

แบบฟอร์มการขอเสนอวาระเข้าที่ประชุม
คณะกรรมการประจำคณะบริการและการท่องเที่ยว
เรื่อง.....รายงานการดำเนินงานโครงการ Language Support Center (LSC).....

ความเป็นมา

.....ตามที่คณะกรรมการประจำคณะ ฯ ได้อนุมัติการจัดโครงการพัฒนาศักยภาพภาษาอังกฤษสำหรับนักศึกษา ภายใต้ศูนย์ Language Support Centre (LSC) ประจำปีการศึกษา 2566 นั้น บัดนี้การดำเนินงานโครงการดังกล่าวได้เสร็จสิ้นแล้วจึงขอส่งรายงานการดำเนินโครงการมายังคณะกรรมการประจำคณะ.....

ขั้นตอนที่ได้ดำเนินการไปแล้ว

.....ดำเนินโครงการ Language Support Center (LSC) ประจำปีการศึกษา 2566.....

ข้อมูลประกอบการพิจารณา

.....รายงานการจัดโครงการ Language Support Center (LSC) ประจำปีการศึกษา 2566.....

ประเด็นพิจารณา

.....แจ้งเพื่อทราบ.....

Language Support Centre Summary Report

The Learning Support Center operated daily, with Mr. Daniel Eason playing a role in facilitating English services. Located on the 3rd floor of Building 2, the center is easily accessible to all students seeking language assistance. Mr. Eason made himself available for consultation sessions every Monday, offering personalized guidance and support to students. In addition, activity sessions every Wednesday, designed to enhance students' learning experiences and foster a supportive academic environment. A variety of different board games are available and accessible to all students from the Monday to Friday from 09:00-16:30.

Activities provided:

1. English Board games:

- The students have shown great enthusiasm for the variety of board games available to them, with each game offering its unique blend of entertainment and educational value. Among these, Scrabble has become particularly popular. This classic board game involves each player receiving a pre-determined set of letters, which they must use to form English words on the board. The challenge of creating different words not only sparks their creativity but also reinforces their vocabulary and language skills in an engaging way. By transforming the learning process into a fun and enjoyable experience, Scrabble, along with the other board games, plays a vital role in promoting a love for the English language among the students.
- Monopoly is another highly popular game among our students. Its widespread appeal stems not only from the competitive nature of the game but also from the educational benefits it offers. All of the rules, as well as the various cards used during gameplay, are written in English. This aspect of the game encourages students to engage with the English language in a meaningful context, enhancing their reading skills and exposing them to a diverse range of vocabulary. Through the process of playing Monopoly, students naturally expand their knowledge of English terms and phrases, making the game an effective and enjoyable tool for language development.



- UNO is another game that has proven to be both enjoyable and educational for our students. This card game encourages players to use descriptive language in English, particularly when identifying key physical features of the cards their friends are holding. Through this interactive gameplay, students practice important communication skills and reinforce their ability to describe colors, numbers, and other card features in English. Uno also serves as an effective tool for enhancing their descriptive vocabulary and verbal expression in a fun and engaging manner.

2. Movie Day

- Movie Day has become an incredibly popular event, attracting not only our students but also those from other faculties. The smart TV, with its ability to stream movies from various platforms, has made it possible to offer a wide selection of English-speaking films and series. This variety has drawn students from across the campus. The educational value of watching movies and series in English is significant; it provides students with the opportunity to immerse themselves in the language in an enjoyable and natural way. By listening to native speakers, students are encouraged to learn new vocabulary and phrases in context. Additionally, the use of translation subtitles enhances this learning experience, enabling students to connect spoken English with its written form and facilitating a deeper understanding of the language. Overall, Movie Day has become a key tool in promoting English language acquisition while also offering a fun and social activity for our diverse student body. On certain days, when particularly popular movies

were featured, the Learning Support Center (LSC) attracted a significant turnout, with around 40 students participating in Movie Day. This high level of engagement underscores the widespread appeal of the event and its effectiveness in bringing together students from various faculties.



3. Interview Skills

- This activity was designed to equip our students with essential skills for entering the hospitality industry, particularly as they prepare for one of their key projects. Mastery of these skills is also crucial as they get ready for their upcoming internships, where practical experience will play a significant role in their professional development. A total of 26 students actively participated in this activity. This hands-on preparation not only enhances their readiness for industry challenges but also reinforces the importance of practical application in their educational journey.



4. *Presentation Skills*

- Mr. Colin Gallagher was invited to serve as a guest lecturer for this activity, where he provided expert instruction on delivering professional presentations to an audience. His guidance proved to be immensely valuable, as students were able to develop essential skills in the art of public speaking and effective presentation. Through this activity, they gained practical experience in structuring and delivering their presentations with confidence and professionalism. A total of 25 students attended the session. The success of this activity underscores the importance of such opportunities in preparing our students for their future careers, where strong presentation skills will be crucial.



Items	Mean	Level
Organization of the activity		
1. The activity topic is appropriate and interesting.	4.83	Very Good
2. The format of the activity is interesting.	4.61	Very Good
3. The duration of the activity is appropriate.	4.87	Very Good
4. The venue for the activity is appropriate.	4.70	Very Good
5. There has been widespread publicity to ensure awareness.	4.74	Very Good
6. The snacks are appropriate.	4.78	Very Good
Speaker		
6. The preparation for the speech was well done.	4.78	Very Good
7. The language is clear and easy to understand.	4.65	Very Good
8. The lecture was conducted in a timely manner.	4.74	Very Good
9. The questions were answered clearly, thoroughly, and to the point.	4.87	Very Good
10. The useful experiences were shared.	4.78	Very Good
The benefits gained from participating in the activity.		
11. Understood and recognized the importance of this activity.	4.61	Very Good
12. This activity is beneficial to the students.	4.74	Very Good
13. The benefits gained from participating in the program can be practically applied.	4.65	Very Good
The average score of 5 points	4.73	Very Good

5. CV Support

- This activity was specifically designed for students preparing for their internships, providing them with crucial support in refining their professional profiles. Mr. Daniel Eason personally met with each of the nine students who attended, offering individualized guidance on how to enhance their CVs. During these one-on-one sessions, Mr. Eason focused on how to improve the overall presentation of their resumes, advising on the use of impactful keywords and phrases that would make their applications more appealing to employers. The personalized attention each student received made this activity particularly valuable, equipping them with the tools needed to present themselves more effectively in the competitive job market.



KANAMI ITO
University Student

TEL: (+66)86-256-6809 E-mail: kanamitolit24@gmail.com

Address: 168/75 402, 168 Soi No Suua, Wichit, Phuket,

Thailand 83000

EDUCATION

Prince of Songkla University Bachelor of Business
Aug 2022-Aug 2024

Japan College of Foreign Languages
Diploma of International airlines course
Apr 2020-Mar 2022

SKILLS

TOEIC: 790
Secretary Skills Test, 2nd grade

Leadership
Teamwork Skills
Active listener
Japanese ~ Native
English ~ Proficient

AWARD

PROFILE

I am actively pursuing an internship opportunity where I can apply my educational background and passion for hospitality. Over the past four years, I have acquired valuable knowledge in airline operations and customer service. I am eager to utilize this expertise to deliver professional service to airport passengers, ensuring their comfort and satisfaction throughout their journey.

WORK EXPERIENCE

Shimizu Octo, Inc. Sep 2023 to Jun 2023 Soccer Venue Staff
Warmly greeted and escorted audiences throughout the stadium, efficiently measuring temperatures and validating tickets. Provided assistance to spectators by guiding them to their designated seats, ensuring a smooth and enjoyable experience. Maintained cleanliness and tidiness of the venue and surrounding areas, promptly clearing up debris and tidying fences post-game.

Golip Co., Ltd. Oct 2022-Jun 2022 Waitress
Warmly greeted and escorted customers to their tables, ensuring a welcoming atmosphere upon their arrival. Efficiently took orders and promptly delivered food and beverages to patrons, maintaining a high level of service. Expertly prepared alcoholic beverages and juices, meeting customers' preferences with precision.
Please use clear/lineless card representation for non-analytic character used

SUMMARY

I graduated from the Japan College of Foreign Languages in Japan two years ago, where I obtained a diploma in hospitality airline. Currently, I am a fourth-year student at Prince of Songkla University, Phuket Campus, pursuing a degree in Tourism Management and Airline Business Management.

EDUCATION HISTORY

Apr. 2020-May 2020
Diploma-Japan College of Foreign Language

2022-2024 (Expected)
Prince of Songkla University, Phuket, Thailand,
Faculty of Hospitality and Tourism, Tourism
Management/Airline Business

INTERNSHIP EXPERIENCE

During my internship at the Conrad Tokyo Executive Lounge, I excelled in guest service by efficiently handling check-in and check-out procedures while also orchestrating afternoon tea and cocktail service. In both English and Japanese, I provided seamless assistance to a diverse clientele. Recognizing the importance of personalized service, I diligently learned guests' names, professions, beverage preferences, and specific requests to ensure their utmost satisfaction. Through attentive observation, I developed a keen ability to anticipate and fulfill customer needs promptly and effectively, further enhancing the guest experience.

LAUNGUAGES

Japanese - Native
English - Intermediate

STRENGTH

• Friendly customer service
• Demonstrating leadership skills by guiding teammates into action (with three leadership experiences on basketball teams)
• Proficient in assessing situations with a broad perspective
• Strong problem-solving skills

HONOR/AWARDS

Scholarship in Japan College of Foreign Language (BHT 50,000)

REFERENCE

Cholima Witthayasirikul
Academic Administrator/Advisor
Email: cholima.w@phuket.psu.ac.th
TEL: +66-0887612016

Miss Rapihpan Jantawibun
A lecturer of Faculty of Hospitality and Tourism (Airline Business) Prince of Songkla University (Phuket Campus)

Recommendations:

Securing additional support from lecturers across the faculty is essential to the continued success and growth of the Learning Support Center (LSC) program. The active involvement of faculty members, particularly through their encouragement and recommendations, plays a vital role in ensuring that students take full advantage of the activities and resources available to them. By referring their students to participate in LSC programs.