

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. เข้า/ເຮືອ ໄນວ່າງ
C. He/She is available for speaking.	3. กรุณาຄື່ອສາຍໜັກຄູ່ນະຄົມ/ຄ່ະ
D. You dialed the wronged number.	4. ຈັນຈະຕິດຕ່ອກລັບໄປໃຫ້ເຮົາທີ່ສຸດ
E. He/She is not available.	5. ເຂົາ/ເຮືອ ພ້ອມຈະຄຸຍແລ້ວ.
F. Please, hold the line.	6. ຂອບມ/ດິຈັນຄຸຍກັບ Johnson ມີເອຍ
G. I'll put you through him.	7. คุณໂທຣມາພິດເບອ່ງ
H. Would you like to leave a message?	8. ມີອະໄໄຫ້ພມ/ດິຈັນ ຂ່ວຍໄໝຄະ/ຄົມ?
I. Would you like to call back?	9. ພມ/ດິຈັນ ຈະຕ່ອສາຍໃຫ້
J. I'll get back to you as soon as I can.	10. คุณຕ້ອງການໄກ້ຂ້ອງຄວາມໄວ້ໃໝ່?

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? _____