

Abstract

Ramada Plaza Bangkok Menam Riverside is located nearby the Chao Phraya river. The hotel offers rooms with panoramic views of the river and imposing views of Bangkok's skyline. In addition, the hotel also offers five-star facilities including an outdoor pool and luxurious wellness & spa center. From the internship as the position of guest service agent in the department of the front office, my responsibility is giving services and communicating with customers.

From the internship, I found that the communication skill is very important to create the good image for the hotel services especially English vocabularies and sentence patterns in hotel business.

Therefore, I am interested to prepare the project "Communication skills for creating impression." The purpose of the project is to know the using appropriate language for servicing in the front office department and to study English vocabularies and sentence patterns in hotel operation. We hope that the project will give benefits to hotel staffs, internship students and also create the good image for hotel.

Keywords: Communication / English vocabulary for reception / English idioms and sentence