



文藻外語大學
WENZAO URSULINE UNIVERSITY OF LANGUAGES

文藻外語大學學生實習成果報告

實習活動名稱：105 學年度學期實習

實習單位：Centara Grand Mirage Beach Resort Pattaya

實習期間：01/02/2017 – 31/07/2017

實習人：

- 此實習成果報告書格式於『學務處生涯發展中心首頁』→『各式表單』→『學生實習成果報告』下載。
- 參加寒假實習的學生請寫「日誌」、參加暑期/學期間實習的學生請寫「週誌」。
- 實習生必須最晚於實習完成後的一週內將此報告書的電子檔先 mail 給實習老師及英文系辦公室(en00@mail.wzu.edu.tw)及生涯發展中心信箱(cdcwenzao2@gmail.com)，開學第一週內將報告書紙本各一份送至生涯發展中心及各系辦公室存檔。
- 英文系不需要紙本。
- 並同時將報告書電子檔上傳至「W-Portfolio」中的「實習經驗與心得」，上傳方法請至「W-Portfolio」下載學生操作手冊，並參考實習手冊中第 34-42 頁。

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實習活動名稱：	泰國飯店實習		
實習單位：	Centara Grand Mirage Beach Resort Pattaya		
實習單位督導職稱：	Ms.Chuenkamon Leechutiwat		
實習活動（工作流程）介紹：	The daily main task of a SPA receptionist is to well-maintain the order and balance of SPA treatment for each therapist, also to take care of guest, from greeting, introduce SPA menu and treatment, serving welcome drink and also upselling SPA retail products.		
工作日(週)誌			
日期	交辦事項	進度	督導批示
01/02/2017-08/02/2017	Set up Spa Counter Stand by Reception Prepare Welcome Drinks	Accomplished	Chuenkamon Leechutiwat
09/02/2017-16/02/2017	Set up Spa Counter Stand by Reception Prepare Welcome Drinks Process the Bills	Accomplished	Chuenkamon Leechutiwat
17/02/2017-24/02/2017	Set up Spa Counter Stand by Reception Prepare Welcome Drinks Process the Bills Key in Guest Reservation	Accomplished	Chuenkamon Leechutiwat
25/02/2017-04/03/2017	Set up Spa Counter Stand by Reception Prepare Welcome Drinks Process the Bills Key in Revenue Report Key in Guest Reservation	Accomplished	Chuenkamon Leechutiwat
05/03/2017-12/03/2017	Set up Spa Counter Stand by Reception Prepare Welcome Drinks Roll towels Process the Bills Key in Revenue Report Key in Guest Reservation	Accomplished	Chuenkamon Leechutiwat
13/03/2017-20/03/2017	Set up Spa Counter Stand by Reception Prepare Welcome Drinks	Accomplished	Chuenkamon Leechutiwat

	Roll Towels Set Lockers Process the Bills Key in Revenue Report Key in Guest Reservation		
21/03/2017– 28/03/2017	Set up Spa Counter Stand by Reception Prepare Welcome Drinks Roll Towels Set Lockers Translate Chinese Process the Bills Key in Revenue Report Key in Guest Reservation	Accomplished	Chuenkamon Leechutiwat
29/03/2017– 05/04/2017	Set up Spa Counter Write Emails Stand by Reception Prepare Welcome Drinks Roll Towels Set Lockers Translate Chinese Process the Bills Key in Revenue Report Key in Guest Reservation	Accomplished	Chuenkamon Leechutiwat
06/04/2017– 13/04/2017	Set up Spa Counter Write Email Stand by Reception Prepare Welcome Drinks Roll Towels Set Lockers Translate Chinese Process the Bills Key in Revenue Report Key in Guest Reservation Upselling in Oasis	Accomplished	Chuenkamon Leechutiwat
14/04/2017– 21/04/2017	Set up Spa Counter Write Emails Stand by Reception Prepare Welcome Drinks	Accomplished	Chuenkamon Leechutiwat

	Roll Towels Set Lockers Translate Chinese Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis		
22/04/2017–29/04/2017	Set up Spa Counter Write Emails Stand by Reception Prepare Welcome Drinks Roll Towels Set Lockers Translate Chinese Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products	Accomplished	Chuenkamon Leechutiwat
30/04/2017–07/05/2017	Set up Spa Counter Write Emails Stand by Reception Prepare Welcome Drinks Roll Towels Set Lockers Translate Chinese Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation	Accomplished	Chuenkamon Leechutiwat
08/05/2017–15/05/2017	Set up Spa Counter Write Emails Stand by Reception Prepare Welcome Drinks	Accomplished	Chuenkamon Leechutiwat

	Roll Towels Set Lockers Check Guests' Changing Room Translate Chinese Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation		
16/05/2017– 23/05/2017	Set up Spa Counter Write Emails Stand by Reception Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Translate Chinese Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation	Accomplished	Chuenkamon Leechutiwat
24/05/2017– 31/05/2017	Set up Spa Counter Write Emails Stand by Reception Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Translate Chinese Introduce SPA Treatments Process the Bills Key in Revenue Report	Accomplished	Chuenkamon Leechutiwat

	Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation		
01/06/2017– 08/06/2017	Set up Spa Counter Write Emails Stand by Reception Answer Phone Calls Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Translate Chinese Introduce SPA Treatments Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation	Accomplished	Chuenkamon Leechutiwat
09/06/2017– 16/06/2017	Set up Spa Counter Write Emails Stand by Reception Answer Phone Calls Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Translate Chinese Introduce SPA Treatments Make Appointments Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation	Accomplished	Chuenkamon Leechutiwat

	Upselling in Oasis Upselling SPA Products Update new Reservation		
17/06/2017– 24/06/2017	Set up Spa Counter Write Emails Stand by Reception Answer Phone Calls Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Translate Chinese Introduce SPA Treatments Make Appointments Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation	Accomplished	Chuenkamon Leechutiwat
25/06/2017– 02/07/2017	Set up Spa Counter Write Emails Stand by Reception Answer Phone Calls Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Exchange Cash with Accounting Translate Chinese Introduce SPA Treatments Make Appointments Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation	Accomplished	Chuenkamon Leechutiwat

	Upselling in Oasis Upselling SPA Products Update new Reservation		
03/07/2017– 10/07/2017	Set up Spa Counter Bring Cash Box from Front Office Write Emails Stand by Reception Answer Phone Calls Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Exchange Cash with Accounting Translate Chinese Introduce SPA Treatments Make Appointments Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation	Accomplished	Chuenkamon Leechutiwat
11/07/2017– 19/07/2017	Set up Spa Counter Bring Cash Box from Front Office Bring Newspaper from Bellboys Write Emails Stand by Reception Answer Phone Calls Prepare Welcome Drinks Roll Towels Set Lockers Check Guests' Changing Room Deep Clean SPA Area Exchange Cash with Accounting Translate Chinese Introduce SPA Treatments Make Appointments	Accomplished	Chuenkamon Leechutiwat

	Process the Bills Key in Revenue Report Key in Incentive Report Key in Guest Reservation Upselling in Oasis Upselling SPA Products Update new Reservation		
實習成果及心得（具體收穫事項、與校內學習映證並附活動照片）			
<p>My internship in Centara Grand Mirage Beach Resort Pattaya(CMBR) is overall a very special and valuable experience.</p> <p>After I started working in SPA department as an intern of SPA receptionist, I had a talk with my colleagues and found out that this was also their very first time to have an intern. At first everything was so new and exciting, I tried my best to learn some simple Thai language and the therapists also tried their best to understand my English.</p> <p>However, there are also some difficult parts of being a SPA receptionist who does not share a same first language as most of the staffs in the office. In our SPA, every therapist's work is assigned by the receptionist, to say in another way, we had booking sheets for the SPA therapists and the SPA receptionists are responsible to write down the booking. It seems that SPA receptionists are not doing many hard works comparing to Spa therapists, nevertheless, besides the pressure from some "difficult" customers, being a SPA receptionist also should be very careful about the booking and the therapists especially when the SPA is very occupied and all the therapists are extremely exhausted.</p> <p>Other than the pressure from workplace, working in SPA is a very enjoyable work for SPA department has very helpful manager, assistant manager and colleagues, other SPA receptionists. They are always willing to help you when the intern is not capable of solving the problem, they always provide help when the intern needed.</p> <p>Working as a SPA receptionist in Thailand helped me a lot from not only inter-personal communication with local staff, reaction to guests in various kinds of situation but my original characteristic of being shy and not daring to talk to the people which I am not familiar with. Working in SPA reception is never as easy as imagined but it is worthy to come here and challenge one's self.</p>			



➤ Working situation



➤ Support banquet



➤ St. Patrick's Day Parade in Pattaya City



➤ SPA retail products



➤ Farewell gift given by colleague

檢討建議（可包含對自我和學校課程的檢視）：

This internship program is a 6-month project; however, I do recommend that if possible, Wenzao can try to make it longer because it actually takes long time for the Hotel to teach the interns everything they needed to learn, and if the hotel have to change intern so often, it would be quite a burden for the hotel.

對實習機構與日後想來該機構實習的學弟妹之建議：

One thing that I think Centara can do better is on the medical care because once the interns get sick in Pattaya, there is only one hospital they can go. Sometimes the interns are really feeling not good but they have to wait long time in order to see the doctor because if they go other hospitals, they have to afford the expensive medical fees on their own.

技專校院學生校外實習問卷調查表

您好：

本問卷為教育部校外實習專案欲了解同學在參與校外實習課程後，對於自我實務技能的提升或是自我成長是否有所助益，並可提供學校在推行校外實習課程時能更加完備。本問卷僅進行整體分析，不涉及個別資料判別，請同學撥冗詳實填答，您的寶貴意見將對未來的學弟妹們能更加順利進行實習。在此致上最高謝意！

敬祝 身體健康，學業進步！

教育部技職司 校外實習專案辦公室 敬啟

壹、實習類群

一、學校類別

- ☐ 國立科技大學 ☐ 國立技術學院 ☐ 國立專科學校
☒ 私立科技大學 ☐ 私立技術學院 ☐ 私立專科學校

二、就讀科系（請擇一填列）

- ☐ 機械與電子類(1.機械與動力機械類科、2.電子資通類科、3.電機類科)
☒ 人文與社福類(1.文語及一般科目類科、2.社工(福利)與生命科學類科)
☐ 化工與能源環保類(1.化工材料類科、2.能源與環保類科)
☐ 商業與管理類(1.商業類科、2.管理類科)
☐ 設計及多媒體類(1.文創與設計類科、2.網頁與數位媒體類科)
☐ 家政觀光餐旅(1.家政類科、2.觀光類科、3.餐旅類科)
☐ 生醫藥類(1.生物類科、2.醫務醫療復建類科、3.藥學類科)
☐ 農水產類(1.農業、養殖類科)
☐ 建設與運輸類(1.航空海運及消防類科、2.土木與建築類科)
☐ 護理與保育類(1.護理類科、2.幼兒保育或老人照顧類科)
☐ 其他類科(無上述近似類科)_____

三、實習課程分類

- ☐ 暑期實習(單次實習期間滿320小時以上，並獲得實習學分2學分以上)
☒ 學期實習(單次實習期間4.5個月以上，並獲得實習學分9學分以上)
☐ 學年實習(單次實習期間9個月以上，並獲得實習學分18學分以上)
☐ 醫護實習(四技、五專畢業前需修得校外實習學分20學分以上，二技、二專畢業前需修得校外實習學分9學分以上屬之)
☐ 海外實習(符合學期、學年實習課程條件，且在大陸地區以外之實習機構實習)

四、您參與實習課程的年級(下列三個選項選擇一題勾選)

(一)暑期實習

- ☐ 一年級升二年級
☐ 二年級升三年級
☐ 三年級升四年級
☐ 四年級升五年級

(二)學期實習

- ☐ 一年級上
☐ 一年級下
☐ 二年級上
☐ 二年級下
☐ 三年級上
☐ 三年級下
☐ 四年級上
☒ 四年級下
☐ 五年級上
☐ 五年級下

(三)學年實習

- ☐ 一年級
☐ 二年級
☐ 三年級
☐ 四年級
☐ 五年級

貳、實習滿意度調查

題	項	<div>非常不同意 ←————→ 非常同意</div> <div>不同意 普通 同意</div>				
一、實習前						
(1)	我有參加實習前辦理的相關講習或說明會。	有 <input checked="" type="checkbox"/> (請接第 2~5 題) 沒有 <input type="checkbox"/> (請接第 3~5 題)				
(2)	實習職前講習或說明會對我有所助益。	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3)	實習前學校提供我完善的實習資訊或諮詢管道。	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4)	實習前我已瞭解實習時相關的權利及義務。	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5)	實習前我已瞭解職場倫理。	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

題	項	非常不同意	不同意	普通	同意	非常同意
二、實習中						
(6)	實習機構提供我專業且安全的實習環境。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(7)	我在參與校外實習課程前，已了解實習契約內容。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(8)	實習內容與我在校所學的專業是有關聯的。	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(9)	在校所學專業技能有助於實習工作中的運用。	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(10)	實習機構有人來協助指導實習上遇到的困難。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(11)	學校老師曾來訪視及關心我的實習狀況。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
三、實習後						
(12)	實習後我覺得有提升自己解決實務問題的能力。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(13)	透過這次實習，有助於我對職場工作態度的了解。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(14)	經過這次實習經驗，我會鼓勵學弟妹參與校外實習。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(15)	我認為學校安排之校外實習課程學習時數足夠。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(16)	我認為實習對畢業後尋找工作有所幫助。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(17)	未來若實習機構願意聘用我，我會有意願前往任職。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
四、其他						
(18)	你認為校外實習課程用哪種類型辦理較為適合？	<input type="checkbox"/> 暑期	<input type="checkbox"/> 學期	<input checked="" type="checkbox"/> 學年		
(19)	你認為校外實習課程在哪個年級辦理較為合適？	<input type="checkbox"/> 一年級	<input type="checkbox"/> 二年級	<input type="checkbox"/> 三年級	<input checked="" type="checkbox"/> 四年級	<input type="checkbox"/> 五年級

參、其他建議

謝謝您的填答，並預祝您學業順利。