

Abstract

Plaza Athenee Bangkok A Royal Meridien Hotel is a hotel with international standard. Plaza Athenee Bangkok A Royal Meridien Hotel has 9 brands of hotels under Starwood. The hotel emphasizes on all types of service to impress our guest.

We had worked according to the cooperative education project at Plaza Athenee Bangkok A Royal Meridien Hotel for 4 months. We were assigned to work at Human Resource and Food and Beverage department. From our work, we had learnt about various operations and understood some problem. So we studied and collected the data then doing the employee handbook in order to make all employees understand and perform their duty according to the hotel regulation. The hotel needs to used this employee handbook to be the criterion to create the understanding conforms to various regulation, mutually causing top benefit.

We evaluated the handbook quality in order to make it most perfectly. At first, we studied the arrangement of employee handbook, then we done 30 copies of evaluation form for the employees of various department of Plaza Athenee Bangkok A Royal Meridien Hotel. For the evaluation, the hotel employees have the satisfaction to employee handbook as the detail as follows; Gender: most respondents are female, accounting for 67%. Age: most of their age is between 20-25 years old, accounting for 30%. Department: most of their department is F&B, accounting for 78%. Their satisfaction level: excellent level accounts for 35%, good level accounts for 50%, moderate level accounts for 10%, need-to-improve level accounts for 5%, respectively. The satisfaction of handbook format: interestedness accounts for 37%. The handbook content is easily read, accounts for 8%. The handbook content is modern, accounting for 5%. The handbook content matches their requirement, accounting for 16%. The knowledge from handbook can be actually applied, accounting for 21%. The overall satisfaction accounts for 37%, respectively.