

เอกสารประกอบการเรียน

English for Career

ภาษาอังกฤษสำหรับงานอาชีพ

30000-1201

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Unit 5 Telephoning



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A. Listening and speaking

Listen to the conversation

Scan to hear
English audio



Conversation 1: The person is "in".

Receptionist:



Good morning, DNA Official. This is Lisa speaking, how may I help you?

Jackson:



Good morning. May I speak to Mr. Mark, please?

Receptionist:



Who may I say is calling?

Jackson:



My name's Jackson Wang from TEAM WANG design.

Receptionist:



Hold the line please, Mr. Wang. I'll connect you.

Jackson:



Thank you.

Mark:



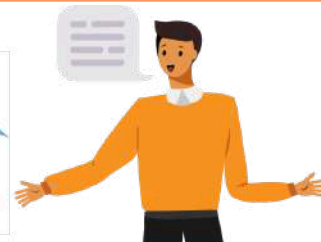
Good morning, Mark speaking.



Person answering the telephone and the person calling

Note

การรับสายโทรศัพท์ พนักงานต้อนรับหรือเลขานุการสามารถเริ่มต้นบทสนทนาด้วยการทักทาย บอกชื่อบริษัทหรือแผนก บอกชื่อผู้พูดสาย และสุดท้ายถามผู้โทรมาเพื่อเป็นการเริ่มสนทนาทางโทรศัพท์



My name's Jackson Wang.
This is Lisa speaking.
I'm Lisa.
This is Lisa.
Lisa speaking.

ผมชื่อแจ็คสันหวัง
ดิฉัน ลิซ่า กำลังพูดสายค่ะ
ดิฉัน ลิซ่า ค่ะ
ดิฉัน ลิซ่า ค่ะ
ลิซ่า กำลังพูดสายค่ะ

A friendly question to guide the call

May I help you?

How can I help you?

How may I help you?

What can I do for you?

มีอะไรให้ช่วยไหม

The person is “in” or available

Just a moment, sir. I'll see if he's available.

Please hold the line and I will transfer you.

I'll connect you now.

I'll put you through.

Would you mind holding for a minute?

สักรู้ครับ ผมจะไปดูให้ว่า เขาว่างหรือเปล่า

กรุณาถือสายรอสักครู่ครับ ผมจะโอนสายให้ครับ

ฉันจะโอนสายให้คุณตอนนี้เลยคะ

ผมจะโอนสายให้คุณตอนนี้เลยครับ

กรุณาช่วยถือสายรอสักครูได้ไหม

Scan to hear
English audio



Conversation 2

The person is "out" and the caller leaves a message.



Operator:



Good afternoon, TEAM WANG records. Jay speaking. How may I help you?

Jonas:

Good afternoon. Could you put me through to Mr. Wang, please?



Operator:



I'm so sorry, but Mr. Wang is in a meeting. Would you like to leave him a message?

Jonas:

Yes, please. Could you ask him to call me back as soon as possible?



Operator:



Of course. Does he have your number?



Jonas:

Um, I'm not sure. Let me give you my number. It's 093-5667-822.



Operator:



Let me read that back to you, 093-5667-822.

Jonas:

Yes, that's correct.



Operator:



Could you spell your name for me, please?

Jonas:

J-O-N-A-S.



Operator:



Thank you, Mr. Jonas. I'll give him the message.

Jonas:

Thank you so much.



Operator:



My pleasure. Have a good day.



The person is “out” or unavailable

I'm sorry, sir, but he's not in at the moment.
I'm so sorry, but Mr. Wang is in a meeting.
I'm afraid Mr. Wang is out of town.
I'm unable to locate her right now, I'm afraid.
Unfortunately, Mr. Mark has just left the office.

ขอโทษครับ ตอนนี้เขาไม่อยู่ครับ
ขอโทษครับ แต่คุณหวังกำลังประชุมอยู่ครับ
ดิฉันเกรงว่า คุณหวังอยู่นอกเมืองค่ะ
ดิฉันเกรงว่า เขาไม่อยู่ตอนนี้ค่ะ
ขอโทษด้วยนะคะ คุณมาร์คเพิ่งจะออกจาก
สำนักงาน

Taking and Leaving a message

A caller

Would you mind if I left a message?
ผมขอฝากข้อความไว้ได้ไหมครับ
Could I possibly leave a message?
ฉันขอฝากข้อความไว้ได้ไหมคะ
I'd like to leave a message, if I can.
ผมขอฝากข้อความไว้ได้ไหมครับ
May I leave a message for him?
ฉันขอฝากข้อความไว้ให้เขาได้ไหมค่ะ
Can I leave a message?
ผมขอฝากข้อความไว้นะคะ

A receptionist

Would you like to leave a message?
ต้องการฝากข้อความอะไรไหมคะ
Could I take a message for him?
ให้ผมจดข้อความไว้ให้เขาไหมครับ
Do you have a message for Mr. Wang?
มีข้อความจะฝากคุณหวังไหมครับ



Requests for information

Could you ask him to call me back as soon as possible?

Could you spell your name for me, please?

Let me give you my number.

คุณช่วยกรุณาบอกเขาให้โทรกลับเร็วที่สุดได้ไหม

รบกวนสะกดชื่อให้หน่อยค่ะ

ผมขอให้เบอร์โทรศัพท์กับคุณนะคะ



Scan to hear English audio

Exercise 1

Listen to the conversation and fill in the gaps with the words you hear.



Conversation 1

Jackson:

Hello?

Mark:

Jackson:

Sorry, he isn't at home.

Mark:

Conversation 2

Jackson:

Hello, Jin!

Jin:

Hi, Jackson!

Jackson:

I want to talk about the trip with you.

Jin:

Jackson:

OK, then.

Conversation 3

Jackson:

Good afternoon. May I speak to Jonas?


Mark:


Jackson:


Thank you, I am waiting.


Exercise 2


Read the following conversation. The underlined parts are not appropriate for the situation. Correct them. Listen to check your answers.


Secretary:

Hey, what's up? B.T.S. Company I'm Jin speaking.
How are you?
Good morning, B.T.S. Company. Jin speaking.
What can I do for you?


Suga:

I want to speak to your boss.


Secretary:

He doesn't want to be disturbed now. Would you like him to call you back?


Suga:

Yes, he must call me back.


Secretary:

Spell your name.


Suga:

 It's S-U-G-A.

Secretary:

Give me your number.

Suga:

 It's 056-665-4856.

Secretary:

I'll tell him when I see him.

Suga:

Okay. Bye.

Secretary:

 Have a nice day!



Exercise 3

Read through the conversation and responses with your own words.

Situation: Annie calls Language Learning Center in the morning.

Mary: *[Answer the phone.]*

Annie: May I speak to Mr. Park please?

Mary: *[Ask her name.]*

Annie: *[Tell her the name, Annie Thompson.]*

Mary: *[Tell her to wait.]*

Annie: Thank you.

Mr. Park: *[Greet Annie and answer the phone.]*



Pronunciation

การออกเสียงคำย่อ (contractions)

การออกเสียงตัวอักษรของการสื่อสาร
วิทยุ (NATO phonetic alphabet)

เป็นการสะกดคำโดยการอ่านออกเสียง
ทีละตัวอักษร ใช้เมื่อจะสะกดชื่อ-
นามสกุล หรืออีเมลล์เป็นภาษาอังกฤษ
ผ่านการโทรศัพท์ หรือการสนทนาผ่าน
การคุยผ่านเสียง หลักการใช้คือให้
ขึ้นต้นด้วยตัวอักษรก่อนแล้วตามด้วย
คำอ่าน เช่น A for alpha, V for
victor, E for echo เป็นต้น spelling
alphabet ที่ใช้กันอย่างแพร่หลายที่สุด
ในปัจจุบัน มีดังนี้

PHONETIC ALPHABET

A	alpha	N	november
B	bravo	O	oscar
C	charlie	P	papa
D	delta	Q	quebec
E	echo	R	romeo
F	foxtrot	S	sierra
G	golf	T	tango
H	hotel	U	uniform
I	india	V	victor
J	juliet	W	whiskey
K	kilo	X	x-ray
L	lima	Y	yankee
M	mike	Z	zulu



Exercise 4

Listen to the people spelling their names and write them down.

Scan to hear
English audio



1 Luke Perry

2

3

4

5

6



Exercise 5

Spell the following names using the NATO phonetic alphabet.

1 Your full name. _____

2 A friend's full name. _____

3 Your teacher's full name. _____

4 The name of a well-known person. _____

Exercise 6

Work with a partner. Listen to the names spelled, according to Exercise 5 and write them down.

1

2

3

4



B. Reading “Pre-Reading”: Vocabulary preview



Exercise 7

Complete the following sentences with the words in the boxes.

notoriously intimidating resolution impressive flagship
come in handy integration hefty face-off ultimate

- 1 A higher _____ means more pixels and more pixels provide the ability to display more visual information.
- 2 I am a _____ slow reader, but I should be able to finish it in time.
- 3 In this year's competition, the first round sees a _____ between the U.S. Postal Service and UPS.
- 4 We expect to see Android _____ in cameras to take off over the next few years.
- 5 The Galaxy Nexus is Google's _____ smartphone and, unlike other devices that can become obsolete due to lack of updates.
- 6 We can't control them, but we can gradually guide the _____ outcome.
- 7 Change can be _____, but when the outcome produces that many positive benefits, it's easier to handle.
- 8 They assembled a pretty _____ photo album of her and her students' connections to active veterans.
- 9 Besides basic supplies, it's useful to learn skills that could _____.
- 10 Dubai is an _____ place that lives up to all its sensationalized hype and more.



Read the passage.

Samsung VS. iPhone

Adapted from S Best Phone Brands for 2022 ©2022 by Tom Fogden



No phone brand is perfect, and each comes with a set of pros and cons. Samsung phones have great hardware, but sometimes have issues when it comes to Android. Apple, by contrast, has fantastic **integration** between hardware and its own operating system, but its phones are **notoriously** expensive. If you want to see how the **ultimate** Samsung and Apple **flagships** compare, be sure to check out Galaxy S22 Ultra vs. iPhone 13 Pro Max **face-off**.

The S22 Ultra comes with a huge 6.8-inch AMOLED display with a 3088×1440 **resolution** and super-smooth scrolling. The S22 Ultra's screen even has curved edges to make it feel even smaller in your hand. Moreover, the S22 Ultra's display can manage a very **impressive** 1750 nits of brightness. The S22 Ultra comes with the latest and super-powerful Qualcomm SM8450 Snapdragon 8 Gen 1 processor. You can also choose between 8GB and 12GB of RAM. The S22 Ultra has a huge 5,000 mAh battery and can support up to 45W fast charging. Prices start from a cool \$1,199.

While the iPhone 13 Pro is an exceptional phone, sometimes you need something a bit bigger, which is where the iPhone 13 Pro **Max comes in handy**. This **hefty** device boasts a 6.7-inch OLED display with a 2532×1170 resolution — which you'll likely recognize, as it's the same as the iPhone 12, except for the size. You also get access to the same A15 Bionic processor as iPhone 13 Pro users do. Undoubtedly, the price can be a bit **intimidating**, particularly when you aren't getting much more than a bigger screen. The iPhone 13 Pro Max will cost you \$1,099 today.

source: tech.co/phones/best-phone-brands





Using Words of Comparison and Contrast

การเปรียบเทียบช่วยให้ผู้อ่านเข้าใจสิ่งที่ผู้เขียนต้องการอธิบายได้ง่ายขึ้น โดยผู้เขียนจะใช้คำหรือกลุ่มคำที่บอถึงการเปรียบเทียบ ดังนี้

การเปรียบเทียบ (comparison)			การเปรียบเทียบต่าง (contrast)		
(just) like	alike	same	but / yet	still	unlike
similar (to)	similarly	the same (as)	though	although	even though
likewise	(just) as	also	whereas	while	however
equally	equal (to)	resemble	different (from)	differ from	despite/ in spite of

Exercise 8

Complete the table.

	Samsung Galaxy S22 Ultra	iPhone 13 Pro
Price		
Screen size		
Screen type		
Screen resolution		
Processor		

Exercise 9

After reading the passage, consider whether the following statements are **TRUE**, **FALSE** or **NOT GIVEN**.

- _____ ① While Samsung phones have great hardware, Apple has better integration between the hardware and its operating system.
- _____ ② The S22 Ultra's screen has curved edges to make it feel smaller in your hand.
- _____ ③ The iPhone 13 Pro is a bit bigger than the iPhone 13 Pro Max.
- _____ ④ The S22 Ultra's display is brighter than the iPhone 13 Pro Max.
- _____ ⑤ The S22 Ultra has the same A15 Bionic processor as iPhone 13 Pro.
- _____ ⑥ The S22 Ultra can support up to 45W faster charging than the iPhone 13 Pro Max.
- _____ ⑦ The display of iPhone 13 Pro Max is the same as the iPhone 12.

Post-Reading

Exercise 10

Work with a partner and discuss the questions.

- 1 What features do you consider when you want to buy a new mobile phone and why?
- 2 Which source do you use to find information about smartphone features and why?



การเปรียบเทียบโดยใช้คำคุณศัพท์

1 การเปรียบเทียบสิ่งที่เหมือนกัน

Subject	verb to be	adjective than (-er / more)	subject verb หรือ object	
He/ She	is	as tall as	I am.	him/ her.
I	am	as smart as	he/ she is.	me.
You/ We/ They	are	as handsome as	you/ we/ they are.	you/ us/ them.
The S22 Ultra	was	as cheap as	The iPhone 13 was.	The iPhone 13.
The Apple phones	were	as expensive as	The Samsung phones were	The Samsung phones.

2 การเปรียบเทียบระหว่างของ 2 อย่าง

Subject	verb to be	adjective than (-er / more)	subject verb หรือ object	
He / She	is	taller than	I am.	him / her.
I	am	smarter than	he/ she is.	me.
You / We / They	are	handsome than	you/ we/ they are.	you / us / them.
The S22 Ultra	was	cheaper than	The iPhone 13 was.	The iPhone 13.
The Apple phones	were	more expensive than	The Samsung phones were	The Samsung phones.

3 การเปรียบเทียบที่มากกว่า 2 อย่างขึ้นไป

Subject	verb to be	the adjective (-est) หรือ the most adjective
He / She	is	the tallest.
I	am	the smartest.
You / We / They	are	the cheapest.
The S22 Ultra	was	the most handsome.
The Apple phones	were	the most expensive.



Note pronoun หลัง **as** และ **than** สามารถใช้ได้ทั้งรูปประธานและกรรม หากเป็นรูปประธานจะต้องตามด้วยกริยา และผันรูปกริยาให้สอดคล้องกับประธานและ **tense**

การผันรูป adjective เมื่อเปรียบเทียบของสองสิ่งหรือมากกว่าสองสิ่งขึ้นไป

adjective	comparative adjective	superlative adjective
คำคุณศัพท์ 1 พยางค์ ให้เติม -er และ -est		
clean cheap small	cleaner cheaper smaller	cleanest cheapest smallest
คำคุณศัพท์ 1 พยางค์ มีสระ 1 ตัว มีพยัญชนะท้าย 1 ตัว ให้เพิ่มพยัญชนะท้ายอีก 1 ตัว ก่อนเติม -er และ -est		
big hot thin	bigger hotter thinner	biggest hottest thinnest
คำคุณศัพท์ที่ลงท้ายด้วย -y ให้เปลี่ยน -y เป็น -i แล้วเติม -er และ -est		
easy dirty happy	easier dirtier happier	easiest dirtiest happiest
shy	shyer	shyest

คำคุณศัพท์ที่ลงท้ายด้วย e ให้เติม -r หรือ -st

large cute fine	larger cuter finer	largest cutest finest
-----------------------	--------------------------	-----------------------------

คำคุณศัพท์ตั้งแต่ 2 พยางค์ขึ้นไป ให้ใช้ more หรือ less และ most หรือ least

expensive beautiful important	more/less expensive more/less beautiful more/less important	most/ least expensive most/ least beautiful most/ least important
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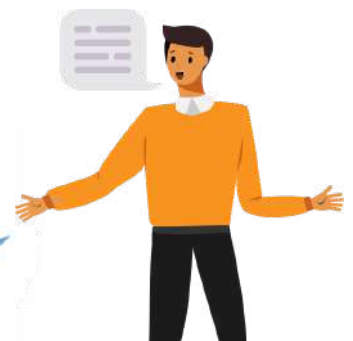
คำคุณศัพท์ต่อไปนี้สามารถเติม -er และ -est หรือ ใช้ more หรือ less และ most หรือ least

clever common polite simple sure	cleverer - more/less clever commoner - more/less common politer - more/less polite simpler - more/less simple surer - more/less sure	cleverest - most/least clever commonest - most/least common politest - most/least polite simplest - most/least simple surest - most/least sure
--	--	--

adjective	comparative adjective	superlative adjective
คำคุณศัพท์ต่อไปนี้ให้เปลี่ยนรูป		
good	better	best
bad	worse	worst
much	more	most
many	more	most
little	less	least
far	farther/further	farthest/furthest
old	elder/older	eldest/oldest

Note

- farther และ farthest ใช้บอกถึงระยะทางทางกายภาพ (physical distance) ส่วน further และ furthest ใช้แสดงระดับหรือระยะทางที่เป็นนามธรรม
- elder และ eldest ใช้กับบอกอายุของคนในครอบครัว เช่น elder sister



Exercise 11

Work with a partner and discuss the questions.

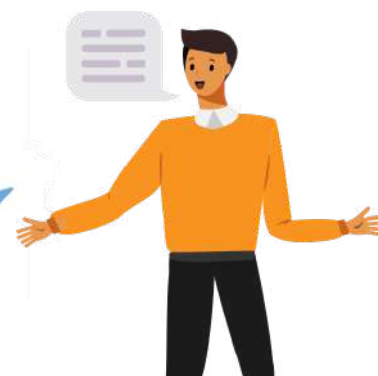
- 1 Jin doesn't like this job because it's **harder than** (hard) he thought.
- 2 Mark's flight was delayed by 14 hours and it is _____ (bad) delay he's ever had.
- 3 Darrel bought a new chair. It is _____ (comfortable) the old one.
- 4 Jazz is just _____ (relaxing) classical music.
- 5 Darrel said the restaurant was _____ (good) the cafeteria.
- 6 We cancelled the contract, but Jonas thought it wasn't _____ (good) decision in the situation.
- 7 Everyone in the office is _____ (happy) now that we've moved to the new one.
- 8 I want to take the train instead of flying because it's _____ (cheap) option.
- 9 Some classmates from the other countries seem _____ (friendly) others.
- 10 I need some pills. My headache is much _____ (bad) now.
- 11 Our team decided to use this hotel for our conference because it is _____ (suitable) location.
- 12 Team Wang Company is _____ (expensive) our building.
- 13 Diane took the train to London from Paris. It was _____ (fast) way.
- 14 This project is not _____ (difficult) we expected.
- 15 London is _____ (big) city in the European Union.

การเปรียบเทียบสิ่งที่เหมือนกันโดยใช้ adjective ที่ทำหน้าที่คล้าย preposition
เช่น the same as, similar to, equal to, หรือ (just) like

Subject	verb to be	adjective	complement
The display of iPhone 13 Pro Max The system here	is	the same as similar to equal to (just) like	the iPhone 12. how we do it in Texas.

Note

- similar, equal และ same ใช้เป็น adjective วางไว้หน้าคำนาม เพื่ออธิบายคำนามนั้น ๆ ได้ เช่น the same A15 Bionic processor
- similarly และ equally เป็น adverb ใช้ขยายคำกริยาหรือคำวิเศษณ์ เช่น You looked equally nice in both dresses



การเปรียบเทียบมีวิธีการ ดังนี้

- การเปรียบเทียบโดยตรง (direct contrast) สามารถใช้โครงสร้างดังต่อไปนี้

Preposition	noun,	subject	verb	complement
Unlike In contrast to	other companies,	Samsung	is	the world's largest memory chip manufacturer.
Subject	verb + complement,	coordinating conjunction	subject	verb + complement
Apple	has fantastic integration between its hardware and operating system,	but yet	its phones	are notoriously expensive.
Subject	verb + complement,	subordinating conjunction	subject	verb + complement
Samsung	is beholden to nobody,	while whereas	Apple	imports billions of dollars' worth of components from its rival every year.

- การเปรียบเทียบโดยแสดงให้เห็นผลที่ไม่คาดคิด (Concession) สามารถใช้โครงสร้าง ดังต่อไปนี้

Preposition	noun,		subject	verb + complement
Despite In spite of	supply chain disruptions caused by COVID-19 and lack of parts,		the figure	increased
Subject	verb + complement	subordinating conjunction	subject	verb + complement
Apple	is still a few months away from its 2020 release	though although even though	the South Korean company	has already released the Samsung Galaxy S20 series.

Exercise 12 Choose the correct answers.

- 1 You also get access to (the same / similar) A15 Bionic processor as iPhone 13 Pro users do.
- 2 (In contrast to / Equally) other companies, Samsung is the world's largest memory chip manufacturer.
- 3 Samsung phones have great hardware (in spite of / but) sometimes have issues when it comes to Android.
- 4 Apple is still a few months away from its 2020 release (though / like) the South Korean company has already released the Samsung Galaxy S20 series.
- 5 People use HD and Full HP interchangeably, (but / similar to) there is an evident difference in the visual quality.
- 6 (Similar to / Despite) the two differences between the companies, they have both arrived at the same point at the top of the global smartphone market.
- 7 Samsung Galaxy was the first touchscreen phone in the Samsung product line, and it looked mostly (the same as / like to) the newly launched iPhone.

C. Writing

Writing technique: Using sign posts to link ideas

Using sign posts is one element to link ideas. There are several types of sign posts such as prepositions, coordinating conjunctions, or subordinating conjunctions. However, each sign post is used to form a sentence with the different ways as followings:



prepositional phrases

When a prepositional phrase is at the beginning of a sentence, put a comma, but at the end of a sentence, no comma.

In contrast to other companies, Samsung is the world's largest memory chip manufacturer.

Samsung is the world's largest memory chip manufacturer in contrast to other companies.

coordinating conjunctions

When a coordinating conjunction connect two independent clause, use a comma.

Samsung phones have great hardware, but sometimes have issues when it comes to Android.

subordinating conjunctions

- Put a subordinating conjunction in front of a dependent clause.
- Put a comma after the dependent clause, but not in front of one.

Apple is still a few months away from its 2020 release although the South Korean company has already released the Samsung Galaxy S20 series.

Although the South Korean company has already released the Samsung Galaxy S20 series, Apple is still a few months away from its 2020 release.

Exercise 13

According to Exercise 8, write sentences to contrast Samsung with iPhone by using words in parentheses. Punctuate signposts as needed.

1 price (but)

2 screen size (large)

3 screen type (while)

4 screen resolution (high)

5 processor (unlike)

Tasks: Group work

Telephoning Role Play

- 1 Make a group. Do a role-play with your friends for the two situations below.
- 2 Make a video clip of your role play.



Situation 1

You call up the OMG Company and ask to speak to Mr. Park, who is in the office.

Situation 2

You call up the OMG Company and ask to speak to Mr. Park, who is not in the office. Ask him to call you back later. Use the following information.

Message for:	Jay Park	Caller:	Tony Adam
Company:	MMT Company	Tel Number:	964-728-953



IT Section

Smartphone Innovation in the 21st century

One invention that has really changed the world is the telephone. The telephone is a kind of a big disruptor; it makes the world smaller and people closer even from the other side of the world. The telephone has had a long evolution, starting from the late 1800s until now. Nowadays, we call the telephone as a smartphone because there are a lot of functions that make the smartphone better than the telephone, such as size, style and appearance, function, and camera technology. The picture below presents the evolution of the telephone.



Source: gulfnews.com



Exercise 14

Imagine the smartphones of the future and its special features or functions. Draw a picture of your imaginary smartphone and then present it to your class.

special features or functions	Your imaginary smartphone
Price	
Screen size	
Screen type	
Screen resolution	
Processor	



Post-test Unit 5