

ABSTRACT

IMPROVING BASIC ENGLISH COMMUNICATION SKILL FOR HOUSEKEEPERS AT ELEMENTS BOUTIQUE RESORT & SPA

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Abstract

The importance of using English for communication in hospitality at Samui is because main income is from tourists. However, there is lacking of human resource that has capability to communicate with foreign guests especially, staffs in hotel. The objectives of this research is to decrease the barrier of English communication in workplace between housekeepers, foreign guests and foreign colleagues at Elements Boutique Resort & Spa by improving their English communicative with 45 hours training course in order to develop guests satisfaction.

The samples of this study were 9 housekeepers 8 women and 1 man. The researcher found out from the post test and questionnaire which answered by guests in 10 rooms that housekeepers' English skills have been improved and guests are satisfied.

However, housekeepers still need to keep continued training in order to maintain the quality of staffs and service.