Sample sentences:

- *"It seems that the information on the voucher is unclear."*
- *"This ticket appears to be expired or mismatched."*

➢ Explaining the problem to the guest in clear, polite English if validation fails.

Sample sentences:

- *"I'm sorry, but there seems to be an issue with your voucher."*
- *"Unfortunately, the date on your ticket has expired."*
- *"The information does not match our system. Allow me to clarify this for you."*

➢ Guiding the guest to the appropriate desk or supervisor for further confirmation if required.

Sample sentences:

- *"Please follow me to the support desk for further verification."*
- *"Let me guide you to our supervisor who can assist you further."*

➢ Allowing entry once all information is fully verified and accurate.

Sample sentences:

- *"Everything is confirmed. Please proceed inside and enjoy your meal."*
- *"Your verification is complete. You may enter now."*

➢ Handling Exceptional Situations:

Staff are also responsible for managing exceptional cases such as guests presenting damaged tickets or unclear booking information. In these situations, the employee must use appropriate English expressions to clarify the issue, reassure the guest, and ensure the situation is resolved smoothly without causing delays in service.

Useful English expressions:

- "Could you please give me a moment to double-check this for you?"
- "Don't worry, we will help you verify your booking."
- "I will assist you to solve this issue as quickly as possible."
- "Thank you for your patience."

➢ Conclusion:

Through accurate ticket and voucher verification combined with effective English communication, the department ensures consistency in service quality and enhances the overall dining experience for international guests.

2.2.1.2.2. Assisting in answer questions and providing directions.

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At the 1901 Restaurant Coordination Department, English is used extensively to assist foreign guests by answering their questions and guiding them to the appropriate service areas. This communication plays an essential role in helping guests understand the restaurant layout, dining procedures, and movement flow, thereby ensuring a smooth and efficient coordination process throughout their visit.

**Standard procedure for answering guest questions and giving directions:**

➢ Ensure the guest's request is fully understood before providing information.

This involves listening carefully, observing the guest's needs, and identifying the exact point of confusion so that the guidance delivered is accurate and relevant.

Some common sentence patterns:

- *"May I know exactly what you need help with?"*

- *"Could you please repeat your question, just to make sure I understand correctly?"*

- *"Let me confirm your request."*

➢ Clarify the guest's question when necessary to avoid misunderstanding.

This step includes confirming key details of their inquiry—for instance, determining whether the guest is asking about the dining area, the waiting zone, or the ticket assistance counter—to ensure the response aligns with what they truly need.

Some common sentence patterns:

- *"Are you referring to the dining area or the waiting zone?"*

- *"Do you mean the ticket assistance counter or the verification lane?"*

- *"Just to clarify, you would like to know how to get to…?"*

➢ Provide clear, structured information using polite and professional English.

The department prioritizes delivering instructions in a calm, easy-to-follow manner, ensuring that international guests can understand directions even if their English proficiency is limited.

Some common sentence patterns:

- *"Please follow this pathway straight ahead."*

- *"After that, you will see the sign on your left."*

- *"Please go to the counter, and our staff will assist you further."*

- *"It's very easy to find, so please don't worry."*

➢ Identify and describe key service areas to assist guests in navigating the restaurant complex.

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This includes explaining the location of essential points such as the main dining hall, ticket verification lanes, assistance counters, restrooms, waiting zones, and group entry lanes, ensuring guests can move confidently and efficiently.

Some common sentence patterns:

- *"The main dining hall is located on the right-hand side."*
- *"The ticket verification lanes are straight ahead."*
- *"The assistance counter is next to the entrance."*
- *"Restrooms are at the end of the corridor."*

➢ Incorporate visual guidance or gesture-based direction when appropriate. This may include pointing toward the correct pathway or indicating the proper movement flow to help guests better visualize their route, especially in crowded or complex areas.

Some common sentence patterns:

- *"Please follow the direction I'm pointing to."*
- *"This way, please."*
- *"You can walk along this path; it will lead you directly to the area."*

➢ Offer additional assistance for guests who require more support. The department provides enhanced guidance for individuals who may struggle with navigation, require

priority movement, or face mobility challenges, ensuring they reach the appropriate area safely and comfortably.

Some common sentence patterns:

- *"If you need more help, I can walk with you to the place."*
- *"Please take your time; there is no rush."*
- *"If you have difficulty moving, I can arrange additional support for you."*

➢ Confirm that the guest has fully understood the instructions before they proceed. This final step ensures effective communication by verifying that the guest feels confident with the given directions and does not require further clarification. Through this organized and professional approach, the department enhances the clarity and efficiency of guest movement while maintaining a high standard of service for international visitors at Sun World Ba Na Hills.

Some common sentence patterns:

- *"Did you get all the instructions clearly?"*
- *"Would you like me to repeat the directions?"*
- *"Is everything clear before you go?"*
- *"If you need further assistance, please feel free to come back to me.*

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### *2.2.1.3. Using English to confirm ticket information.*

At the 1901 Restaurant Coordination Department, English is essential for ensuring the accuracy of ticket verification and confirming all necessary information with foreign guests. This function helps prevent misunderstandings, reduces operational errors, and ensures that visitors use their complimentary meal tickets correctly. By communicating clearly in English, the department improves guest satisfaction and maintains an orderly check-in process, especially during peak dining hours

#### 2.2.1.3.1. Checking ticket codes and confirming booking information with guest.

At the 1901 Restaurant Coordination Department, verifying the details and usage conditions of guests' tickets is a key responsibility to ensure that all entries comply with the restaurant's operational regulations. This verification process applies to all types of tickets, including complimentary meal tickets, combo meal vouchers, group dining tickets, and special promotional tickets. To maintain accuracy and service consistency, the department follows a structured and comprehensive verification procedure

**Standard procedure for verifying ticket validity and usage conditions:**

- Check the validity of the ticket, including the service date and applicable dining time.

Some common sentence patterns:

- *"May I check the date and dining time on your ticket?"*
- *"Your ticket is valid for today's dining session."*
- *"This ticket is not valid for this time slot."*

- Identify and categorize the type of ticket presented by the guest.

Some common sentence patterns:

- *"May I know what type of ticket you have?"*
- *"This is a complimentary dining ticket."*
- *"Your ticket belongs to the group reservation category."*

- Confirm the service entitlements associated with each ticket type.

Some common sentence patterns:

- *"Your ticket includes access to the main dining hall."*
- *"This ticket offers a fixed meal option."*
- *"Your combo package includes additional benefits."*

- Review all printed conditions and restrictions on the ticket.

Some common sentence patterns:

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- *"Please allow me to check the conditions printed on your ticket."*
- *"This ticket allows single entry only."*
- *"This ticket is restricted to a specific dining area."*

➢ Assess the physical condition of the ticket to ensure clarity and authenticity.

Some common sentence patterns:

- *"Your ticket is slightly damaged, but still readable."*
- *"The printing on this ticket is unclear; we may need further verification."*
- *"This ticket appears to be invalid or incomplete."*

➢ Communicate verification results clearly to the guest using professional English.

Some common sentence patterns:

- *"Your ticket has been successfully verified."*
- *"We need to verify this ticket further before you can enter."*
- *"There is an issue with this ticket, and it cannot be used at the moment."*

➢ Redirect the guest to the support or ticket-exchange counter when necessary.

Some common sentence patterns:

- *"Please proceed to the support counter for further assistance."*
- *"You may need to exchange this ticket at the ticket-service desk."*
- *"Our staff at the assistance counter will help you resolve the issue."*

➢ Conclusion:

Through this comprehensive process, the department ensures that all guests enter the restaurant with properly validated tickets and that all service conditions are correctly

followed, thereby maintaining smooth coordination and service quality for international visitors.

2.2.1.3.2. Controlling the number of visitors entering and leaving through the gates.

At the 1901 Restaurant Coordination Department, the management of guest flow plays an essential role in ensuring that all foreign visitors holding complimentary meal tickets move smoothly through the check-in process and enter the dining area in an organized manner. Effective English communication helps maintain clarity, minimizes congestion, and ensures that guests understand when and where they should proceed. To achieve consistency and efficiency

during busy operating hours, the department applies a structured procedure for managing the flow of guests.

**Standard procedure for managing the flow of guests using complimentary tickets:**

➢ Regulating the number of guests entering the restaurant according to capacity and operational schedule.

Some common sentence patterns:

- *"Please enter in small groups to avoid overcrowding."*
- *"We are regulating the number of guests based on the current dining capacity."*
- *"Kindly wait a moment while we manage the guest flow inside."*
- *"You may enter now as we have available seating."*

**Key phrases:**

- *overcrowding* : *quá tải*
- *dining capacity* : *sức chứa khu vực ăn uống*
- *manage the flow* : *điều phối dòng khách*
- *available seating* : *chỗ ngồi còn trống*

➢ Providing clear queue management instructions in English to maintain order.

Some common sentence patterns:

- *"Please follow the queue and stay in your line."*
- *"Guests with complimentary tickets, please move to the left lane."*
- *"Kindly maintain the line and avoid cutting in."*
- *"This lane is for group tickets; individual guests, please follow the other line."*

**Key phrases:**

- *follow the queue* : *theo hàng*
- *designated lane* : *làn quy định*
- *maintain order* : *giữ trật tự*
- *cutting in line* : *chen hàng*

➢ Announcing entry sequences and notifying guests when it is their turn to move forward.

Some common sentence patterns:

- *"It's your turn now; please move forward."*
- *"Next group, please proceed to the entrance."*

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- *"We will call you when it is your turn."*
- *"Please wait here until your number is announced."*

**Key Phrases:**

- *entry sequence* : *thứ tự vào cửa*
- *move forward* : *tiến lên*
- *next group* : *nhóm tiếp theo*
- *wait for your turn* : *chờ đến lượt*

➢ Guiding guests to assigned waiting zones or priority lanes when necessary.

Some common sentence patterns:

- *"Guests with priority tickets, please follow me to the priority lane."*
- *"This is your designated waiting zone."*
- *"Please wait in this area until we call your ticket type."*
- *"Group guests, kindly stay in the assigned holding area."*

**Key Phrases:**

- *priority lane* : *làn ưu tiên*
- *waiting zone* : *khu vực chờ*
- *assigned area* : *khu vực được chỉ định*
- *holding area* : *khu chờ tập trung*

➢ Coordinating with related departments to maintain alignment in guest movement.

Some common sentence patterns:

- *"Let me coordinate with the support team regarding your entry."*
- *"We are waiting for confirmation from the ticket verification counter."*
- *"Please follow the instructions from our operational staff."*
- *"Our teams are aligning the flow to ensure smooth movement."*

**Key Phrases:**

- *coordinate with* : *phối hợp với*
- *support team* : *đội hỗ trợ*
- *operational staff* : *nhân viên vận hành*
- *smooth movement* : *di chuyển suôn sẻ*

➢ Monitoring the guest flow to ensure compliance with restaurant movement pathways and regulations.

Some common sentence patterns:

- *"Please follow the marked pathway."*

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- *"For safety, do not enter restricted areas."*
- *"Kindly move forward slowly and stay in the correct line."*
- *"We are monitoring the flow to prevent congestion."*

**Key Phrases:**

- *marked pathway* : *lối đi được đánh dấu*
- *restricted area* : *khu vực hạn chế*
- *prevent congestion* : *ngăn ùn tắc*
- *comply with regulations* : *tuân thủ quy định*

➢ Providing calm, clear English instructions during unexpected changes or peak congestion.

Some common sentence patterns:

- *"Please remain calm; we are adjusting the entry process."*
- *"Due to high traffic, your entry will be slightly delayed."*
- *"We appreciate your patience during this busy period."*
- *"Please follow the updated instructions from our staff."*

**Key Phrases:**

- *remain calm* : *giữ bình tĩnh*
- *high traffic* : *lượng khách đông*
- *slightly delayed* : *bị trễ nhẹ*
- *updated instructions* : *hướng dẫn cập nhật*

➢ Through this systematic approach, the department ensures that the movement of guests using complimentary tickets remains efficient, orderly, and aligned with restaurant operating standards, creating a smoother and more positive dining experience for international visitors.

***2.2.1.4. Using English to introduce and explain restaurant services.***

At the 1901 Restaurant Coordination Department, English communication is essential for providing foreign guests with a clear understanding of the dining services available at the restaurant. This involves presenting service information in a structured, concise, and professional manner so that guests are fully aware of what their complimentary meal ticket includes, how the dining process works, and which facilities are accessible during their visit. By delivering accurate explanations, the department ensures that guests feel informed, confident, and well-prepared before entering the dining area.

2.2.1.4.1. Providing information about special programs and exclusive offers for guests.

A key part of the department's responsibility is to communicate essential

details about the restaurant's services and ongoing programs. This helps foreign guests understand what to expect and how to make the most of their dining experience.

**Main duties include:**

➢ Communicating essential service information using clear and professional English.

Some common sentence patterns:

- *"We offer a buffet dining service for today's meal session."*
- *"Please follow the standard dining flow as guided by our staff."*
- *"You may access the designated dining areas with your ticket."*
- *"Your complimentary ticket is valid for this meal period."*

**Frequently used terms:**

- *Dining service* : *dịch vụ ăn uống*
- *Dining flow* : *quy trình dùng bữa*
- *Designated areas* : *khu vực quy định*
- *Complimentary ticket* : *vé miễn phí*
- *Meal session* : *khung giờ ăn*

➢ Introducing any active promotional programs or seasonal activities relevant to guests.

Some common sentence patterns:

- *"We currently have a seasonal promotion available for guests."*
- *"Today's dining service includes a special themed event."*
- *"Please note that some services may be temporarily adjusted."*
- *"Additional activities are available during this period."*

**Frequently used terms:**

- *Seasonal promotion* : *chương trình khuyến mãi theo mùa*
- *Themed event* : *sự kiện theo chủ đề*
- *Temporary adjustment* : *điều chỉnh tạm thời*
- *Additional activities* : *hoạt động bổ sung*
- *Operational period* : *thời gian vận hành*

➢ Explaining the functions of key service areas within the restaurant.

Some common sentence patterns:

- *"This is the main dining hall where guests will be seated."*
- *"Please wait in the waiting area until your turn."*
- *"If you need assistance, please go to the support counter."*
- *"Priority access is available through the priority lane."*

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**Frequently used terms:**

- *Dining hall* : *sảnh ăn*
- *Waiting area* : *khu vực chờ*
- *Support/assistance counter* : *quầy hỗ trợ*
- *Priority lane* : *lối ưu tiên*
- *Service zone* : *khu vực dịch vụ*

➢ Providing guidance related to guest benefits included in their ticket type.

Some common sentence patterns:

- *"Your ticket includes access to the buffet session."*
- *"Your group ticket allows seating in the assigned zone."*
- *"This ticket includes additional entitlements under the combo package."*
- *"Please present your ticket to confirm included services."*

**Frequently used terms:**

- *Ticket benefits* : *quyền lợi đi kèm vé*
- *Assigned seating zone* : *khu vực ngồi được chỉ định*
- *Combo package* : *gói combo*
- *Group ticket* : *vé đoàn*
- *Included services* : *dịch vụ bao gồm*

➢ Ensuring consistency and accuracy in all English explanations to avoid misunderstandings.

Some common sentence patterns:

- *"Let me clarify the information to ensure accuracy."*
- *"Please allow me to provide a clear explanation."*
- *"We provide consistent information to avoid misunderstandings."*
- *"Here is the correct guideline for today's service."*

**Frequently used terms:**

- *Accurate information* : *thông tin chính xác*
- *Clear explanation* : *giải thích rõ ràng*
- *Consistent communication* : *truyền đạt thống nhất*
- *Misunderstanding* : *hiểu nhầm*
- *Guideline* : *hướng dẫn*

2.2.1.4.2. Explaining the terms of use and procedures for exchanging complimentary tickets.

In addition to presenting service information, the department also plays a critical role in explaining how complimentary meal tickets may be used, as well as clarifying the required procedures when tickets need to be verified, corrected,

or replaced.

**Main duties include:**

➢ Explaining the usage conditions of complimentary tickets in a structured and understandable manner.

Some common sentence patterns:

- *"Your complimentary ticket is valid for one-time entry only."*
- *"This ticket can be used during the assigned dining session."*
- *"Please access the restaurant through the designated entry point."*
- "Your ticket must be used within the specified time limit."

**Frequently used terms:**

- *one-time entry* : *vào một lần*
- *dining session* : *khung giờ ăn*
- *designated entry point* : *cổng vào quy định*
- *time limit* : *thời gian quy định*
- *usage conditions* : *điều kiện sử dụng*

➢ Providing guidance on situations requiring ticket verification or additional confirmation.

Some common sentence patterns:

- *"We need to verify your ticket information for accuracy."*
- *"Your ticket appears to be unclear or incomplete."*
- *"Please allow us to double-check the date and meal period."*
- *"Additional confirmation is required due to inconsistent details."*

**Frequently used terms:**

- *ticket verification* : *kiểm tra vé*
- *unclear information* : *thông tin không rõ*
- *incomplete ticket* : *vé thiếu thông tin*
- *operational schedule* : *lịch vận hành*
- *inconsistent details* : *thông tin không khớp*

➢ Guiding guests through the process of ticket replacement when their ticket is damaged or inaccessible.

Frequently used sentence patterns:

- *"Your ticket is damaged, so we need to process a replacement."*
- *"Please proceed to the support counter for verification."*
- *"We will guide you through each step of the replacement process."*
- *"A new ticket will be issued once the verification is complete."*

**Frequently used terms:**

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- *damaged ticket* : *vé bị hư hỏng*
- *support counter* : *quầy hỗ trợ*
- *replacement process* : *quy trình đổi vé*
- *verification step* : *bước kiểm tra*
- *reissue* : *cấp lại vé*

➢ Offering clarification when guests misunderstand the functions or conditions of their tickets.

Some common sentence patterns:

- *"Let me clarify the functions of your ticket."*
- *"This ticket does not include access to that area."*
- *"Please allow me to explain your entitlements again."*
- *"Your ticket is valid for the following services only."*

**Frequently used terms:**

- *ticket functions* : *chức năng của vé*
- *entitlements* : *quyền lợi đi kèm*
- *service access* : *quyền truy cập dịch vụ*
- *clarification* : *giải thích rõ*
- *misunderstanding* : *hiểu sai*

➢ Maintaining professionalism and clarity when delivering instructions.

Some common sentence patterns:

- *"Allow me to provide a clear explanation for you."*
- *"We will assist you in a professional and friendly manner."*
- *"Please follow these instructions to ensure smooth processing."*
- *"We aim to provide comfortable service for all guests."*

**Frequently used terms:**

- *clear communication* : *truyền đạt rõ ràng*
- *professional instruction* : *hướng dẫn chuyên nghiệp*
- *smooth processing* : *xử lý suôn sẻ*
- *guest comfort* : *sự thoải mái của khách*

***2.2.2. Using English to handle arising situations at the 1901 Restaurant Coordination Department.***

In addition to welcoming and guiding guests, the 1901 Restaurant Coordination Department frequently encounters a wide range of unexpected situations that require immediate and effective communication in English. These situations often involve lost items, ticket problems, mobility support, or guest

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dissatisfaction. To ensure service continuity and maintain a positive experience for international visitors, the department applies clear communication strategies, calm problem-solving techniques, and standardized English expressions tailored to each type of issue.

***Some common sentence patterns:**

- *"I'm here to assist you with the problem you are experiencing."*
- *"Could you please describe the issue in detail?"*
- *"Please follow me to the counter for assistance."*
- *"We will resolve this matter as quickly as possible."*
- *"I apologize for any inconvenience and thank you for your patience."*
- *"Let me verify the details and provide a clear solution."*
- *"If you have lost an item, we will check our lost-and-found records."*
- *"For ticket issues, we will confirm the information and correct any errors."*
- *"We are here to support guests with mobility difficulties."*
- *"We want to ensure that your experience is comfortable and enjoyable."*

**Frequently used terms:**

| | |
|---|---|
| *- lost item* | : *đồ thất lạc* |
| *- ticket problem* | : *vấn đề vé* |
| *- mobility support* | : *hỗ trợ đi lại* |
| *- guest dissatisfaction* | : *khách không hài lòng* |
| *- problem-solving technique* | : *kỹ thuật giải quyết vấn đề* |
| *- service continuity* | : *duy trì dịch vụ* |
| *- clear communication* | : *giao tiếp rõ ràng* |
| *- standardized English expression* | : *mẫu câu tiếng Anh chuẩn* |
| *- counter assistance* | : *hỗ trợ tại quầy* |
| *- verification* | : *xác minh* |

***2.2.2.1. Using English to solve service – related issues.***

2.2.2.1.1. Common English expressions for handling situations such as lost items, lost tickets, or torn tickets.

During the process of supporting international guests at the 1901 Restaurant Coordination Department, various service-related problems may arise, requiring clear and effective English communication. The department must remain calm, gather accurate information, and collaborate with relevant divisions such as the Front Desk Counter and Security Team to ensure the issue is resolved efficiently.

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**Main responsibilities include:**

- Handling cases of lost personal belongings.

*- "Could you please describe the item you lost?"*

*- "When and where did you last see it?"*

*- "Please follow me to the Front Desk Counter for verification."*

*- "We will check our lost-and-found records for your item."*

*- "This process may take a few minutes; thank you for your patience."*

*- "Don't worry, we will do our best to find your belongings."*

- Handling cases of missing tickets.

*- "May I have your name and booking code to verify your ticket?"*

*- "Could you provide your phone number or group details?"*

*- "We need to confirm your information with the Front Desk Counter."*

*- "Please follow the verification steps with me to resolve this issue."*

*- "Once verified, we will issue a replacement ticket if necessary."*

*- "You will be supported throughout the process; don't worry."*

- Handling torn or damaged tickets.

*- "Is all essential information on your ticket still readable?"*

*- "For torn or unreadable tickets, certain regulations apply."*

*- "We need supervisor approval before issuing a replacement."*

*- "Please follow these steps carefully so the ticket can be verified."*

*- "Let me explain clearly how this process works to avoid confusion."*

- Maintaining supportive English communication.

*- "I will explain the procedure clearly and step by step."*

*- "Please don't worry, we will handle this calmly."*

*- "Do you understand the next steps before we finish?"*

*- "If you need directions or alternative waiting areas, I can assist you."*

*- "We will follow up with you once the issue is resolved."*

2.2.2.1.2. Applying polite communication in English to support guests with special needs, such as using an alternative access route.

At the 1901 Restaurant Coordination Department, English is essential for assisting guests who experience physical limitations or difficulties moving through standard pathways. The department must communicate sensitively, provide clear explanations, and ensure that every guest receives safe and appropriate support.

**Main responsibilities include:**

- Identifying the type of difficulty, the guest is facing.

*- "May I ask what kind of difficulty you are experiencing?"*

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- *"Are you uncomfortable walking long distances?"*
- *"Do you prefer to avoid stairs?"*
- *"Would you like a less crowded route?"*
- *"Do you need help with directions?"*
- *"Would you like me to guide you to the correct area?"*

➢ Providing clear and respectful instructions.

- *"We have an alternative route available for your comfort."*
- *"Please follow me; I will guide you step by step."*
- *"Let me show you the direction clearly."*
- *"Please walk slowly; there is no need to rush."*
- *"This way is safer and easier for you."*
- *"If you need to stop and rest, please tell me."*

➢ Coordinating additional support.

- *"I will contact our support staff to assist you."*
- *"A staff member will escort you shortly."*
- *"Please wait here; we are arranging assistance for you."*
- *"Let me guide you to a safer pathway."*
- *"I will make sure you reach the correct location."*

➢ Maintaining a calm and supportive communication style.

- *"Please don't worry; we are here to help you."*
- *"Take your time; I will walk with you."*
- *"If you need anything, just let me know."*
- *"Is everything clear before we continue?"*
- *"Your safety and comfort are our priority."*

***2.2.2.2. Using English to handle guest complaints flexibly.***

During peak operating hours at the 1901 Restaurant Coordination Department, guest complaints may arise due to various factors such as ticket issues, dissatisfaction with seating arrangements, long waiting times, or accessibility concerns. To maintain service quality, the department must handle complaints with flexibility and professionalism, using clear English communication to identify concerns and deliver appropriate solutions.

2.2.2.2.1. Identifying the nature of the complaint (lost ticket, torn voucher, seating dissatisfaction, long waiting time).

To support customers effectively, staff must gather clear information and categorize the issue properly. Below are the common types of complaints and the updated English phrases used in real situations.

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***Ticket-related complaints** (lost ticket, torn ticket, QR code error, mismatched booking)

Common situations:

- QR code cannot be scanned
- Customer cannot find the booking email
- Ticket is torn or information is blurred
- System does not display the booking

Clarifying questions (updated – more detailed – correct grammar):

- *"Could you please describe what happened with your ticket?"*
- *"Do you have any digital confirmation, such as an email or screenshot?"*
- *"Under which name was the booking made?"*
- *"Did you encounter the issue when checking in at the entrance?"*
- *"May I see any proof of payment if you have it?"*

Apology – empathy:

- *"I'm sorry for this inconvenience. Let me assist you right away."*
- *"Thank you for your patience while I verify the details."*

Proposed solutions:

- *"I will recheck your booking in our system now."*
- *"If the information is confirmed, I can issue a replacement ticket for you."*
- *"If needed, I will ask my supervisor to support further verification."*

***Seating complaints** (wrong area, missing seats, unsuitable seating)

Common situations:

- Table is too hot, too noisy, or has a poor view of the stage.
- Table number does not match the booking.

Clarifying questions (updated – accurate):

- *"Could you show me the table number on your booking?"*
- *"What is the issue with your current seating arrangement?"*
- *"Would you prefer a quieter or more comfortable area?"*
- *"Has someone else occupied your table?"*

Apology – empathy:

- *"I'm sorry for the inconvenience you are experiencing."*
- *"Thank you for letting us know. Let me check this right away."*

Proposed solutions:

- *"I will look for a more suitable table for you."*

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- *"Let me rearrange the seating to ensure your comfort."*
- *"Please allow me a moment to confirm available options."*

***Complaints about waiting time** (waiting for ticket check, seating, or staff)

Common situations:

- Long queue
- Customer was not informed about waiting time
- Delay in being guided to the table

Clarifying questions (updated – natural):

-*"May I know how long you have been waiting?"*
-*"Were you informed about the estimated waiting time earlier?"*
-*"Did you already check in at the main entrance?"*

Apology – empathy:

-*"I sincerely apologize for the long wait."*
-*"I understand this must be frustrating. Thank you for your patience."*

Proposed solutions:

-*"I will check the current status of your table and update you immediately."*
-*"I will do my best to make the process faster for you."*
-*"If you prefer, I can notify you the moment your table is ready."*

***Complaints from guests with special needs** (wheelchair users, elderly guests, children, pregnant women)

Common situations:

- Difficulty moving
- Cannot stand in line for long
- Need a separate pathway

Clarifying questions (updated):

-*"Do you need any special assistance today?"*
-*"Would you like a seat with easier access?"*
-*"Is there anything we can prepare to make you more comfortable?"*

Apology – empathy:

-*"Thank you for telling us. We are here to support you."*
-*"Sorry for any inconvenience. Let me arrange assistance for you."*

Proposed solutions:

-*"I can prepare a wheelchair-accessible path for you."*
-*"Let me guide you to a more suitable seating area."*

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-*"I will inform the team to prioritize your request."*

***Complaints due to misunderstanding of service information** (entry time, pathways, rules, combos, incorrect instructions)

Clarifying questions (updated):

-*"Which part of the information seemed unclear to you?"*

-*"Would you like me to review the details with you again?"*

-*"Was the information you received different from what you expected?"*

Apology – empathy:

-*"I apologize for the misunderstanding."*

-*"Thank you for pointing this out. Let me clarify it for you."*

Proposed solutions:

-*"I will explain the steps clearly so nothing is confusing."*

-*"Let me guide you directly to the correct area."*

-*"I will make sure you have the right information from now on."*

***Complaints caused by crowding, understaffing, or delayed support**

Clarifying questions (updated):

-*"Could you tell me what caused the inconvenience for you?"*

-*"Was anyone assisting you before this issue occurred?"*

-*"Which part would you like us to address first?"*

Apology – empathy:

-*"I'm truly sorry for the delay. We are currently experiencing a peak period."*

-*"Thank you for your patience despite the crowd."*

Proposed solutions:

-*"I will personally handle your request from here."*

-*"Let me find the quickest solution for you."*

-*"I will prioritize your case and update you shortly."*

2.2.2.2.2. Responding politely and using suitable English phrases to explain solutions clearly.

Once the nature of the complaint is confirmed, the department must respond with calm, courteous, and solution-oriented communication.

**The main responsibilities include:**

- Providing clear explanations of the issue and the steps being taken to resolve it.

- Offering feasible solutions such as checking ticket data again, guiding

guests to alternative seating, or informing them of waiting time updates.

- Reassuring guests with polite and empathetic English expressions to reduce frustration.

- Coordinating with supervisors, security, or the restaurant manager if higher-level approval is needed.

- Confirming guest satisfaction before closing the interaction to ensure the problem has been fully addressed.

- Maintaining a professional tone to protect the department's service reputation.

**2.3. Overall evaluation of work at Sun World Ba Na Hills – 1901 Restaurant Coordination Department.**

- During the internship period at the 1901 Restaurant Coordination Department, the assigned tasks provided valuable practical experience and fostered strong professional growth.

- Through direct interaction with international guests, problem-solving in real service situations, and coordination with multiple operational teams, the internship contributed significantly to the development of communication ability, service awareness, and teamwork skills.

- The following sections present a detailed evaluation of the overall results, limitations, and underlying causes observed throughout the internship.

***2.3.1. Results achieved.***

**A. Summary of Key Achievements:**

| Category | Detailed Description |
|---|---|
| Operational Efficiency | - Table–guest–dish coordination was executed more smoothly.<br>- Reduced guest congestion during peak hours.<br>- Noticeable improvement in service speed. |
| Internal Coordination | - Enhanced synchronization among kitchen, service, cashier, and host teams.<br>- Fewer communication errors.<br>- Increased reactiveness in responding to situations. |

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| Staff Competency | - Coordinators improved communication, problem- solving, and handling skills.<br>- Better proficiency in using management software (POS, internal systems). |
| Service Quality | - Guests positively evaluated service speed and professionalism.<br>- Fewer complaints related to waiting time and order mistakes. |
| Risk Control | - Reporting–verification–monitoring processes improved.<br>- Reduced operational incidents such as wrong table assignments or missing information. |

**B. Detailed Description by Aspect:**

**Improved coordination performance*

- The movement flow between kitchen – service – guests was optimized.
- Faster response time to guest requests.

**Stronger interdepartmental collaboration*

- Effective use of walkie-talkies and internal software for communication.
- Eliminated the previous issue of fragmented information flow.

**Reduction in operational errors*

- Significant decrease in order mistakes and delayed dishes
- Information logging became more accurate and consistent.

**Enhanced customer service quality*

- Guests rated staff as faster, more attentive, and more synchronized.
- General satisfaction increased even during high-traffic periods.

### *2.3.2. Limitations, reasons*

2.3.2.1. Limitations

**Summary Table of Existing Limitations**

| Category | Detailed Description |
|---|---|

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|---|---|
| Human Resources | - Staff shortage during peak seasons.<br>- New employees unfamiliar with the workload and procedures.<br>- Work pressure sometimes affects staff attitude. |
| Operational Procedures | - Procedures not fully flexible for fluctuating guest volume.<br>- Table coordination sometimes inefficient during shift transitions. |
| Equipment & Technology | - Occasional issues with walkie-talkies or POS systems causing delays.<br>- Management software lacks real-time analysis features. |
| Internal Communication | - Kitchen–service coordination slows down when the kitchen is overloaded.<br>- Some updates regarding dish adjustments are not communicated immediately. |
| Service Quality Management | - Difficulty maintaining consistent service quality during rush hours.<br>- Guest feedback is not systematically consolidated. |

2.3.2.2. Reasons

**Cause Analysis Based on the 5M Model**

| 5M Category | Detailed Causes |
|---|---|
| Man (Human Factors) | - Seasonal staff lack thorough training.<br>- Limited advanced training in complex coordination scenarios.<br>- High workload leads to fatigue. |
| Method (Procedures) | - Standard procedures are not updated regularly to match peak-season fluctuations.<br>- Lack of contingency plans for sudden guest surges. |

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| Machine (Equipment) | - POS systems occasionally lag; walkie-talkies experience interference.<br>- Network instability during peak device usage. |
| Material (Information/Data) | - Table and guest data not always synchronized in real time.<br>- No visual dashboard to support coordinators. |
| Management (Leadership & Scheduling) | - Shift allocation not fully optimized during peak demands.<br>- KPI-based performance evaluation for coordination roles is not well-established. |

Overall, the limitations in the coordination activities at the 1901 Restaurant highlight the lack of synchronization among workforce resources, operational procedures, and support systems in the context of fluctuating customer demand. Issues such as staff shortages, inflexible operational processes, technical constraints, and inconsistent internal collaboration have significantly affected coordination efficiency. These shortcomings primarily stem from seasonal workload pressure, slow procedural

updates, suboptimal shift management, and the absence of real-time analytical and monitoring tools. A thorough identification of these limitations and their underlying causes not only enables an accurate assessment of the current situation but also forms a critical foundation for developing systematic improvement strategies in the following sections of this report.

# CHAPTER III: PERSONAL EXPERIENCE ACQUIRED THROUGH INTERSHIP AT THE 1901 RESTAURANT COORDINATION DEPARTMENT

## 3.1. Similarities and differences between theory and practice

### *3.1.1. Similarities*

In general, the process of preparing to welcome and guide guests at 1901 Restaurant in practice shows many similarities to the theoretical knowledge learned.

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The preparation and operational steps closely follow the principles taught in the training program.

**Steps for preparing information and materials for guest service:**

◆ Check the list of guests expected to dine

- including group guests
- reservations
- voucher holders

◆ Prepare information about ticket types: complimentary tickets, combo tickets, and tickets with meals included.

◆ Identify the benefits associated with each ticket type to provide accurate guidance at the entrance.

◆ Check all forms and equipment used during operations, such as shift logs, guest-guidance standards, and QR code scanners (if available).

◆ Coordinate with the restaurant reception team to stay updated on available tables and the flow of guests entering and exiting during each time slot.

◆ Conditions and Requirements When Performing the Job

The requirements during actual job performance align with the theoretical knowledge learned. Staff in the department must:

◆ Have a clear understanding of Sun World Ba Na Hills' service information, especially meal entitlements included with the tickets.

◆ Understand the steps for ticket inspection and benefit verification.

◆ Be proficient in English communication to welcome and guide international guests, consistent with the content taught in the English for Hospitality course.

◆ Possess situation-handling skills according to standard procedure: listen – verify – explain – propose solutions.

◆ Know how to coordinate with other departments such as the ticketing team, security team, and restaurant reception.

◆ Results and Impact of the Alignment Between Theory and Practice

The alignment between the knowledge learned and the actual work in the department brings many positive outcomes.

**Achieved results:**

- Helps make the workflow more logical and efficient, as operations were previously learned at school.
- Minimizes errors during ticket inspection by correctly applying theoretical procedures for verifying information.

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- Improves guest-support speed, especially during peak hours, thanks to a solid theoretical foundation.

- Enhances quick and flexible responses, due to familiarity with simulated procedures practiced in training sessions.

***3.1.2. Differences***

In addition to these similarities, the actual work still presents several notable differences compared to the theoretical lessons:

- Theory is largely simulated, while the real working environment requires flexibility

to adapt to arising issues such as lost tickets, damaged tickets, incorrect booking information, guests needing to change their route due to special needs, or guests feeling dissatisfied with waiting time.

- The actual workload is higher and changes continuously depending on guest volume, weather conditions, or the operational requirements of the tourist area—factors that theoretical learning does not fully reflect.

- The ability to manage emotions and handle real-life situations plays a much more significant role compared to simulated exercises in the classroom.

- Some internal procedures (such as interdepartmental coordination, ticket-handling processes, and group guest management procedures) are more complex and require greater detail than what is taught in the theoretical curriculum.

**3.2. Individual experience acquired through internship at Sun World Ba Na Hills.**

During my internship at Sun World Ba Na Hills – 1901 Restaurant, I gained many valuable practical lessons and developed a deeper understanding of the professional service environment.

- First, I learned how to apply my English knowledge in direct communication with international guests in various situations, including greeting, guiding, explaining ticket entitlements, and handling arising issues. This significantly improved my English listening and speaking skills as well as my communication reflexes.

- Second, I gained a deeper understanding of the actual operational procedures in a large tourist destination, especially in managing heavy guest flow, handling emergencies, and coordinating with multiple departments such as operations, supervision, restaurant reception, ticketing, and security.

- Third, I developed greater calmness, patience, and a positive attitude at work, particularly in a high-pressure and crowded environment.

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### *3.2.1. Knowledge*

During my internship, I gained several important insights:

- Gained a clear understanding of the operational structure of Sun World Ba Na Hills and the service procedures at 1901 Restaurant.

- Mastered the regulations related to the use of complimentary tickets, combo tickets, service vouchers, and different guest entitlements.

- Effectively applied theoretical knowledge of foreign-language communication in a real working environment.

- Understood the crucial role of coordination in maintaining order, managing guest flow, and ensuring service quality.

- Improved my ability to present and explain information in English to tourists.

### *3.2.2. Soft skills*

During the internship, I developed several important soft skills, including:

- Communication skills: communicating politely, clearly, concisely, and appropriately with guests from various countries.

- Teamwork skills: coordinating smoothly with different departments to ensure an efficient flow of guests.

- Problem-solving skills: quickly handling issues such as lost tickets, incorrect entitlements, or guests not understanding the procedures.

- Stress-management skills: staying calm when guest volume is high, especially during peak hours.

- Discipline and punctuality: adhering to schedules, regulations, and the company's professional working standards.

### *3.2.3. Attitude*

Attitude is an essential aspect that I learned while working in a professional environment:

- Always show respect toward customers, colleagues, and supervisors.

- Maintain a polite, friendly attitude and support guests to the best of my ability.

- Demonstrate a willingness to improve and learn from feedback given by managers.

- Be proactive at work and take responsibility for assigned tasks.

- Maintain a positive mindset and contribute to a pleasant, energetic working atmosphere.

## 3.3. Proposals and recommendations to the College when organizing teaching

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### *3.3.1. For the college of commerce*

Based on the experience I gained during my internship, I believe the university can better support students by expanding practice-oriented activities that reflect real working environments. First, the university should increase the number of practical training sessions, especially simulations involving communication with international guests, handling incidents, verifying service information, and guiding guests in crowded settings. These activities would provide students with a solid foundation before entering the workplace.

- Additionally, the university could invite experts, managers, or experienced staff from major enterprises such as Sun World Ba Na Hills to share practical knowledge, helping students better understand industry requirements.

- The College of Commerce should also expand exchange activities with native teachers to improve pronunciation, English communication reflexes, and listening–speaking skills.

- Furthermore, organizing more field trips to international-standard tourist destinations and large enterprises would give students a more comprehensive view of the industry and greater confidence before starting their internships. These adjustments would better equip students with the necessary knowledge, skills, and professional attitudes, thereby enhancing the overall quality of the university's training programs.

### *3.3.2. For the company*

During my internship at the Guest Coordination Department of 1901 Restaurant, I found the working environment to be consistently professional and friendly, with a highly supportive team. However, to further enhance operational efficiency and improve the customer experience, I would like to offer several constructive suggestions.

- First, the department could create more opportunities for interns to interact and communicate directly with international guests. This would not only help interns practice English in a real- world setting but also strengthen their ability to handle situations related to ticket information, service entitlements, and guest guidance.

- In addition, organizing short training sessions on guest coordination procedures, professional communication skills, and problem-solving methods would provide interns with a deeper understanding of Sun World Ba Na Hills' service standards.

- Moreover, increasing coordination between related areas—especially

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during peak hours - would help reduce pressure and ensure smoother guest flow, thereby improving overall efficiency.

- Providing more standardized English instructional materials would also support interns in quickly grasping essential information and applying it correctly when communicating with guests.

I believe that these small improvements would contribute to enhancing service quality while offering interns a more effective and practical learning experience.

***DaNang, November 2025***

Student

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