

ABSTRACT

This research aimed at evaluating the in-house English training courses at Michelin Siam (Laem Chabang) Co.,Ltd. The study was based on trainees' satisfaction with the trainee selection method, the consistency between the course content and the job requirement, textbooks and teaching materials, trainers, and classroom activities. The researcher hoped that this study would be helpful for the company in developing its English training program to be more effective as well as increasing trainees' satisfaction in the future.

The subjects of the study were 56 employees who attended the in-house English training courses in 2007, and a questionnaire was used as the research instrument.

The major findings revealed that satisfaction of the trainees at Michelin Siam (Laem Chabang) with the English training courses was at a satisfactory level. However, there were some elements of the training service that could be improved including the continuity of the trainers, the number of supplementary teaching materials, the variety of classroom activities, and the difficulty level.