

MINISTRY OF EDUCATION AND TRAINING
DALAT UNIVERSITY

FACULTY OF FOREIGN LANGUAGE

INTERNSHIP REPORT

ACKNOWLEDGEMENT

LỜI CẢM ƠN BÁO CÁO THỰC TẬP BẰNG TIẾNG ANH

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NHẬN XÉT CỦA ĐƠN VỊ THỰC TẬP BẰNG TIẾNG ANH

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CHAPTER 1: INTRODUCTION OF THE COMPANY

1..The history of formation and development of the organization

Basic information

Official name: Lac Duong Culture - Information and Sports

Address: Lac Duong Town-Lac Duong District-Lam Dong.

Phone: 02633.839081.

Email: ttvhttlacduong@lamdong.gov.vn

Functions

Lac Duong Culture - Information and Sports is a cultural; information and sports organization under the People's Committee of Lac Duong district; have legal status and have account at the State Treasury and the Bank in accordance with provisions of applicable laws.

Lac Duong Culture - Information and Sports is under the direct and comprehensive management of Lac Duong District People's Committee; under the direction, guidance, professional inspection of the Department of Culture and Sports, Department of Information and Communications.

Lac Duong Culture - Information and Sports has the function of developing cultural and sports career; organize propaganda and dissemination activities of the Party's guidelines and policies, the State's policies and laws, and perform local political, economic, cultural and social tasks; providing professional guidance for officials working in culture, information and sports at commune and town levels; organizing and providing public services, meeting the needs of cultural activities, arts, physical training and sports; the need to receive information; improving people's intellectual standards, creative needs and cultural need of the people in the area.

Tasks and authorities

1. Developing cultural and sports career; organizing propaganda and dissemination activities of the Party's guidelines and policies, the State's laws and policies, and performing local political, socio-economic tasks;

2. Providing functional and professional guidance to officials engaged in cultural and sports activities at the grassroots level;

3. Organizing and providing public services; meeting the needs of cultural activities, arts, physical training and sports; the need to receive information, improving people's knowledge, creative needs and cultural enjoyment of the people in the district.

4. Based on the local annual socio-economic development program to draw up work plans and submit them to the Chairman of the district People's Committee and organize the implementation of the plan upon approval;

5. Organizing cultural and artistic activities, promoting propaganda, reading books, newspapers, film screenings, entertainment, clubs, interest groups, art gifted classes;

6. Organizing physical training and sports activities; technical guidance, methods and training conditions for organizations and individuals;

7. Organizing festivals, contests, performances, competitions and guide the cultural-artistic, physical training and sports movements at the grassroots;

8. Discovering and fostering cultural - artistic, physical training and sports skills;

9. Collecting, preserving and guiding various forms of folk art and traditional sports

2.Organizational structure

2.1. Organizational chart

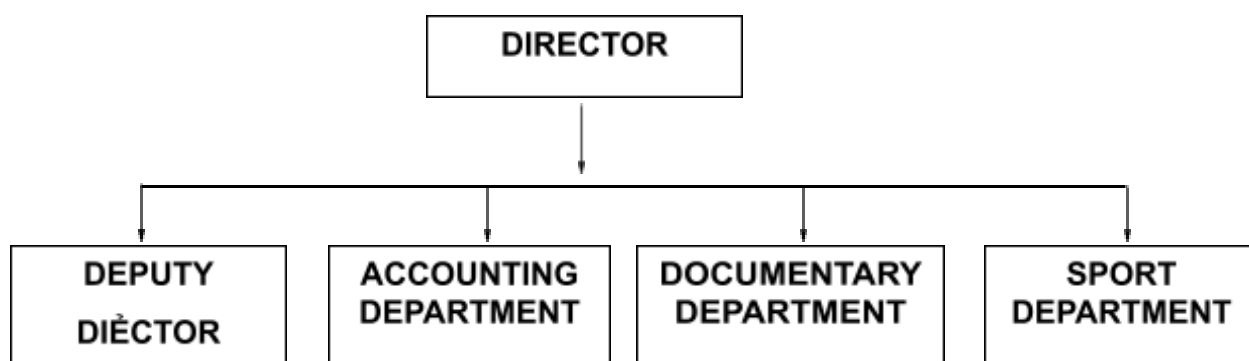


Figure 1.1: Organizational chart of Lac Duong Culture - Information and Sports

Source: Documentary department

2.2. List of staffs

No.	NAME	POSTION
1	Nguyen Thi Thanh Thuy	Director
2	Phạm Thi Phuong	Deputy Director
3	Nguyen Huy Mai	Deputy Director
4	Nguyen Thi Thom	Deputy Director
5	Ngo Thi Phuong	Treasurer
6	Ha Le Huyen Trang	Accountant
7	Pham Thi Van	Public performer
8	Đinh Thi Trang	Public performer
9	Nguyen Ngoc Toan	Technical staff
10	K' Bes	Folk culture staff
11	Le Anh Tuan	Physical training and sport staff
12	Nguyen Đức Hao	Physical training and sport staff
13	Luu Bach Van	Communicator
14	Nguyen Thi Thanh Loan	Communicator
15	Le Dung Khanh	Accountant
16	Phung Kim Khoi	Accountant
17	Nguyen Huu Nguyen Khoi	Reporter
18	Nguyen Van Thach	Reporter
19	Nguyen Huy Toan	Reporter
20	K'Niem	Broadcaster
21	Nguyen Thi Bich Tuyen	Accountant
22	Bien Thi Cam Tu	Reporter

2.3. Functions and responsibility

's leaders include: 01 Director and 03 Deputy Directors:

a) The Director is the head of the agency, performing the management and administration under the head regime; responsible to the management of the Department of Culture, Sports and Tourism and the law for all activities of the agency.

b) The Director of the Training and Exercise is responsible for defining specific functions and tasks of each specialized division; arranging the construction of job placement structure for each cadre, official and employee according to the title structure, professional standards, redundant payroll due to the arrangement and settlement of policies and regimes according to current regulations.

c) The Director of the Training and Exercise is based on the functions, tasks, powers and organizational structure, advising the Department of Culture, Sports and Tourism for consideration, agreement, propose competent agencies to decide on the number of payroll, mobilization, appointment and rotation of titles of the . The recruitment, employment and arrangement of the 's officials shall be based on professional titles, rank criteria and professional titles of public employees according to law provisions, suitable to specific conditions and job requirements.

d) Deputy Directors assist the Director in the leadership of the agency, being in charge of a number of areas assigned by the Director, being responsible to the Director and the law for the assigned work. In the absence of the Director, he may authorize one of the Deputy Executive Directors and handle the affairs of the agency.

e) The appointment, dismissal, demotion, commendation, discipline and implementation of regimes and policies for directors and deputy directors comply with the provisions of law.

Specialized divisions and divisions: Include 01 Manager and no more than 02 Deputy Heads, these positions are appointed by the Director of the for Training and Exercise Sports after reaching an agreement with the Department of Culture, Sports and Travel.

- General administrative office

- Department of Training and Coaching

- Division of Movement and Competition Organization

- Residential Area Management Board

3. Operating result of Lac Duong Culture - Information and Sports

Figure 1.1: Operating results in 3 years (2017 - 2019)

Unit: Million VND

	Year 2017	Year 2018	Year 2019	2018/2017		2019/2018	
				+/-	%	+/-	%
Total revenue	14.284	13.552	15.363	-732	-5,1	1.811	13,4
Total cost	13.836	13.331	14.846	-505	-3,6	1.515	11,4
Profit before tax	448	221	517	-227	-50,7	296	133,9
Profit after tax	370	166	403	-204	-55,1	237	142,8

Source: Documentary department

- Total revenue: The agency's total revenue is uneven over 3 years. In 2017, revenue reached VND 14,284 million, in 2018 was VND 13,552 million, down VND 732 million, equivalent to 5.12%; In 2019, revenue is VND 15,363 million, an increase of VND 1,811 million, corresponding to an increase of 13.36% compared to 2018.

- Total cost: In 2017, the cost reached VND 13,836 million, down VND 505 million corresponding to a reduction of 3.65%. ; In 2019, the cost was VND 14,846 million, an increase of VND 1,515 million, equivalent to an increase of 11.38% compared to 2018.
- Profit before tax: in 2017 reached VND 448 million in 2018, down VND 227 million compared to 2018; in 2019 increased by VND 296 million compared to 2018.
- Profit after tax: In 2017, the profit reached VND 370 million, in 2018 it was VND 166 million, in 2019 the profit of VND 403 million is equivalent to an increase of VND 237 million compared to 2018. The profit increases, the employees' income The increase of labor force is correspondingly and encourages the employees in the hospital to work better and try harder for the agency, the increased income makes the employees feel secure and motivates them to develop themselves.

CHAPTER 2: REPORT OF INTERNSHIP AT LAC DUONG CULTURE - INFORMATION AND SPORTS

1. Assigned tasks during the intership

1.1.Faxing – Making phone calls (Fax – Telephone)

Description

Fax - Telephone is a very important job, I was given a password and Fax code - a separate phone. When the Fax must face down and need to wait for the machine to "bit", then enter the Fax number of the agency to send.

Implementation process:

When Faxing:

- If in the same area (in Ho Chi Minh city), press: (9 **) + Fax password + Fax number.
- If in different region (provinces), press: (9 **) + Fax password + area code + Fax number.
- Click the "Start" button.
- Let the device run until the "bit" is heard.

When the Fax is completed, call to confirm that the recipient has received the Fax I sent, if not, I have to set up the Fax again and call the confirmation phone again until received. I sent.

Finally, the stamp confirms the faxed and signed paper.

Evaluate

When faxing, pay close attention to whether you have pressed the wrong number or missing a number by placing the chin of the headset to hear a "beep" every time you dial a number.

While the Fax sometimes stuck, so have to wait patiently for communication before starting Fax.

When making a phone call to confirm whether my faxes are being received, if you hear a small answer, you must press the plus sign (+) on the phone to enlarge the sound to hear the most accurate information.

1.2 Office duty

Description

It is often said that office duty is a very simple job, but during the process of working, I can understand all the difficulties or problems or encounter many difficult situations. That is to say, even the seemingly simple tasks but also learning must be good to do.

Implementation process:

Usually the office includes many things such as phone reception, dispatching documents, receiving guests...

The work of receiving telephone is not difficult and difficult but requires flexibility and skill in communication. When working, you really understand the importance of receiving calls. Initially, the call was not able to identify the individual name because the person who answered the phone was the representative of the , the whole agency. Second, the phone caller had to remember each position, full name, The positions of the employees in the agency must also remember clearly the extension numbers to transfer when needed. In addition, phone listeners need to understand the individual's resolution range to quickly transfer the device to the most suitable object.

The dispatch of documents is not difficult but requires perseverance and diligence. The person who delivered the dispatch not only transferred in the room, in the but also between agencies and other subjects. The dispatcher is the representative for the sender, so it is necessary to show the sender's spirit to the recipient.

Receiving guests is the most difficult task, because when practicing, the trainees themselves can not fully understand and understand the audience, so the reception of guests can sometimes be embarrassing. However, receiving guests always adhere to the most basic diplomatic principles.

In the process of doing the assigned work, I always pay attention to observe and learn how to behave, communicate as well as the way of work of officials and employees in the agency, from which I can draw myself experience for me, apply what I have accumulated to work, to better understand my work and industry in the future.

2. Achieved experience

2.1 Experience of performing the job

After internship in the agency of skills, professional knowledge that I obtained skills in organizing work, and grasping the processes of handling, contacting and taking care of customers, learning more business skills to handle situations in business.

I myself have tried my best to perform the assigned job but because I am a new employee, I am still quite confused and awkward. When doing the job, put the job first, dedicated in the work without thinking of other things.

During the internship, I met a lot of different customers and so many unexpected situations, through those situations; it helped me gain more experience and lessons to help me become more mature.

When going to internships, every person there has his or her own work and there is not always time to care, follow and advise so the initiative of students will help themselves grasp have the opportunity and learn a lot from reality.

After participating in internships and training at the enterprise, students will have a report presenting what they have contacted and learned at the agency to present the instructor, from which the lecture will guide students. how to present and write a coherent and scientific report

2.2. Obtained skills

One of the most important skills of a sales person is communication skills, when you have good communication ability; the ability to persuade customers to buy from the agency is very high and creates a strong attraction. With business partners that bring the best results for your career. Over the course of my internship, meeting so many clients helped me to improve my communication skills. We persevere with customers who are still not decisive with their purchase decisions or need to be quick and clear to the hasty customers.

Thereby, professional skills and soft skills are what students need to gain confidence when leaving school and starting with jobs.

2.3 Know how to listen, learn and respond

Always listen to the sharing and suggestions of everyone. It is reasonable to learn and absorb it properly. And when you do not feel satisfactory, you can respond, but you must pay attention to the attitude of corrective

Able to work independently

Working at the office helps me learn the ability to work independently, no one can help me in the assigned task.

Time management skills

In order to ensure that I have enough time and health to meet my internship, I have trained myself a reasonable time management skill.

Not because of work that neglect homework in the lecture hall. And to have enough time and energy to study as well as to practice effectively, we also have to take good care of ourselves, eat and rest scientifically. All these things, if properly arranged and complementary to each other, will certainly be the basis for the best completion.

2.4 Lessons learned about attitude

Attitude is an important factor in how a person is assessed as a person. When working at an agency, the first thing is to respect the working hours and rules, although only a student to practice, but when entering the door of the agency, you must respect and obey the rules of authority launched.

Proactively asking at work also helps me to be more confident, more active and easier to integrate into the cultural environment of the organization.

When communicating with everyone in your room, you should pay attention to using words like "Yes" or "Thank you". That is how I make a good impression on the employees who work there. When creating sympathy for them, it is easy to receive advice from them.

At work, there will be many things that happen instead of being helpless and constantly complaining when things are not as expected, be flexible to find solutions with the most positive attitude.

Be gentle with the staff, brothers / sisters / colleagues in the agency.

Customers and partners must be considerate and considerate, but the times when it is necessary to protect the company's business viewpoint must not be loud and polite. The words spoken must be clear and sure.

For the superior, respect, not disrespect, but must be clear, not pessimistic, afraid. It must be straightforward to exchange such work in order to work.

For subordinates to be gentle, friendly, not pretending, alienated, concerned about subordinates, willing to listen to the opinions of employees. At this time the work will be more smoothly and smoothly.

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CHAPTER 3: ADVANTAGES AND DIFFICULTIES DURING THE INTERNSHIP

1. Difficulties

During the actual working time, I faced many difficulties and limitations in terms of professional knowledge and professional skills.

In terms of knowledge: Because I do not know much about construction materials, I have difficulty consulting clients, so I have to try to understand the use and price of the products of the agency.

Due to the lack of soft skills, communication and customer counseling still face many difficulties.

At first, I found it difficult to integrate into the work environment because everything was new.

2. Advantages

Applied theoretically a lot in the work, thereby knowing new things, new knowledge, practical skills.

With the support of my colleagues, I can understand the items of the agency.

3. Future career orientation

I realize that working in the workplace is a good opportunity, helping me get in touch with real work, applying the knowledge gained at the school. However, the theory is not entirely true for each specific case, requires us to be flexible improvisation, and can change a number of things to work smoothly and achieve higher results, in the future. plan to finish his internship and apply for a job at Lac Duong District's Culture, Information and Sports because he is close to his home, and his job as well as his wish is to work in an office. staff who are fluent in English so matters related to English language I can handle.

CẦN HỖ TRỢ VIẾT BÀI TRỌN GÓI, ĐIỂM CAO, KB ZALO MÌNH NHÉ
<https://zalo.me/0909232620>

VIẾT THUÊ BÁO CÁO THỰC TẬP TIẾNG ANH, REPORT
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CONCLUSION

Two months of internship is not a long time but it helped me have a better overview of activities at the Agency. The agency has a very good working environment, always creating conditions to help employees with practical welfare programs. The internship process helped me gain a lot of experience when practicing here such as communication skills, the opportunity to interact with many experienced people in business management ... There are opportunities for me to apply these knowledge learned from books and schools into practice, as well as bringing practical experience in handling and solving jobs. Over time, I also realize that the knowledge I have learned in school is much but not enough when it comes to reality. So I know I still have to learn more.

+ Recommendations to agencies, agencies and schools

Through working with the agency, I strongly recommend that the agency take into account the monthly labor performance of each department in order to rate typical individuals and give appropriate rewards to encourage employees to have a good record. The agency must have a reasonable remuneration policy for the highly educated knowledge workforce to retain workers.

Managers need to distribute the work regularly every day, the agency should create conditions for employees to attend long-term and short-term professional courses to further improve the professional skills that help the agency handle quick operations to complete the report promptly.

+ Recommendations to my university

It is necessary to supplement subjects that are right with the profession that students have chosen, so that when they graduate, students will not be surprised between theory and reality. Always create favorable conditions and incentives for all students to study as well as tuition. Facilitate the process of further learning for students, creating a foundation for students of the ability to analyze and behave in all situations. Office

informatics and foreign languages are the two golden keys of all industries. The school needs additional courses in informatics and foreign languages for students. It is necessary to focus on and supplement the subjects that are true to the profession that the student has chosen, so that upon graduation, students do not have to be amazed between theory and reality. Always create favorable conditions and incentives for all students to study as well as tuition.