

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. From schedule flights to charter flights and through our alliances with Suvarnabhumi Airport as the main hub for all flight routes.

During our internship cooperate education session from 11 January to 29 April 2016, Natcha Vittayakom was assigned as a trainee in Aviation Personnel Development Department and was responsible for arranging meeting and training schedule for pilots and Papandech Wannachai was assigned as a trainee in General Procurement Department and was responsible for arranging purchasing procedure.

In our responsibilities, we found that the working procedures were rather complicated. The documents consist of various details, technical terms, and expressions. Background knowledge and depth skills are required to help trainees do their duties effectively.

According to the reasons above, the project “English for Airline Industry: A Study of THAI’s Aviation Personnel Development Department and General Procurement Department” is prepared. This project focuses on studying operating procedure, details of document, vocabularies, expressions and abbreviations related with the documents.

The objectives of this project are 1.to provide details the documents, vocabularies, expressions, abbreviation in the documents 2.to be a source of information for those who are interested in working in these two department 3.to help staff and trainee to work more effectively and efficiently.

Keywords: Airline Industry/ Working Process/ Vocabularies, Expressions and Abbreviations