

REFERENCES

- Ahammad, S (2013). Importance of Training in Hotel industry. *A case study of Hilton Hotel, Cyprus*.
- Ahmed, G.S., Ali, N.A., Khalaf, S.N. & Morsy, M.A (2016). Impact of Effective Training on Employee Performance in Hotel Establishments. *Journal of Faculty of Tourism and Hotels*. Retrieved from <https://www.researchgate.net/publication/326740928>
- Batinic, I. (2013). Current trends in hospitality industry. *Journal of Process Management- New Technologies, International*. Retrieved from www.japmnt.com
- Blue, G.M. & Harun, M. (2003). Hospitality language as a professional skill. *English for Specific Purposes*. 22, 73-91.
- Blundel, R. (1998). *Effective business communication: Principles and practice for the information age*. Great Britain: TJ. International
- Clampitt, P.G. & Downs, C.W. (1993). *Employee perceptions of the relationship between communication and productivity*. Page 11 of 15
- Dennis, N.K & Jampa, S. (2016). A Study of English Communication Problem between Non-Thai and Thai Co-Workers in Lutheran Church in Mukdahan and Ubon Ratchathani Areas. *International Journal Research Granthaalayah*

- Google. (n.y.) Introduction to hotel industry. Retrieved from <https://www.star-resourcesacademy.com/wp-content/uploads/2018/11/Hotel-1.pdf>
- Kotic, B.M & Grzinic, J. (2011). The importance of English language skills in the tourism sector. *A comparative study of students/employees perceptions in Croatia*. Retrieved from <https://almatourism.cib.unibo.it>
- Kuo, C.M. & Hsiao, S.Y. (2013). A Perspectives Comparison: The Importance and Features of Service Attitude between International Hotel Employees and Guests. *The Journal of International Management Studies*
- Oriade, A. & Schofield, P (2019). An examination of the role of service quality and perceived value in visitor attraction experience. *Journal of Destination and Marketing*, 1-9. <https://doi.org/10.1016/j.jdmm.2018.10.002>
- Pandey, M. & Pandey, P. (2014). Better English for Better Employment Opportunities. *International Journal of Multidisciplinary Approach and Studies*. Retrieved from <https://www.researchgate.net/publication/264788119>
- Rahim, S. A (2011). *Analyzing the Training and Internship needs Assessment of Verbal Communication Skills amongst Hotel Practitioners*. doi:10.5539/elt.v4n3p44 March, 2016
- Rathore, P.S. (2017). Significance of Training and Hospitality Skills for Hotel Employees. *International Journal of Engineering and Management Research*. Retrieved from www.ijemr.net May-June 2017

Sekiguchi, T. & Yamao, S. (2015). Employee commitment to corporate globalization: The role of English language proficiency and human resource practices. *Journal of World Business*, 50. 168-179. Retrieved from <http://dx.doi.org/10.1016/j.jwb.2014.03.001>

Takahashi, A. (2005). Self-perception of English Ability: Is it related to proficiency and/or class performance.

Taraporn, T. Torat, B. & Torat, S. (2014). The development of Hotel English Training Program Focusing on Task-based Instruction to Enhance Communication Skills. *Veridian E-Journal*. July – December 2014

Wishom, L. (2004). Relationship communication barriers. Houston