

## **Abstract**

Mode Sathorn Hotel is a 4-Star hotel. The building is modern decoration and unique style. It locates in the business district near Bts Surasak Station. Moreover, There are function rooms and many kinds of restaurant to serve. Most of guests must be impressed with the good service.

As the researcher has been practicing cooperative education at Mode Sathorn Hotel for a period of time in the food and beverage department during Breakfast time from 6.00 to 10.30 am, which is the busiest time that guests always have breakfast. The hotel has only 1-2 full-time staffs, the others are part time staffs. So this made some problem in work performance. The researcher faced this problem. Which was resulted in managing employee duties individually by realizing. The competency and appropriate ability of each employee. that made employees more understanding of their duties.

The quality management project of the food and beverage department at Mode Sathorn Bangkok Hotel has been set up to assist in the planning of temporary staff management both simulation of the work plans and duties in order to make the temporary staff to perform duties as defined.

Keywords : Quality Management