

ABSTRACT

The study was conducted in order to explore attitudes towards the use of English language at work of customer relations officers in the customer service department at British Council (Thailand). The study focuses on attitudes towards the 4 skills which are 1) listening skills, 2) reading skills, 3) writing skills, and 4) speaking skills.

The subjects of the study were 30 customer relations officers in 3 English language centers of British Council (Thailand), namely Siam Square, Lad Phrao and Pinklao. The data were analyzed by descriptive percentage, frequency, mean and standard deviation.

The results revealed that most customer relations officers have positive attitudes towards the overall English language skills they used at work. They have positive attitudes towards listening, reading and speaking. However, of the 4 skills, the skill that most customer relations officers lacked of confidence was writing. In addition to the study, the results will be beneficial for customer relations officers' individual self-development in terms of English language improvement.