

4	9	2	1	0	3	0	9	9	7
---	---	---	---	---	---	---	---	---	---

**PASSENGER SATISFACTION WITH THE INTERPERSONAL
COMMUNICATION OF THE FINNAIR PASSENGER SERVICE
REPRESENTATIVES AT SUVARNABHUMI AIRPORT:
A COMPARATIVE STUDY BETWEEN THAI AND FOREIGN PASSENGERS**

KORAKOD SANGMALA

Adviser: Associate Professor Kamolrat Jaratratsamee

**A RESEARCH PAPER SUBMITTED IN PARTIAL FULFILLMENT OF
THE REQUIREMENTS FOR THE DEGREE OF
MASTER OF ARTS
IN
ENGLISH FOR CAREERS
LANGUAGE INSTITUTE, THAMMASAT UNIVERSITY
BANGKOK, THAILAND
MARCH 2008**

**PASSENGER SATISFACTION WITH THE INTERPERSONAL
COMMUNICATION OF THE FINNAIR PASSENGERS SERVICE
REPRESENTATIVES AT SUVARNABHUMI AIRPORT:
A COMPARATIVE STUDY BETWEEN THAI AND FOREIGN PASSENGERS**

KORAKOD SANGMALA

Adviser: Associate Professor Kamolrat Jaratratsamee

**A RESEARCH PAPER SUBMITTED IN PARTIAL FULFILLMENT OF
THE REQUIREMENTS FOR THE DEGREE OF
MASTER OF ARTS
IN
ENGLISH FOR CAREERS
LANGUAGE INSTITUTE, THAMMASAT UNIVERSITY
BANGKOK, THAILAND
MARCH 2008**

