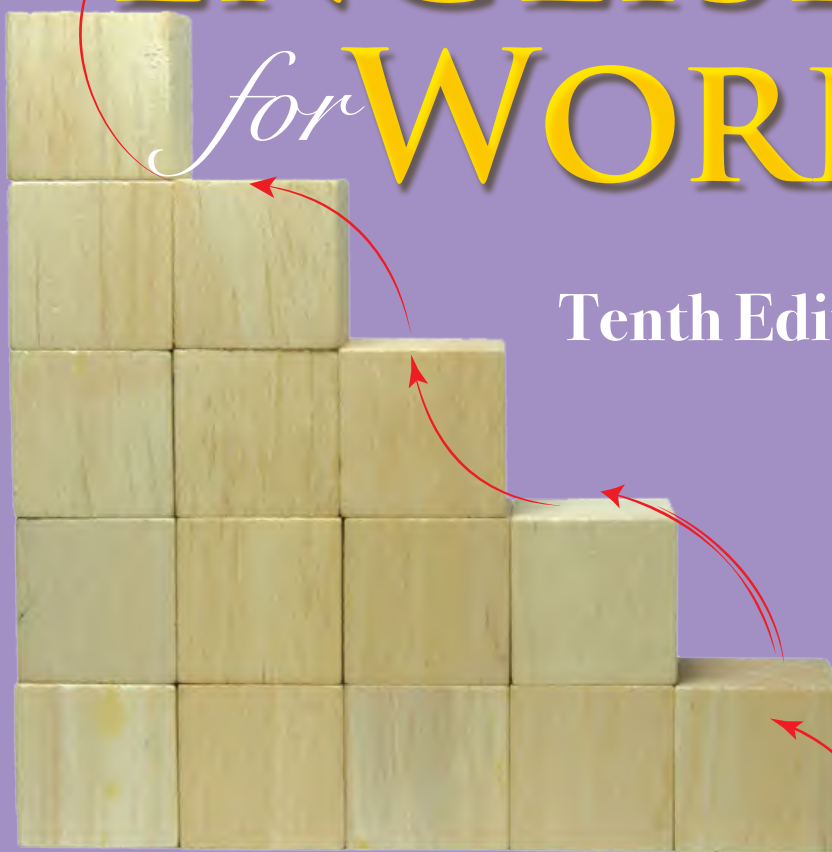




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ENGLISH *for* WORK

Tenth Edition



Sucharat Rimkeeratikul

English for Work



Photocopying instead of using books
is destroying intellectual creativity.

English for Work

Tenth Edition

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Preface

English for Work was basically designed and expanded to be a textbook and workbook for an elective English course for students at Thammasat University. It is aimed at developing English proficiency in a work setting. This book is divided into two parts: speaking and writing.

Speaking

The speaking part consists of useful expressions as well as model dialogues and role plays to be practiced in pairs or small groups. The model dialogues and role plays are intended to simulate situations involving a Thai and a foreigner or foreigners for the sake of developing fluency.

Writing

The writing part consists of a variety of business writing tasks such as writing e-mails, writing letters of various kinds, filling out forms, writing memorandums and writing minutes of a meeting. At the end of each unit is a writing assignment for reviewing what the learners have learned from the text.

This material has been designed for those who want to use the English language as a tool to help them succeed in getting a job or getting advancement in the career they already have.

For the tenth edition of this book, some revisions have been made. Regarding the Speaking Part, Part 4 Making an Overseas Call of Unit 3: Telephoning has been deleted in order to make it suit the current situation. In addition, phonetic pronunciation is added in Unit 6: Planning a Business Trip. Regarding the Writing Part, invitation letters and replies to invitations are added to help boost students' preparation for writing social letters at work.

The author sincerely expects that this 10th edition will be helpful to learners in regard to improving their English proficiency. Also, it is hoped that the book will play a part in supporting those who have to use English to get their work done smoothly in the digital era.

Acknowledgements

This book could not have been completed without the help of many people who provided me with the support and assistance necessary to bring the project to a conclusion. For this tenth edition, I would like to express gratitude to my colleagues who have used this book and always provide me with constructive and insightful feedback.

In addition, I am deeply grateful to the Language Institute, Thammasat University (LITU) for providing opportunities to all faculty members to produce as many teaching materials as they can to help our students improve their English language ability.

Last but not least, I do appreciate Thammasat University Press for producing the tenth edition of this publication. I hope that this book can contribute by helping the readers be successful in securing and advancing in their careers.

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i ***Speaking Part***

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C1

Calling about a Job

Introduction

Sometimes a position advertised in a newspaper or on a website is very interesting, and some more information is required in order to help make a decision before going to apply in person or writing an application letter and a resume.

It is very helpful when there is a telephone number given in that advertisement. You can make a phone call to ask for more details. However, be prepared. It is possible that you might have to talk to a non-Thai manager.

This unit will help make you ready to speak English to get further information concerning the position advertised.

Common Expressions Used When Asking about a Job

These expressions are frequently used when asking about a job. Study them. You should be familiar with them and their meanings.

Personnel manager / Human resources manager	= ผู้จัดการฝ่ายบุคคล
candidate	= ผู้ที่มีสมัครงาน, ผู้เข้าแข่งขัน
personal computer (PC)	= คอมพิวเตอร์ส่วนบุคคล
have a good command of ...	= มีความสามารถใช้ ... ได้ดี
fill the position of ...	= บรรจุในตำแหน่ง, เข้ารับตำแหน่ง
follow-up ...	= ติดตามเรื่อง ...

deadline for ...	= กำหนดวันสุดท้ายของ ...
I.D. card (identification card)	= บัตรประจำตัว เช่น บัตรประจำตัวประชาชน
house registration	= ทะเบียนบ้าน
photocopy	= สำเนา
application form	= ใบสมัคร
applicant	= ผู้สมัคร
come in person	= มาติดต่อด้วยตนเอง

1 Expressions used by the person answering the phone

- ☞ Good morning/Good afternoon. {Name of the company}. May I help you?
- ☞ One moment, please.
- ☞ A moment, please.
- ☞ Just a moment, please.
- ☞ Hold on, please.
- ☞ I'm transferring you to {person/department}.
- ☞ Why don't you come to the office and fill in the form?
- ☞ The deadline is {day/date}.
- ☞ Sorry. The position has been filled.
- ☞ The position is still open.

2 Expressions used by the caller

- ☞ I'd like to have some information about {job}.
- ☞ Would you please tell me {details} ?
- ☞ Could you please give me more information about {job} ?
- ☞ I'm calling about your advertisement for {position}.
- ☞ I wonder if/whether the position is still open.
- ☞ Is the position still open?

Model Dialogues

Directions: Study these dialogues and practice them with your partner.

Dialogue 1

Situation: Vijit is calling Eternity Company to ask about any open positions.

Operator: Good morning. Eternity Company. May I help you?

Vijit: Yes. I'd like to have some information about the position openings at your company.

Operator: Just a moment, please. I'll transfer you to the human resources department.

Vijit: All right. Thank you.

Officer: Richard Brown speaking.

Vijit: Good morning. I'm Vijit Raksat. I would like to have some information concerning any positions available in your company.

Officer: O.K. We're accepting applications for the positions of accounting staff, senior secretary and sales representative.

Vijit: Thank you, sir. Would you please tell me what qualifications are needed for {accounting staff/senior secretary/sales representative} ?

Officer: Certainly. The qualifications for//accounting staff are: male or female, university graduate in Accounting, good command of spoken and written English, and must have one year's experience in accounting.

//the senior secretary are: female, age not over 30, commercial college graduate or higher education, able to use a personal computer and have at least three years' experience in secretarial work.
//sales representative are: male, age 20-28, commercial or university graduate, good command of spoken and written English, able to drive and must have his own car.

Vijit: Thank you very much. And when is the last day for submitting an application form?

Officer: Next Monday, before 4 o'clock.

Dialogue 2

Situation: A person is calling to ask for further details about a job opening in a company.

Officer: Good afternoon. David Company. May I help you?

Somchai: Yes. I see from the Bangkok Post this morning that your company is looking for staff. Could you possibly give me more information?

Officer: Certainly. We're looking for an energetic young man to fill the position of merchandiser.

Somchai: What does the merchandiser do?

Officer: He deals with the buyer in Canada, and follows-up details of the order with buyers and the production staff.

Somchai: What is the product?

Officer: Garments.

Dialogue 3

Situation: A person is calling to ask about a job. The operator of the Honda Company has transferred the call to the personnel department.

Officer: Personnel Office. May I help you?

Suda: Hello. I'm calling about your advertisement for a salesperson. I wonder whether the position is still open.

Officer: Yes. What qualifications do you have, please?

Suda: I got my B.A. in marketing. And I have two years' experience in sales at the Erawan Hotel.

Officer: All right. Why don't you* come to our office and fill in an application form? The deadline for accepting applications is the end of the month.

Suda: Thank you, {sir/ma'am}. I'll do that. Goodbye.

Officer: Bye.

* "Why don't you + V1 ?"

This is a way to make a suggestion.

Dialogue 4

Situation: A person is calling to ask about a job.

- Officer: Good afternoon. Blue Bell Company. May I help you?
- Decha: Good afternoon. I'm calling about your advertisement for a secretary. Is the position still open?
- Officer: Yes, it is open until next Friday.
- Decha: What do I need for the application?
- Officer: Your transcript, two photographs, and photocopies of your I.D. card and house registration.
- Decha: Thank you. Goodbye.
- Officer: Goodbye.

Dialogue 5

Situation: A person is calling to ask about a job.

- Officer: German-Thai Chamber of Commerce. May I help you?
- Sumon: Good morning. You were advertising for an accounting officer?
- Officer: Yes, we were, but the position has been filled.
- Sumon: All right. Thank you. Goodbye.
- Officer: You're welcome. Goodbye.

Role Play

- Directions:*
1. Look at the following classified advertisements.
 2. Choose one advertisement.
 3. Practice making a phone call to ask for some more information about the position.

RUAMRUDEE INTERNATIONAL SCHOOL

is a non-profit organization owned and managed by the Redemptorists of Thailand. RIS follows a modified U.S. curriculum and is accredited by the WASC as well as the Ministry of Education.

Qualifications for all vacancies:

- Thai citizen
- Bachelor's degree in related field
- Excellent command of spoken and written English
- Good computer skills
- Able to work under pressure
- Pleasant personality, strong interpersonal skills, and service-minded

Secretary 1 position

- Female, age over 25 years
- At least 3 years' experience in secretarial or administrative function
- Well-organized, good at multi-tasking, a self-starter

Senior Information Officer 1 position

Information Officer 1 position

- Male or Female, age not over 35 years
- Experience in customer service-related function
- Proactive and self motivated with strong organizational and administrative skills

Operator/Receptionist 1 position

- Female, age not over 30 years
- Training and experience in a similar function

Only short-listed candidates will be contacted for interview. Please send application with resume, current and expected salary, contact phone number and recent photo to:

hr@rism.ac.th or fax 0-2518-0334

RIS, 6 Ramkhamhaeng 184 Road, Minburi, Bangkok 10510

<http://www.rism.ac.th>



Thomas Cook (Thailand) Ltd. is a dynamic and progressive inbound ground handling agent offering the most comprehensive and professional quality service for tourists. The company is currently looking for an experienced professional as

Executive Secretary

Qualifications required:

- ✧ Good command of written and spoken English
 - ✧ University degree or secretarial college
 - ✧ Previous experience in similar position for at least 2 years in an international environment an advantage
 - ✧ Excellent computer skills
 - ✧ Good interpersonal skills and willing to work in a team
- Interested applicants should send their curriculum vitae indicating their work experience, present and expected salary with a recent photograph to:

Thomas Cook (Thailand) Ltd.

Human Resources

ITF Tower 2, 23rd Floor, 140/53-56 Silom Road, Bangkok 10500

Tel: 0-2231-6173-8 Fax: 0-2231-6179

All applications will be treated in strict confidence and no information will be disclosed without permission. Reference(s) will not be contacted unless the applicant gives approval.



Good opportunity for members of the new generation who are enthusiastic and need a challenging training job.

We invite you to be a part of our training team in the position of **Sales Branch Trainer**.

Your responsibility is to train, facilitate and coach our Sales Representatives and Sales Assistants at the branch office, on the route-truck and in our customers' outlets according to our Sales Standard Operation Procedure.

Qualifications:

- ✎ Age 25-30 years
 - ✎ Bachelor of Arts (Education, Political Science or relevant degree)
 - ✎ Experience of approx. 2-5 years in Sales and/or Training
 - ✎ Good computer skills: MS Word, PWP, Excel
 - ✎ Possess coaching and communication skills
- Interested candidates, please submit your application, resume and one recent photo to:

Human Resources Director, **THAI PURE DRINKS LTD.**

214 Moo 5, Thai Nam Thip Bldg., North Park, Vibhavadirangsit Rd.,

Laksi, Bangkok 10210 Tel: 0-2984-2573-6

E-mail: hrcentral@tpdl.co.th

Andaman Princess Resort & Spa

An 82-room deluxe boutique resort, Kor Khao Islands, Phang-nga, has vacancies for the following positions:

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- Director of Sales
- Sales Manager

Engineering Department

- Assistant Chief Engineer

Accounting Department

- Cost Controller ➤ Account Payable
- EDP ➤ Purchasing Supervisor

Human Resources Department

- Human Resources Manager
- Chief Security ➤ Inspector

Food & Beverage Department

- Activity Staff
- Chef de Partie (Thai & European)
- Commis

Front Office Department

- Guest Service Agent ➤ Bell Boy ➤ Driver

Requirements: Good command of English, Computer skills, willing to reside in Phang-nga

Interested candidates can apply in person or send in resume with recent photo to:

Assistant to President

Andaman Princess Resort & Spa

Room 1809, 18 Fl., Pacific Place II, 142 Sukhumvit Road, Bangkok 10110

Tel. 02 653 1608-11 Fax. 02 653 1238 / Resort Tel. 076 592 222

E-mail: hr@andamanprincessresort.com

2

The Job Interview

Introduction

We speak differently when among our friends than when we are in more formal business settings. The job interview is a perfect example of the need to speak formally, as the person being interviewed is expected to speak professionally.

This chapter will provide you with some examples of the job interview to help prepare you for a real situation.

Common Expressions Used in Interviews

Study the following expressions and vocabulary. They are often used in a job interview. You should be familiar with them and their meanings.

fringe benefits/benefits

remuneration

opening/vacancy

job description (JD)

travel itinerary

attend to routine matters

salary increments

superiors

qualifications

special skills/special abilities

= ผลประโยชน์ที่นอกเหนือไปจากเงินเดือน

= ผลประโยชน์ที่รวมเงินเดือนด้วย

= ตำแหน่งว่าง

= รายละเอียดของงานแต่ละตำแหน่ง

= กำหนดการเดินทาง

= รับผิดชอบงานที่เป็นหน้าที่ประจำ

= เงินเดือนขึ้น

= ผู้บังคับบัญชา

= คุณวุฒิ, คุณสมบัติ

= ความสามารถพิเศษ

medical care = การรักษาพยาบาล

Human Resources Department/

Personnel Department = แผนกบุคคล

apply in person = มาสมัครด้วยตนเอง

in case = เผื่อว่า

Example: This is my phone number *in case* you need more information regarding this matter.

shift = กะ, ผลิต, รอบ

settle = จัดการให้เรียบร้อย

paperwork = ภารกิจที่เกี่ยวกับเอกสาร เป็นต้นว่าสัญญาการว่าจ้าง

shortly = ในไม่ช้า

1 Questions asked by the interviewer

- ๑ Tell me about your qualifications/educational background.
- ๑ What kind of experience do you have?
- ๑ Why did you leave {that} company?
- ๑ What makes you interested in working with us?
- ๑ Do you have other special skills/abilities?
- ๑ What are your special skills/abilities?
- ๑ Do you have any questions about the position?
- ๑ What are your main qualities?
- ๑ What are your

good
strong

 points?
- ๑ What are your weak points?

2 Responses by the applicant

- ๑ I graduated from {faculty}, {university}.
- ๑ I graduated from {university}, majoring in {subject}.
- ๑ I have some experience in {details}.
- ๑ I had responsibility for {details}.
- ๑ I am good at {details}.
- ๑ I believe your company is {details}.
- ๑ I would like to know what the possibilities for advancement are in this company.