

PETCHARAT KONGJAROEN : PROBLEMS OF ENGLISH IMPLICATION IN WORKING OF GRADUATES FROM HOTEL AND TOURISM TRAINING INSTITUTE, TOURISM AUTHORITY OF THAILAND AS PERCEIVED BY THEMSELVES AND IMMEDIATE CHIEFS.  
THESIS ADVISOR : INSTRUCTOR SUJITRA SAWATDIWONG. 207 pp. ISBN 974-579-042-7

This study was to study problems of English implication in working for social communication and job purposes of graduates in academic year of 1988 and 1989 from Hotel and Tourism Training Institute, Tourism Authority of Thailand, as perceived by themselves and immediate chiefs. The samples of this research were 138 graduates and their 72 immediate chiefs from 36 hotels. The questionnaire, which was approved by 5 specialists, was used as the instrument for data collection. The obtained data were analyzed by means of percentage, arithmetic mean, and standard deviation.

The findings can be summarized as follows:

Concerning problems of English implication for social communication purposes, the graduates from Hotel and Tourism Training Institute and their immediate chiefs perceived that the graduates had such problems at the low level.

Concerning problems of English implication for job purposes, the graduates and their immediate chiefs perceived that the graduates from Restaurant and Bar Department, Kitchen Department, and Housekeeping Department had such problems at the low level. But for graduates from Front Office Department, the graduates and their immediate chiefs perceived that they had such problems at the lowest level.