



การอบรมเตรียมทดสอบวัดความรู้ความสามารถ
และทักษะที่จำเป็นในการปฏิบัติงาน

"ภาษาอังกฤษ"

- **Reading**
- **Listening**
- **Writing**
- **Speaking**

ระหว่างวันที่ 10- 14 กรกฎาคม 2566



มหาวิทยาลัยอุบลราชธานี



Reading

Vocabulary Test

- **Gap-fill**

Choose the most appropriate word to fill in each blank.

- **Multiple choice (synonym)**

Read the conversations and choose the word that **cannot** be filled in the blank.

Reading Test

- **Key idea/Main idea/Title (of the passage/article) Skimming**

What is the passage about?

What is the best title (topic) of the passage?

What is the main idea of the passage?

Which of the following best states the main idea (central idea) of the passage?

The gist of the passage is _____.

The most appropriate title (topic) for the passage is _____.

- **Supporting details (of the passage/article) Scanning**

Which of the following is True or False?

Which of the following statements is NOT made in the article? (*Not mentioned/False*)

According to the article/passage, “ _____ ” is _____.

Which is mentioned/NOT mentioned in the article?

- **References**

In the passage/article, the *word/phrase* refers to _____.

- **Vocabulary**

What is another word which means the same as _____?

Find the word which has the same meaning as _____.

Fill in the blank with the most appropriate word.

What is the synonym (similar)/antonym (dissimilar) of the word, “ _____ ”?

What word is the opposite of _____?

Which of the following word means _____?

- For more information, please visit
<https://leverageedu.com/blog/homonyms/>
<https://leverageedu.com/blog/common-proverbs/>
<https://leverageedu.com/blog/idioms-with-examples/>

● **Inference (infer)**

- Understanding a meaning of a text
➤ Information not directly given in a text

What can be inferred from the passage?

What is the inference of this passage?

What inference can be made about _____?

Which of the following inferences can be made based on the passage?

According to the passage, we can conclude that _____.

All of the following (statements) are/is true about _____, except _____.

● **Purpose**

- A message that a writer wants to pass to a reader
➤ Examples of the purposes are to *persuade, entertain, inform, explain, or describe* (narrate, criticize etc.).

What is the purpose of this passage?

● **Audience**

Who is the target audience of this passage?

Who is the intended audience for this passage?

● **Tone**

- A writer's attitude or feeling about the point/content/idea/concept etc. in the passage he/she is presenting to a reader.
➤ Examples of the tones are narrative, descriptive, humorous (jocular), jovial, sarcastic (ironic), angry, critical etc.
➤ For more information, please visit

<https://www.palmbeachstate.edu/slc/Documents/tone.pdf>

<https://catking.in/tones-of-reading-comprehension-cat-gre-gmat/>

What is the tone of this passage?

Vocabulary Exercises (A1 Test—Contextual clues)

I usually _____ English at a language school in the summer. I often can't enjoy the summer because I am so busy. So next summer, I'm not planning to work at the school. I'm going to buy a camper van and _____ around Ireland. I'm going to visit lots of beautiful _____ and learn to surf!

1. a. study b. speak c. listen d. teach
2. a. ride b. drive c. fly e. sail
3. a. hills b. mountains c. beaches d. parks

Last year, I did a surfing instructor course, and I _____ the summer teaching people to surf. It was great! I was in the _____ and sun all day, and every evening, my friends and I had a barbecue on the beach. The surf school _____ me to return this summer, but I'm not going to do that. Last autumn, I learned to scuba dive, and I'm going to do a diving instructor course soon. Then, I plan to teach diving all summer to _____ some money. I don't want to stay in the UK. It's too cold here! I want to _____ to Greece or Egypt.

asked earn fly sea spent

Well, last month, my friend Alfie and I had a crazy idea. We decided to _____ from the south of England to the north of Scotland. It's an 874-mile _____! It takes ten to fourteen days. But I'm not a fast cyclist, and I want

to enjoy visiting different places, so we _____ to ride four weeks. We will visit historic cities like Bath and Edinburgh. Alfie wanted to camp, but I'd like a _____ bed at the end of each day, so we are going to stay in guest houses. I hope it doesn't rain a lot, but I hope it's not too _____ either!

comfortable cycle hot plan trip

Adapted from <https://test-english.com/>

Email to a friend: I'm confined at home

Subject: Hi

Hi Dom,

How are you? I'm fine. I'm at home, of course, because of lockdown. I _____ my engineering course at Manchester University last year, but I'm not there now. I went to Manchester in October and I stayed in the student _accommodation_____. We had _____ in the rooms for three weeks, but after that, we had to stay in our room because of Covid-19. I studied by computer. I wanted to go out to bars and _____ a basketball team, but I couldn't. _____, I made some good friends and we had cool parties at my place.

accommodation join Luckily lectures started

But now I'm at home. I'm still studying by computer. I have four _____ of lectures every day and then I work on projects. Actually, it's quite good. We can do a lot of things by computer. I use different software _____, read articles, and have _____ with the other students. I enjoy them because I'm alone most of the time. Dad and mum are both at work all day. I can't _____ my town or visit friends, so I work! I work much _____ than I did at school!

discussions harder hours leave programs

I miss playing basketball, but I'm keeping _____. I go jogging once a day. But I'm _____ a lot of videos too. I'm not going to Manchester _____ Easter, but I hope to go there after Easter. In the Easter Holidays, I'm going to _____ on a friend's farm in Wales. I don't know anything about farming, but it will be great to be somewhere _____!

Hope you are well,

from James.

active before different watching work

Adapted from <https://test-english.com/>

Complete **each blank with the most appropriate word**.

A: My mom and I bought house plants for our new house.

B: Really? Do you have a lot of sunlight in your house?

A: I am not sure, so I _____ plants that don't need a lot of light.

- a) contacted b) lowered c) increased d) purchased

A: Can you take me to the airport?

B: Sure. We will have to _____ the house at 5 am.

- a) Arrange/organize b) classify c) leave d) prove

A: How many people were at your wedding?

B: Oh, there were over a hundred. The hall was nearly full of _____.

- a) brides b) guests c) organizers d) tourists

Adapted

from

<https://english.best/tests/assessment/comprehension/test/conversations-and-comprehension-test>

Which word cannot be filled in the blank?

A: I feel like I'm going to throw up all the time.

B: Oh dear! I hope it's nothing _____ happening to you.

- a) awful b) cheerful c) serious d) terrible

A: Good morning sir, can I help you?

B: Yes. I have _____ a room for 3 nights?

- a) booked b) confirmed c) received d) reserved

A: What seemed to be the problem?

B: Well, I have a sore throat and a headache.

A: Take paracetamol and drink a lot of water. _____ me next week if you're still sick.

- a) contact b) phone c) prove d) ring

Reading Exercises

Read the passage and find key ideas.

1. _____ In the UK, people celebrate Pancake Day. This festival takes place in February, on Shrove Tuesday. This is the day before Lent. During Lent, people traditionally stop eating delicious food, like cakes and chocolate. So they make pancakes, and they often eat them with lemon and sugar.
2. _____ I remember my first day at school very well. I knew the school quite well because my older sister, Sandy, went there and every day, dad and I met her at the school gate after school. Every day, she ran out of the

school with her friends. She often carried a painting. I felt jealous. I wanted to paint too!

3. _____ The 1920s was an exciting time for inventions. Some of the things invented around that time changed the lives of millions of people, and some of those inventions are still widely used today.
4. _____ What do you think of when you read the word 'robot'? Many people think about big machines in car factories or futuristic monsters in films. Few of us think about the past. But people were building incredible machines with human abilities hundreds of years ago!
5. _____ Writing text messages and walking is dangerous. It is more dangerous than driving and texting. More people get injured while walking than driving. Walking in a straight line is not easy. We can forget how to walk properly. Dangerous things can happen. We run into people or cars. We fall over things in the street.
6. _____ Nepal has made important progress over the past few years to promote equality, but the country still has one of the highest rates of child marriage in the world. 41% of Nepalese girls are married before the age of 18.
7. _____ Organized by the scientific humor magazine Annals of Improbable Research (AIR), the Ig Nobel Prizes are presented by a group that includes genuine Nobel Laureates at a ceremony at Harvard University's Sanders Theater.
8. _____ We've all felt it: that uncomfortable feeling when you scroll through your social media feed and see photos of friends having a better time than you, or that sensation when you read about a friend's amazing job that you chose the wrong life path. This feeling is called FOMO, or fear of missing out.

A) Festival in UK

B) Ig Nobel Prizes

C) Robots in the past

D) Fear of missing out

E) My first day at school

F) Inventions in the 1920s

G) Child marriage in Nepal

H) Dangers of sending text messages

Read the email and choose "True" or "False".

Dear Sir / Madam,

I would like to apply for the job of tour leader for your Overland Africa tours. I have had lots of useful experience for this role.

I have spent five months backpacking around Africa. In 2018, I visited Ethiopia, Kenya and Tanzania. I used local transport and organised my own accommodation, food and visas. I enjoyed meeting local people, learning about local traditions and visiting natural parks. I read and learned a lot about the culture and wildlife, and I even learned some Swahili and Afrikaans.

I have also worked as a leader at a children's summer camp in the south of England. I worked there in 2017. I led activities for children aged 9-12, including football, climbing and campfire songs and games. During this time, I developed many useful skills. For example, I had to ensure the children were always safe and happy. I learned how to be helpful and positive, and I also learned ways to entertain people and help them make friends.

Finally, I have completed the Active Youth Challenge in 2016. To complete this challenge, I firstly helped at a social club for the elderly. The experience taught me to be patient and friendly. Secondly, I learned car mechanics. This taught me some useful, practical skills. Thirdly, I organised a four-day camping and hiking trip in the Scottish mountains with other students from my school. This experience taught me about camping equipment and how to deal with problems like bad weather and getting lost.

I believe I have lots of useful experience to work as an Overland Tour Guide. I would love the opportunity to tell you more about my skills at an interview.

Yours faithfully,

Nicholas Rigby

1. Nicholas works with a tour leader.
A) True B) False
2. Nicholas got a job in Africa in 2018.
A) True B) False
3. Nicholas owned accommodation in Tanzania.
A) True B) False
4. Nicholas learned different languages when he was in Africa.
A) True B) False
5. Nicholas was in England in 2017.
A) True B) False
6. Nicholas developed many skills when he was a camp leader.
A) True B) False
7. Nicholas learned how to entertain people.
A) True B) False
8. Nicholas attended the challenge before 2016.
A) True B) False
9. Nicholas is a mechanical engineer.
A) True B) False
10. Nicholas has experience of working with different groups of people.
A) True B) False

Read the passage and answer the questions.

PASSAGE 1

P1 Wearable technology, or “wearables”, is the name for the type of electronic devices we can wear as accessories, implanted in our clothing or even in our body. Wearables are hands-free gadgets with microprocessors and a connection to the internet.

P2 Wearables have existed for hundreds of years. Pocket watches, which later became wristwatches, or glasses were some of the first examples in the history of wearable technology. People wore them to have a more comfortable life, and we still do! Glasses help you see, and watches give you helpful information. But modern

wearable devices are more complicated. They are electronic, and they use the internet to collect, store and send different kinds of information.

P3 The first popular electronic wearable technology was Fitness trackers, like ‘Fitbits’, which became popular in the 2010s. They monitor your heart and movement and help you keep fit. Now, wearable technology helps people stay healthy in new ways. For example, the ‘iTBra’ is a patch. Women wear it inside their bras, and it checks for breast cancer. ‘Heartguide’ looks like a smartwatch, but it can measure blood pressure. **It** can also track information about a person’s lifestyle, for example, how much they exercise. Then it shares this information with a doctor so that the doctor can give better advice. ‘SmartSleep’ is a soft headband. It helps people to sleep better. It **collects** information about people’s sleep patterns, gives advice and makes sounds to help people fall asleep.

P4 However, not all wearables are about health. Some are used for protection or to find the place you want to go, and some are just for fun. For example, you can hug someone from miles away with a smart jacket! You can also buy smart jewellery. These rings and necklaces can change colour to match clothes or make-up, or they can send the police an alert if you are in danger. And with a smart hat, you can listen to music and answer calls without using headphones!

1. Which **CANNOT** be the title of the article?
 - a. devices
 - b. Wearables
 - c. Hands-free gadgets
 - d. Wearable technology
2. What is the purpose of this article?
 - a. convince
 - b. entertain
 - c. inform
 - d. persuade
3. Which of the following is **FALSE**?
 - a. Fitbits has been popular since the 2010s.
 - b. A pocket watch is one of the first wearables.
 - c. A wearable device is connected to the internet.

- d. A watch can give more helpful information than a wristwatch.
4. According to the article, ITBra is _____.
- a. used to find out breast cancer
 - b. a patch for curing breast cancer
 - c. a bra wearing to check breast cancer
 - d. for tracking breast cancer developed from wearing bras
5. Which is **NOT** mentioned in the article?
- a. internet systems
 - b. modern devices
 - c. popular trackers
 - d. wearable accessories
6. Which of the following is NOT the benefit of Heartguide, according to the article?
- a. giving advice
 - b. tracking exercise
 - c. taking blood pressure
 - d. sharing information
7. The word “It” (paragraph 3) refers to _____.
- a. Fitbits
 - b. iTBra
 - c. Heartguide
 - d. SmartSleep
8. What is another word which means the same as “collects”(paragraph 3)?
- a. divides
 - b. gathers
 - c. mixes
 - d. separates
9. Who may **NOT** be the audience for this article?
- a. a woman aged 30-40 years old
 - b. a man who doesn't sleeps well.
 - c. an athletic person who exercises daily
 - d. an adult who is not fond of technology
10. What is the tone of this passage?
- a. critical

- b. sarcastic
- c. humorous
- d. descriptive

Adapted from <https://test-english.com/>

PASSAGE 2

P1 Generation Alpha is currently the best label to describe the youth of today. Many members of this generation are the children of Millennials (the oldest of whom are now 40). Generation Alpha is just starting to enter middle school, and we can already see their impact on culture. From their birth years to their unique characteristics, here's what you need to know about Gen Alpha.

P2 If your head is stuck in the 2010s, you may still use *Millennials* as shorthand for "young people." But Millennials were born between 1981 and 1996, making them 25 to 40 years old today. People in their teens and early twenties belong to Generation Z, which was born between 1997 and 2012. Most sources place Generation Alpha's birth years from 2010 to 2025. That means the oldest members of Gen Alpha are 11 years old, and the youngest haven't been born yet.

P3 Though many Millennials and Zoomers (members of Generation Z) grew up with computers, cell phones, and social media in some form, smart devices weren't widespread during their childhoods. Generation Alpha started in 2010—the year the first iPad was released. If you've ever used the phrase *iPad babies* to describe children who are given tablets instead of pacifiers, you were talking about Gen Alpha. That's how they earned the nickname Generation Glass.

P4 In addition to being raised on touch screens, members of Generation Alpha are also being raised in families that look different from previous generations. Today's kids are more likely to be only children, to have older parents, and to grow up in homes that don't include both biological parents. COVID-19 is another huge factor shaping the next generation. Children born at the start of the pandemic will be turning 2 in 2022. While Generation Z came of age in the 2010s, a large portion of Gen Alpha will have no memories of life or education before COVID.

P5 It's still too early to say how these conditions will influence Generation Alpha. Some experts speculate that growing up during the age of social distancing could affect their social development, and using smart devices from a young age could make them impatient. Others predict they will be more resilient and more educated than the generations that came before them. No matter how Generation Alpha turns out, you can count on older generations finding something about them to complain about.

Source: <https://www.mentalfloss.com/article/652245/generation-alpha-facts>

1. What is the article mainly about?
 - a. The difference of Generation Alpha and Millennials
 - b. Information and characteristics of Generation Alpha
 - c. Characteristics of different generations
 - d. Generation Alpha and their parents
2. Millennials are _____.
 - a. parents of Generation Alpha
 - b. unfamiliar with social media
 - c. over 40 years old now
 - d. younger than 25 years old
3. Generation Alpha _____.
 - a. are older than Millennials
 - b. are older than 11 years old
 - c. were born before 2010
 - d. are the youngest generation
4. Which of the following statement is NOT made in the article?
 - a. Generation Z was born with iPad.
 - b. Millennials grew up with cell phones.
 - c. Generation Alpha can give impact on culture.
 - d. Millennials and Generation Z grew up with social media.

5. How did Generation Alpha get the nickname Generation Glass?
 - a. They spend time on social media.
 - b. They use a lot of cell phones.
 - c. They like pacifiers.
 - d. They are given tablets.

6. What can be inferred from the article?
 - a. Children today live far away from their parents.
 - b. Children today are unlikely to have siblings.
 - c. Parents of today's kids don't look old.
 - d. Parents of today's kids live together.

7. According to the article, the pandemic can _____.
 - a. delete the memories of Generation Alpha
 - b. educate Generation Alpha about life
 - c. shape Generation Alpha
 - d. turn Generation Alpha in 2022

8. Which word in the article has the same meaning as **speculate**?
 - a. influence
 - b. predict
 - c. affect
 - d. complain

9. What do '**Others**' in P5 refer to?
 - a. Conditions
 - b. Experts
 - c. Smart devices
 - d. Generations

10. According to the last sentence, what can be inferred about the writer?
 - a. He believes that Generation Alpha will make some trouble.
 - b. He wants the older generations to understand Generation Alpha.
 - c. He is sure that Generation Alpha will turn out to be a good generation.
 - d. He thinks that older generations like to blame previous generations.

Listening

Conversational Test or Dialogue completion as is a category of questions in which you will have to complete dialogues. In these types of questions, you will be given a conversation which is happening between two people with blanks in between. So, what you have to do is read the entire segment, find out what could be the possible dialogue of the blank space while considering the lines given above and below it and then fill the blanks.

Example

To make it clearer what a question on dialogue completion involves, let's get into a sample question and see how it works:

Jacob – _____

Ashley- Are you kidding? It's only June now.

Jacob – What do you mean? What's wrong with June?

Ashley – Don't you know that you should trim your roses only in the beginning of winter when it's not the flowering season.

- (a.) Can you help me trim the roses in the garden next week?
- (b.) Do you know what's the right time to trim rose plants?
- (c.) You know so much about gardening
- (d.) Should I do anything special to keep the roses fresh during summer months?

Tips for Solving Questions

There are no rules for dialogue completion but that doesn't mean questions on dialogue completion are easy. To help you out, here are a few tips which might help you out:

- 1) Start with reading the entire dialogue carefully and try to capture the essence of it, like what that conversation is about. Then go through all the given options (if there are) and then try to find out which one fits the best.
- 2) While solving a question on dialogue completion, considering three things can help you a lot.
 - First, the relationship between the speakers of the dialogue.
 - Second, the topic on which the conversation is based.
 - Third, the situation in which the speakers are. If you figure these things out, you will be able to find the answer easily.

Keep practising. The more you solve these questions. The easier they will become for you.

As there are no specific rules for it but you need to have a hold over basic grammar to solve them. Some topics which could help you are the following.

- Direct/indirect speech
- Subject-verb agreement
- Tenses
- Use of prepositions and conjunctions
- Article and pronoun rules.

Choose the best answer.

1. A: Good night.

B: _____.

- a. That's great. Thank you. b. No, I don't know. b. You too. Sleep well. d Hello. How are you?

2. A: How do you spell 'friend'?

B: _____.

- a. It's Miguel. b. F-R-I-E-N-D. c. My surname is Jackson. d. Yes, he is.

3. A: How much is the camera?

B: _____.

- a. It's on page thirty. b. It's from Spain c. It's about six months old. d. It's fifty pounds.

4. A: Excuse me. How do I get to the bus station?

B: _____.

- a. In Oxford Street. b. Yes, that's right.
c. It's about ten minutes. d. Go out of the school and turn right.

5. A: What time were you born?

B: _____.

- a. My birthday's in August. b. On the third of March.
c. At six o'clock in the morning. d. In 1999.

6. A: _____.

B: I have a headache, that's all.

- a. What's the matter? b. Can I have a coffee, please?
c. Thanks for everything. d. Here's a present for you.

7. A: What's your job?

B: I'm _____.

- a. married b. a doctor c. from Italy d. Paul Johnson

8. A: _____.

B: Sure. Good idea.

- a. What does 'bilingual' mean? b. Can I open a window? It's hot in here.
c. I like your jumper. d. Excuse me! Can you help me?

9. A: There's an Internet café in Park Lane, next to the bank.

B: _____.

a. Is that near here?

b. Just two minutes, that's all.

c. Do you need some money?

d. Go straight ahead.

10. A: _____.

B: No, it isn't.

a. Can I speak to Emma, please?

b. What's the address?

c. Can I take a message?

d. Is that Emma?

11 A: _____.

B: Yes, please. It's delicious.

a. Could you pass the salt, please?

b. How would you like your coffee?

c. Would you like some more rice?

d. Is there any more salad left?

12. A: What about this jacket?

B: _____.

a. Credit card's fine.

b. No, it isn't the right blue.

c. How do you want to pay?

d. Can I help you?

13. A: _____.

B: Well, we could go swimming.

a. How are you feeling today?

b. What shall we do this afternoon?

c. OK. I'll get my swimming costume.

d. It's too cold to go swimming.

14. A: How do you find living in New York?

B: _____.

a. No, I missed it.

b. Thank you. I'm glad you like it.

c. I'm enjoying it a lot.

d. I'm very well, thanks.

15. A: _____.

B: £8 for an adult, £4.50 for children under 12.

a. How much is it to get in?

b. I gave you a £10 note, not a £5 note.

c. How much is a litre of petrol?

d. It's cheaper if you buy a family ticket.

16. A: _____.

B: Cheer up! You've got me. I'm always here for you.

a. I passed my exam.

b. I'm getting married next week.

c. I'm going on holiday to Australia tomorrow.

d. I don't think I have many friends.

17. A: What are your symptoms?

B: _____.

- a. I've got a temperature and I feel awful. b. Just take it easy for a while.
c. I've got food poisoning. d. Drink plenty of liquids.

18. A: Should we take a taxi or a bus to the mall?

B: Let's take a bus. _____.

- a. It will work out in the end. b. I'm really excited
c. Speak to you soon. d. It's impossible to get a taxi during rush hour

19. A: Mike and Jo are such nice people.

B: _____.

- a. I know. There were so many problems. b. Yes, I don't know how they live in it.
c. You're right. We had so much fun with them. d. That's true. I don't know where it's all gone.

20. A: I'll give you a lift into town if you like.

B: _____.

- a. I'm sorry, it's not working today. b. I've got enough already thanks.
c. Go ahead. It's very hot in here. d. That would be great.

21. A: _____.

B: Oh, dear. I'd love to, but this weekend I'm so busy.

- a. Are you doing anything next Saturday afternoon?
b. I was wondering if we could meet next Saturday morning.
c. What are you doing next Sunday evening?
d. I'm afraid I've already got something to do on Sunday.

22. A: I failed my driving test again.

B: _____.

- a. Absolutely. b. That's too bad. c. Fair enough. d. That's amazing!

23. A: I think you must have made a mistake. I'm pretty sure. I gave you a £20 note.

B: _____.

- a. Thanks. That's for you. b. Yes, I'm afraid it is. But it doesn't include tax.
c. Sure. Tell me your account number. d. Oh, did you? Er... sorry about that.

24. A: What time will we arrive?

B: _____.

- a. Presumably, the others will be late. b. Generally, on time.
c. Hopefully, in the next hour. d. Obviously, we're late.

25. A: _____.

B: Oh, well. You live and learn.

- a. I trusted Adam and he stole my money.
- b. I've gotten exams in the next two weeks.
- c. I forgot her birthday, so I sent her a text.
- d. I wonder if their marriage will last.

26 A: _____.

B: In your dreams. Not if you were the last man on earth.

- a. Come on, you know you want to go out with me really.
- b. I'm cleaned out! This new jacket cost the earth.
- c. We're throwing caution to the wind and emigrating to Australia.
- d. I'm really tired, so I'm going to stay home tonight.

(Items 27-30) At an office of an estate agent

27. Mr and Mrs Wallace want to buy a house, so they go to the office of an estate agent.

Agent: Good morning. Mr and Mrs Wallace?

Mrs Wallace: Mr Hogan?

Agent: How do you do.

Mrs Wallace: I spoke to you on the phone _____ is my husband.

- a. This
- b. It
- c. He
- d. That

28. Agent: How do you do _____ sit down.

- a. You
- b. Please
- c. Now
- d. Let

29. Agent: I understand from our telephone conversation that you're _____.

- a. intending
- b. interesting
- c. intended
- d. interested

30. in buying a property for about £85,000, is that _____?

- a. true
- b. possible
- c. not
- d. right

(Items 31-37) At a hotel

31. Mr Graham has just checked into a hotel, but he is not happy with his room. He goes down to the reception desk.

Mr Graham: I'm _____ there's been a mistake. My room doesn't have a bath.

- a. sorry
- b. afraid
- c. anxious
- d. regret

32. Hotel Clerk: Well, I think your room is correct, sir. Room 118 _____?

- a. don't you
- b. isn't it
- c. doesn't it
- d. can you

33. Mr Graham: _____ could I have a bath, please?

- a. Thus
- b. Well
- c. In spite
- d. Thank you

34. Hotel Clerk: Er – I'm afraid we don't _____ a room with a bath and –

- a. reserve
- b. get
- c. have
- d. retain

35. Mr Graham: Look, I'm very tired. I don't want to _____ but my firm always book a room with a bath.

- a. shout b. denounce c. anger d. argue

36. Hotel Clerk: Er – I'll check the _____

- a. correspondence b. mailing c. communicate d. lettering

37. but I don't think you were _____ into a room with a bath. There we are, it is Mr Graham, isn't it?

Mr Graham: It is, yes. The clerk shows Mr Graham a letter

- a. reserved b. checked c. booked d. registered

(Items 38-40) At a college

James: Good morning, Professor Austin, how are you doing?

Professor Austin: Good morning, James. I am doing well. And you?

James: I'm great, thank you. This is my friend Emma. She is thinking about applying to this college.

She has a few questions. _____(38)_____

Professor Austin: Hello, Emma! _____(39)_____. I'm more than happy to speak with you. Please stop by my office next week.

Emma: It's a pleasure to meet you, professor. Thank you so much for helping us.

Professor Austin: _____(40)_____. Hopefully, I will be able to answer your questions!

38. a. What can I do for you today?

b. Would you like to talk with me?

c. Are you available this afternoon?

d. Would you mind telling us about the process, please?

39. a. Have a good day.

b. You look serious.

c. Are you okay?

d. It's a pleasure to meet you

40. a. Don't mention it.

b. What a small world.

c. I love it.

d. We'll see about that!

Sources: <https://leverageedu.com/blog/dialogue-completion/>

<https://www.learnenglishteam.com/>

Headway Placement Test

A request from your boss

Listen to some requests from a manager to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Write the sentences in the correct group.

There's no hurry.	It's important.	Take your time.
Do it when you have time.	Do this first.	This is a priority.
Urgent		Not urgent

Tasks

Task 1

Match the beginnings and endings of the phrases.

the customer	a meeting room	to the meeting
to the customer	a report	a presentation

1. send an email
2. visit
3. reserve
4. invite people
5. write
6. give

Task 2

Write a number (1–4) to put the tasks in order of priority.

_____ Visit the customer.

_____ Send an email to the customer.

_____ Reserve a meeting room.

_____ Invite people to the meeting.

Discussion

Do you sometimes help other people with their work? What do you do for them?

Facts and figures

Listen to the lecturer giving some facts and figures to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Write the words in the correct group.

kilometres	to cross	canal
goods	trade	ship
waterway	ocean	commercial

Water	Economy and industry	Travel and transport

Tasks

Task 1

Write a number (1–4) to put the topics in order.

- _____ History of the construction of the canal
- _____ Length of the Panama Canal
- _____ How many ships cross the Panama Canal
- _____ Who controls the Panama Canal

Task 2

Complete the sentences with correct numbers.

99	1881	8 to 10	2000	2
40,000	82	25,000	1914	15,000

1. The Panama Canal connects oceans.
2. It is kilometres long.
3. It is kilometres to travel around South America.
4. It takes hours to cross the canal.
5. The canal was started in
6. It was finished in
7. Almost people died while they were building the canal.
8. The control of the canal returned to Panama in
9. Every year, about ships come through the canal.
10. Now the canal is bigger, and per cent of ships can pass through it.

Discussion

Are you good with numbers?

Meeting an old friend

Listen to the conversation between two old friends to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Circle the correct explanation for the words in CAPITAL letters.

1. It's been AGES.
 - a. a long time
 - b. a short time

2. It DIDN'T WORK OUT.
 - a. was successful
 - b. was not successful

3. The dream job wasn't really A DREAM.
 - a. perfect
 - b. boring

4. It's CRAZY expensive.
 - a. a little
 - b. very

5. Time FLIES.
 - a. goes quickly
 - b. goes slowly

6. You should COME ROUND to the house.
 - a. go outside
 - b. visit

Tasks

Task 1

Are the sentences true or false?

- | <ol style="list-style-type: none"> 1. Patrick and Selina have never met each other before. 2. Selina still lives in London. | <table border="0"> <tr> <th colspan="2" style="text-align: left; padding-bottom: 5px;">Answer</th> </tr> <tr> <td style="padding-right: 10px;">True</td> <td>False</td> </tr> <tr> <td style="padding-right: 10px;">True</td> <td>False</td> </tr> </table> | Answer | | True | False | True | False |
|---|--|---------------|--|------|-------|------|-------|
| Answer | | | | | | | |
| True | False | | | | | | |
| True | False | | | | | | |

A design presentation

Listen to the presentation about a new product design to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary

1. to unveil
2. appealing
3. a phase
4. target market
5. a Gantt chart
6. to launch
7. an imitation
8. a gadget

Definition

- a. interesting or attractive
- b. a small and useful machine or tool that does something specific
- c. to show people something or tell them about it for the first time
- d. something that is designed to look like something else
- e. to bring a new product or service to the market
- f. a stage within a process or project
- g. a table which shows the different stages of a project
- h. the group of consumers that a product is aimed at

Tasks

Task 1

Are the sentences true or false?

	Answer	
1. They have redesigned an old product.	True	False
2. The product is aimed at men and women aged 18–40.	True	False
3. The new design means you don't need two hands to use it.	True	False
4. There's only one size now. Another one will follow in a few months.	True	False
5. They will make a Gantt chart for the project next month.	True	False
6. He finished the presentation with enough time to take some questions.	True	False

Task 2

Write the useful phrases next to the tips.

I'd like to talk you through the following (three) points.	Firstly, ... / Next, ...	Finally, I'm going to talk to you about ...
As you can see ..., / You'll notice that ...		I'd now like to tell you about ...
As you know, ...	Do you have any questions?	In summary, ...

1. Refer to the audience's knowledge
2. Refer to what images you are showing
3. Tell them the structure of your presentation
4. Use signal words to help them follow you
5. Tell them when you're moving on
6. Show them when you're near the end
7. Tell them the main points one last time
8. Open up the discussion

Discussion

When was the last time you had to give a presentation? What was it about? How did it go?

Challenges at work

Listen to four people talking about different business challenges to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary

1. to make an assumption
2. to get on the same page
3. to commit
4. to do overtime
5. to feel awkward
6. capacity
7. a virtual team
8. a rough patch

Definition

- a. to feel uncomfortable
- b. to believe something is true without having any real proof
- c. a team of people who are not in the same physical place
- d. to agree about how something should be done
- e. a difficult period of time
- f. to promise that you will do something
- g. to do more working hours than is agreed in your contract
- h. the amount of space available

Tasks

Task 1

Are the sentences true or false?

	Answer	
1. Speaker A wanted to show respect by shaking somebody's hand.	True	False
2. Speaker A recommends always greeting people in the same way, no matter where you are.	True	False
3. For Speaker B, working in a virtual team is not so different from working in the same location.	True	False
4. Creating a team charter helped Speaker B's team to avoid misunderstandings and confusion.	True	False
5. Speaker C says the SMART acronym for goal setting stands for: Specific, Measurable, Achievable, Relevant and Timely.	True	False

- | | | |
|---|------|-------|
| 6. If you're feeling stressed, Speaker C recommends just dropping the tasks that are overloading you. | True | False |
| 7. According to Speaker D, flights at the end of each day have a higher chance of being delayed. | True | False |
| 8. Speaker D suggests taking your time if your flight is cancelled, since the airline will have to rebook you on another flight anyway. | True | False |

Task 2

Circle the best answer.

1. How did Speaker A feel during the meeting?
 - a. offended
 - b. disappointed
 - c. unsure about what to do

2. How has Speaker A responded to this experience?
 - a. He has decided to copy the other man's way of greeting people.
 - b. He has reflected on it and realised something.
 - c. He has researched different ways of greeting people.

3. How did Speaker B feel about the international project?
 - a. It was an entirely negative experience.
 - b. It was exhausting, but there were positives too.
 - c. It was challenging, but there were positives too.

4. How does Speaker B feel now about working on international projects?
 - a. She would like to do it again in the future.
 - b. She wouldn't like to do it again.
 - c. She isn't sure whether it would be a positive or a negative experience.

5. How did Speaker C feel during his difficult time at work?
 - a. stressed
 - b. embarrassed
 - c. calm

6. How does Speaker C feel now?
 - a. still overloaded
 - b. ready for a break
 - c. more in control

Grammar & Writing

English Language Training for Support Staff
Ubon Ratchathani University
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(The handouts prepared by Asst.Prof.Dr.Dr. Saowadee Kongpetch and
Asst.Prof.Dr.Wachiraporn Kijpoonphol)

Part I: Grammar

-exercises for reviewing parts of speech, word ordering in a sentence, and mixed grammar points.

Part II: Writing

- exercises for practicing using the following tenses: (1) present simple, (2) present continuous, (3) past tense, (4) present perfect tenses, (5) future tense, and (6) all tenses.

Part I: Parts of Speech

In English grammar, words are divided into different types according to how they are used in a sentence. The first part of this handout, we'll learn how to use some parts of speech through various exercises.

Exercise 1: Nouns (Uncount/ Countable, and Singular/ Plural)

Instructions: Choose the correct answer to fill in each blank.

1. I don't want any help or _____.
a. advice b. advices c. an advice
2. Money _____ not everything.
a. are b. is c. will
3. The furniture _____ new.
a. are b. is c. were
4. Mathematics _____ my favorite subject.
a. are b. is c. will
5. How many _____ did you take at the party?
a. photo b. photos
6. This pair of glasses _____ really expensive. I'm not paying that much!

- a. is b. are c. cost
7. That jacket you're wearing is nice but those green jeans _____ horrible.
- a. is b. are c. looks
8. A lot of the news we hear on the TV _____ depressing.
- a. is b. are c. seem
9. The police _____ to investigate the new case.
- a. want b. wants c. wanting
10. Think carefully before you spend that amount of money. A thousand dollars _____ a lot.
- a. is b. are c. seem

Exercise 2: Determiners (articles: a, an, the)

Determiners are words that use before nouns. There are different determiners and they are used differently. *Articles* are determiners. Articles are usually divided into definite (the) and indefinite articles (a, an). We use indefinite articles when we refer to a noun that is nonspecific. But when we want to refer to the noun that is specific or when both the speakers and the listeners know which nouns are talked about, we use the definite article (the).

Instructions: Complete the sentences with the correct articles: *a, an, the*.

1. When you go out, please buy me _____apple and ____bottle of Coke.
2. Lisa: Can you get me ____ notebook I left on the desk in my study room?
Lisa's husband: Sure!
3. You should really take _____nap when tired in the afternoon. It helps restore alertness.
4. Please send us ____ email or give us ____ call whenever you need help.
5. Do you remember _____lady we met this morning at the coffee shop? She is my new boss!
6. I lost _____ pen you lent me. Can I buy you ____ new one?
7. Pete is planning ____ trip to Korea next month. He wants ____ trip to be special.
8. Keep an eye on ____ suitcases while I go to the restroom.

Exercise 3: Determiners (Quantifiers)

Instructions: Use the given words below to complete the sentences.

a few	a lot of
any	some
a little	many
much	

1. How _____ children do you and Tony have?
2. I don't have _____ patience and I find jigsaw puzzles boring.
3. We only have _____ carrots. We should go and buy some more.
4. "Do we need any mushrooms?" "No, we have _____. Look, three bags!"
5. There was an explosion at the factory and _____ people were injured. We don't know how many yet.
6. When you make the pie, put _____ wine in too. But not too much! It makes it really tasty.
7. I have _____ problems with the Internet. I need your help.
8. There is not _____ water during the summer. Don't waste it.
9. I have been to America _____ times. Twice in 1996 and again last year.
10. Can you give me _____ information about the buses in the city center please?
(source: <https://www.esl-lounge.com/student/grammar/2g41-quantifiers-gap-fill.php>)

Exercise 4: Adverbs and Adjectives

Instructions: Consider whether you should use the *adverb* or the *adjective* in each sentence.

1. Think _____ about whether you want to quit this job. (calm)
2. I'm _____ he didn't mean to frighten you. It was an accident. (sure)
3. Her hair always looks so _____. I'd love to know what she uses on it. (soft)
4. My wife felt _____ about the play she was in, but she performed wonderfully. (nervous)
5. Look in the fridge - something smells very _____. (bad)
6. The grass grew _____ because of the dry weather. (slow)
7. The new couple next door seem very _____, don't they? (nice)
8. The company performed _____ for a few years, then became difficult. (strong)

(source: <https://www.esl-lounge.com/student/grammar/3g50-adverb-or-adjective-exercise.php>)

Exercise 5: Propositions

Instructions: Fill in the spaces in this description of Tom's weekend. All the missing words are prepositions. Sometimes, no preposition is required - just put an 'X' in the space.

1. This weekend was a disaster _____ Tom.
 2. _____ Saturday, he met a friend in the city center to have a coffee.
 3. Tom ordered an espresso, and his friend asked _____ a cappuccino.
 4. They talked _____ what they wanted to do on Saturday evening
 5. Tom said _____ his friend that he wanted to go out.
 6. He wanted to go to a new pub called the Pink Flamingo, and Tom's friend Phil agreed _____ him.
 7. Phil told Tom that he would call two girls he knew to invite them too, paid for the coffee, and they left _____ the bar together.
 8. So, _____ 9 PM Tom went to the pub and waited.
 9. After half an hour, he was worried _____ his friends.
 10. Lots of people arrived _____ the new pub - but not his friend Phil or the girls he knew. So Tom took out his mobile phone and wrote a message to Phil.
 11. "Where are you? I am waiting _____ you!"
 12. "I am in front _____ the pub." he wrote.
 13. After two minutes, Phil replied to Tom: "We are opposite _____ the pub, but we can't see you."
 14. Tom wrote back: "OK, we will find each other _____ a few minutes. Do you think the pub looks nice?"
 15. "Yes," replied Phil, "but isn't 'The Pink Flamingo' a strange name _____ a pub."
- (adapted from <https://www.esl-lounge.com/student/grammar/2g19-toms-weekend.php>)

Exercise 6

Instructions: Choose the appropriate options to complete the sentences.

1. He's learning _____ a truck. (to drive/ driving/ drive)
2. I can't stand _____ in hot weather. (to walk/ walking/ walk)
3. He smokes more than ten cigarettes _____. (by day /in day/ a day)
4. Let's go somewhere else. There's _____ noise in this room. (too many/ too much/ too)
5. It's a very long day for Jack. He's been working _____ six o'clock. (since/ to/ at)

6. They usually _____ at home. (are eating/ eat/ have eaten)
7. We didn't stay late _____ we were exhausted. (so/ because/ until)
8. Teenagers today like wearing casual clothes so leather shoes aren't _____ trainers.
(as fashionable than/ as fashionable as/ more fashionable than)
9. A friend of _____ phoned this morning, but she didn't leave a message. (me/ my/ mine)
10. You _____ open the door before the train gets into the station. It's very dangerous.
(mustn't/ shouldn't/ wouldn't)

Exercise 7

Instructions: Choose the correct answers.

1. It _____ a lot in New York City.
a. rain b. rains c. rained d. raining
2. My brother _____ a movie every weekend.
a. to watch b. watching c. watches d. not watch
3. Peter and Josh _____ twin brothers.
a. is b. am c. are d. be
4. His dog _____ loudly every night.
a. barks b. barking c. barked d. bark
5. Tim _____ to pop music. He loves hip-hop.
a. don't listen b. listened c. doesn't listen d. not listen
6. Which sentence is CORRECT?
a. I usually have breakfast at home. b. I have usually breakfast at home.
c. I at home usually have breakfast. d. I have breakfast usually at home.
7. They _____ to their favorite restaurant for dinner.
a. going always b. go usually c. sometimes go d. never goes
8. Pinit _____ be an entrepreneur in the future.
a. like to b. likes c. would like d. would like to
9. Sarah _____ coffee without sugar.
a. would like to b. likes c. like d. would

10. What _____ Harry like?
a. are b. is c. am d. be
11. What _____ Kimmy want for her birthday?
a. do b. does c. is d. are
12. A: What _____ your colleagues like? B: They are generous.
a. is b. are c. does d. do
13. What _____ you like for your lunch?
a. is b. are c. does d. would
14. What _____ your cats like to eat?
a. is b. are c. does d. do
15. I don't like it _____.
a. very b. at all c. not much d. many
16. A: Do you go swimming often?
B: No, _____.
a. ever b. rarely c. always d. often

Exercise 8: Reordering

Instructions: Re-order these words to make sentences that use infinitive/gerund structures. The word "Diana" is the first word in each sentence.

1. part / in / intellectual / discussions / . / Diana / enjoys / taking

2. went / without / home / Diana / . / goodbye / saying / anyone / to

3. door / . / back / forgets / her / lock / to / Diana / always

4. appointment / make / . / hairdresser / with / to / an / Diana / her / managed

5. . / month / the / exam / for / passed / continuously / Diana / by / a / studying

(Source: <https://www.esl-lounge.com/student/grammar/3g89-intermediate-gerund-infinitive-re-ordering.php>)

Exercise 9

Instructions: Read the diary and write the missing words. Write only one word in each blank space.

there *come* *friend* *uncle* *make* *be*
it

Saturday

My dad and I went fishing today.

It was great!

When my Dad was young, he often went fishing with his brother, my (1) _____ Bob. They both loved fishing, so now I am going (2) _____ learn to fish too.

When we arrived at the lake, my dad hired a boat for the day. It was a small boat, but (3) _____ wasn't much wind on the lake, so it wasn't dangerous. My dad told me all about how to fish and he said 'Don't (4) _____ noisy on the lake.' I didn't catch any fish, but my dad caught two. We will (5) _____ back again next week.

Exercise 10: Grammar

Instructions: Choose the grammatically correct sentence.

1. a. There aren't much people here.
 b. There aren't many people here.
 c. There aren't a lot of people here.
 d. There aren't some people here.
2. a. I would like some information, please.
 b. I would like any information, please.
 c. I would like a piece information, please.
 d. I would like an information, please.

3.
 - a. Do you walk to school yesterday?
 - b. Did you walked to school yesterday?
 - c. Did you walk to school yesterday?
 - d. Have you walked to school yesterday?
4.
 - a. Can you tell me when does leave the bus?
 - b. Can you tell me when does the bus leave?
 - c. Can you tell me when leaves the bus?
 - d. Can you tell me when the bus leaves?
5.
 - a. Is John taller that Mary?
 - b. Is John taller Mary?
 - c. Is John as tall as Mary?
 - d. Is John more tall Mary?
6.
 - a. You should make your homework?
 - b. You should do your homework?
 - c. You should work your homework?
 - d. You should give your homework?
7.
 - a. Mary has been charged of murdering her husband.
 - b. Mary has been blamed of murdering her husband.
 - c. Mary has been accused of murdering her husband.
 - d. Mary has been arrested of murdering her husband.
8.
 - a. By this time next month, I will have taken all my exams.
 - b. By this time next month, I will take all my exams.
 - c. By this time next month, I take all my exams.
 - d. By this time next month, I have taken all my exams.
9.
 - a. "Why are you so hungry?" "Oh, I hadn't any breakfast this morning."
 - b. "Why are you so hungry?" "Oh, I didn't breakfast this morning."
 - c. "Why are you so hungry?" "Oh, I didn't have breakfast this morning."
 - d. "Why are you so hungry?" "Oh, I have not any breakfast this morning."
10.
 - a. I want to be a teacher when I grow.
 - b. I want to be a teacher when I age.
 - c. I want to be a teacher when I grow up.
 - d. I want to be a teacher when I am more years.
11.
 - a. We would never have had the accident if you wouldn't been driving so fast.

- b. We would never have had the accident if you hadn't been driving so fast.
 - c. We would never have had the accident if you had driven so fast.
 - d. We would never have had the accident if you wouldn't drive so fast.
- 12.
- a. Mary went to the grocery store for buying some food.
 - b. Mary went to the grocery store for buy some food.
 - c. Mary went to the grocery store buying some food.
 - d. Mary went to the grocery store to buy some food.
- 13.
- a. People who talk to itself are not necessarily mad.
 - b. People who talk to yourself are not necessarily mad.
 - c. People who talk to themselves are not necessarily mad.
 - d. People who talk to oneself are not necessarily mad.
- 14.
- a. Who was the first person whom you spoke today?
 - b. Who was the first person you spoke to today?
 - c. Who was the first person you spoke today?
 - d. Who was the first person spoke to you today?
- 15.
- a. As it doesn't rain at the moment, I'll get to the shops.
 - b. For it is not rain at the moment, I'll get to the shops.
 - c. Because of it isn't raining at the moment, I'll get to the shops.
 - d. As it isn't raining at the moment, I'll get to the shops
- 16.
- a. Aren't they friends of yours?
 - b. Aren't they friends to you?
 - c. Aren't they friends of you?
 - d. Aren't they friends to yours?
- 17.
- a. I usually work for 6 hours a day, but I worked for 8 hours yesterday.
 - b. I usually works for 6 hours a day, but I worked for 8 hours yesterday.
 - c. I usually worked for 6 hours a day, but I worked for 8 hours yesterday.
 - d. I usually work for 6 hours a day, but I work for 8 hours yesterday.
- 18.
- a. Where did you went on holiday last year?
 - b. Where go you did on holiday last year?
 - c. Where did you go on holiday last year?
 - d. Where do you go on holiday last year?

19. a. I never liked going to church when I was a child.
b. I never liked will go to church when I was a child.
c. I never liked went to church when I was a child.
d. I never liked go to church when I was a child.
20. a. "What will she tell you to do?" "She told me to stay in bed for a few days."
b. "What did she tell you to do?" "She told me to stay in bed for a few days."
c. "What is she going to tell you to do?" "She told me to stay in bed for a few days."
d. "What does she tell you to do?" "She told me to stay in bed for a few days."
21. a. When I got home, my sister opens the door for me.
b. When I got home, I will have a good rest.
c. When I got home, my mother was setting the table.
d. When I got home, my father hasn't come back home.
22. a. I swim every day when the weather was very hot.
b. I swim every day when I will be in Pattaya.
c. I swim every day when I am on holiday.
d. I swim every day when the sea will get hot.
23. a. Always turn your television off when you went to bed.
b. Always turn your television off as soon as you got bored.
c. Always turn your television off after you have fallen asleep.
d. Always turn your television off before you leave home.
24. a. John forgot to get the tickets, whose wife got very angry with him.
b. John forgot to get the tickets, his wife had booked yesterday.
c. John forgot to get the tickets, where his wife wanted to see.
d. John forgot to get the tickets, which annoyed his wife very much.
25. a. The boys which need more care are having special lessons.
b. The boys they are behind the other boys are having special lessons.
c. The boys who have been offered a scholarship are having special lessons.
d. The boys of fathers own factories are having special lessons.

Part II: Writing

Exercise 1: Present Tense

Instructions: Put the verbs into the correct form of the **present tense**.

Tony	So, tell me. Why is it important to save the rainforest?
Leila	There are many reasons. One is that a number of plants which could be useful _____ (grow) in the rainforest. We don't know all the plants yet – there are thousands and thousands of them. Researchers _____ (try) to discover their secrets before they are destroyed.
Tony	I see. What other reasons are there?
Leila	Well, I'm sure you heard of global warming.
Tony	You mean the idea that the world _____ (get) warmer?
Leila	That's right. The rainforests _____ (have) an important effect on the earth's climate. They _____ (disappear) at a terrifying rate and soon they will be gone. People _____ (not do) enough to save them.
Tony	But is global warming really such a problem? I _____ (enjoy) warm sunshine.
Leila	Well, what _____ (happen) when you _____ (heat)
Tony	It _____ (melt) of course.
Leila	OK. The polar ice caps _____ (consist) of millions of tons of ice. If they _____ (melt), the level of the sea will rise and cause terrible floods. Many scientists _____ (believe) that temperatures _____ (already rise). We must do everything we can to prevent global warming, and that _____ (include) preserving the rainforests!
Tony	Thank you, Leila and good luck for your campaign.

(https://www.english-grammar.at/online_exercises/tenses/t054-global-warming.htm)

Exercise 2: Present Simple and Present Continuous

Instructions: Decide if the verb in brackets should be in the present simple or the present continuous.

1.	He _____ (live) with his parents at the moment.
2.	Some areas of Italy _____ (become) drier.

3.	She _____ (plan) to study for a degree.
4.	She _____ (work) as a lab technician.
5.	I _____ (have got) two sisters.
6.	In her job, she _____ (answer) the phone.
7.	People _____ (live) longer and longer.
8.	This month they _____ (work) on a new project.

(<https://english-at-home.com/tenses-exercises/>)

Exercise 3: Past Tense

Instructions: Fill in the correct form of the verb.

Peter	_____ a good time yesterday? (you have)
John	Yes. I _____ up at about 7 and _____ to the beach for a swim. Then I _____ breakfast in a café. (get, go, have)
Peter	The small one near the harbor?
John	No, the big one near the car park. _____ it yesterday? (you see)
Peter	No, I didn't. I _____ too tired to notice anything. (be)
John	I _____ some biscuits while I was there. Would you like one? (buy)
Peter	No thanks. I _____ a big lunch at one. Was the sea cold? (have)
John	Yes, I _____ it to be so cold in July. (not expect)
Peter	Didn't you know that the sea here is never very warm?
John	Well, I _____ an Englishman at Dover, when I first _____, who told me that the English never _____ swimming in July and August because the sea is too hot for them. He said he _____ a woman whose legs were badly burned from swimming in the sea in August (meet, arrive, go, know)
Peter	He _____ your leg. (pull)
John	I _____ him, of course, but I pretended to. (not believe)

(https://www.english-grammar.at/online_exercises/tenses/pasttense2.htm)

Exercise 4: Present Perfect (1)

Instructions: Fill in the present perfect simple forms of the verbs in brackets.

1.	The bell _____ (just ring)
2.	I _____ to him yet. (not talk)
3.	I _____ to him several times. (speak)
4.	He _____ here before (not be)
5.	They _____ us for a long time. (not visit)
6.	She _____ to England twice in her life. (be)
7.	I _____ the dishes. (already wash)
8.	_____ the radio yet? (he repair)
9.	She _____ the table. (just set)
10.	The teacher _____ yet. (not arrive)
11.	I _____ that book before. (read)
12.	_____ to Germany? (you ever be)
13.	How long _____ that car? (you have)
14.	Where _____ (you be)?
15.	He _____ such a bright class before. (never teach)

(https://www.english-grammar.at/online_exercises/tenses/t125-present-perfect-simple.htm)

Exercise 5: Present Perfect (2)

Instructions: Choose *just*, *already*, *yet* or *still* to fill the gaps in the sentences below.

- Have you sent that letter?
No, I haven't been to the Post Office _____.
- I've _____ seen Paul at the bus stop. He's looking really well.
- Do you want me to get you a newspaper when I'm out? No thanks, I've _____ read it online. (2 possibilities)
- She's a great traveler. She's _____ been to most European countries, and now she's going to South America.

5. I'm supposed to be going to an interview tomorrow, but I _____ haven't had confirmation about the time.
6. Do you want to work an extra day tomorrow? No thanks, I've _____ come back from holiday.

(<https://english-at-home.com/tenses-exercises/>)

Exercise 6: Future Tense

Instructions: Choose the correct future forms.

1.	It's (being, going to be) a beautiful day tomorrow.
2.	Our club (is planning, plans) a hiking tour next weekend.
3.	I (am going to, will) carry your bag if you prepare dinner for us.
4.	What are your plans for tomorrow? Well, (we're going to, we'll) climb the mountain.
5.	By this time next week we (will have traveled, have travelled) over 3,000 km.
6.	They're (swimming, going to swim) in the lake this evening.
7.	They (are getting, will get) married on July 4 th .
8.	I think (I'm going, I'll go) and take a walk.

(https://www.english-grammar.at/online_exercises/tenses/t122-future-forms.htm)

Exercise 7: All tenses (1)

Instructions: Complete the sentence with the correct form of the word given in brackets.

Even though I like England, I _____(always want) to work abroad, but until recently I _____ (never think) I really would. A few months ago, however, I _____(see) an advertisement on the Internet for a job in Switzerland, which _____ (look) really promising. I _____ (fill) in the application form and _____ (send) it off. After I _____ (not hear) back from them for quite some time, I _____ (receive) an email yesterday. It _____ (say) that the managers _____ (want) to see me for an interview. I _____ (spend) the last 24 hours in panic, packing things and arranging everything for my flight to Switzerland.

(https://www.english-grammar.at/online_exercises/tenses/t119-job-offer.htm)

Exercise 8: All tenses (2)

Instructions: Complete the sentence with the correct form of the word given in brackets.

Dear Julie!

As you know I _____ (arrive) in Paris a week ago, but there was a problem with my luggage. Unfortunately, it had been sent to Lisbon instead of Paris. Yesterday, someone _____ (call) me from the airport. He _____ (ask) me to go there and pick it up. That's why I _____ (not be) at home when you _____ (phone). At the time I _____ (try) to find my suitcases among those which had arrived from Portugal. It _____ (take) me the whole afternoon to do that. Well, I'm sure you want to know what's going on now in Paris.

The family who I _____ (stay) with at the moment are very nice. They treat me exactly like one of them. They _____ (already introduce) me to all of their friends. I share a room with the daughter of their family, who is about my age. Every morning her mother _____ (wake) us up with a cup of tea. Herbie, Jane's father, is also a nice guy. He lets Jane and me do everything we want. He even _____ (allow) us to take his car when we want to go somewhere.

Tomorrow will be my first day at language school and I am really looking forward to it. They told me to be there at 9 o'clock. I _____ (take) a placement test in the morning. I expect they _____ (announce) the results by the end of the day. As soon as I learn how I did, I will give you a call. Well, that's all for now. Please write soon. I would really like to know what _____ (go) on at home.

Love

Claire

(https://www.english-grammar.at/online_exercises/tenses/t094-letter-from-paris.htm)

Exercise 9: Error Identification

Instructions: Circle an error in each sentence.

1. He was quite amusing when he heard what had happened.
2. Turn left by the crossroads when you reach it.
3. He has been working here for sometimes.
4. He stopped to see if he could picked up the trail.
5. Although he jumped aside, but the stone hit him.
6. I decided to climbed to the top of the hill to get a better view.
7. He jumped down after shouted a warning to those standing below.
8. After a few minutes, I look up and saw that it was getting dark.
9. I saw the blind man crossed the busy road without any help.

10. The robber gave the victim with a hard blow.
11. There were marks on the snow but it were unrecognizable.
12. He lead me to the rear of the shop where more goods were stacked.
13. The branch struck him hard and lay him unconscious.
14. The sudden noise frightened the baby and made it to cry.
15. The dog wagged it's tail when it saw me approaching.
16. There was signs of neglect showing that no one was living there.
17. After a few moment, the woman opened the window and looked out curiously.
18. Can you write an article to be include in the next issue of the magazine ?
19. Decided to leave, I packed my clothes and left a note to say I had gone.
20. One of the former student donated a large sum of money to the school.

Source: http://www.englishdaily626.com/error_identification.php

Speaking

English Speaking Training for UBU Staff

July 11, 12, 13, and 14, 2023 | 1:30-4:30 PM

Lesson 1 | All About You and Me เรื่องราวเกี่ยวกับคุณและฉัน

Practical skill: Making a formal introduction (ทักษะปฏิบัติ: การแนะนำตัวเองแบบเป็นทางการ)

◆ **Now let's meet our classmates. Using the dialogue below, introduce yourself to everyone in your class. Do not forget to shake hands with each person.**

ตอนนี้มาทำความรู้จักเพื่อนร่วมชั้นของเรากันดีกว่า ไข่มบสนทนา โต้ตอบด้านล่าง แนะนำตัวเอง กับทุกคนในชั้นเรียน อย่าลืมจับมือทักทายกันแต่ละคนด้วย

A: Hello. My name is _____. What's your name?

สวัสดี ผม/ฉันชื่อ _____ คุณชื่ออะไร

B: Hi. My name is _____.

สวัสดี ผม/ฉันชื่อ _____

A: It's nice to meet you.

ยินดีที่ได้รู้จักคุณ

B: It's nice to meet you, too.

ยินดีที่ได้รู้จักคุณเช่นกัน

◆ **Let's play the "Name Game"** มาเล่น "เนม เกม" กันดีกว่า

Students will sit. One student, the "thrower" will gently toss a soft object to another student, the "catcher" while saying the dialog below. The "catcher" will then toss the soft object to another student and play continues until everyone has a turn.

ผู้เรียนนั่งหรือยืนเป็นวงกลม ให้ผู้เรียนคนหนึ่งเป็น "คนโยน" ค่อยๆโยนลูกบอลไปให้ผู้เรียนอีกคนที่ เป็น "คนรับ" โดยให้พูดตามบทสนทนาด้านล่าง จากนั้น "คนรับ" ค่อยๆโยนลูกบอลไปให้ผู้เรียนอีก คน เล่นไปเรื่อยๆจนครบทุกคน

A: Thrower: What is your name?

คนโยน: คุณชื่ออะไร?

B: Catcher: My name is _____.

คนรับ: ผม/ฉันชื่อ _____

A: Thrower: What's your friend's name?

คนโยน: เพื่อนของคุณชื่ออะไร?

B: Catcher: My friend's name is _____.

คนรับ: (Tell the name of the person on the right)

เพื่อนของผม/ฉันชื่อ (บอกชื่อของเพื่อนคนที่อยู่ทางขวามือ)

C: Catcher: It's nice to meet you, _____ and _____.

คนรับ: ยินดีที่ได้รู้จักคุณ _____ (คนรับ) และ _____ (เพื่อน)

D: Catcher

and friend: It's nice to meet you, too.

คนรับ และ เพื่อน ยินดีที่ได้รู้จักคุณเช่นกัน

Each student will have an opportunity to introduce themselves and a friend.

ผู้เรียนแต่ละคนจะมีโอกาสได้แนะนำตัวเองและเพื่อนอีกหนึ่งคน

◆ **Let's Check Ourselves** มาตรวจสอบตัวเองกันดีกว่า

Look at the following sentences. With your partner, draw a line between the question and the matching answer. Next, number the sentences starting from 1 to 7 in the correct order. ดูประโยคต่อไปนี้ และให้คุณกับคู่ของคุณช่วยกันลากเส้นโยงระหว่างคำถามและคำตอบที่ตรงกัน หลังจากนั้นให้ใส่หมายเลขหน้าประโยคโดยเรียงตามลำดับให้ถูกต้อง โดยเริ่ม จาก 1 - 7

Questions/Statements:

คำถาม/คำชี้แจง

- _____ Are you married?
- _____ It's nice to meet you.
- _____ What's your name?
- _____ Where are you from?
- _____ What do you do?
- _____ Do you have any brothers or sisters?
- _____ Well, I'll see you later.

Answers/Responses:

คำตอบ/การตอบสนอง

- 1. Yes, I do. / No, I don't.
- 2. See you later.
- 3. Yes, I am. / No, I'm not.
- 4. Oh, I'm a university staff.
- 5. I'm from Thailand.
- 6. It's nice to meet you, too.
- 7. My name is Lek.

◆ **Let's Practice Some Sentences** มาฝึกใช้ประโยคกันดีกว่า

Today you will learn several important sentences using the vocabulary words for introducing yourself and beginning to build personal and professional relationships with English speakers. Listen as the teacher says them. Try to remember how to say each phrase.

Practice them with a partner.

วันนี้คุณจะได้เรียนรู้ประโยคที่สำคัญหลายประโยคที่ใช้คำศัพท์สำหรับการแนะนำตัวเอง และเริ่มสร้างมิตรภาพส่วนบุคคลอย่างเป็นทางการกับผู้ใช้ภาษาอังกฤษเป็นภาษาหลัก โดยการฟังจากที่ผู้สอนพูดและพยายามจดจำวิธีการพูดแต่ละวลี แล้วฝึกปฏิบัติกับคู่ของคุณ

- | | |
|---|---|
| A: What's your name?
คุณชื่ออะไร | B: My name is _____.
ผม/ฉันชื่อ |
| A: It's nice to meet you.
ยินดีที่ได้รู้จักคุณ | B: It's nice to meet you, too.
ยินดีที่ได้รู้จักคุณเช่นกัน |
| A: Where are you from?
คุณมาจากที่ไหน | B: I'm from Thailand.
ผม/ฉันมาจากประเทศไทย |
| A: What do you do?
คุณทำอาชีพอะไร | B: Oh, I'm a _____.
อ้อ, ผม/ฉันเป็น |
| A: Do you have any brothers or sisters?
คุณมีพี่ชาย/น้องชาย พี่สาว/น้องสาว หรือไม่ | B: Yes, I do. / No, I don't.
ใช่ ผม/ฉันมี หรือ ไม่ ผม/ฉันไม่มี |
| A: Are you married?
คุณแต่งงานหรือยัง | B: Yes, I am. / No, I'm not.
ใช่ ผม/ฉันแต่งงานแล้ว หรือ ไม่, ผม/ฉันยังไม่แต่งงาน |
| A: It was nice getting to know you.
ยินดีที่ได้รู้จัก | B: It was nice getting to know you, too.
ยินดีที่ได้รู้จักคุณเช่นกัน |
| A: Well, I'll see you later.
เอาล่ะ, ผม/ฉันต้องไปแล้ว | B: See you later.
แล้วเจอกัน |

◆ **Let's Learn a Practical Skill** มาเรียนรู้ทักษะปฏิบัติกันดีกว่า

Formal Introduction: When making a formal introduction, remember the following suggestions:

การแนะนำตัวอย่างเป็นทางการ: เมื่อแนะนำตัวอย่างเป็นทางการ สามารถนำประโยคต่อไปนี้ไปใช้ได้

1. Shake hands firmly. จับมือเขคแฮนดให้แน่น ๆ
2. Keep eye contact with the other person. สบตากับคู่สนทนา
3. Sit up straight in a chair or stand up straight. นั่งตัวตรงบนเก้าอี้ หรือยืนตัวตรง
4. Speak clearly. พูดจาชัดเจน
5. Be confident and smile. มีความมั่นใจ และยิ้มแย้ม

◆ **Now we will role-play introducing yourself at your workplace.**

A: My name is _____.
ผม/ฉันชื่อ _____
I live in _____.
ผม/ฉันอาศัยอยู่ใน _____
I graduated from _____.
ผม/ฉันจบการศึกษาจาก _____
I work as a/an _____ at _____.

Lesson 2 | All About Family เรื่องราวเกี่ยวกับครอบครัว

Practical skill: Making a phone call

ทักษะปฏิบัติ: การสนทนาทางโทรศัพท์

◆ **Let's Practice Some Sentences** มาฝึกใช้ประโยคกันดีกว่า

Today you will learn several important sentences about your family while using the vocabulary words. Listen as the teacher says them. Try to remember how to say each sentence. We will use the sentence patterns in the next activity.

วันนี้คุณจะได้เรียนรู้ประโยคที่สำคัญที่ใช้คำศัพท์เกี่ยวกับครอบครัวของคุณ ฟังผู้สอนอ่านและออกเสียงคำศัพท์ พยายามจดจำวิธีการออกเสียงแต่ละประโยค เราจะใช้ประโยคเหล่านี้ในกิจกรรมต่อไป

- | | |
|--|---|
| A: Do you have any brothers or sisters?
คุณมีพี่น้องผู้ชายหรือพี่น้องผู้หญิงบ้างมั๊ย? | B: Yes, I have one brother and one Sister.
ใช่, ผม/ฉันมีพี่น้องผู้ชาย 1 คนและพี่น้องผู้หญิง 1 คน |
| A: How many people are in your family?
ในครอบครัวของคุณมีสมาชิกกี่คน | B: There are four people in my family.
ครอบครัวของผม/ฉันมีสมาชิก 4 คน |
| A: Who is this?
คนนี่คือใคร | B: Oh, this is my mom.
อ้อ, นั่นคือคุณแม่ของผม/ฉัน |
| A: Who is that?
คนนั่นคือใคร | B: Oh, that's my friend.
อ้อ, นั่นคือเพื่อนของผม/ฉัน |
| A: Who is this person?
คนนี่คือใคร | B: Oh, this is my niece.
อ้อ, นั่นคือหลานสาวของผม/ฉัน |
| A: Well, thanks for telling me about | B: Sure. No problem. |

your family.

ยินดี ไม่มีปัญหา

เอาหละ, ขอบคุณที่บอกผม/ฉันเกี่ยวกับ
ครอบครัวของคุณ

◆ Let's Learn a Practical Skill มาเรียนรู้ทักษะปฏิบัติกันดีกว่า

Talking on the telephone: When talking on the telephone, remember the following suggestions:

การสนทนาทางโทรศัพท์: เมื่อมีการสนทนาทางโทรศัพท์ กรุณาจำคำแนะนำต่อไปนี้

1. Remember to say "Hello" when answering the telephone.
จำไว้ว่าจะต้องพูดคำว่า "Hello" เมื่อตอบรับโทรศัพท์
2. The caller should identify himself/herself right away.
คนที่โทรมาควรจะแนะนำตัวเองทันที
3. Speak clearly on the telephone.
พูดจาอย่างชัดเจนลงไปโทรศัพท์
4. If it is an informal conversation, begin with an informal question such as "How are you today?", "What's going on?" or "What have you been doing?"
หากเป็นการสนทนาแบบไม่เป็นทางการ ให้เริ่มต้นด้วยคำถามที่ไม่เป็นทางการ เช่น "วันนี้คุณเป็นยังไงบ้าง" "เป็นยังไงบ้าง?" หรือ "คุณทำอะไรบ้างช่วงนี้"
5. If it is a professional call, you would still begin with "How are you today?" but speak in a professional manner.
ถ้าเป็นการสนทนาแบบเป็นทางการ คุณก็ยังสามารถเริ่มต้นด้วย "วันนี้คุณเป็นอย่างไรบ้าง?" แต่พูดในลักษณะที่เป็นทางการ
6. During the conversation always be clear with details especially if meeting someone.
ระหว่างการสนทนาควรจะมีรายละเอียดเกี่ยวกับรายละเอียด โดยเฉพาะอย่างยิ่งถ้าเป็นการนัดพบกัน
7. When you are ready to close the call, you might say "I will see you then", "See you later" or "Thank you for your help."
เมื่อคุณพร้อมที่จะจบการสนทนา คุณอาจจะพูดว่า "เอาหละ แล้วค่อยพบกันนะครับ/ค่ะ", "แล้วพบกันครับ/ค่ะ" หรือ "ขอบคุณสำหรับความช่วยเหลือของคุณ"

Now using the dialog below, practice having a phone conversation with a partner.

ตอนนี้ให้ใช้บทสนทนาโต้ตอบด้านล่าง ฝึกสนทนาทางโทรศัพท์กับคู่ของคุณ

Ring... ring... ring... กริ่ง กริ่ง กริ่ง....

A: Hello?

สวัสดีครับ/ค่ะ

B: Hello, this is _____. How are you doing today?

สวัสดีครับ/ค่ะ ผม/ฉัน (ชื่อตัวเอง) ครับ/ค่ะ วันนี้คุณเป็นยังไงบ้าง

A: Oh, I'm happy to hear from you, _____. I'm doing well. How are you doing?

อ้อ ครับ/ค่ะ, ผม/ฉันดีใจมากที่ได้ยินเสียงคุณ (ชื่อคู่สนทนา) ผม/ฉันสบายดี คุณเป็น อย่างไรบ้าง

B: I'm doing well. Would you like to meet sometime?

ผม/ฉันสบายดี คุณอยากมาเจอกันสักครั้งมั๊ย

A: Yes, I would! When would be a good time for you?

ได้เลย คุณสะดวกมาเจอกันเมื่อไหร่

B: Umm... Can we meet next Tuesday at noon at the Paragon Food Court?

- อืมม... เราเจอกันวันอังคารหน้าตอนเที่ยงที่ศูนย์อาหารพารากอนได้มั๊ย
- A: Actually, I have a lunch meeting with my boss on Tuesday. Could we meet at MBK on Wednesday for lunch?
จริง ๆ วันอังคาร ผม/ฉันมีประชุมตอนเที่ยงกับหัวหน้า เรากินข้าวเที่ยงกันที่ MBK วันพุธสะดวกมั๊ย
- B: Yes, that will be a good time for me.
ได้ครับ/ค่ะ สะดวกครับ/ค่ะ
- A: OK, I will meet you then. See you later!
ได้เลย ผม/ฉันจะไปพบคุณตามนั้น แล้วเจอกันครับ/ค่ะ
- B: Goodbye. I'll see you then!
สวัสดีครับ/ค่ะ แล้วเจอกันครับ/ค่ะ!

Lesson 3 | All About Jobs and Occupations เรื่องราวเกี่ยวกับงานและอาชีพ

Practical skill: Making an appointment for work

ทักษะปฏิบัติ: ทำการนัดหมาย

◆ Let's Fill in the Gaps ให้เราเติมในช่องว่าง

In this activity, you will read two dialogues. Your task is to select the appropriate words to fill in the gaps in each dialogue. The dialogues have the same meaning but differ in informal and formal tone. The choices for each gap are provided in the boxes.

ในกิจกรรมนี้ คุณจะอ่านบทสนทนาสองชุด งานของคุณคือการเลือกคำที่เหมาะสมจากที่ให้ไว้เพื่อเติมช่องว่างในแต่ละบทสนทนา บทสนทนาสองชุดนี้มีความหมายเดียวกัน แต่แตกต่างกันในลักษณะภาษาทางการและภาษาที่ไม่เป็นทางการ

Dialogue 1 Making an appointment with Finance (Informal): การนัดหมายอย่างไม่เป็นทางการ

problem ปัญหา	appointment นัดหมาย	alright ตกลง	change เปลี่ยนแปลง	sure แน่ใจ
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- Person A: Hey, I wanna make an _____ with someone from the Finance department.
- Person B: _____, what's your name?
- Person A: I'm May Watson.
- Person B: What's the appointment for, May?
- Person A: I need to _____ my banking details.
- Person B: How about next Tuesday at 10:00 a.m.?
- Person A: Tuesday at 10 a.m. works for me. Thanks!
- Person B: _____, you're booked for Tuesday, June 5th, at 10:00 a.m. Just go to the admin department on the third floor and ask for Mr. Geng.
- Person A: Awesome, thanks!
- Person B: No _____. Have a great day!

Dialogue 1 Making an appointment with Finance (Formal):

very มาก	pleasant น่าพอใจ	day วัน	proceed ดำเนินการต่อไป	certainly แน่นอน
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Person A: Good _____, I would like to make an appointment with a representative from the Finance department, please.

Person B: _____, may I have your name?

Person A: My name is May Watson.

Person B: May I ask about the purpose of your appointment, Ms. May?

Person A: Yes, certainly. I need to amend my banking details.

Person B: Will next Tuesday at 10:00 a.m. suit you?

Person A: Tuesday at 10 a.m. is suitable. Thank you.

Person B: _____ well, you have an appointment for Tuesday, June 5th, at 10:00 a.m. Please _____ to the administrative department on the third floor and ask for Mr. Geng.

Person A: Excellent, thank you!

Person B: You're most welcome. Wishing you a _____ day!

◆ **Let's Learn a Practical Skill** มาเรียนรู้ทักษะปฏิบัติกันดีกว่า

With a partner, practice the dialogs below.

จับคู่สองคนและฝึกพูดบทสนทนาด้านล่าง

Dialogue 1

Making an appointment with Finance จอหมายถึงฝ่ายการเงิน

May Watson: Hi, I'd like to make an appointment to see someone in the Finance department, please.

เมย์ วอตสัน: สวัสดีค่ะ ดิฉันขอนัดพบเจ้าหน้าที่ฝ่ายการเงินค่ะ

Receptionist: Sure, what's your name?

พนักงานต้อนรับ: ได้ค่ะ ไม่ทราบว่าคุณดิฉันกำลังเรียนสายกับใครคะ?

May Watson: My name is May Watson.

เมย์ วอตสัน: เมย์ วอตสันค่ะ

Receptionist: May I know the reason for the appointment Ms. May?

พนักงานต้อนรับ: ขอทราบว่าท่านนัดพบเรื่องอะไรคะ คุณเมย์?

May Watson: Yes, of course. I need to change my banking details.

เมย์ วอตสัน: ดิฉันต้องการเปลี่ยนรายละเอียดบัญชีธนาคารค่ะ

Receptionist: How about next Tuesday at 10:00 a.m.?

พนักงานต้อนรับ: วันอังคารหน้า เวลา 10:00 น. สะดวกไหมคะ?

May Watson: Tuesday at 10 a.m is fine. Thank you.

เมย์ วอตสัน: วันอังคาร เวลา 10:00 น. ได้ค่ะ ขอขอบคุณค่ะ

Receptionist: OK, you're booked for Tuesday, June 5th, at 10:00 a.m. Just go to the admin department on the third floor and ask for Mr. Geng.

พนักงานต้อนรับ: โอเคค่ะ ดิฉันลงนัดไว้ให้ในวันอังคารที่ 5 มิถุนายน เวลา 10:00 น. รบกวนไปที่แผนกธุรการ ชั้น 3 และแจ้งว่ามาพบคุณเก็งนะคะ

May Watson: Great, thanks!

เมย์ วอตสัน: ขอขอบคุณมากค่ะ!

Receptionist: You're welcome. Have a great day!

พนักงานต้อนรับ: ยินดีค่ะ สวัสดีค่ะ

Dialogue 2

James:

Making an appointment with HR การนัดหมายกับฝ่ายทรัพยากรบุคคล (HR)

Good morning. My name is James. I would like to make an appointment with someone from the Admin department. Can you help me with that?

เจมส์:

อรุณสวัสดิ์ครับ ผมชื่อ เจมส์ จะขอนัดพบเจ้าหน้าที่ฝ่ายธุรการครับ รบกวนนัดหมายให้ด้วยครับ?

Receptionist:

Good morning, James. Of course, I can help. Who would you like to meet for the appointment?

พนักงานต้อนรับ:

อรุณสวัสดิ์ครับคุณเจมส์ ยินดีครับ ไม่ทราบว่าต้องการพบใครครับ?

James:

I would like to meet with the head of the HR department. But I don't know the person's name...

เจมส์:

หัวหน้าฝ่ายทรัพยากรบุคคลครับ แต่ผมไม่ทราบชื่อ ...

Receptionist:

Oh, that would be Ms. Namwan. Let me check the calendar and see when she is free.

พนักงานต้อนรับ:

อ้อ น่าจะเป็นคุณนำหวาน ขอผมดูปฏิทินว่าคุณนำหวานจะว่างเมื่อไหร่ครับ

James:

Thank you.

เจมส์:

ขอบคุณครับ

Receptionist:

She can see you tomorrow at 2 p.m. Can you meet at that time?

พนักงานต้อนรับ:

คุณนำหวานว่างพรุ่งนี้เวลา 2 โมงเย็นครับ คุณเจมส์สะดวกไหมครับ?

James:

Yes, that sounds perfect.

เจมส์:

สะดวกครับ เยี่ยมเลย

Receptionist:

I have made the appointment with Ms Namwan for tomorrow at 2 p.m. Is there anything else I can assist you with?

พนักงานต้อนรับ:

ผมลงนัดคุณนำหวานไว้วันพรุ่งนี้เวลาบ่าย 2 โมงแล้วครับ มีอะไรเพิ่มเติมอีกไหมครับ?

James:

No, that will be all. Thank you for your help.

เจมส์:

ไม่มีแล้วครับ ขอบคุณมากครับ

Receptionist:

You're welcome, James. If you need further help, feel free to ask. Have a great day!

พนักงานต้อนรับ:

ยินดีครับคุณเจมส์ หากคุณต้องการความช่วยเหลือเพิ่มเติม แจ้งได้เลยนะครับ สวัสดีครับ

◆ Extra Dialogues for Practice บทสนทนาเพิ่มเติมเพื่อการฝึกฝน

Dialogue 3:

Getting forms from Admin รับแบบฟอร์มจากแอดมิน

Admin Employee:

Good morning! How can I help you today?

เจ้าหน้าที่ธุรการ:

อรุณสวัสดิ์ครับ/ค่ะ มีอะไรให้ช่วยครับ/ค่ะ

Individual:

I'm new here and need help with forms. Where can I find them?

พนักงาน:

ผม/ฉันเพิ่งมาทำงานที่นี่ ไม่ทราบว่าหาแบบฟอร์มได้ที่ไหนบ้างครับ/ค่ะ?

Admin Employee:

You can find them on our website. We also have physical copies in our office. Which forms do you need?

เจ้าหน้าที่ธุรการ:

สามารถเข้าไปที่เว็บไซต์ของเราได้เลยครับ/ค่ะ และไปรับแบบฟอร์มที่เป็นกระดาษได้ที่สำนักงาน ไม่ทราบว่าต้องการแบบอะไรครับ/ค่ะ?

Individual:

I need a leave form for business leave.

พนักงาน:

แบบฟอร์มลากิจครับ/ค่ะ

Admin Employee:

You'll need the "Business Leave Form." I can help you complete them. Just bring them to me when you are ready.

เจ้าหน้าที่ธุรการ:

ใช้แบบฟอร์มที่มีหัวกระดาษว่า "แบบฟอร์มลากิจ" นะครับ/ค่ะ ผม/ฉันช่วยกรอกข้อมูลในแบบฟอร์มให้ได้ครับ/ค่ะ ถ้าได้แบบฟอร์มแล้วมาแจ้งได้เลยครับ/ค่ะ

Individual: Thank you! I'll come by tomorrow.
พนักงาน: ขอขอบคุณครับ/ค่ะ ผม/ฉันจะมาพบพรุ่งนี้ครับ/ค่ะ
Admin Employee: That will be fine. Have a great day!
เจ้าหน้าที่ธุรการ: ได้ครับ/ค่ะ สวัสดีครับ/ค่ะ

Dialogue 4

Asking for help with Printing ขอความช่วยเหลือในการพิมพ์

Kim: Arisa, I am really sorry to bother you, but my printer isn't working and I need to make copies for my meeting.
คิม: อาริสสา ขอรบกวนหน่อย พอดีเครื่องพิมพ์ไม่ทำงาน ฉันต้องการถ่ายเอกสารสำหรับการประชุมนะ
Arisa: Sure, Kim, I can help you, but right now I have to finish this report. I can help you afterward, if that is not too late?
อาริสสา: ได้เลย คิม แต่ขอทำงานรายงานนี้ให้เสร็จก่อนนะ รีบมั๊ย
Kim: That should be ok. I just need them before lunch time.
คิม: ได้ ๆ ฉันจะใช้เอกสารก่อนเที่ยงนะ
Arisa: Send me the document by email, and I will make the copies for you. How many copies do you need?
อาริสสา: ส่งเอกสารมาให้ทางอีเมลนะ เดี่ยวถ่ายเอกสารให้ เธอก็ชุด
Kim: Hmm, about 12 copies printed in color.
คิม: อืม เอาถ่ายเอกสารสีซีก 12 ชุด
Arisa: Sure, no problem. You can collect it from me in about an hour.
อาริสสา: ได้เลย ไม่มีปัญหา อีกชั่วโมงมารับนะ
Kim: Oh, wonderful! I really appreciate your help. Thank you so much.
คิม: เยี่ยมเลย ขอขอบคุณมาก ๆ จะ
Arisa: My pleasure. See you later, Kim.
อาริสสา: ได้เลย แล้วเจอกันจ้ะ