

Nataprapa Setthakasivit 2014: Learning Package on Food and Beverage Service Competency for Upper High School Students. Doctor of Philosophy (Vocational Education), Major Field: Vocational Education, Department of Vocational Education. Thesis Advisor: Associate Professor Vikorn Tontawotho, Ph.D. 341 pages.

The purposes of this research were to 1) identify food and beverage service competency for upper high school students in order to earn some income during their studies, 2) develop a competency based learning package on food and beverage service for them and 3) verify the learning package. This study was conducted in three phases. For the first phase, 3 questionnaire forms were used to collect data from 3 groups: 30 high school students who experiencing food and beverage service job during their studies, 30 food experts and 40 food entrepreneurs. Collected data was presented to a focus group of 8 food service experts for identification of essential competencies and its practical use for upper high school students for income earning during their studies. The second phase was the development of a competency based learning package on food and beverage service. For the third phase, verifying the learning package on food and beverage service competency was conducted by administering the learning package to 30 volunteer high school students from 4 schools in Bangkok area.

At the end of the first phase, 7 essential competency areas for food and beverage service required for upper high school students for income earning during their studies were identified as follows: 1) manner 2) customer service mind 3) occupational characteristic of food and beverage service 4) language and communication 5) service skill on food and beverage 6) personal health and 7) knowledge of food and beverage service. The developed of a competency based learning package included knowledge development part and skill development part. The knowledge development part consisted of 4 volumes of knowledge booklets and a self assessment booklet. For skill development part, a set of practical skills workshop were designed to organize in a real setting. The verified of learning package indicated that the volunteer students were satisfying with all aspects of the knowledge part and theirs learning outcome were detected. For the skill practice part, volunteer students gained very high degree of competence on food and beverage service.

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Thesis Advisor's signature