

GREETINGS AND INTRODUCTIONS

Greetings

Hello, .../ Hi, ...

Good morning/ afternoon/ evening.

Good/ Nice to see you again.

I'm glad/ happy/ pleased to see you.

How are you? - Fine, thanks. And you?

How have you been? - Very well. And you?

How are things? - Not too bad, thanks.

How is your girlfriend? - She's fine.



Introductions

Introducing oneself

Can/ May I introduce myself? My name's Peter.

Let me introduce myself. My name's

I'd like to introduce myself. I'm

I don't think we've met. I'm

Introducing someone else

Can/ May I introduce a good friend of mine? This is

Have you met ... ?

I'd like you to meet

I want you to meet

Making contact

Excuse me, are you Mrs ... ? - Yes, that's right.

How do you do? - How do you do?

Nice to meet you. - Nice to meet you, too.

Good-byes

Good bye/ Bye/ I'll say good bye/ See you later/ See you soon.

I must go now.

I (really) must be going.

I must be off.

I'm afraid I've got to go.

It's getting (very/ rather) late.

Have a good/ safe trip/ flight.

- Thank you ... (same to you).

Have a good weekend.

- Same to you.

Enjoy the rest of your stay.

- Same to you.

It was nice meeting you.

- I really enjoyed meeting you, too.

I hope to see you again.

- I hope so, too.

See you on the 13th.

- See you.

I look forward to our next meeting.

I look forward to seeing you again.

I look forward to seeing you when you're next in London.

What do you do?

- I'm a secretary. (a/an + job)
- I work for ATB. (for + employer)
- I'm in marketing. (in + type of work)

Who do you work for?

- I work for ATB in the research division

Match the questions and answer.

- | | |
|---------------------------------------|------------------------------------|
| ____ 1. What do you do? | a. The Hilton Hotel. |
| ____ 2. What company do you work for? | b. I'm an executive secretary. |
| ____ 3. Where do you work? | c. I come from Chanthaburi. |
| ____ 4. Do you live in Bangkok? | d. In an office on Sukhumvit Road. |
| ____ 5. Where do you come from? | e. Yes. |

What department does which job? Match each job from the column on the left to a company department from the column on the right:

- | | |
|---|-----------------------|
| _____ 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 |

ESSENTIAL EMPLOYMENT VOCABULARY

When you are officially accepted into a new job at a company, you are **hired** by the company. For example, "I was **hired** by an insurance company just two weeks after graduating from college."

When you're hired, you become an **employee** of the company. The company becomes your **employer**. The other employees in the company are your **colleagues** or **coworkers**. The person above you who is responsible for your work is your **boss** or **supervisor**.

You can work **full-time** (usually about 40 hours per week) or **part-time** (usually 15-25 hours per week). A small number of companies offer **flex-time**, meaning the employee can set his/her own schedule.

In some jobs, you work **shifts** – meaning the hours aren't the same every day; instead, you work a specific block of hours that the manager schedules. If you work **overtime**, it means you work extra hours in addition to your normal schedule.

We typically use the expression **go to work** for arriving at work, and **get off work** for leaving work. For example, “I go to work at 8:30, and I get off work at 5.”

As an employee of the company, you **earn a salary** – money you receive regularly for your work. Don’t make the mistake of saying “win a salary” – the correct verb is “earn.”

If you’re good at your job, you might get a **pay raise** (or a **raise**) – an increase in your salary. You could also get a **promotion** – an increase in importance and authority. At the end of the year, some companies give their employees a **bonus** – extra money for work well done.

The opposite of “hire” is **fire** – when your company forces you to leave your job. For example, “Peter was **fired** because he never came to work on time.” Usually if someone is fired, it’s because they did something bad.

If an employee loses his or her job because of a neutral reason, like the company reducing its size, then we say the employee was **laid off**. For example, “Donna was **laid off** when her company started having financial problems.”

If you decide to leave your job, there are three verbs you can use:

- I’m going to **quit my job**.
- I’m going to **leave my job**.
- I’m going to

“Quit” is informal, “resign” is formal, and “leave” can be formal or informal.

When an old person decides to stop working, the verb for this is **retire**. In most countries, people retire around age 65. If you’re older than that and you’ve stopped working, you can describe your current situation by saying, “I’m **retired**.”

Work with your partner. Talk about your information.

My name’s _____.

I’m _____.

I live in _____.

I’m a/an _____.

I work for _____.

General phrases – วลีทั่วไป

I'm going out for lunch.	ฉันจะออกไปทานอาหารกลางวัน
I'll be back at 1.30.	เขาจะกลับมาตอนบ่ายโมงครึ่ง
I'll be free after lunch.	ฉันจะว่างหลังอาหารกลางวัน
She's resigned.	เธอลาออกไปแล้ว
He's been promoted.	เขาได้รับการเลื่อนตำแหน่ง

Absence from work – การขาดงาน

She's on maternity leave.	เธอลาคลอด
He's off sick today.	วันนี้เขาลาป่วย
He's not in today.	วันนี้เขาไม่อยู่
She's on holiday.	เธออยู่ในช่วงวันหยุด
I'm afraid I'm not well and won't be able to come in today.	วันนี้ฉันไม่สบาย และไม่สามารถไปทำงานได้ในวันนี้

Dealing with customers – การเจรจากับลูกค้า

He's with a customer at the moment.	ขณะนี้เขาอยู่กับลูกค้า
I'll be with you in a moment.	ฉันจะมาพบคุณอีกสักครู่
Sorry to keep you waiting.	ขอโทษที่ให้คุณรอ
Can I help you?	ฉันช่วยอะไรคุณได้บ้าง
Do you need any help?	คุณต้องการความช่วยเหลืออะไรไหม
What can I do for you?	ฉันจะทำอะไรให้คุณได้บ้าง

IT problems – ปัญหาด้านคอมพิวเตอร์, สารสนเทศ

There's a problem with my computer.	คอมพิวเตอร์ของฉันมีปัญหา
The system's down at the moment.	ระบบคอมพิวเตอร์ใช้ไม่ได้ขณะนี้
The internet's down at the moment.	ระบบอินเทอร์เน็ตเสียอยู่ขณะนี้
I can't access my emails.	ฉันไม่สามารถเข้าอีเมลได้
The printer isn't working.	พรินเตอร์ไม่ทำงาน

ที่มา : speakenglish.co.uk

Stationery and Office Supplies



Interview Questions

1. Tell me about yourself.
2. What are your strengths? Best skills?
3. What is your major weakness?
4. What are your career goals? Future plans?
5. What salary are you expecting?



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