



Lesson



Welcoming visitors

หัวข้อเรื่อง (Topics)

การต้อนรับบุคคลผู้มาติดต่อสถานประกอบการ

Vocabulary Practice

Listen and repeat the words.



visitor	แขกผู้มาเยือน	welcome	ยินดีต้อนรับ
make an appointment	ทำการนัดหมาย	general manager	ผู้จัดการทั่วไป
take a seat	เชิญนั่ง	meeting room	ห้องประชุม
would like	ต้องการ	presentation	การนำเสนอ
glad to meet you	ยินดีที่รู้จักคุณ	occupation	อาชีพ
production department	แผนกการผลิต	sales department	แผนกการขาย
receptionist	พนักงานต้อนรับ	purchase	ซื้อ, จัดซื้อ
opposite	ตรงข้าม	the same meaning	ความหมายเหมือนกัน



at the moment	ชั่วคราว, ชั่วขณะ	commerce	การพาณิชย์
afraid	เกรงว่า	province	จังหวัด
part time	นอกเวลา	problem	ปัญหา
employee	ลูกจ้าง	locate	ตั้งอยู่
logistics services	บริการขนถ่ายสินค้า	weekend	วันสุดสัปดาห์
possible	เป็นไปได้	full time	เต็มเวลา
customer	ลูกค้า	information	ข้อมูล
workplace	สถานประกอบการ	repeat	ทำซ้ำ
May I help you?	มีอะไรให้ช่วยบ้าง	career	อาชีพ

Content

Welcoming Visitors



1. Greeting

	Greeting	Follow up	Reply
Formal	<p>Good morning.</p> <p>Good afternoon.</p> <p>Good evening.</p>	<p>How are you?</p> <p>How do you do?</p> <p>Pleased to meet you.</p> <p>Nice to meet you.</p> <p>Welcome to the.....</p>	<p>Very well. Thank you.</p> <p>Fine, thanks.</p> <p>Pleased to meet you too.</p> <p>Nice to meet you too.</p>
Informal	<p>Hi.</p> <p>Hello.</p>	<p>How are you doing?</p> <p>How are things?</p> <p>What's up?</p>	<p>Fine.</p> <p>Not too bad.</p> <p>OK.</p>

2. Introducing Oneself

	Identification	Relevant Information
Formal	<ul style="list-style-type: none"> ▶ Let me introduce myself. I'm ▶ My name is..... ▶ I'd like to introduce myself. My name is 	<ul style="list-style-type: none"> ▶ I'm from ▶ I work for ▶ My responsibilities are ▶ My address is ▶ My telephone number is
Informal	<ul style="list-style-type: none"> ▶ I'm 	<ul style="list-style-type: none"> ▶ I'm 's friend.



3. Introducing Others

	Identification	Relevant Information
Formal	<ul style="list-style-type: none"> ▶ I'd like to introduce you to ▶ Let me introduce you to ▶ May I introduce you to ▶ I'd like you to meet 	<ul style="list-style-type: none"> ▶ He/She is from ▶ He/She works for ▶ He/She is in department. ▶ He/She is in charge of
Informal	<p>I want you to meet</p> <p>(Name), this is (Name)</p>	<p>He/She is my friend/husband/ wife.</p>

4. Offering Help

- ▶ May I help you?
- ▶ What can I do for you?
- ▶ How can I help you?
- ▶ Could I help you?
- ▶ Can I be of assistance to you?
- ▶ Could I take a picture for you?



5. Asking a Visitor's Name

- ▶ Could you give me your name, please?
- ▶ May I have your name, please?
- ▶ Your name, please?

6. Sometimes it's necessary to offer visitor some drinks.

- ▶ Would you care a cup of coffee?
- ▶ Would you like to have a cup of coffee?
- ▶ Did anyone bring you a coffee or snack?
- ▶ Would you like a glass of orange juice?
- ▶ Would you like me to bring some drinks?
- ▶ Can I get you something to drink?



Greetings

Listen to the dialogue



Dialogue I

แนะนำให้ Mr. Fred รู้จักกับ Mr. Prathan



Mr. Giradet

Mr. Fred

Mr. Prathan

Giradet : Good morning. How do you do? I'm Giradet Saema.

Fred : How do you do, Mr. Saema? I'm Fred.

Giradet : And this is my friend, Prathan Chomchan.

Fred : How do you do, Mr. Chomchan?

Prathan : How do you do? I'm glad to meet you.

Fred : Glad to meet you, too.



Dialogue II

บอก Receptionist ที่เคาน์เตอร์ว่าต้องการพบ Mr. Suphong.

Siri : Good afternoon. I would like to meet Mr. Suphong, please.

Receptionist : Can I have your name, please?

Siri : My name is Siri.

Receptionist : Mrs. Siri or Miss Siri, please?

Receptionist : Mrs. Siri would like to meet you, Mr. Suphong.

Mr. Suphong : Please tell her to come into my office.

Mr. Suphong : Good afternoon, Mrs. Siri. Take a seat, please. What can I do for you?

Dialogue III

Dialogue IV

Mr. Kiti เข้ามาที่เคาน์เตอร์ บอก receptionist เพื่อขอพบ Mr. Suphong

Receptionist



Kiti



Receptionist : Good afternoon, sir. What can I do for you?

Kiti : Good afternoon. I would like to see Mr. Suphong, please. I'm Kiti Sithikon.

Receptionist : Oh, I'm sorry, sir. I'm afraid you can't see him now. He's with Mrs. Siri at the moment./Wait a moment, Please./or Would you like to leave a message?

Kiti : I would like to make an appointment tomorrow morning.

Receptionist : How about 9 o'clock?

Kiti : Alright. Good bye.

Receptionist : Good bye.



Dialogue IV

แนะนำตัวเอง



Onanong : Good afternoon. May I help you?

Manta : My name's Manta. I'm from First and Ninth Company.

Onanong : Where is it located, sir?

Manta : In Krabi.

Onanong : Would you say that again, please?

Manta : Krabi province. I would like to see Mr. Chakaphong, please.

Onanong : Sorry, sir. He's out.

Manta : Can I make an appointment?

Onanong : Sure. How about tomorrow 9 a.m.?

Manta : O.K. Thank you.

Onanong : You're welcome.

Welcoming Visitors

Practice the dialogue.

Dialogue 1

Kanokporn



Piyanat



Kanokporn : *Good morning. I'm Kanokporn Rattapaiboon. How do you do?*

Piyanat : *How do you do? I'm Piyanat Poomsawai. Nice to meet you.*

Kanokporn : *Nice to meet you, too.*

Piyanat : *Where do you come from?*

Kanokporn : *I'm from Phitsanulok. I would like to meet the general manager to make a presentation.*

Piyanat : *Take a seat, please. I will make an appointment at about 10:30 a.m. He is in the meeting room. Would you like some coffee?*

Kanokporn : *Thank you.*



Dialogue II

Receptionist

Tom





Receptionist : Excuse me. Are you Sirisak Ketdee?

Tom : Yes, I am. Glad to meet you.

Receptionist : I'm glad to meet you, too. Welcome to Phitsanulok.

Tom : Thanks. It's nice to be here.

Receptionist : Here's your visitor pass.

Tom : Thank you.

Receptionist : Can you speak Thai?

Tom : I can speak Thai a little bit.

Receptionist : Ok, no problem. I'll speak slowly.



Thank you
for watching.

