MINISTRY OF INDUSTRY AND TRADE
COLLEGE OF COMMERCE
DEPARTMENT OF ENGLISH

INTERNSHIP REPORT
USING ENGLISH IN COORDINATING AND SERVING CUSTOMERS IN THE BUFFET RESTAURANT

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ACKNOWLEDGEMENT

During my studies at College of Commerce, I acquired valuable knowledge and essential for my future career. In particular, the internship period at Ba Na Hills was an especially meaningful experience, giving me the opportunity to apply what I had learned, strengthen my practical abilities, and improve myself both personally and professionally.

First and foremost, I would like to express my deepest gratitude to the Board of Directors and all lecturers of the Faculty of Commerce and Tourism at the College of Commerce for their dedicated teaching, guidance, and for equipping me with a solid foundation of knowledge throughout my studies.

I would also like to sincerely thank the Management Board of Ba Na Hills and the Buffet Restaurant Department for giving me the opportunity to intern and learn in a professional environment. During my internship as a human resources coordinator as well as restaurant service staff, I gained valuable experience in customer service, communication, teamwork, and coordination between departments to ensure smooth restaurant operations and guest satisfaction

My special thanks go to my supervisors and colleagues in the restaurant department for their constant support, guidance, and willingness to share their experience during my internship. The knowledge and skills I have obtained will undoubtedly serve as an important foundation for my future career path.

Finally, I would like to extend my sincere thanks to all lecturers of the College of Commerce and the staff of Ba Na Hills for their dedication and support. I wish Ba Na Hills ongoing success and sustainable growth in the years to come.

I sincerely thank you!

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CHAPTER I: OVERVIEW OF THE INTERNSHIP COORDINATING AND SERVING CUSTOMERS AT THE BUFFET RESTAURANT IN BÀ NÀ HILL

1.1. Theoretical Background

1.1.1. Theories Related to Restaurant Service and Guest Coordination

Restaurant service plays an important role in creating customer satisfaction and maintaining the restaurant's reputation. During my internship at the buffet restaurant in Bà Nà Hills, I learned and applied several fundamental theoretical aspects as follows

a. Basic knowledge of buffet service

Before starting the actual work, interns need to understand the structure and operation of the buffet service, including:

- Properly setting up buffet stations according to the restaurant layout.
- Ensuring that dishes are presented attractively, cleanly, and hygienically.
- Guiding guests to choose dishes and introducing special items.
- Clearing and resetting tables after meals to ensure smooth customer flow.
- Complying with food safety and hygiene regulations during the service process.

b. English communication skills

As Bà Nà Hills attracts a large number of international visitors, English communication skills are essential. During the internship, I learned to:

- Greet and welcome guests politely using professional service language.
- Direct guests to buffet areas and explain the service style clearly.
- Handle guest inquiries or complaints calmly and effectively.
- Communicate and cooperate with colleagues respectfully and clearly.

c. Teamwork coordination skills

Teamwork between service staff, kitchen staff, and supervisors is crucial to ensure smooth restaurant operations. Through the internship, I learned how to:

- Coordinate timing between food preparation and service.
- Communicate with supervisors to receive appropriate assignments
- Support teammates during peak hours to enhance efficiency.

The knowledge and skills I had previously acquired helped me quickly adapt to the working environment at the Bà Nà Hills buffet restaurant. During the internship, I had the opportunity to apply my understanding of service procedures, communication, and problem-solving to real work situations.

Specifically:

- Applied standard service procedures in all stages, from preparation and customer service to cleaning and resetting table

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- Maintained a professional attitude: punctuality, neat uniform, polite communication, and a friendly smile.

- Observed, listened to, and assisted guests whenever they needed help.

- Handled unexpected situations flexibly, such as customer complaints, out-of-stock dishes, or special requests.

- Learned to manage time effectively and coordinate with colleagues during busy hours to maintain service quality and efficiency.

By applying theoretical knowledge to practical work, I gained a better understanding of professional restaurant service requirements and developed essential traits such as proactivity, attentiveness, and responsibility.

1.2. Content of the Internship

1.2.1. Task 1: Learn the restaurant layout, service procedures, and buffet sections

At the initial stage of my internship, my main task was to thoroughly understand the overall layout of the restaurant, including areas for individual guests, group dining, buffet lines, Asian European dessert sections, restrooms, walkways, staff- only zones, and utensil preparation areas. Familiarity with the restaurant layout helped me orient myself more easily, reduce errors when assisting guests, and improve the overall efficiency of the department.



In addition, I was guided on standard service procedures, from welcoming guests, guiding them to their tables, serving food, to clearing and handling any unexpected situations. I also learned about table setup standards, including the spacing of utensils, placement of napkins, arrangement of glasses, plates, forks, knives, ensuring convenience and adherence to international standards.

Through observation and practice, I realized the importance of memorizing the location of each area, guest and staff movement flow, which made coordination tasks

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more proactive and accurate. I was also introduced to mandatory regulations regarding food hygiene and safety, dress code, working hours, occupational safety skills, and professional communication, laying a solid foundation for the subsequent tasks.

1.2.2. Task 2: Assist in coordinating guests, guide them to available tables, and provide support when needed

After mastering the layout and procedures, I began actively participating in guest coordination, a crucial task that directly affects service speed and guest experience. Responsibilities included welcoming guests at the entrance, checking guest numbers, classifying guests (individual, group, priority), arranging suitable seating, and informing the serving staff off table status.

During work, I learned to respond flexibly and resolve unexpected situations quickly, such as when all tables were occupied, guests requested a change of seat, or complaints arose. I also honed skills in polite, friendly communication and maintaining a positive attitude, even during peak hours with high pressure.

Moreover, this task helped me develop observation skills, anticipate guest needs, and coordinate effectively with other departments. I realized that guest coordination is not only about arranging seats but also requires time management, composure, and creating a comfortable experience for guests in all situations.

1.2.3. Task 3: Serve customers directly, clear tables, restock utensils, and communicate in English

In the next stage, I took on the responsibility of directly serving guests during meals, which included assisting guests in selecting dishes, explaining buffet sections, clearing used plates, replenishing utensils, handling special requests.

Communicating in English with international visitors. This task required both professional skills and a patient, professional attitude.

During this stage, I constantly moved between tables to observe guest needs, provided guidance when guests requested information about dishes, and immediately assisted when guests faced difficulties, such as children, elderly guests, or foreigners. I closely coordinated with the cleaning team to ensure tables were always clean and organized, while learning to handle situations such as spilled food, guest complaints, or requests for detailed information.

Direct service experience helped me develop a swift and professional working style, flexible communication skills, and improve my practical English proficiency, laying a strong foundation for professional growth in the hospitality industry.

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CHAPTER II: DESCRIPTION OF INTERNSHIP TASKS

2.1. Overview of the Internship Organization

2.1.1. General Information:

- Name: SUNWORLD BA NA HILLS

- Address: An Son Hamlet, Hoa Ninh Commune, Hoa Vang District, Da Nang City, Vietnam.

- Main Activities: Ba Na Hills is a high-end "tourism - resort - entertainment" complex, combining nature, architecture, amusement, culture, cuisine, art and accommodation services.

- Mission: To become a "leading tourism - entertainment – resort destination in Asia," contributing to elevating Vietnam's tourism on the international map. It promises to provide visitors with a unique, professional, and diverse experience.



Organizational Structure:

Sun World Ba Na Hills is not just a single area; it is a complex of multiple zones and services, including:

- Cable Car System: There are 5 cable car lines transporting visitors from the foot of the mountain to the main area, many of which hold world records for length and height.

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.- Architecture & Resort ArAre- “French Village”: A space with classic European style architecture, including a square, church, hotels, streets - offering an experience like a “miniature Europe.”



- Architectural Highlights & Check-in Points: Featuring the Golden Bridge with its “giant hands” design, along with Moon Castle, squares, waterfalls, gardgard- creating a “fairyland among the clouds” for visitors.

- Entertainment & Indoor Amusement Park: Home to Vietnam’s largest indoor amusement parkp- Fantasy ParkP- with over 100 modern rides, suitable for various groups of visitors.



- Flower Gardens & Natural Landscape: For example, Le Jardin D’AmouAm- a collection of themed flower gardens offering beautiful scenery and relaxation.

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- Cuisine & Dining Services: With over 30 restaurants and eateries offering European and Vietnamese dishes, buffet, à-la-carte; visitors can enjoy everything from German sausages, French wine, BBQ, craft beer to traditional Vietnamese cuisine.

- Accommodation / Resort: A high-class resores- Mercure Ba Na Hills French VillVill- with many well-equipped suites, classic French architecture, and mountain views.

Main Functions and Tasks:

- Provide a comprehensive tourtour- entertainment - resort experience by integrating natural landscapes, cultural elements, architectural works, and modern entertainment facilities, ensuring visitors enjoy a complete and memorable journey.

- Organize and operate a wide range of services, including sightseeing, cable car transportation, entertainment activities, dining services, accommodation, and event organization, meeting the diverse needs of domestic and international tourists.

- Maintain high service quality standards across all departments, especially in hospitality and food & beverage services, in order to enhance visitor satisfaction, brand reputation, and competitive advantage in the tourism market.

- Ensure safety, security, hygiene, and environmental protection throughout the entire complex, complying with regulations on occupational safety, food hygiene, and customer service standards.

- Develop human resources through professional training programs, internships, and on-the-job learning opportunities, helping employees and interns improve practical skills, professional attitude, and service mindset.

- Promote sustainable tourism development by preserving natural landscapes, optimizing resource use, and creating long-term value for the local community and Vietnam’s tourism industry as a whole.

2.1.2. Organizational Structure of the SUNWORLD

- The restaurant department at Sun World Ba Na Hills plays a vital role in providing food and beverage services and directly contributes to overall guest satisfaction. Due to the characteristics of a large-scale tourist complex with a high volume of visitors, especially during peak seasons, the restaurant department is organized in a professional structure with clearly defined responsibilities to ensure smooth and efficient operations.

- The organizational structure of the restaurant department includes restaurant managers, shift supervisors, service staff, cashiers, kitchen staff, cleaning staff, as well as seasonal employees and interns. Each position has specific duties, yet they work closely together to maintain consistent service quality throughout operating hours.

- The main function of the restaurant department is to serve meals to tourists, including both buffet and à la carte services, catering to the diverse needs of domestic

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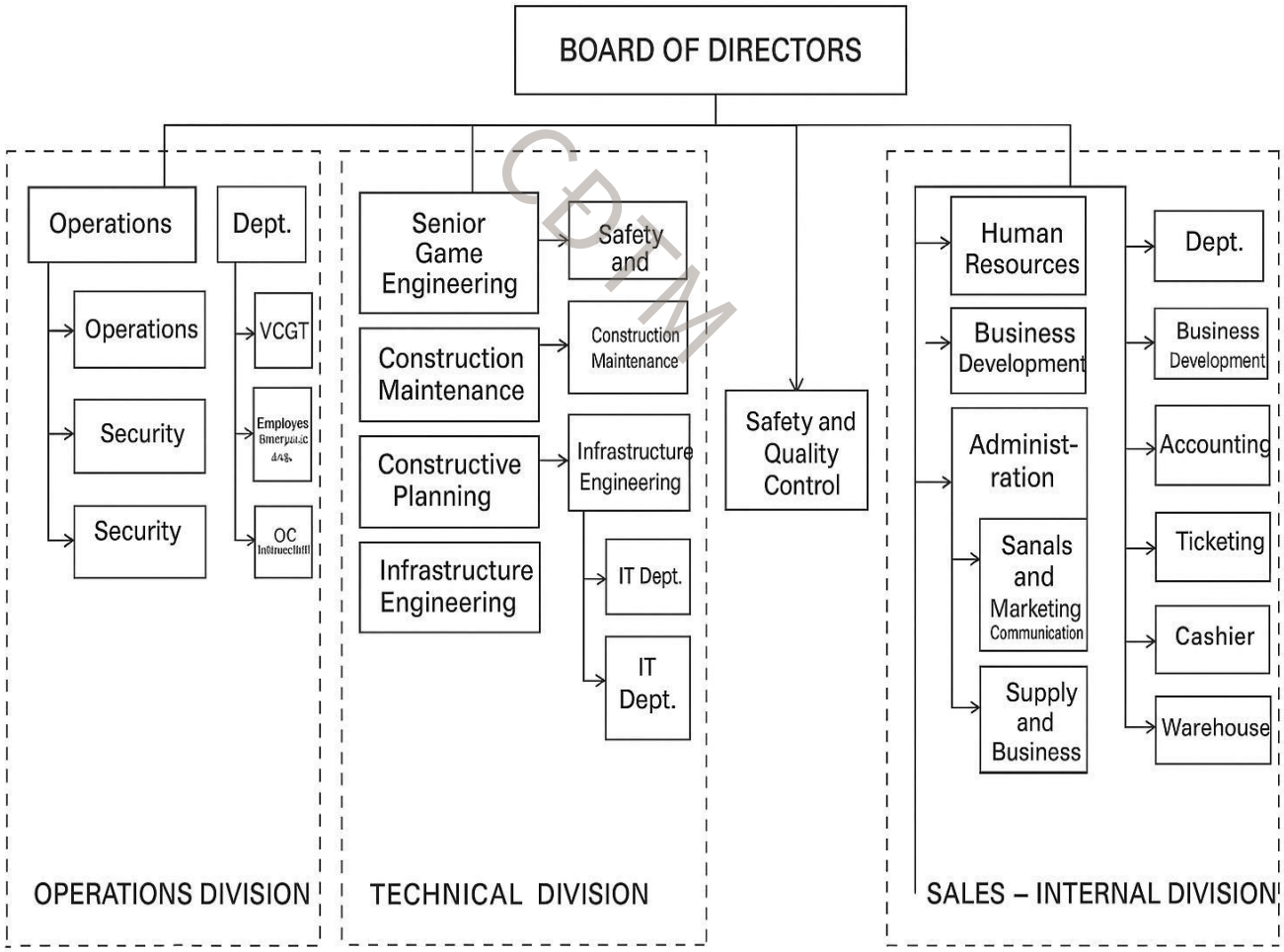
and international guests. In addition, the department is responsible for ensuring food safety and hygiene, maintaining a clean and comfortable dining environment, and complying with occupational safety regulations and standard service procedures.

- Beyond guest service, the restaurant department also plays an important role in training and guiding new employees, seasonal staff, and interns, helping them quickly understand work procedures, develop professional working attitudes, and improve communication skills with guests. This contributes to enhancing overall service quality and strengthening the professional image of Sun World Ba Na Hills in the eyes of visitors.

2.1.3. Functions and Responsibilities of the Restaurant

Functions of the Board of Directors:

- Lead and manage all activities of the unit.
- Develop development strategies and business objectives.



- Supervise and evaluate the performance of departments.
- Ensure service quality, safety, and compliance with regulations.
- Represent the unit in relations with partners, regulatory agencies, and sign important decisions.

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I. OPERATIONS DIVISION

1. Operations Department:

- Manage and supervise all daily operations of the tourist site to ensure smooth and efficient activities.

- Coordinate with other departments to maintain consistent service quality across the entire area.

- Ensure that customer service procedures are carried out according to company standards and regulations.

- Monitor staff performance and operational workflows to promptly identify and resolve issues.

- Handle unexpected situations that may affect daily operations and propose appropriate solutions.

- Support management in implementing operational plans, schedules, and service improvements.

Ticketing Department:

- Control entrance tickets to ensure transparency, accuracy, and safety.

- Check ticket validity and prevent ticket fraud or unauthorized entry.

- Guide guests through ticket checkpoints following proper procedures.

- Assist guests with ticket-related inquiries, such as ticket types, prices, and usage instructions.

- Coordinate with security and operations departments to manage peak-hour guest flow.

- Ensure order and professionalism at ticket control areas.

Guidance Department:

- Assist visitors by providing clear information on services, facilities, routes, and attractions.

- Guide guests to appropriate areas based on their needs and itineraries.

- Ensure guests move within the correct areas and comply with site regulations.

- Support crowd control during peak hours or special events.

- Help resolve minor guest issues by directing them to the appropriate departments.

- Maintain a friendly and professional attitude to enhance guest experience.

Customer Service & Medical Department:

- Receive, process, and handle customer requests, inquiries, and complaints in a timely and professional manner.

- Provide guidance and support to guests experiencing difficulties during their visit.

- Offer first aid services and manage emergency medical situations when required.

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- Coordinate with medical staff and external emergency services if necessary.
- Record and report incidents to ensure proper follow-up and service improvement.
- Ensure guest safety and satisfaction throughout their stay.

Environment & Landscaping Department:

- Maintain cleanliness across the tourist site, including public areas and facilities.
- Collect and manage waste according to environmental and safety standards.
- Ensure a green, clean, and visually appealing environment for visitors.
- Support basic maintenance of landscaped areas such as gardens, walkways, and decorative spaces.
- Assist in environmental protection activities and sustainability initiatives.
- Coordinate with other departments to maintain overall site aesthetics.

2. Transportation & Traffic Operations Department (VCGT)

- Manage the operation of transportation vehicles and internal transit within the site.
- Ensure safe and efficient internal transit for guests and staff.
- Coordinate traffic flow to avoid congestion during peak periods.
- Guide guests in using transportation services correctly and safely.
- Monitor vehicle schedules, routes, and technical conditions.
- Support emergency transportation needs when required.

3. Security Department

- Ensure the safety of assets, guests, and staff within the tourist site.
- Maintain internal order and prevent security risks.
- Monitor security systems and patrol areas 24/7.
- Handle incidents, conflicts, or emergencies promptly and professionally.
- Coordinate with other departments and local authorities when necessary.
- Support crowd control and safety during events and peak periods.

II. TECHNICAL DIVISION

1. Amusement Rides Technical Department:

- Inspect, maintain, and repair ride systems.
- Ensure equipment operates safely and reliably.

2. Construction Maintenance Department:

- Maintain facilities and construction works.
- Handle damages and deterioration.

3. Construction Planning Department:

- Develop plans for development, repair, or new construction projects.
- Coordinate construction and monitor progress.

4. Technical Supply Department:

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- Manage technical systems for electricity, water supply, fire protection, etc.
- Ensure systems operate continuously and safely.

5. Landscaping & Greenery Department:

- Care for, trim, and maintain green spaces and landscaping.
- Create aesthetically pleasing environments consistent with design plans.

6. Infrastructure Technical Department:

- Manage all technical infrastructure within the tourist site (lighting, internal roads, etc.).
- Coordinate to resolve infrastructure issues.

IT Department:

- Manage networks, software, and IT equipment.
- Technical support for departments.

III. FOOD AND BEVERAGE DIVISION

1. Restaurant department

- Manage customer service operations at restaurant.
- Ensure service quality and guest experience meet standards.
- Coordinate with kitchen and service staff to ensure timely food delivery.
- Handle customer feedback, complaints, and special requests professionally.
- Monitor restaurant cleanliness, table setup, and service workflow during operating hours.

2. Kitchen department

- Prepare dishes according to the menu.
- Ensure foof hygiene and safety standards.
- Control food quality, portion size, and presentation consistency.
- Manage kitchen equipment and ensure proper usage and maintenance.
- Coordinate with restaurant staff to meet peak-hour demand efficiently.

3. Production department

- Prepare ingredients and produce ready-to-sell or mas-produced food.
- Supply food products to kitchens and restaurants.
- Control inventory of raw materials and semi-processed products.
- Ensure production schedules meet operational demands.
- Apply food safety standards throughout the production process.

IV. BUSINESS & ADMINISTRATION DIVISION

1. Human resources department

- Recruit, train, and manage personnel records.
- Implement employee welfare policies and performance evaluations.
- Arrange work schedules and manage attendance records.

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- Support employee development and internal training programs.
- Handle labor-related issues and internal communications.

2. Business, communications & marketing department

- Develop and implement business, communication, and marketing strategies
-Organize events and sales promotion activities.
- Promote services and products through online and offline channels.
- Coordinate with other departments to enhance brand image and customer engagement.
- Conduct market research and analyze customer trends.

3. Administration department

- Manage documents, paperwork, office supplies, and working equipment
- Provide general logistical support for the entire tourist area.
- Ensure smooth daily administrative operations.
- Coordinate transportation, uniforms, and working tools for staff.
- Support other departments in administrative procedures.

4.Accounting department

- Manage financial activities, record income and expenses, and prepare financial reports.
- Monitor budgets and control operating costs.
- Process payroll, payments, and financial transactions accurately.
- Ensure compliance with financial regulations and company policies.

2.1.4. Overview of Restaurant Operations:

As a famous tourist destination, the restaurant is almost always crowded, especially during:

- Holidays and festivals
- Peak travel seasons
- Weekends
- Times when large tour groups arrive

The number of visitors may range from 5,000 to 10,000 per day, depending on the period. This requires staff to possess:

- Agile working style
- Good reflexes
- Ability to work under pressure
- Strong teamwork spirit

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Interning in such a demanding environment has greatly helped me grow in both professional skills and work attitude.

2.2. Detailed Job Description During the Internship

2.2.1. Task 1: Learning the Layout and Operational Procedures of the Restaurant

Task decription

This was the initial stage of my internship. I was required to study and memorize the restaurant's layout, including:

- Group dining area
- Individual guest area
- Buffet line
- Asian – EuropEuro - dessert counters
- Restroom area
- Setup area for utensils
- Main and secondary walkways
- Staff-only zones (back-of-house)

Understanding each area helped me become more proactive when assisting guests.

Implementation

During the first week, I spent my time

- Shadow experienced staff to observe their work.
- Get the standard greeting procedures required by the restaurant.
- Practice guiding guests according to proper protocols, including simple English instructions for international visitors.
- Observe and adopted professional communication styles from the staff.
-Study various utensils such as spoons, forks, knives, glasses, trays, napkins, etc.

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-Practice setting up tables according to standards: spacing, layout, and placement of dining items.

I was also briefed on mandatory regulations:

- Food safety and hygiene rules
- Dress code and uniform regulations
- Attendance and punctuality guidelines
-Workplace safety skills
- Communication and conduct standards

Job Requirements:

- Proactiveness and willingness to learn
- Good observation skills
-Basic communication ability
- Ability to grasp procedures quickly
-Basic English communication

Getting results achieved:

- I memorized the entire restaurant layout and guest movement flow.
- I understood the standard buffet service procedures.
- I became more confident in communication, especially with foreign guests.
- I mastered task description

Serving guests requires both technical ability and a positive attitude. Duties include:

- Assisting guests with food selection
- Describing buffet sections
- Clearing used plates
- Replacing clean utensils
- Assisting foreign guests in English
- Handling special requests
- Reporting incidents to supervisors
- Developing a more disciplined and professional work attitude.

2.2.2. Task 2: Serving Guests During Dining Hours

Implementation:

During the internship:

- I constantly moved between tables to observe guest needs.
- I provided clear guidance when guests asked about dishes.
- I offered support for children, elderly guests, or international visitors.
- I maintained a friendly tone and always thanked guests after completing their requests.

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- I worked with the cleaning team to ensure tables remained clean.

- I learned how to handle situations such as spilled food, complaints, or frequent inquiries.

- Notably, I had multiple opportunities to use English to assist international guests, which helped me significantly improve my communication skills.

Job Requirements:

- Patience and friendliness
- Professional appearance and manners
- Good communication skills
- Attentive observation
- Ability to use English

Results Achieved:

- Enhanced communication skills
- Greater confidence in crowded environments
- Improved flexibility in handling situations
- Better English proficiency

2.3. Evaluation of the internship performance

- The internship at Bà Nà Hills Buffet Restaurant provided me with valuable and practical experience in guest service, coordination, and English communication in a professional hospitality environment. Throughout the internship, I had the opportunity to apply theoretical knowledge learned at university to real working situations, thereby improving both professional skills and work discipline.

- During the internship period, I gradually became familiar with restaurant operations, service procedures, and coordination tasks. I learned how to welcome and assist guests politely, arrange seating efficiently, clear tables promptly, and support guests during their dining experience. These tasks helped me develop a better understanding of customer service standards and the importance of accuracy, speed, and attention to detail in the restaurant industry.

- In addition, working in a high-volume buffet restaurant helped me improve my ability to handle customer situations effectively, especially during peak hours. I learned how to remain calm under pressure, respond flexibly to guest requests, and cooperate closely with team members to ensure smooth service flow. This experience significantly enhanced my teamwork skills, sense of responsibility, and adaptability in a fast-paced working environment.

- The internship also contributed to improving my English communication skills, as I frequently interacted with international guests. Through daily practice, I became more confident in using English to explain buffet sections, give directions, and respond

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to basic guest inquiries. This practical exposure helped me overcome communication barriers and improved my professional confidence.

- Overall, the internship was a meaningful learning experience that helped me enhance professional knowledge, practical skills, and work attitude. It provided a solid foundation for my future career in the hospitality and tourism industry and increased my motivation to further develop myself in this field.

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CHAPTER III: PERSONAL EXPERIENCE GAINED DURING THE INTERNSHIP

3.1. Similarities and Differences Between Theory and Practice

During my internship at the Bà Nà Hills Buffet Restaurant, I clearly realized the strong connection between theoretical knowledge learned at college and actual work in the hospitality environment. The lessons about service procedures, communication principles, guest psychology, professional conduct, and problem-solving skills became the foundation that helped me adapt quickly to the workplace. When welcoming guests, guiding them to tables, supporting them during the dining process, or interacting with colleagues, I found myself applying exactly what I had learned in classes, especially regarding communication etiquette and the importance of maintaining a friendly, respectful attitude. Although the internship did not require me to perform tasks such as setting up tables or serving dishes, the theoretical understanding of such standards helped me understand the overall workflow and coordinate more smoothly with the service team.

However, despite this strong connection, I also recognized significant differences between theory and practice. In real operations, the pace of work was much faster and more intense than what textbooks describe. The restaurant environment changed continuously depending on the number of guests, tour groups, and peak hours, requiring flexibility and quick reactions. While theoretical lessons present service steps in a neat and orderly way, real-life situations were often unpredictable. Guests had different personalities, preferences, and expectations, and each shift presented challenges that no textbook could fully simulate. There were times when guests requested table changes, asked many questions about dishes, needed guidance in English, or expressed dissatisfaction due to waiting times. I have to pay attention to the guidance.These situations required me to stay calm, listen carefully, and provide appropriate solutions immediately. The contrast between theory and practice helped me understand that knowledge provides a foundation, but real experience is what teaches a person how to handle pressure, observe the environment, respond effectively, and perform professionally.

3.2. Personal Experiences Gained from the Internship

Throughout the internship, I gained many valuable experiences that significantly contributed to my personal growth, professional development, and understanding of the hospitality industry. Every shift provided opportunities for me to learn something new, even from the smallest tasks. The first and most important lesson was learning how to interact with guests in a natural and confident manner. At first, I felt nervous when greeting or guiding guests, especially foreign tourists. But over time, through daily

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interaction, I became more comfortable, proactive, and expressive. I learned how to adjust my tone of voice, choose appropriate words, and use body language effectively to create a welcoming atmosphere. Small gestures such as smiling, maintaining eye contact, or giving a simple but clear explanation about the seating arrangement helped build trust and comfort for guests.

Working in a restaurant that welcomes hundreds to thousands of guests every day also taught me the importance of staying calm under pressure. During peak hours, everything happened quichap - tour groups arrived all at once, families needed assistance at the same time, and children sometimes caused disruptions. I had to focus on managing the flow of guests, coordinating with colleagues, and ensuring that the entrance area remained organized. This process improved my ability to handle multiple tasks at the same time while maintaining accuracy and professionalism. Through these experiences, I recognized that adaptability is one of the most essential skills in the hospitality industry.

The internship also strengthened my teamwork abilities. The buffet restaurant operated based on close coordination among many departments, and each position contributed to the success of the overall service. I learned how to communicate effectively with servers, supervisors, and coordinators to ensure tasks were carried out smoothly. Every shift showed me that teamwork is not only about working together but also about understanding each other's workload, supporting colleagues during busy periods, and creating a harmonious working atmosphere.

Another important aspect of my personal development was improving my English communication skills. Because the restaurant welcomed a large number of international visitors, I had frequent opportunities to speak English in real situations. This helped me develop better pronunciation, quicker reflexes, and greater confidence when communicating with foreign guests. I gradually learned how to explain directions clearly, answer common questions, and respond professionally to unexpected requests.

In addition to professional skills, the internship also helped me develop discipline, patience, and a responsible working attitude. Working long hours, dealing with large crowds, and maintaining high levels of attention were not easy tasks. Yet, these experiences taught me how to stay focused, follow procedures, and maintain a positive attitude even when tired. I realized that in hospitality, professional behavior and work ethic directly affect customer satisfaction and the reputation of the business.

Overall, the internship was a valuable learning journey. It allowed me not only to gain practical skills but also to understand myself better, recognize what I enjoy, and identify the skills I need to improve further for future career development.

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3.3. Suggestions and Recommendations to the College

From the insights gained during the internship, I believe there are several ways the college can improve the training process for future students. First, incorporating more practical training sessions would greatly benefit students. Real-world exposure allows them to understand the dynamics of hospitality operations, the pressure of service workflows, and the complexity of guest interactions, things that theoretical lessons alone cannot fully convey.

Additionally, strengthening English communication training would help students prepare better for the increasing number of international tourists in Vietnam's tourism industry. Courses focusing on practical conversational English, role-play scenarios, and problem-solving in English would give students more confidence when communicating with foreign guests.

Furthermore, integrating theory with practice in a more flexible and applied manner would help students develop skills more naturally. Instead of learning theory first and applying it much later, combining them simultaneously would help shorten the adaptation period once students enter internships or full-time work.

These recommendations, if implemented, would enhance the quality of the training program and better prepare students for their future careers in the hospitality industry.

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