MINISTRY OF INDUSTRY AND TRADE
COLLEGE OF COMMERCE
DEPARTMENT OF ENGLISH

INTERNSHIP REPORT

USING ENGLISH IN ACTIVITIES SUCH AS TRANSLATING LETTERS FROM ENGLISH TO VIETNAMESE AND FROM VIETNAMESE TO ENGLISH, SCANNING DOCUMENTS AT LOVE OF VIETNAM EXPRESSED, INC (L.O.V.E)

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Class: **: 17 TM6.1**

Danang, December 2025

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ACKNOWLEDGMENT

During my internship period at Love Of Vietnam Expressed, Inc., I would like to express my sincere gratitude to the Board of Directors and all the staff for giving me the opportunity to practice and develop my skills in a professional and friendly working environment. I am especially grateful for the guidance, support, and encouragement I received throughout this time.

I would like to extend my heartfelt thanks to Mr. Phuong for directly guiding me during my internship. Thanks to your thoughtful instructions and continuous support, I was able to understand my tasks clearly and complete them effectively. This internship has allowed me to learn valuable knowledge and gain practical experience, especially in using English for translating letters, scanning documents, and creating new profiles for the organization.

I am also grateful to all the team members at Love Of Vietnam Expressed, Inc. for their enthusiasm and willingness to help whenever I encountered difficulties. Working in such a positive environment helped me improve my communication skills, enhance my English abilities, and understand the importance of serving the community with compassion and dedication.

During this internship, I not only learned professional skills but also gained meaningful experiences and lessons that will be beneficial for my future career. I sincerely appreciate the support, kindness, and opportunities that the organization has provided me.

Once again, I would like to thank Love Of Vietnam Expressed, Inc. for giving me a memorable and valuable internship journey.

Your sincerely,

Student

NGUYEN THI KIM THINH

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CHAPTER I: OVERVIEW OF TRANSLATION AND ADMINISTRATIVE WORK AT LOVE OF VIETNAM EXPRESSED, INC

1.1. Theoretical background.

1.1.1. Overview of translation work.

1.1.1.1. Concept of translation work.

- Translation work plays a vital role in bridging linguistic and cultural differences among individuals, organizations, and communities. It is the process of transferring meaning, ideas, and style from one language into another accurately and naturally so that the intended message of the original text is preserved and easily understood by the target audience.
- Professional translation requires not only linguistic proficiency but also a deep understanding of cultural nuances, social contexts, and the author's communicative intent. A translator must ensure accuracy, clarity, and natural e expression while maintaining the tone and emotional essence of the source text.
- At Love of Vietnam Expressed (L.O.V.E), translation is an indispensable component of daily operations. It facilitates communication between foreign volunteers, sponsors, and local staff, ensuring that humanitarian activities and messages of compassion are conveyed faithfully and effectively.
- In summary, translation work contributes significantly to promoting understanding, unity, and cooperation between different cultures, thereby supporting the organization's mission of love and community service.

1.1.1.2. Role of translation work.

- Translation serves a vital role in connecting people across linguistic and cultural boundaries, supporting education, business, international communication, and especially humanitarian work. Within L.O.V.E, translation is a bridge that connects the organization's foreign sponsors and volunteers with Vietnamese children, families, and communities.

+ Cultural Communication: Translation promotes cultural exchange, mutual respect, and understanding, allowing individuals from different backgrounds to collaborate effectively.

+ Information and Documentation: Accurate translation ensures that documents such as sponsorship letters, reports, newsletters, and volunteer guides are clear, consistent, and faithful to the original intent.

+ Education and Training: Translation supports the dissemination of learning materials, training manuals, and correspondence that enhance capacity-building among both local and foreign members.

- In short, translation work at L.O.V.E not only fulfills a linguistic purpose but also reflects the organization's humanitarian spirit — spreading messages of love, unity, and shared purpose.

1.1.1.3. Meaning of translation work

- Beyond the technical process of converting one language to another, translation embodies professionalism, empathy, and respect for diversity. It is a means of connecting hearts and minds, transcending barriers of language and culture.
- For L.O.V.E, translation carries deep humanitarian significance. It helps communicate stories of hope, charity, and community care to global supporters.

Translators at L.O.V.E are therefore not only language mediators but also cultural ambassadors who promote understanding, goodwill, and solidarity between Vietnam and the international community.

1.1.2. Overview of administrative work.

1.1.2.1. Concept of administrative work.

- Administrative work plays a fundamental role in maintaining, supporting, and optimizing the operations of an organization. It involves a diverse range of tasks such as organizing documents, managing correspondence, handling data, coordinating internal communication, and ensuring smooth daily workflow.
- Effective administrative work requires accuracy, time management, and excellent communication skills. Administrative staff must be flexible in handling information, systematic in organizing records, and proactive in supporting both management and employees.
- At Love of Vietnam Expressed (L.O.V.E), administrative work ensures that humanitarian projects, volunteer programs, and office operations are conducted efficiently. Administrative duties also contribute to a professional, organized, and positive working environment, which is vital for maintaining trust and cooperation among team members and international partners.
- In summary, administrative work at L.O.V.E not only supports the structural backbone of the organization but also enhances its ability to operate smoothly, sustainably, and transparently.

1.1.2.2. Duties of administrative work

- Administrative duties encompass various essential tasks that facilitate the daily functioning and coordination within an organization. At L.O.V.E, administrative staff are responsible for managing office systems and ensuring that communication, documentation, and logistics are carried out efficiently.

+ Data and Documentation Management: Handling data entry, maintaining organized files, updating databases, and ensuring the safe storage of essential documents.

+ Office Coordination: Managing office supplies, photocopying, printing, and preparing materials for meetings or events.

+ Communication and Correspondence: Writing and replying to emails, drafting official letters, and maintaining communication between local offices, volunteers, a and international sponsors.

+ Human Resource and Volunteer Support: Assisting in HR tasks such as attendance tracking, volunteer coordination, and organizing orientation sessions for new members.

+ Scheduling and Event Organization: Planning meetings, workshops, and community activities, ensuring that all logistics are well-prepared.

- In conclusion, administrative duties at L.O.V.E play a key role in sustaining effective internal operations, supporting management, and ensuring coordination between the office and community projects. The dedication and diligence of administrative staff contribute significantly to the organization’s humanitarian mission and long-term success.

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1.2. Internship's objectives

1.2.1. Applying English in translating letters from English to Vietnamese and vice.

- The first objective of the internship is to enhance bilingual translation skills through practical experience in translating letters and other written materials from English to Vietnamese and vice versa. This task allows interns to strengthen their linguistic competence and gain a deeper understanding of cross-cultural communication.
- At Love of Vietnam Expressed (L.O.V.E), translation work involves a variety of correspondence such as sponsorship letters, volunteer communication, project reports, and community outreach documents. By engaging in this process, interns develop not only accuracy and fluency in translation but also cultural sensitivity and contextual awareness, ensuring that each message is conveyed with clarity and empathy.
- Furthermore, this activity fosters essential professional skills for students who aspire to work in the fields of translation, administration, education, or international relations. Through this hands-on experience, interns learn to balance linguistic precision with emotional expression — a vital quality in humanitarian and intercultural communication.

1.2.2. Using English in administrative tasks such as scanning and filing letters.

- The second objective is to apply English proficiency in real administrative contexts, allowing interns to strengthen both organizational and communication skills. Administrative tasks at L.O.V.E include scanning, saving, naming, and organizing bilingual documents in both physical and digital formats.
- By performing these duties, interns practice using English in professional documentation, email communication, and file management systems. This process helps them become familiar with administrative terminology, document structure, and workplace procedures in an international non-profit setting.
- Moreover, engaging in administrative work provides interns with opportunities to develop responsibility, time management, and teamwork — essential qualities for future professionals. It also helps them build confidence in using English for real- life tasks, thereby improving both their communication competence and understanding of cross-cultural operations.

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CHAPTER II: USING ENGLISH IN TRANSLATION AND ADMINISTRATIVE WORK AT LOVE OF VIETNAM EXPRESSED, INC

2.1. Overview of Love Of Vietnam Expressed, Inc

2.1.1. General information

- International name: Love of Vietnam Expressed, Inc. (L.O.V.E)
- Representative: NGUYEN NAM PHUONG
- Address: 29 Trung Hoa 3, Ngu Hanh Son district, Da Nang, Viet Nam.
- Telephone: +84 236 3940 743
- Tax code: 4001216231.
- Date of operation: Founded in 1998
- Type of organization: Non-profit, humanitarian, and educational support organization
- Founder: Mr. and Mrs. William H. Hays (USA)
- Website: www.loveofvietnamexpressed.org
- Logo:

2.1.1.1. Development history

- Love of Vietnam Expressed (L.O.V.E) is a non-profit international organization founded in Da Nang, Vietnam, in 1998. Its primary goal is to improve the living conditions of disadvantaged children and families through sponsorship programs, educational support, and community development projects. Over more than two decades of operation, the organization has expanded its support network to include hundreds of sponsors and volunteers from around the world.
- L.O.V.E's journey began with the mission of bringing love, hope, and opportunity to children from low-income families. Through the years, it has grown into a well-recognized humanitarian organization in Central Vietnam, providing scholarships, healthcare assistance, housing repairs, and livelihood programs. The organization also serves as a bridge between international sponsors and local communities, fostering mutual understanding and cross-cultural connection.
- Today, L.O.V.E continues to develop various projects in education, social welfare, and community empowerment, reaffirming its dedication to building a more compassionate and sustainable society.

2.1.1.2. Vision and mission

- Vision:

+ The vision of Love of Vietnam Expressed (L.O.V.E) is to build a compassionate and equitable society where every child, regardless of their background or financial status, has the opportunity to access education, live with dignity, and develop their full potential. The organization envisions a future in which love, empathy, and solidarity transcend cultural and linguistic barriers, uniting people from around the world in the shared goal of uplifting disadvantaged communities in Vietnam.

+ L.O.V.E strives to create an environment that nurtures not only academic growth but also moral and emotional development among children and youth. By promoting long-term educational support and fostering cross-cultural understanding, the organization seeks to inspire the next generation to become responsible, caring, and community-oriented citizens.

+ Through sustainable sponsorship programs and volunteer engagement, L.O.V.E's vision extends beyond charity, it aims to empower individuals and families to overcome poverty, build self-reliance, and contribute positively to society.

-Mission:

+ The mission of L.O.V.E is to express love through concrete humanitarian actions that transform lives and foster hope within vulnerable communities. The organization works with a deep sense of compassion, integrity, and respect for cultural diversity, seeking to embody love not only in words but through consistent acts of service and care.

+ Providing educational opportunities: Supporting underprivileged children through scholarships, school supplies, and tuition assistance to help them pursue lifelong learning. + Delivering welfare and healthcare assistance: Offering medical support, nutritional aid, and housing repairs to improve the quality of life for poor families and children.

+ Connecting hearts globally: Building bridges between international sponsors, volunteers, and Vietnamese communities, fostering understanding and mutual respect through shared acts of compassion.

+ Empowering communities: Encouraging self-sufficiency and capacity-building through training, mentoring, and community development initiatives.

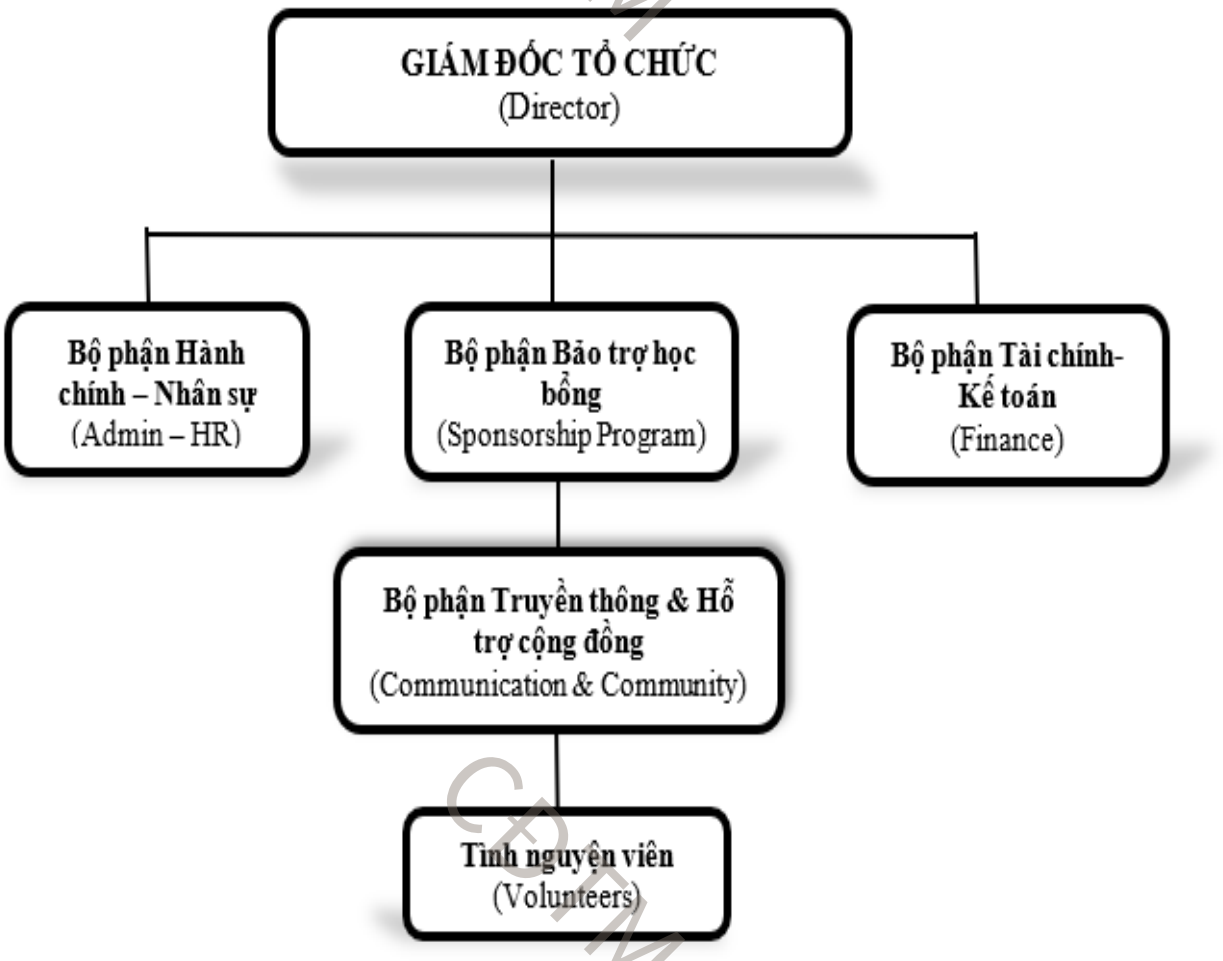
+ Promoting moral and spiritual values: Nurturing ethical awareness, empathy, and gratitude among sponsored children to cultivate their character and sense of purpose.

+ Ultimately, L.O.V.E's mission is not merely to give aid but to create lasting change, helping children and families break the cycle of poverty and experience the transformative power of love, education, and community support.

2.1.2. Organization structure of the company's operating apparatus

2.1.2.1. L.O.V.E Organizational chart apparatus

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2.1.2.2. Functional roles of each department:

- Director:

The Director serves as the highest executive authority, responsible for overall management, strategic direction, and operational supervision of the organization. The Director ensures that all departments align with L.O.V.E's mission, vision, and values. Strategic management: Establishing long-term goals, approving operational plans, and overseeing the effectiveness of all organizational activities. Inter-department coordination: Supervising collaboration among departments to ensure smooth workflow, timely communication, and problem-solving. Fundraising and partnership building: Representing the organization to donors, sponsors, and international partners; maintaining long-term relationships to secure financial and logistical support. Financial and ethical compliance: Approving budgets, ensuring transparency in fund management, and maintaining compliance with Vietnamese law and donor standards. Leadership and personnel development: Promoting a professional, compassionate, and ethical workplace culture; supporting staff training and performance evaluation. Public representation: Acting as the official spokesperson of the organization, enhancing L.O.V.E's public image, and fostering community trust.

- Admin – HR:

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The Admin – HR Department oversees all internal administrative functions and human resource management. It plays a central role in maintaining effective communication, documentation, and coordination among staff and volunteers. Managing correspondence, organizing documents, and maintaining administrative records. Coordinating internal communication and ensuring smooth office operations. Recruiting, training, and supervising employees and volunteers. Monitoring attendance, performance, and professional development. Organizing meetings, maintaining supplies, and creating a safe and efficient workplace. This department acts as the foundation of organizational discipline, ensuring professionalism and consistency throughout all departments.

- Sponsorship Program:

The Sponsorship Program Department serves as the bridge connecting sponsors from around the world with children and families in need in Vietnam. It is one of L.O.V.E's core departments and directly reflects the organization's mission of compassion and care. Matching sponsors with children or families based on individual needs. Collecting, updating, and managing detailed profiles of sponsored children. Preparing, translating, and sending letters, reports, and thank-you notes to sponsors. Coordinating field visits to ensure transparency in aid distribution. Maintaining communication between sponsors, staff, and beneficiaries. This department ensures that every donation reaches its intended recipient, fostering trust, transparency, and long-term relationships with sponsors.

- Finance:

The Finance Department manages the financial integrity of the organization. It ensures proper handling of donations, expenditures, and accounting processes in compliance with financial regulations and donor requirements. Recording and auditing all financial transactions and sponsorship payments. Preparing monthly and annual financial reports for internal use and donor review. Developing budgets and monitoring spending efficiency across departments. Managing receipts, payments, and reimbursement processes. Ensuring financial transparency and accountability through regular reporting and compliance checks. By maintaining financial stability and transparency, this department helps reinforce sponsor confidence and long-term sustainability.

- Communication & Community:

The Communication and Community Support Department focuses on external relations, outreach programs, and public engagement. It strengthens L.O.V.E's connection with the community and promotes the organization's image globally. Managing the organization's website, social media, and newsletters. Producing bilingual communication materials, reports, and promotional content. Documenting success stories and field activities to share with sponsors. Organizing charity events, educational workshops, and cultural exchanges. Coordinating with local authorities and schools for community projects and student support. This department ensures that L.O.V.E's mission and achievements are communicated effectively, inspiring continued global and local participation.

- Volunteers: Volunteers are the heart and soul of Love of Vietnam Expressed. Coming from both Vietnam and abroad, they contribute their time, skills, and

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compassion to assist in various activities and projects. Teaching English, tutoring, and mentoring sponsored students. Supporting translation, administrative work, and communication tasks. Assisting in field visits, community outreach, and charity programs. Promoting cultural understanding and building bonds between Vietnamese and international participants. Volunteers embody the humanitarian spirit of L.O.V.E — spreading love and kindness through action, empathy, and cultural exchange.

2.1.3. Main functions and duties of the company

2.1.3.1. Functions of the company

- Non-profit Community Development: Love of Vietnam Expressed (L.O.V.E.) is a non-profit organization with the core function of improving the quality of life for underprivileged individuals and families in Vietnam through education sponsorships, social support, and healthcare assistance.
- Education Sponsorship: The organization provides financial and educational support for disadvantaged children, enabling them to access schooling opportunities and build a foundation for long-term development.
- Healthcare Support: L.O.V.E. engages in medical outreach, health check programs, and direct support for families facing medical and financial difficulties, contributing to community health improvement.
- Social Welfare and Humanitarian Aid: The company implements charity projects such as food distribution, house repair programs, and emergency relief for families affected by natural disasters or crises.
- Partnership and Volunteer Coordination: The organization connects local communities with international sponsors, volunteers, and partner organizations to expand the reach and sustainability of its humanitarian activities.

2.1.3.2. Duties of the company

- Project Planning and Implementation: Design, organize, and carry out community aid projects aligned with the organization's mission and sponsor requirements.
- Monitoring and Evaluation: Oversee and assess the progress, impact, and efficiency of each sponsored program to ensure transparency and accountability.
- Fundraising and Resource Management: Seek funding and sponsorships from individuals and organizations; manage resources effectively to maximize community benefit.
-Volunteer Management: Recruit, train, and coordinate volunteers for fieldwork, community visits, and administrative support.
-Community Engagement and Advocacy: Promote awareness of poverty reduction, education access, and child protection through outreach and communication campaigns.
- Reporting and Communication: Maintain regular contact with sponsors and partners through reports, newsletters, and updates on project outcomes.

2.1.4. Overview of company operations and operating results

2.1.4.1. Field of operation of the company

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Figures: This is one of the company's images.

- Love of Vietnam Expressed (L.O.V.E.) is a non-profit humanitarian organization focusing on the fields of education sponsorship, healthcare support, and community development.
- Its activities are primarily conducted in Da Nang City, Quang Nam Province, and neighboring regions, in cooperation with local authorities, schools, and social welfare departments.
- Educational Support Programs: Sponsoring tuition fees, school materials, and scholarships for underprivileged students.
- Medical and Social Aid: Organizing free medical examinations, providing financial assistance for patients, and supporting families with urgent medical needs.
- Community Service Projects: Implementing clean water systems, housing repairs, and nutritional aid programs for low-income households.
- Volunteer and Partnership Programs: Cooperating with local and international sponsors, churches, and volunteers to carry out sustainable community projects.
- Currently, education and child sponsorship remain the core field of operation, contributing to stable social development and long-term human resource improvement.

2.1.4.2. Business results of the company

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Indicator	Planned	Actual Operations	% vs Plan	2023 Comparison(%)
Sponsored Students	320	340	106.25%	112.00%
Medical Aid Cases	80	95	118.75%	130.00%
Family Support / House Repairs	20	22	110.00%	125.00%
Volunteer Events	10	12	120.00%	150.00%
Partner Organizations	15	18	120.00%	140.00%

Table: Summary of main operational indicators of Love of Vietnam Expressed in 2024.

-Operational results:

The organization successfully exceeded most planned targets, particularly in medical and educational assistance, indicating effective coordination with sponsors and volunteers. The number of supported students increased by 12% compared to 2023, and healthcare cases rose by 30%, demonstrating stronger outreach capacity and trust from local communities. Impact: Through its sustained programs, L.O.V.E. not only met operational goals but also created lasting benefits for more than 400 individuals and families. The positive performance has reinforced the organization's credibility among donors and positioned it for continued expansion in 2025.

2.2. Using English in translation and administrative work at L.O.V.E

2.2.1. Using English in translation work

2.2.1.1.Translating letters from English to Vietnamese

a. Using English to comprehend letters from sponsors

- Understanding sponsor letters is an important part of the translation and communication process at Love of Vietnam Expressed. To analyze and comprehend sponsor messages effectively, it is necessary to recognize common structures, emotional expressions, and communication patterns that sponsors frequently use in their letters. Below are some common expressions that help identify tone, intention, and emotional content in sponsor correspondence:

+ "Good morning/Good afternoon/Good evening, dear student."

→Sponsors often begin their letters with polite greetings to establish warmth and respect.

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+ “Greetings from Love of Vietnam Expressed! I hope this letter finds you healthy and happy.”
→A very common opening, expressing care and checking in on the student’s well-being.
+ “I am very happy to write to you today.”
→ Shows the sponsor’s excitement and emotional connection with the child.
+ “Welcome to a new month! I hope your studies and daily life are going smoothly.”
→ Sponsors frequently use positive phrases to encourage students at the beginning of a new period.
+ “I’m thrilled to receive your recent letter and the photos you sent. They truly made my day.”
→ Common expression showing joy and appreciation when sponsors receive updates.
+ “I want to extend my heartfelt wishes to you and your family. Please stay strong and positive.”
→ Used when sponsors want to express emotional support or sympathy.
+ “Greetings and thank you for sharing your school activities with me. I am proud of your effort and progress.”
→ Shows recognition of the student’s achievements and expresses appreciation.+ “Hello, dear student! I truly appreciate your presence in my life, and I feel grateful to support your education.”

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→ Emotional sentence that highlights the meaningful bond between sponsor and child.



September 30th, 2025

Dear Rebeka Ndu,

thank you for your latest letter. It is great that your grandfathers is getting better. I quite understand that he wants to do something to help, although his family would be glad to take care of everything. As always, it doesn't apply to everyone, but I quite like Carl Jungs quote: "man cannot stand a meaningless life". I am sure he feels appreciated when he manages to do something for his offspring and they value it.

I am glad to hear that your studies are a bit easier this year. Worrying about your future more and more as you are getting closer to your graduation is completely normal. But something being normal doesn't mean it is easy. Some people seems to forget how difficult it is to be young.. You may have much less "life" responsibility, but on the other side, you have to think about your future, worry about what kind of job you will be able to get in the future, if you will be able to do it well enough to feel good about it, how you will manage to find "your place in the word" and endure being "responsible adult" etc. Honestly, being young has it merits, but it can be much "harder" on your soul, then being older and knowing you have already "tested your mettle". You are smart girl, you will manage. Anything special burdening your mind, you would want to share?

My wife recovery goes well. She has few work-weeks behind her, and although it was quite tough for her at the beginning, she is gradually getting "up to speed" and beside her veterinary practise and teaching at the university she already travels around Europe, attending congresses, giving lectures etc. as she is used to. My work is as usual, and it wouldn't be pleasant to get into details.. Not sure if it is or isn't a good sign, that I am rarely getting sick about how twisted some people can be anymore... but I suppose that is a price I have to pay for my line of work.

Thank you very much for explaining the pictures you have sent me! If nothing goes wrong, you should get six pictures from me along this letter. Maybe I should also give you a chance to guess what you see on them. But to not leave you completely in the dark... me (yes, I made a selfie, it would be quite a shocking news for my family and friends, and I would possibly deny doing so), my wife and our cat are saying hallo from different places, also there is quite different scenery between where I live and the area where I work (yea it takes a bit of commuting). It shouldn't be hard to find out what is what. You can try to guess the rest you see on the pictures or ask for a bit of commentary in my next letter if you wish.

Dear Rebeka, it is an honour and joy to write to you and sponsor you. I have no doubts that wherever your life will lead, you will make your family and me proud.

Take care of yourself and I will look forward your next letter.

Yours,

Andrew.

b. Translating letters into Vietnamese naturally and emotionally

- Translating sponsor letters into Vietnamese is not a simple word-for-word process. Instead, it is an act of interpreting emotions, restructuring ideas, and adapting cultural nuances so that the final message delivered to the student is warm, meaningful, and easy to understand. For many sponsored students at L.O.V.E, English is not familiar, and reading comprehension varies greatly depending on age and education level. Therefore, every translation must be handled with care to ensure that students not only understand the content but also feel the love and encouragement that sponsors intend to express.
- Just as in the communication hospitality process of the hotel, the core principle here is to ensure that the recipient feels welcomed, valued, and emotionally supported, but expressed through translation instead of verbal communication. My translation work required applying emotional sensitivity, vocabulary adaptation, cultural transformation, and stylistic refinement.

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+ “I’m so happy to write to you today.”
+ “You are always in my thoughts and prayers.”
+ “Your smile brings me so much joy.”
+ “Never forget how special you are.”
+ “I’m proud of everything you’ve accomplished this year.”

- Just like in hospitality communication, where the staff must adjust tone for foreign customers, in translation we must adapt culture-specific phrases so that Vietnamese students understand clearly.

+ “Merry Christmas! I hope your holiday is filled with warmth and blessings.”
+ “The weather here is getting cold as winter arrives.”
+ “Thanksgiving is a time to be thankful for what we have.”



c. Editing and proofreading translations for accuracy and readability.

- Editing and proofreading are essential stages in the translation workflow at Love of Vietnam Expressed (L.O.V.E). While translation transfers meaning from one language to another, the editing and proofreading stages ensure that the meaning is accurate, the tone is emotionally appropriate, and the final message is readable and child-friendly. Sponsor–student letters are deeply personal; therefore, even minor errors may distort emotional nuance, create misunderstanding, or weaken the connection between sponsor and child.
- During my internship, I applied a systematic, multi-level approach to editing and proofreading, focusing on accuracy, emotional coherence, cultural appropriateness, grammar, readability, and stylistic consistency Because sponsor letters often contain messages of love, encouragement, and emotional support, translators must preserve the sponsor’s intention without altering meaning. An unedited translation can easily become:

+ Too literal,
+ Emotionally flat,
+ Unclear for younger students,
+ Culturally inappropriate

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+ Grammatically incorrect.

- Editing ensures that the message remains gentle, accurate, and easy to read, while proofreading ensures that the final text is clean, correct, and coherent. These steps also safeguard the organization's professionalism and maintain trust with sponsors. To achieve accuracy and readability, I followed a structured five-step process.

STEP 1 — Compare the translated text with the original English message

+ Line-by-line comparison
+ Highlighting ambiguous sentences
+ Checking consistency of dates, names, and terms
+ Identifying emotional indicators (sorry, proud, happy, hope)

STEP 2 — Adjust emotional tone to match Vietnamese norms - English is often more direct in expressing emotions, while Vietnamese prefers softness and warmth. Editing ensures that translated sentences sound friendly and suitable for children

STEP 3 — Check grammar, sentence structure, punctuation, spelling

+ Missing punctuation
+ Overly long and confusing sentences
+ Incorrect pronoun use
+ Unnatural word order
+ Incorrect conjunctions

STEP 4 — Simplify vocabulary and reorganize sentences for readability

+ choosing easy to understand
+ splitting long sentences
+ removing abstract or overly formal expressions
+ replacing academic words with child-friendly equivalents

STEP 5 — Final read-through for natural flow and coherence

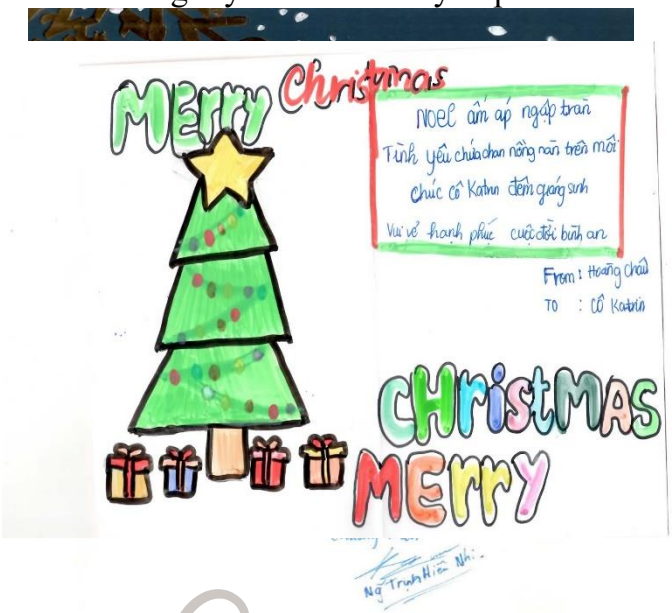
+ emotional consistency
+ natural reading rhythm
+ absence of awkward expressions
+ clarity and simplicity

2.2.1.2. Translating letters from Vietnamese to English a. Using English to express students' gratitude and emotions appropriately.

- Translating letters from Vietnamese to English at Love of Vietnam Expressed (L.O.V.E) is a complex task involving linguistic adaptation, emotional sensitivity, and cultural understanding. Student letters often contain deeply personal stories, expressions of gratitude, school updates, and emotional reflections about their families. Therefore, the translator must ensure that these messages are conveyed accurately and naturally while still respecting Western communication norms. Students at L.O.V.E frequently express gratitude in a culturally Vietnamese way warm, emotional, and sometimes exaggerated. Their letters may include repetitive phrases like "Con rat thuong co/chu", "Con biet on lam", "Con vui lam luon", which sound natural in Vietnamese but may appear overly sentimental or childlike in English. As a translator, I learned to refine these expressions while preserving sincerity. I compiled a set of emotional templates to create natural English expressions:

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+ “Your support means a lot to me.”
+ “I am truly grateful for everything you have done.”
+ “Your letters always make my day brighter.”
+ “Thank you for always encouraging me.”
+ “I hope you are healthy and in good spirits.”
+ “I will continue doing my best to make you proud.”



b. Adjusting language and tone to fit English culture

- Translating letters from Vietnamese to English is not simply replacing words with their equivalents; the translator must adjust the tone, style, and communication manner to fit English-speaking cultural norms. In the context of Love of Vietnam Expressed (L.O.V.E), this process is especially important because the letters exchanged between students and sponsors are emotionally sensitive. They contain gratitude, personal stories, and family experiences. If translated literally, the letter may accidentally sound overly emotional, impolite, childish, or culturally inappropriate in English.
- Thus, tone adjustment ensures that messages sound natural, respectful, and culturally acceptable for international readers while still preserving the sincerity of the child.
- Vietnamese and English differ greatly in communication style. The translator must be aware of these differences to create a culturally appropriate English message:
  + Highly emotional and expressive
  + Frequent use of intensifying words
  + Indirect communication, often avoiding direct statements
  + Long, descriptive sentences with many details
  + Strong emphasis on relationship, respect, gratitude
  + Frequent repetition of emotions to show sincerity
- Sentence Patterns Used to Adjust Tone:
  + “I wanted to share with you that…”

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+ “It makes me happy to tell you…”
+ “Thank you for your continued support.
+ “Although my family is facing challenges…”
+ “I hope you are doing well and in good health.”
+ “I will continue working hard to improve myself.”

- Adjusting language and tone is one of the most important and sophisticated parts of translating Vietnamese letters into English at L.O.V.E. Through this process, I learned to: analyze cultural nuances, reshape emotional expressions, avoid literal translation pitfalls, create natural, sponsor-friendly English messages, preserve the child’s original sincerity. This skill strengthens communication between sponsors and students and reflects the professionalism of L.O.V.E. c. Reviewing grammar and vocabulary before submission

- After translating Vietnamese letters into English, the final and indispensable step is carefully reviewing grammar and vocabulary before submitting the translation to supervisors. This stage ensures linguistic accuracy, coherence, and readability while preserving the original meaning and emotional tone of the student's letter. At Love of Vietnam Expressed (L.O.V.E), proofreading is especially important because the translated letters are sent to international sponsors, and therefore must meet high standards of correctness, professionalism, and cultural appropriateness.
- This section presents the detailed process I learned and applied during my internship, including grammar checking, vocabulary refinement, sentence restructuring, and final proofreading techniques.
- Grammar and vocabulary play a major role in ensuring that the translated letter:
+ Is easy for sponsors to understand
+ Reflects professionalism
+ Maintains the child's intended tone
+ Avoids miscommunication
+ Aligns with English writing standards

- Even small mistakes, such as incorrect tense, pronoun misuse, or an unnatural word choice, can significantly affect how the message is perceived. Therefore, reviewing grammar and vocabulary is not just correction; it is quality assurance.
- During translation, several types of grammar problems frequently arise due to differences between Vietnamese and English structure. Below are the most common issues and how I corrected them:
+ Vietnamese does not mark tense clearly, whereas English uses precise tense structures.
+ Students often describe past experiences using present tense, and translators must adjust accordingly.
+ Vietnamese does not inflect verbs according to subjects.
+ English requires verb agreement.
+ Vietnamese letters often contain long sentences with many ideas.
+ They must be separated or restructured in English.
+ Vietnamese uses flexible pronouns, while English uses fixed, specific pronouns (I, you, he, she, they). Vietnamese does not use articles but English requires them.
+Vocabulary review ensures that the letter sounds natural, polite, and appropriate for English-speaking sponsors.

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- Reviewing grammar and vocabulary before submission is a crucial stage that ensures professionalism, emotional fidelity, and readability. Through this process, I strengthened my English editing skills, developed cultural sensitivity, and learned how to produce polished, sponsor-ready letters that accurately reflect the voices of L.O.V.E student.

2.2.1.3. Communicating in English for translation coordination.

a. Writing emails to report translation progress.

Email communication plays a crucial role in reporting work progress at L.O.V.E. Many tasks, such as translating student letters, proofreading documents, or updating sponsor correspondence, require timely updates to supervisors or coordinators. Writing clear, concise, and professional emails ensures that translation tasks are monitored effectively and completed on schedule.

- A formal update email typically includes:
  + Greeting
  + Purpose of the email
  + Progress details
  + Next steps / what is needed
  + Closing sentence
  + Signature
- Opening sentences:
  + “I hope you are doing well.”
  + “I would like to give you an update on the translation tasks assigned this week.”
  + “This email is to inform you about the current progress of the letters I am working on.”
- Reporting progress:
  + “I have completed ___ letters so far.”
  + “The translations for the documents assigned on (date) are now finished.”
  + “I am currently working on the remaining letters and expect to complete them by ___.”
  + “Two of the letters required additional clarification, which I have listed below.”
- Requesting further instructions:
  + “Please let me know if you would like any adjustments.”
  + “Kindly advise me on how to proceed with the unclear sections.”
  + “If there are any additional tasks, please feel free to assign them.”
- Closing lines:
  + “Thank you for your guidance.”
  + “I appreciate your support.”
  + “Looking forward to your feedback.”
- Subject: Translation Progress Report – Week of March 5th

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Dear Ms. Anna,

I hope you are doing well. I am writing to provide an update on the translation tasks assigned for this week.

So far, I have completed 12 out of 18 student letters. All completed translations have been reviewed for grammar, tone, and readability. I am currently working on the remaining six letters and expect to finish them by Thursday afternoon. Two letters contained unclear handwriting and missing context, so I have listed the specific sentences below for your review. Kindly advise me on how to interpret these sections before I finalize the translation.

If there are any additional instructions or new tasks, please let me know.

Thank you very much for your guidance and support.

Best regards,

[Your Name]

Translation Intern – L.O.V.E

b. Using English to clarify unclear content

- Many student letters include unclear handwriting, incomplete sentences, local slang, or cultural references. When a part of the letter is difficult to understand, I was required to communicate with supervisors in English to clarify the meaning. This ensures translation accuracy and prevents misinterpretation.

- Situations That Require Clarification:

+ Difficult handwriting
+ Missing words
+ Local dialect or slang
+ Cultural references unfamiliar to sponsors
+ Student writing disconnected/fragmented
+ Emotionally sensitive information

*Polite ways to request clarification:

+ “Could you please help clarify the meaning of this sentence?”
+ “I am unsure about this part of the letter. May I confirm what the student intended to say?”
+ “The handwriting in this section is unclear. Could you please verify the correct wording?”
+ “I need assistance interpreting this phrase as it may have cultural significance.”
+ “Is this what the student meant in this context?”

- Referring to specific content:

+ “The phrase on line 3 appears incomplete.”
+ “On page 2, the student wrote a word that I cannot read clearly.

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Dear Ms. Anna,

I hope you are having a good day. I am currently translating Student Letter #27 and encountered a section that is unclear due to difficult handwriting.
In the second paragraph, the student wrote:
"…ba con bị đau hoài nên con buồn…"
Could you please confirm whether the student means that the father has been sick frequently or if there is another context that I may be missing?
I want to ensure the translation is accurate and respectful before completing the final version.
Thank you for your assistance.

Best regards,
[Your Name]

c. Confirming task completion with supervisors via English emails
- After finishing translation or proofreading tasks, it is necessary to send confirmation emails to supervisors. This demonstrates responsibility, transparency, and professionalism

* Sentence patterns, structure:
+ "I am writing to confirm that I have completed the assigned translations."
+ "All letters have been reviewed and finalized."
+ "Please find the completed files attached below."
+ "Kindly let me know if any revisions are needed."
+ "I am available for any additional tasks."
+ "Thank you for the opportunity to work on this assignment."

Subject: Completed Translation Task – March 10th

Dear Ms. Anna,
I hope you are doing well. I am writing to confirm that I have completed all translation tasks assigned on March 8th.
A total of 20 student letters have been translated and proofread for tone, grammar, and clarity. I have attached the completed documents to this email for your review.
Please let me know if there are any revisions or if additional assistance is needed.
Thank you once again for your guidance and support.

Warm regards,
[Your Name]
Translation Intern – L.O.V.E

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2.2.2. Using English in administrative work.

2.2.2.1. Scanning and archiving letters and documents.

a. Naming scanned files correctly in English (student code, date)

- Scanning and archiving letters and documents is one of the most essential administrative tasks at Love of Vietnam Expressed (L.O.V.E). It ensures that all sponsor–student correspondence is properly preserved, systematically organized, and accessible to both local and international staff. During my internship, I regularly used English to name files, label scanned documents, communicate with coordinators, and summarize my work progress. Importance of English Naming Conventions and using English for file names ensures:

+ foreign staff can easily read and locate documents

+ consistency across departments

+ chronological sorting

+ elimination of Vietnamese accent errors, easy backup and file transfer

- Standard Naming Format Used at L.O.V.E:

[StudentCode][Type][Date YYYY-MM-DD].pdf

Student Code	**Type of Letter**	**Date**	**Final File Name**
VN056	Thank-you letter	2024-02-15	VN056_ThankYou_2024-02-15.pdf
VN230	Monthly Update	2024-01-12	VN230_Update_2024-01-12.pdf
VN178	Sponsor Reply	2024-03-01	VN178_SponsorReply_2024-03-01.pdf

b. Using English when sending scanned letters to the international office

- Another important responsibility is sending scanned files to the international office via email. Clear English communication helps guarantee that documents are delivered to sponsors without delay. This requires concise writing, correct terminology, and formal email etiquette.

- Useful Sentence Structures I Used

- Opening sentences:

+ “I hope you are doing well.”

+ “I am writing to send the scanned letters for this week.”

+ “Please find the attached files below.”

- Describing attachments:

+“There are 22 letters in this batch.”

+“All files are named according to the standard format.”

+“Two letters require further clarification due to handwriting issues.”

- Requesting confirmation:

+“Kindly confirm whether the files have been received.”

+ “Please let me know if any corrections are needed.”

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Subject: Submission of Scanned Student Letters – November Batch

Dear International Office,
I hope you are doing well. I am writing to submit all the scanned student letters for the November batch. A total of 28 letters have been scanned and named according to the standard file-naming format.
All files are attached below. Two letters contain unclear handwriting, and I have marked them for further review.
Please let me know if any revisions are needed or if there are additional letters to be processed.
Thank you for your support.

Best regards,
[Your Name]
Administrative Intern – L.O.V.E

c. Writing short English notes summarizing completed tasks

- Purpose of Work-Summary Notes:
  + Keeps workflow transparent
  + Helps foreign staff follow progress
  + Ensures no letters are missed
  + Acts as a checklist for the next shift
  + Supports team coordination
- Common Work-Summary Notes I Wrote:
  + "Completed scanning all letters from Group A."
  + "Uploaded 15 files to the shared drive."
  + "Pending: 3 letters need translation."
  + "One letter missing student code, awaiting confirmation."
  + "All February reports archived in the main folder."
- Template for Daily Task Summary:
  + Daily Summary – February 20
  + Scanned: 18 letters
  + Archived: 15 letters
  + Unclear handwriting: 2 letters
  + Missing information: 1 letter
  + Action needed: Confirm student code for VN212

Step-by-Step Process of Scanning & Archiving

Step 1: Receiving letters

Example: Receive 30 student letters from field staff.

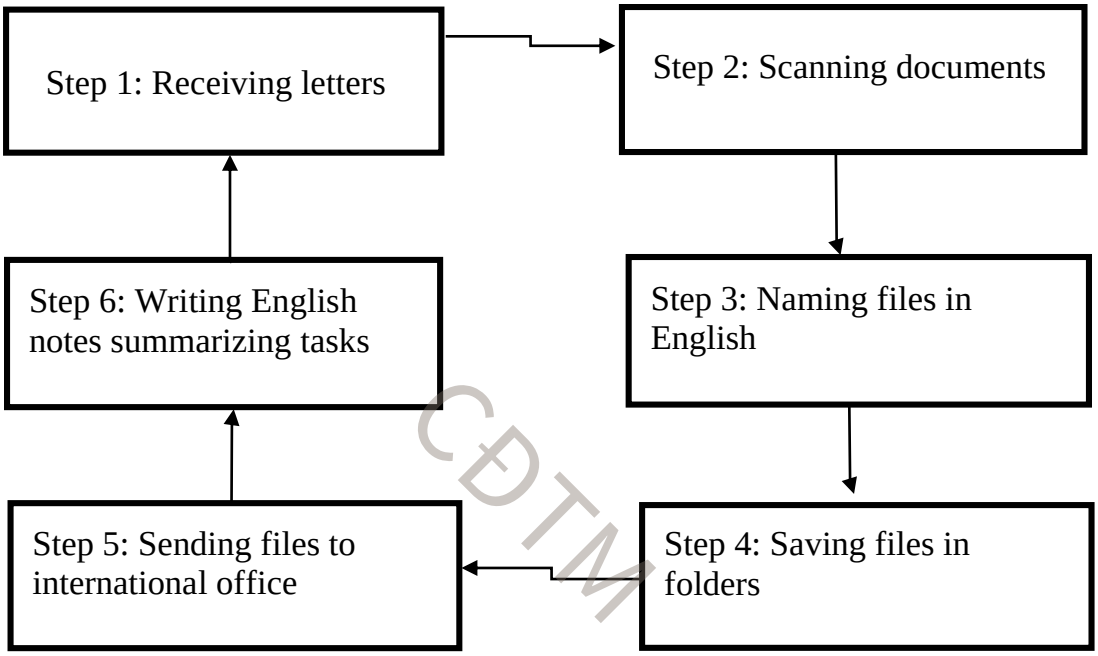
Step 2: Scanning documents

Example: Use office scanner to scan each letter at 300 DPI.

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Step 3: Naming files in English
Example: VN056_ThankYou_2024-02-12.pdf
Step 4: Saving files in folders
Example: Folder → "2024 Letters – March Batch"
Step 5: Sending files to international office
Example: "Please find attached scanned letters for this week."
Step 6: Writing English notes summarizing tasks

Example: "28 letters scanned and archived. 2 unclear."



2.2.2.2. Organizing and managing documents.

a. Categorizing letters by language and type (thank-you letters, updates, reports)

- Organizing and managing documents is an essential administrative task at Love of Vietnam Expressed (L.O.V.E). The organization receives a large number of student letters, sponsor responses, update reports, and monthly correspondence. Therefore, using English in document classification, Excel tracking, and list management helps maintain standardization across departments and ensures that international staff can easily understand and access all records.

- Categorizing letters is the first step in maintaining a clear and accessible documentation system. Because L.O.V.E works with both Vietnamese students and international sponsors, correspondence is produced in multiple languages (English and Vietnamese) and various formats. I used English to classify documents into categories, tags, and subfolders so that foreign staff could navigate the database easily.

- Letters and documents are typically categorized according to:

(1) Letter Type:

+ Thank-you letters

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+ Monthly update letters
+ Academic reports
+ Sponsor reply letters
+ Holiday or festival letters (Christmas, New Year, Mid-Autumn)
+ Special request letters (family support, health updates)

(2) Language:
+ English letters from sponsors
+ Vietnamese letters from students
+ Translated letters (VN → EN or EN → VN)

(3) Processing Status:
+ Received
+ Scanned
+ Translated
+ Pending (needs clarification)
+ Completed
+ Archived

- How I Categorized Letters (Detailed Workflow)

+ **Step 1**: Read the letter and identify its type
Example: A student writes appreciation → "Thank-you letter."

+ **Step 2**: Determine language
Example:
- If student writes completely in Vietnamese → "Vietnamese – Needs Translation."
- If sponsor writes in English → "English – For student translation."

+ **Step 3**: Assign category label
Examples of labels I used:
- "EN_SponsorLetter_ThankYou"
- "VN_StudentLetter_Update"
- "EN_Translated_FinalVersion"

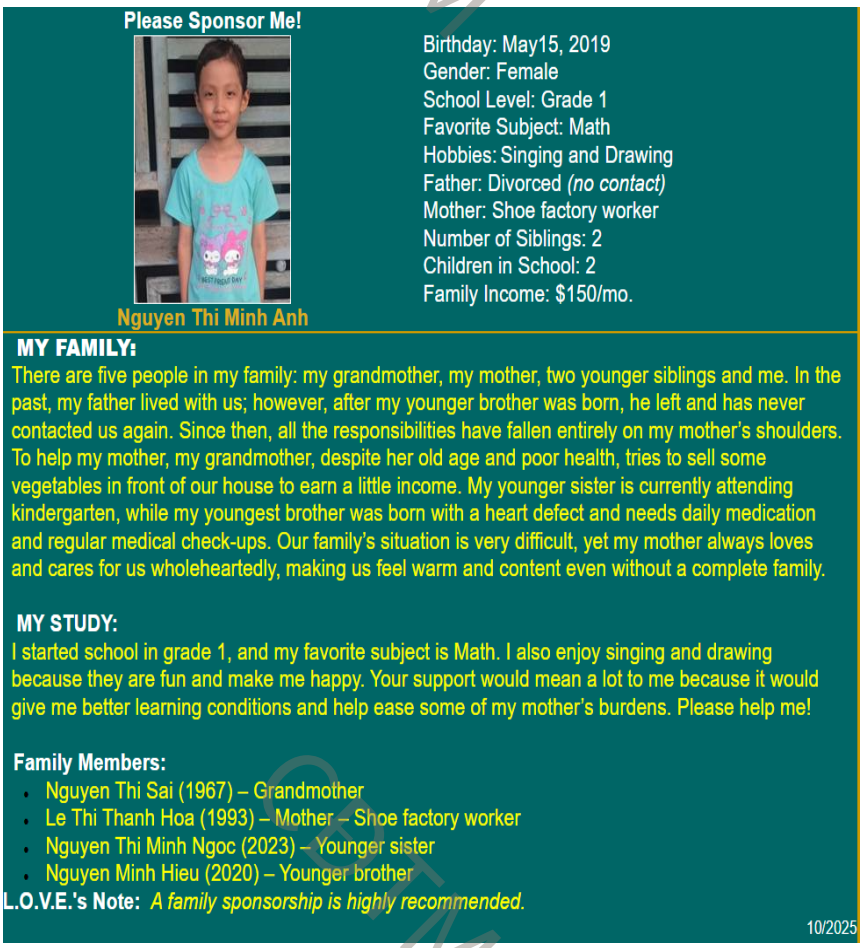
+ **Step 4**: Place the file into correct folder
Folders were named in English:
- "2024 Student Letters – March Batch"
- "Sponsor Replies – Completed"
- "Pending Translation Letters"

*** Example Categorization Table**:

Student Code	**Letter Type**	**Language**	**Status**	**Folder Assigned**
VN056	Thank-you letter	Vietnamese	Translated	Letters/ThankYou/2024
VN102	Monthly update	Vietnamese	Pending	Letters/Updates/Pending
VN230	Sponsor reply	English	Completed	Sponsors/Replies/2024
VN381	Academic report	Vietnamese	Scanned	Reports/Academic/Scanned

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Image: This is the sponsorship letter system



b. Using English in Excel records for correspondence management

- One of the most important administrative tasks at L.O.V.E is maintaining accurate Excel spreadsheets in English. These spreadsheets help track every incoming and outgoing document across the organization.

- Using English for headings, notes, and status labels ensures consistency and accessible documentation for international staff.

- Standard Excel Headings (I Used in English):

Column Heading	**Meaning**
Student Code	Ma hoc sinh
Type of Letter	Loai thu
Language	Ngon ngu
Date Received	Ngay nhan
Date Scanned	Ngay scan
Translation Status	Trang thai dich
Assigned Translator	Nguoi dich
Final Submission Date	Ngay gui ban cuoi
Notes	Ghi chu

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- Useful English Phrases in Excel Notes:
  + “Handwriting unclear – needs verification.”
  + “Translation pending due to missing information.”
  + “Completed and forwarded to International Office.”
  + “Requires second review.”
  + “Uploaded to sponsor database.”

c. Updating lists of incoming and outgoing letters in English Maintaining updated lists of all incoming and outgoing letters ensures that no document is lost, overlooked, or left unprocessed. This is crucial for workflow transparency and the communication chain between students, sponsors, and international coordinators.

- Incoming Letters List (what I recorded):
  + Date received
  + Number of letters
  + Names / student codes
  + Language (EN/VN)
  + Type of document
  + Required actions (scan / translate / archive)

Example:

“Received 28 student letters on March 10 – all in Vietnamese. 21 ready for scanning, 7 need clarification.”

- Outgoing Letters List (what I recorded):
  + Date sent
  + Recipient (international office / sponsor)
  + Number of letters sent
  + Whether scanned copies were included
  + Status (completed / pending)

Example:

“Sent 18 translated letters to International Office – March Batch submitted.”

- Sample Outgoing List Table:

Date	**Sent to**	**Number of Letters**	**Included files**	**Status**
2024 - 03 - 11	International Office	18	Scanned + Translated	Completed
2024 – 03 - 12	Sponsors	6	PDF Attachments	Completed
2024 - 03 - 14	Internal Team	5	Scanned Only	Pending

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- Common Problems & Solutions:

Problem	**Cause**	**Solution**
Missing student code	Handwriting unclear	Ask coordinator / check database
Duplicate entry	Manual error	Use Excel filter + remove duplicate
Wrong category	Misclassification	Review letter content carefully
Incorrect date	Typing mistake	Verify with physical letters

2.2.2.3. Using English in teamwork

a. Discussing translation progress with foreign colleagues During my internship at Love of Vietnam Expressed (L.O.V.E), English played an essential role in my daily tasks, especially when collaborating with international staff members, volunteers, and donors. Working in a multicultural environment required me to communicate clearly, actively, and professionally in English. This not only helped the workflow run smoothly but also improved my confidence and fluency in real-life, professional settings. Most of my assigned tasks were related to translating documents for the donor team, including monthly reports, event summaries, activity descriptions, and communication materials. Because these documents are sent to foreign donors, the accuracy and tone of the translation are extremely important. Therefore, I often had to discuss my progress with international colleagues to ensure the translated content met their expectations.

Conversation

Kim Thinh: Hello Mr. David, may I update you on the translation progress for this week?

Mr. David: Hi Thinh, of course. How is everything going? Have you encountered any difficulties?

Kim Thinh: I've completed about 70% of the translation for the January activity report. I am currently reviewing the terminology to make sure it matches the organization's writing style. There are a few sections related to financial terms that I'm double-checking for accuracy.

Mr. David: That sounds very responsible. Thank you for paying attention to those details. Do you need clarification on any part of the Vietnamese version?

Kim Thinh: Yes, there is one sentence regarding the distribution of educational support packages that I want to confirm. I will highlight it and send a message to you after the meeting so you can review it.

Mr. David: Perfect. I appreciate your careful work. When do you expect to complete the final version?

Kim Thinh: If everything goes smoothly, I should be able to finish the full translation by Thursday afternoon. I will also proofread it to ensure there are no spelling or grammar mistakes before sending it to you.

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Mr. David: Excellent. Please send it as soon as it's ready. Thank you again for your hard work and attention to detail.

Kim Thinh: Thank you, Mr. David. I will update you as soon as the document is completed.

b. Reporting work performance in English during weekly meetings

- Every week, the communication department organizes a meeting to review the work progress of all team members, including interns. During these meetings, I was required to report my tasks in English due to the presence of staff from different countries. This helped me practice presenting information concisely while still being detailed and confident.

- Sample Weekly Report:

"During this week, I successfully completed the translation for two donor documents, including the December Activity Summary and the Beneficiary Overview Report. I also assisted the communication team in editing English subtitles for the charity introduction video. Additionally, I updated the beneficiary data sheet by inputting information from the latest home visits, ensuring that all records remain accurate and up to date.

For challenges, I encountered some difficulties with specialized vocabulary related to financial reporting. However, I consulted with senior staff and clarified the meaning to ensure accuracy in the final translation.

For next week, my plan is to finalize the winter newsletter, assist in proofreading English posts for our social media platforms, and support the team in preparing content for the upcoming fundraising event. If needed, I am willing to take on additional tasks to support the team."

c. Using polite and professional English expressions in communication

Throughout my internship, I communicated frequently with foreign donors, volunteers, and staff through emails, chat messages, and face-to-face conversations. Therefore, I had to use polite and professional English at all times.

Sentence patterns, structure:

- "Could you please clarify…" – used when requesting additional information politely.
- "I appreciate your support and understanding."
- used to show gratitude.
- "Please let me know if you have any further questions." – used to offer continued assistance.
- "I will update you as soon as possible." – used to reassure others about progress.
- "Thank you for your cooperation." – used to maintain professionalism in emails.

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Image: Politeness in communication

2.3. Evaluation of internship results

2.3.1. Achievements

- The internship was very productive, resulting in significant achievements, positively contributing to the company's operations and the intern's professional development.

- Significant contribution to data storage and processing efficiency: A key achievement was the successful processing and digitization of over 300 translated documents and correspondence related to the company's foundation work. This effort reduced the average time spent searching and retrieving critical information by 20%, directly improving the efficiency of the administrative team in processing the long-term requirements of new child sponsorship applications.

- Improved communication materials: I successfully translated, proofread and localized all key marketing materials and website content for the new international marketing campaign, targeting an English-speaking audience. This included ensuring cultural and contextual accuracy, which is crucial to maintaining the company's "Love of Vietnam Expressed" brand identity abroad. Improved materials were deployed in Q4 and received positive feedback from the initial discussion groups.

- Development of a Standardized Translation Glossary: To address the inconsistencies in historical and operational terminology, I compiled a comprehensive bilingual glossary, which covers over 150 key terms related to Vietnamese cultural exchange and nonprofit logistics. This document is now being used by junior staff and volunteers, significantly improving the consistency and quality of internal and external communications.

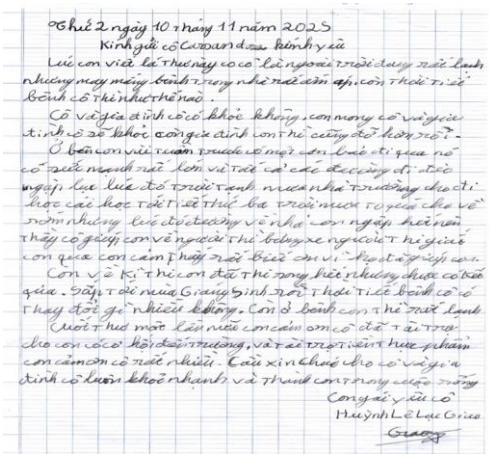
- I gained a deeper understanding of cross-cultural nonprofit operations: In addition to the technical tasks, a key achievement was gaining a practical and in-depth understanding of the challenges and successes of running a nonprofit organization that specializes in cultural promotion, logistics, helping disadvantaged children, especially in navigating the Vietnamese administrative and cultural landscape.

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2.3.2. Limitations and reasons

2.3.2.1. Some handwritten letters were difficult to read, which slowed translation

- The nature of the company's historical archive involved processing a large volume of original, handwritten correspondence.



- Detail: The varying quality of the script, combined with factors like fading ink and specialized historical terminology, meant that a substantial amount of time had to be allocated to palaeographical analysis and verification before the actual translation could begin. This specific difficulty meant that the projected translation speed was frequently not met. The time spent deciphering and cross-referencing often accounted for up to 40% of the total time for a single letter. This limitation was unavoidable given the source material. 2.3.2.2. Translation speed was slower at the beginning due to unfamiliar letter style

- Initially, I struggled to get used to the formal writing conventions and techniques used in the children's letters to L.O.V.E.

- Details: The vocabulary and syntactic structures in these historical letters are often different from modern Vietnamese and professional English. Despite my good general language skills, I was still unfamiliar with this specific specialized idiom. To overcome this, the first two weeks required me to get in-depth familiarity with archival translations and consult with senior staff to understand the complex context. This initial adjustment period significantly affected the initial processing speed, although the speed quickly accelerated once I mastered the specialized terminology and writing patterns.

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CHAPTER III: PERSONAL EXPERIENCE GAINED THROUGH INTERNSHIP AT LOVE OF VIETNAM EXPRESSED, INC.

3.1. Similarities and differences between theory and practice.

3.1.1. Similarities.

- During my internship at Love of Vietnam Expressed (L.O.V.E.), I found that many theoretical lessons taught at the university aligned closely with real-life work. The knowledge I had acquired in subjects such as communication, teamwork, management principles, and professional ethics served as a strong foundation for understanding how a non-profit organization operates.
- Firstly, the principles of communication - both verbal and non-verbal - were observable on a daily basis. The staff communicated with beneficiaries, sponsors, and foreign volunteers in ways that reflected the classroom concepts of clarity, empathy, and respect. This connection helped me immediately recognize the value of theoretical communication models and apply them effectively in real situations.
- Secondly, the teamwork skills emphasized in theory were also evident in practice. L.O.V.E. operates with multiple interrelated departments: sponsorship, administration, social work, and volunteer coordination. I witnessed how coordinated teamwork ensures smooth project implementation. Meetings, task assignments, and project reviews mirrored the collaborative learning theories from school.
- Thirdly, ethical principles and the importance of organizational transparency matched what I had learned in subjects relating to organizational behavior. The organization requires accurate documentation, honest reporting, and respectful treatment of all beneficiaries. These ethical principles reinforced the lessons learned from textbooks regarding fairness, confidentiality, and accountability.
- Finally, the organizational structure and workflow at L.O.V.E. closely resembled models of administrative management learned in theoretical classes. Processes such as beneficiary assessment, data verification, report preparation, and donor communication followed structured steps similar to the procedural frameworks taught in school.

3.1.2. Differences.

- Despite the similarities, the internship also revealed significant differences between theoretical knowledge and practical experience.
- Real-life situations required a higher degree of flexibility, adaptability, and creativity than theory often describes. For example, while school teaches that projects follow clear steps, fieldwork frequently involved unexpected issues: families were unavailable during scheduled visits, sudden emergencies arose, or sponsors requested urgent updates. These real-time challenges demanded a level of responsiveness and decision-making not portrayed in textbooks.
- Additionally, emotional factors played a much greater role than I had anticipated. Theory suggests maintaining objectivity, but in practice, interacting with disadvantaged children, elderly individuals, or families in hardship elicited strong emotional responses. Balancing compassion with professionalism required emotional maturity that cannot be fully taught in classroom settings.
- The diversity of beneficiaries also highlighted differences from theory. Each

family had unique circumstances, cultural backgrounds, and personality traits that influenced how support was delivered. Textbooks present general categories, but real people require customized approaches.

- Moreover, the workplace culture was more complex than theoretical models of organizational behavior. Cultural differences between local staff and international volunteers influenced communication styles, expectations, and even decision-making. I learned that intercultural competence is essential, a skill that theoretical learning only lightly touches upon.
- Finally, modern working tools such as data management software, cloud-based documentation, and digital reporting systems made the environment more dynamic and technologically demanding than theoretical examples suggest.

3.2. Personal experience gained during the internship.

3.2.1. Knowledge.

- Throughout the internship, I gained extensive knowledge that deepened my understanding of how a humanitarian non-profit organization operates.
- I learned the full cycle of a community support project—from identifying a family's needs, verifying information, preparing reports, and presenting cases to donors. This process demonstrated how theoretical knowledge about project management becomes practical and meaningful in real-world settings.
- The internship also helped me see the importance of accurate administrative work. Creating and updating beneficiary records required attention to detail, consistency, and accuracy. Even small errors, such as incorrect dates or incomplete information, could affect a family's support eligibility.
- Another important area of knowledge gained involved cross-cultural communication. Working with foreign volunteers and sponsors taught me how to communicate clearly and respectfully across cultural and linguistic differences. I learned how to adapt my tone, choice of words, and communication style based on the listener's background.
- Equally valuable was the knowledge I gained about ethical social work practices, including maintaining confidentiality, respecting beneficiaries' dignity, and working with sensitivity toward vulnerable individuals. This reinforced the theoretical understanding of ethics and professional responsibility in a real and impactful manner.
- Overall, the internship transformed theoretical lessons from mere concepts into highly relevant and applicable knowledge.

3.2.2. Soft skills.

- My soft skills improved significantly throughout this internship, contributing to both my personal and professional development.
- My communication skills became stronger as I engaged with staff, volunteers, and beneficiaries on a daily basis. I learned to ask questions politely, listen attentively, and express information clearly. Communicating with children from difficult backgrounds taught me patience and empathy, while interacting with foreign volunteers helped me improve my English fluency.
- I also gained valuable teamwork skills. The organization's projects require collaboration among multiple departments, so I learned how to coordinate effectively, divide tasks, and support colleagues when workloads increased. This

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experience demonstrated the importance of unity and collective effort in achieving organizational goals.

- My time management and organizational skills improved as I handled multiple tasks simultaneously, preparing documents, joining field visits, assisting with events, and communicating with sponsors. Learning to prioritize tasks, meet deadlines, and remain organized under pressure was essential.
- Additionally, I strengthened my problem-solving skills. Unexpected issues frequently occurred, requiring me to remain calm, think critically, and offer practical solutions. Through this, I developed a mindset of flexibility and resilience.
- Working with diverse groups of people also improved my interpersonal skills, including professionalism, adaptability, and emotional intelligence.

3.2.3. Attitude.

- The internship played a significant role in shaping my professional attitude and work ethic.
- I learned the importance of discipline and punctuality, especially when handling documentation or attending scheduled field visits. Being responsible and consistent is crucial in a humanitarian organization because beneficiaries rely on timely and accurate support.
- I also developed a more mature, respectful, and empathetic attitude. Seeing the living conditions and challenges faced by families taught me to appreciate my own circumstances while feeling motivated to contribute meaningfully to others' lives. This experience strengthened my sense of social responsibility.
- The staff at L.O.V.E. set an inspiring example of professionalism and compassion. Their dedication encouraged me to adopt an attitude of sincerity, humility, and commitment in my own work. Observing their behavior helped me internalize principles such as confidentiality, fairness, and respect, values that will guide my future professional life.
- The internship also improved my openness to feedback. Receiving guidance from supervisors helped me identify areas of improvement, refine my skills, and become more self-aware.

3.3. Some suggestions for the college of commerce and the company.

3.3.1. For the college of commerce.

- Through this internship, I realized the importance of connecting theoretical knowledge with real-life experience. Therefore, I hope the college will continue to strengthen the relationship between academic learning and practical application. More practice-oriented lessons, case studies, and simulation activities could help students better understand how theories operate in real work environments.
- The college could also organize workshops, seminars, and guest speaker sessions featuring professionals, alumni, or experts from non-profit organizations, social enterprises, and businesses. These activities would help students gain practical insights, expand their career perspectives, and understand the expectations of employers.
- In addition, I suggest that the college increase internship opportunities by strengthening partnerships with companies, NGOs, and community organizations like Love of Vietnam Expressed. A wider range of internship placements will help

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students choose positions that match their interests and long-term goals.

- The college may also consider offering short courses or elective subjects on soft skills, such as communication, leadership, teamwork, and project management. These skills are essential in both corporate and non-profit environments, yet students often lack practical opportunities to develop them inside the classroom.
- Finally, I believe the college should provide clearer guidance on internship preparation, including training on professional behavior, workplace ethics, and effective communication. This would help students feel more confident and better prepared when entering real working environments.

3.3.2. For the company.

- I am truly grateful to Love of Vietnam Expressed for offering me a warm, supportive, and inspiring environment throughout my internship. The staff were always kind, patient, and willing to guide me, which helped me learn and grow both professionally and personally.
- To further improve the internship program, I suggest that the company could provide a more structured orientation program at the beginning of the internship. Clear instructions about daily tasks, workflow, and project expectations would help new interns adapt more quickly and work more effectively.
- Additionally, allowing interns to participate more actively in field visits, program planning, and donor communication would help them gain deeper real-world experiences. Being involved in these tasks would not only strengthen their understanding of humanitarian work but also enhance their confidence and decision-making abilities.
- The company could also consider organizing training sessions or brief workshops for interns on topics such as communication with beneficiaries, data management, ethics in social work, and cross-cultural interaction. These sessions would help interns build essential skills for both NGO work and future careers.
- Lastly, I encourage the company to continue expanding its collaboration with universities and community partners. By welcoming more interns and volunteers, L.O.V.E. will not only strengthen its outreach and impact but also become a valuable learning environment for young people who aspire to contribute to society.

Da Nang, November 28, 2025

Student

NGUYEN THI KIM THINH

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CONCLUSION

This graduation report has provided an overview of Love Of Vietnam Expressed, Inc. (L.O.V.E.), a non-governmental organization dedicated to supporting disadvantaged communities in Vietnam, especially children in remote areas. Through its meaningful programs, L.O.V.E. contributes to improving living conditions and promoting educational opportunities for underprivileged children.

The study also helped the author enhance professional knowledge and practical skills, particularly in using English for research, translation, and communication in a real organizational context. Overall, Love Of Vietnam Expressed, Inc. is an organization with strong social value, and the experience gained from this report will be beneficial for the author's future career development.

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