

Reflective Report: Internship at ACC Hotel

by Dean Tsai (6C)

I worked as an intern at ACC Hotel as a room attendant in my summer holidays. The ACC Hotel provided a lot of summer jobs for students. I would like to share my experience as an intern at my very first workplace.

As a new member of staff, cleaning rooms was one of my basic duties. It was easy for me to clean the rooms and I was able to make the bed fast. I learned to work more efficiently through my supervisor's training. My work environment was harmonious and my colleagues were very friendly. Wages were also satisfactory and there were many benefits provided. For me, it was a good internship.

There were also some negative aspects that I found unpleasant. There were many guests in the hotel during the holiday, so the workload suddenly increased dramatically and made me very tired. If there were not enough staff members, I had to work overtime. It was really exhausting and I found it very difficult to maintain a life-work balance.

This internship offered a valuable opportunity for me to get on-the-job training. As a student, the most important thing is to learn. Most young people in Hong Kong live a comfortable life without practical work experience. They are uncertain about their future, or even afraid of it. This experience really broadened my scope of knowledge and has enabled me to become more confident to work in future.

This internship programme was very rewarding. Maybe you will say that you will not like this kind of work, but in my opinion, it was a valuable experience and I've learned a lot. It has broadened my horizons, taught me more about the operation of the hotel, and has trained me to have a positive work attitude. I would definitely recommend this internship.

To sum up, internships can provide people with a foundation for work. Many people don't even know about the framework of companies and job requirements. Apart from gaining more knowledge, it can also help us to decide what job we are interested in.