

☰ E-Da Royal Hotel

Internship Report

E-DA ROYAL HOTEL

1110200509 UE4B Sayaka Suga

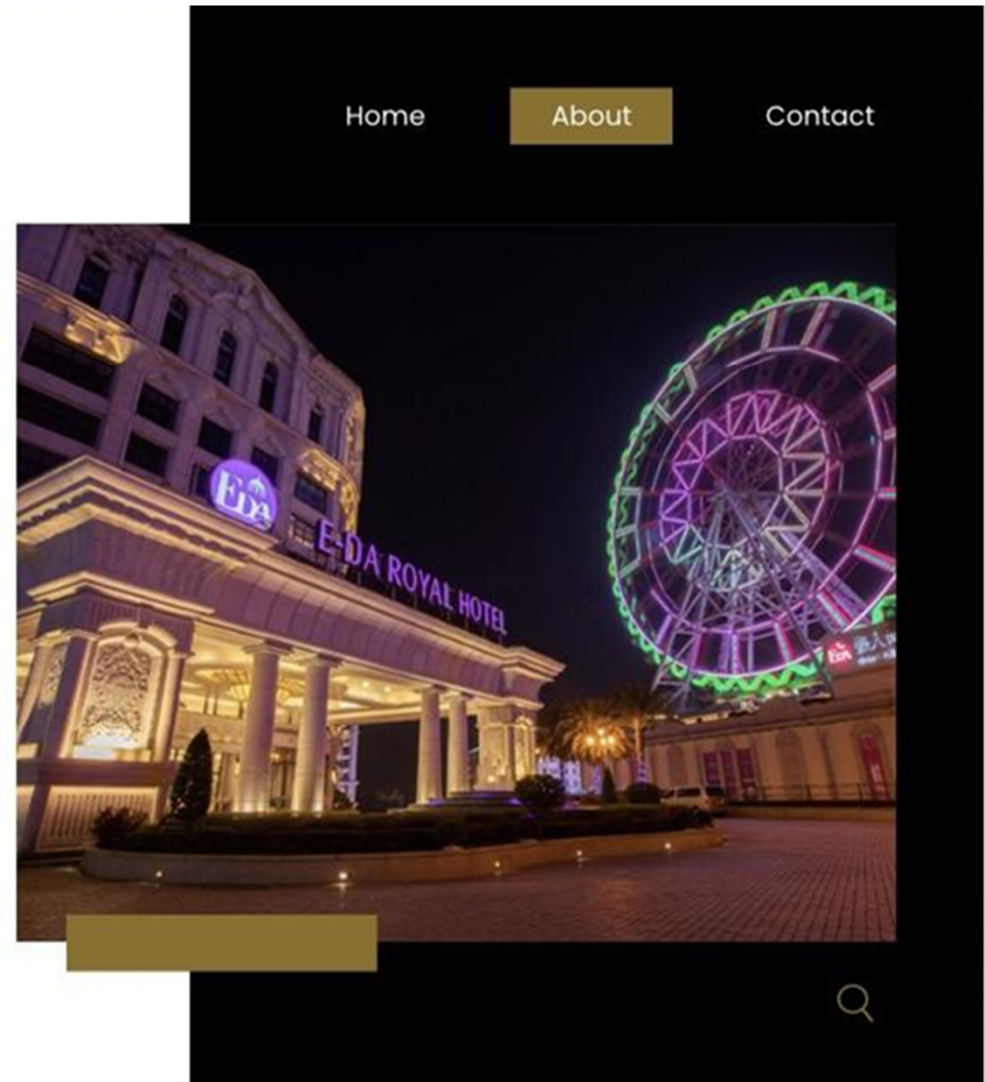


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Motivation

Question

Why I chose internship in hotel?

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Answer

- I have always been interested in working in a hotel environment.
- I wanted to improve my language skills, especially my communication in English and Chinese.





About E-Da Royal Hotel

- Luxury resort, shopping mall, theme park,
- Location: 20 minutes from Kaohsiung HSR station
- Facilities:
- 650 rooms, 5 restaurants, 20 conference/banquet halls, children's club, spa, and "Dream Lake" light show

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Job Description

Front Desk

- Welcoming guests
- Managing reservations
- Check-in and check-out
- Providing information
- Handling payments
- Resolving issues

House Keeping

- Cleaning rooms
- Stocking rooms
- Guest services
- Providing information
- Inventory



Job Reflection

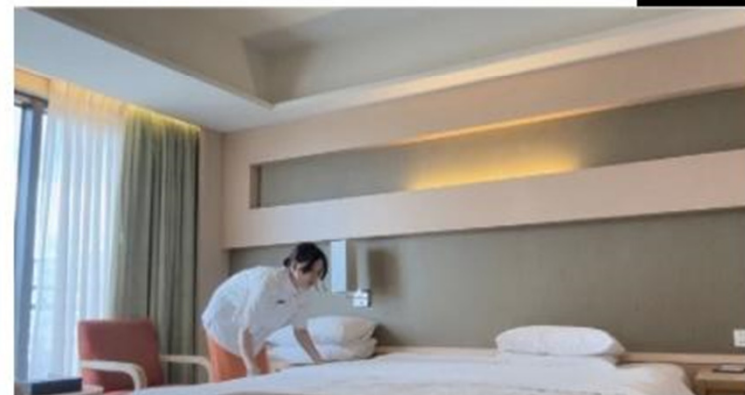
Front Desk

- High learning curve with room types and hotel policies
- Grew more confident in check-in/check-out procedures
- Improved efficiency by observing senior staff

House Keeping

- Initial struggles with meeting room cleaning standards and time limits
- Developed faster and more efficient cleaning techniques with guidance

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Thank You
For Your
Attention