

Viparat Namrakkitti 2011: The Confidency of Work of Service Staffs, Catering Department, Thai Airways International Public Company Limited after Attending the Training Course of Service Techniques in Food and Beverage. Master of Education (Business Education), Major Field: Business Education, Department of Vocational Education. Thesis Advisor: Mrs. Methinee Wongwanich Rumpagaporn, Ed.D. 112 pages.

The purpose of this research was to study the working confidency in performance of the Service after participating in a training course “ Techniques in Food and Beverage ” at the Air Catering Department, Thai Airways International Public Company Limited by aimed to describe in four parts of working practice which were 1) Human Relations 2) Communications 3) Services, and 4) Operations. The research populations were 107 employee at Thai Airways International Flight Catering Limited (Thailand) who have been attending in training Course of Service Techniques in Food and Beverage

The research collecting data instrument was questionnaire in staffs’ opinions. Data have been analyzed by using statistical analysis. Descriptive analyses were Frequency and Percentage have been used to analyzed the personal data of the research populations. Mean and Standard Deviation have been used to analyzed the level of opinions concerning employee confidency.

The research findings were revealed that in terms of an overall individual level (Self - Concept) was at medium level. The confidency of Service was only one part in working competency at high level. In the other parts, Human Relations, Communications, and Operations were rated as moderate level In the overall level (Evaluation of Colleagues), a working competency was at high level, including Services, Communications, Operations, and Human Relations.

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Student’s signature

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Thesis Advisor’s signature