



Lesson

4

Telephoning

หัวข้อเรื่อง (Topics)

การติดต่อสื่อสารทางโทรศัพท์

Vocabulary Practice

Listen and repeat the words.



V 1

caller	ผู้โทรศัพท์
schedule	ตาราง
information	ข้อมูลรายละเอียด
wait for	รอคอย
repeat	ทำซ้ำ
call.....back	โทรกลับ
have an appointment	มีนัด
create	สร้าง

V 2

receiver	ผู้รับโทรศัพท์
separately	โดยแยกกัน
message	ข่าวสาร
a moment	สักครู่
transfer	การโอนสาย
make an appointment	ทำการนัดหมาย
communicate	ติดต่อสื่อสาร
develop	พัฒนา

V 1

V 2

instruction	คําสั่ง, คํานะนํ้า	equipment	อุปกรณ์เครื่องมอ
turn on	เปิด	turn off	ปิด
unsuccessful	ไม่วประสพผลสํ้าเรอ	successful	ประสพผลสํ้าเรอ
confident	เชอมนั่น	prepare	ตระเตรอยม
suitable	เหมาะสม	postpone	เลื่อน
confirm	ยอมนั่น	disappoint	ผดหวัง
generate	เกอด	appropriate	เหมาะสม

Content

1. How to say the telephone numbers. <<<

- a. You can say 0 is oh or zero.
- b. You can say all the numbers separately like this.
08-7644-3638 is oh-eight-seven-six-four-four (double four)-three-six-three-eight.
- c. You can say the area code and the telephone number
0-5520-3029 ext. 143 is zero five-five-two-zero-three-zero-two-nine extension one-four-three.
- d. If you are in Canada and you need to call your friend in Thailand, you must dial the international access code (Canada = 011), a country code (Thailand = 66), area code (Phitsanulok = 055) and telephone number (302029). (Phitsanulok = 055) 011-66-055-302029 is oh-one-one-six-six-oh-five-five-three-oh-two-oh-two-nine.

2. Greetings ◀◀◀

Hello, I'm Prapan from Toyota.

- Good morning, Rido Sound.
- Good afternoon, Srisuda speaking.
- Good morning, Sawatdi Bookstore. Boonme's speaking.

3. Asking the caller's name, telephone number, information ◀◀◀

- Who's speaking, please?
- Who's calling, please?
- Can I have your name, please?
- May I have your telephone number, please?
- What's your telephone number?
- Could you tell me about the bus schedule tomorrow?



4. Asking the caller to wait ◀◀◀

- Hold the line, please.
- Wait for a moment, please.
- Would you like to hold on a second?
- Just a moment, please.



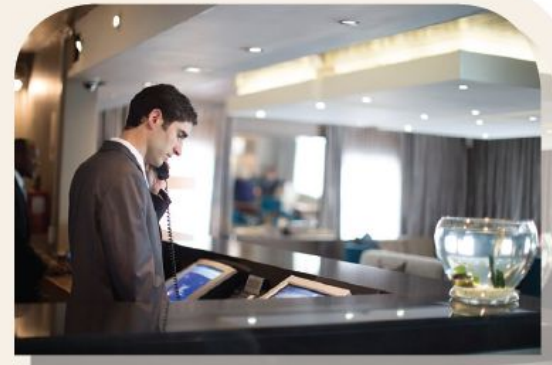
5. Transferring a call ◀◀◀

- Shall I put you through to Miss Somsri?
- I'll connect you with Mr. _____.
- I'll put you through to Mr. _____.
- I'll try to transfer you.
- I'll put you through.



6. Asking for repetition ◀◀◀

- Can you tell me your number again?
- Not too fast, please.
- Would you speak slowly, please?
- Would you say that again, please?
- Sorry. you've connected the wrong number.
- Can you repeat it again? I can't catch your words.



7. Leaving a message ◀◀◀

- May I leave a message?
- Can you take a message, please?
- Can you tell her who's calling, please?



8. Taking a message ◀◀◀

- Would you like to leave a message?
- Would you like me to give her a message?
- Can I take a message?
- Can I tell them to call you back?



Direction

Listen to the dialogue



Dialogue 1

A : Can I speak to Ruth Benze, please?

B : I'm sorry, he's out at the moment. Can I take a message?

A : Can you tell him that Santi will call him again tomorrow morning?

B : Alright.



Dialogue II

A : *Can I speak to Jintana, please?*

B : *Sorry. Jintana isn't here at the moment. Would you like to leave a message for her?*

A : *Yes, please. I'd like to know the date of the next shipment.*

B : *OK. She'll get your message.*

A : *Thank you..*



Dialogue III

Ant : Tue, I'm busy at the moment. Can you call me back later tomorrow?

Tue : No problem. I'll be in the office all day.

Ant : I think you have my new telephone number.

Tue : Hold on a second. Let me check. It's 08-5879-2348. Is that right?

Ant : Yes, that's right.



Dialogue IV

A : Can I speak to Mrs. Mouth, please?

B : One moment, please. I'll put you through to her now.

A : Thank you.

Dialogue V

A : Can I speak to Lawiwan, please? She's in the marketing department.

B : Do you mean Jareunpon?

A : That's right. Could you put me through, please?

B : Certainly.

A : Thank you.

Dialogue VI

A : Hello. May I speak to Saowapak, please?

B : I'm sorry. She's just gone out. Who's calling, please?

A : Sirima speaking.

B : Would you spell your name, please?

A : Sirima. S-I-R-I-M-A. Can I leave a message?

B : Yes sure.

A : Please tell her to call me back. Thank you.

B : You're welcome.





Dialogue VII

Onapa : Good morning. Onapa speaking.

Maitri : I'm Maitri from Krabi.

Onapa : Would you say that again, please?

Maitri : My name's Maitri from Krabi.

Onapa : You speak English very well and your surname, please?

Maitri : Rattanasan.

Onapa : Just a moment. Would you speak slowly, please?

Maitri : R-A-T-T-A-N-A-S-A-N. Rattanasan. Is it clear?

Onapa : Yes. May I help you?

Maitri : I would like to see your manager tomorrow morning.

Onapa : I will make an appointment tomorrow morning.

Maitri : Thank you. Good bye.

Onapa : Good bye.



Thank you
for watching.

