

Activity 1: Match the following telephone phrases with its meaning.

- | | |
|---|--------------------------------------|
| A. How can I help you? | 1. คุณต้องการโทรกลับไหม? |
| B. May I speak to Johnson? | 2. เขา/เธอ ไม่ว่าง |
| C. He/She is available for speaking. | 3. กรุณาถือสายชักครุ่นะครับ/ค่ะ |
| D. You dialed the wronged number. | 4. ฉันจะติดต่อกลับไปให้เร็วที่สุด |
| E. He/She is not available. | 5. เขา/เธอ พร้อมจะคุยแล้ว. |
| F. Please, hold the line. | 6. ขอผม/ดิฉันคุยกับ Johnson หน่อย |
| G. I'll put you through him. | 7. คุณโทรมาผิดเบอร์ |
| H. Would you like to leave a message? | 8. มีอะไรให้ผม/ดิฉัน ช่วยไหมคะ/ครับ? |
| I. Would you like to call back? | 9. ผม/ดิฉัน จะต่อสายให้ |
| J. I'll get back to you as soon as I can. | 10. คุณต้องการฝากข้อความไว้ไหม? |

Activity 2.1: Scrambling the following telephone conversation to its right orders.

- A. Yes, we have several rooms available. What type of room are you looking for?
- B. Hello, is this Sunshine Hotel?
- C. I'd like to book a room for two nights, please.
- D. You're welcome! See you then.
- E. A standard room, please.
- F. Thank you very much for your help.
- G. Yes, how may I assist you?
- H. You're all set. We'll see you on Friday evening.
- I. That would be Friday and Saturday night.
- J. Okay, your booking has been confirmed for a standard room, two nights, under the name Mr. Tanaka.

Activity 2.2: Scrambling the following telephone conversation to its right orders.

- A. Yes, Mr. Lee is free at 2 PM this Thursday. Shall I schedule that for you?
- B. That would be perfect. Please confirm the meeting.
- C. Hello, this is Anna from BrightTech. May I speak with Mr. Lee's assistant?
- D. Certainly. You'll receive a calendar invite shortly.
- E. Good morning, this is Karen. I assist Mr. Lee. How may I help?
- F. Great, thank you.
- G. I'm calling to schedule a meeting regarding our software proposal.
- H. Yes, that's correct.
- I. May I know if Mr. Lee is available this week for a 30-minute call?
- J. Let me check his calendar. One moment, please.

Name _____ Year: _____ Department _____

Activity 3: Read the following business telephone conversation and answer these following answers.

Receptionist: Good morning, Innovate Solutions. This is Sarah speaking. How may I help you?

Client (Mr. Thomas): Hi Sarah, this is James Thomas from GreenTech Co. I'd like to arrange a product presentation meeting with your sales team.

Receptionist: Of course, Mr. Thomas. May I know which product you're interested in?

Client: We're interested in your new energy monitoring system, especially the version for commercial buildings.

Receptionist: Noted. I'll check with our sales manager. When would you be available?

Client: We're free this Thursday or Friday afternoon.

Receptionist: Let me see... Our sales manager, Mr. Lewis, is available on Thursday at 2 PM. Would that work for you?

Client: Yes, that sounds perfect.

Receptionist: Great. The meeting will be held at our head office in Room 402. Would you prefer an in-person meeting or a video call?

Client: In-person would be better. We'd like to see a live demo.

Receptionist: Understood. I'll send you an email confirmation with the details.

Client: Thank you, Sarah. I appreciate your help.

Receptionist: You're very welcome, Mr. Thomas. See you on Thursday!

1. What company is James Thomas from? _____
2. Which product is he interested in? _____
3. When is the sales manager available for the meeting? _____
4. What type of meeting did Mr. Thomas prefer—online or in-person? _____
5. What will Sarah send to Mr. Thomas after the call? _____