To evaluate the impact of on-the-job training on the performance of the front office employees of the Eastin Grand Hotel Sathorn Bangkok in Thailand

**Objectives:**

1. Critically review the literature on on-the-job training to develop a framework to evaluate the hotel practices

2. Ascertain the front office department training objectives, best practices, and limitations through an interview of the manager

3. Evaluate the impact of the training on the performance of the employees through a questionnaire
4. Compare and contrast the findings of the literature review, interview, and questionnaire to make recommendations to the manager