

## **Abstract**

Thai Airways International Public Co.,ltd is a national enterprise subordinated to the Ministry of Transport. Thai Airways operate the airlines business that transport passengers, goods, parcels and postal through air transportation via Thai major cities to the primary cities around the world.

Dealing my internship cooperative education session from 11 January to 29 April 2016, I was assigned as a trainee in Special Services Department of THAI. I was responsible for 1.Taking care of special passengers such as Wheelchair passengers, Non-English passengers, Deaf passengers, Blind passengers, Meet and Assist passengers etc. 2.Coordinating with other staff 3.Communicating with the foreign passengers.

According to the reasons above, the project “Dealing with THAI’s Special Services Department” in prepared. This project focuses on working process of Special Services Department, Studying, Collecting vocabularies and Expressions related with Airline business

The objectives of this project are to provide working process, vocabularies and expressions in Airline business and it also aims to be a source of information that will help staff and trainee to work more effectively and efficiently.

Keywords: Working process/Vocabularies and Expression/Special Services Department.