

การพัฒนาทักษะภาษาอังกฤษเพื่อการทำงาน
DEVELOPING ENGLISH SKILLS FOR THE WORKPLACE



Essential Workplace English

การทักทาย

Good morning. / Good afternoon. / Good evening.

Hello. / Hi.

บอก	ตอบ
Nice to meet you.	Nice to meet you, too.
Nice to see you. Nice to see you again.	Nice to see you, too.
I'm <u>glad</u> to see you. (happy / pleased)	I'm <u>glad</u> to see you, too. (happy / pleased)

การไต่ถามสารทุกข์

-กรณีเจอกันครั้งแรก

ถาม	ตอบ
How do you do?	How do you do?

-กรณีทั่วไป

ถาม	ตอบ
How are you? How are you doing ? How have you been? How is it going?	I'm <u>fine</u> . (good / great / well / very well) I'm doing <u>well</u> . (good / great / well / very well)

การขอบคุณ

Thank you.

Thanks.

ถามกลับ

And you?

การบอกลา

Good-bye.

See you in the **evening**.

Bye.

See you **tomorrow**.

See you.

See you next **week**.

See you **later**.

Good night.

การอวยพร

บอก	ตอบ
Have a <u>nice</u> day. (good / great) Have a <u>nice</u> evening. (good / great) Have a <u>nice</u> weekend. (good / great)	Thank you , you too. Thanks , you too.



บทสนทนาตัวอย่าง

บทสนทนาที่ 1

Wakun : Good morning. I'm Wakun Junjajan.

Anna : Good morning. I'm Anna Bell. Nice to meet you, Wakun.

Wakun : Nice to meet you, Anna.

บทสนทนาที่ 2

Wakun : Hello, Sandra.

Sandra : Hi, Wakun.

Wakun : How are you?

Sandra : I'm fine, thank you. And you?

Wakun : Good, thanks.

บทสนทนาที่ 3

A : Good-bye. See you tomorrow.

B : Bye. See you.

บทสนทนาที่ 4

A : Good night.

B : Good night. Have a good day.

A : Thank you. You too.



แต่งบทสนทนา



เกริ่นก่อนแนะนำตัวเอง

I would like to introduce myself.

Let me introduce myself.

I would like to start by introducing myself.

แนะนำตัวเอง

I am ชื่อ-นามสกุล.

My name is ชื่อ-นามสกุล.

I am an intern.

I work as ชื่อตำแหน่งงาน.

I work in ชื่อแผนกในที่ทำงาน.

I work for ชื่อสถานที่ทำงาน.



ประโยคตัวอย่าง

ตัวอย่างที่ 1

My name is Wakun Junjajan.

I am an accounting intern.

I work in the Accounting and Finance Department.

I work for Nikon (Thailand) Company Limited. (Co., Ltd. = Company Limited)

ตัวอย่างที่ 2

My name is David Wilson.

I am an intern in the Human Resources Department at CP ALL Public Company Limited.

I work as an HR assistant.

ตัวอย่างที่ 3

My name is James Miller.

I am a customer service intern in the Customer Service Department at ABC Company Limited.



แต่งประโยคแนะนำตัวเอง

Good morning, everyone. I would like to introduce myself.

.....

.....

It's nice to meet you all.

Which department does each job belong to?

Match each job in the left column with the correct company department in the right column.

Job	Company Department
____ 1. puts the product into boxes?	A. Training
____ 2. pays wages and salaries?	B. Production
____ 3. plans how to promote products?	C. Marketing
____ 4. has systems to prevent mistakes?	D. Purchasing
____ 5. looks after the equipment?	E. Personnel
____ 6. deals with complaints?	F. Packaging
____ 7. manufactures the products?	G. Sales
____ 8. sends invoices to customers?	H. Accounts
____ 9. buys equipment?	I. Payroll
____ 10. arranges credit facilities?	J. Distribution
____ 11. helps staff develop new skills?	K. Customer Service
____ 12. sends products to the customer?	L. Financial Services
____ 13. buys media space?	M. Quality
____ 14. recruits new staff?	N. Advertising
____ 15. sends representatives to visit customers?	O. Maintenance



การขอและบอกข้อมูลส่วนบุคคล

Could I have your _____, please? (name / email address / mobile phone number)



บทสนทนาตัวอย่าง

Clerk : Could I have your name, please?

Wakun : Yes. It's Wakun Junjajan.

Clerk : Your email address, please?

Wakun : It's wakun@rbru.ac.th.

Clerk : And your mobile phone number, please?

Wakun : It's 081-625-7899.

การขอให้สะกดคำ

How do you spell your _____? (first name / last name / family name / surname / nickname)



บทสนทนาตัวอย่าง

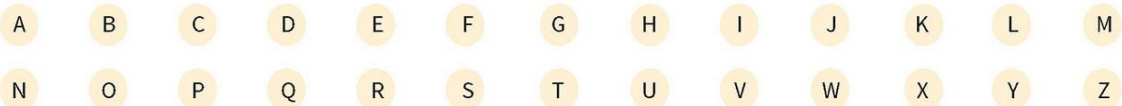
Wakun : Hello. My name is Wakun Junjajan.

Clerk : How do you spell your **first** name?

Wakun : W-A-K-U-N.

Clerk : And how do you spell your **last** name?

Wakun : J-U-N-J-A-J-A-N.



การขอให้พูดซ้ำอีกครั้ง

Could you **repeat** that **again**, please?

Is that _____.



บทสนทนาตัวอย่าง

Clerk : Is that 081-625-7899.

Wakun : Yes. That's right.



การถามทางและบอกทาง

ถาม
Can you tell me the way to (ชื่อจุดหมาย)? How do I get to (ชื่อจุดหมาย)? Where is (ชื่อจุดหมาย)? Is there (ชื่อจุดหมาย) near here?

ตอบ
I will show you. This way, please.
It's on the (ชั้น) floor. (ground / first / second / third / fourth / fifth)
Go up stairs.
Go down stairs.
Please use the <u>escalator</u> .
Please use the <u>lift</u> . (elevator)
Take the <u>elevator</u> up to the <u>fifth</u> floor.
Take the <u>elevator</u> down to the <u>first</u> floor.
The lift is overloaded!
You will see _____.
There is one on the <u>second</u> floor.
It's on your <u>left</u> . (right)
It's on the corner.
It's (ทิศทาง) the (ชื่อสถานที่).
It's between the (ชื่อสถานที่) and the (ชื่อสถานที่).

ถาม	ตอบ
How far is (ชื่อจุดหมาย) from here?	It's about (ตัวเลข) minutes from here.
Is it far from here?	No, it's just a (ตัวเลข)-minute walk.

