Nattariya Sumrantin 2009: English Language Needs for Thai Restaurants'
Immigrant Workers in Seattle. Master of Arts (English for Specific Purposes),
Major Field: English for Specific Purposes, Department of Foreign Languages.
Thesis Advisor: Assistant Professor Chamaipak Tayjasanant, Ph.D. 124 pages.

Workers of Thai restaurants in English speaking country may encounter an enforcement of English-only policies at the workplace, as a result they would be expected to use English at all time in their jobs. Therefore, English played a significant role in their survival abroad and working routines. The Thai immigrant workers needed to prepare for future changes in workplace communication rules.

This research aims to investigate the needs and problems of the front line Thai immigrant staff of the Thai restaurants in Seattle, Washington in using English in their routine jobs. This study employed a quantitative method using a questionnaire. The respondents of the study consisted of 188 Thai immigrants working as the frontline staff workers in all of 85 Thai restaurants in Seattle, Washington. The data were analyzed based on Statistical procedure using the Statistical Package for Social Science (SPSS).

The study results revealed that the listening was the greatest need of English skills for the Thai frontline workers in their job at the Thai restaurants in Seattle, followed by speaking; vocabulary in foodservice, writing, and reading was the least needed skills. The respondents encountered slightly problems in using English language for their works. All five skills were rated in a similar way as not so serious, which ranged in the various degrees. Listening was the most problematic of all skills. The findings obtained from the study provided useful information for the employers in designing the course of English for Thai restaurants workers with the appropriate content and materials, therefore the workers will enable to use English professionally in their works.

<table>
<tr><td>_____</td><td>_____</td><td>____/____/____</td></tr>
<tr><td>Student's signature</td><td>Thesis Advisor's signature</td><td></td></tr>
</table>