

Unit 6

In Work Situations(Part I)



■ Secretary



■ Waitperson



■ Hotel manager



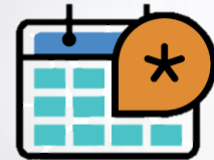
■ Sales Assistant



Secretary

Secretary means a person who works in an office, working for another person, dealing with mail and phone calls, keeping records, arranging meetings with people, etc.

Please contact my *secretary* to make an appointment.



I'm working as a *secretary* of the Vice President of a company.



SECRETARY: JOB DESCRIPTION



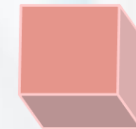
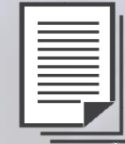
answering calls, taking messages and handling correspondence



maintaining diaries and arranging appointments



typing, preparing and collating reports



filing



Simple
PowerPoint



SECRETARY: JOB DESCRIPTION



organising and servicing meetings(producing agendas and taking minutes)



implementing new procedures and administrative systems



coordinating mail-shots and similar publicity tasks



acting as a receptionist and/or meeting and greeting clients

“Reference ” <https://targetjobs.co.uk/careers-advice/job-descriptions/278955-secretary-job-description>



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Conversation: Secretarial tasks on the telephone conversation



Jane: Hello, Jane speaking.
Can I help you?

1



Jane: Hello, Eric!
How are you?

3



Jane: Pretty good.
What can I do for you?

5



Jane: Yes, I do. It was ready
on my table this morning.

7



Jane: You can come to
pick it up now.

9

Caller: Hi, this is Eric from the
sales department.

2



Caller: Good thanks, yourself?

4



Caller: Do you remember the
approval memo I left you the
other day?

6



Caller: Alright! I just called to ask
how it's going.

8



Caller: OK, thanks.

10



Vocabulary: Arranging an appointment(Verb)

have an appointment

นัดหมาย

make an appointment

นัดหมาย

cancel an appointment

ยกเลิกนัดหมาย

postpone
an
appointment

เลื่อนนัดหมาย

miss an appointment

พลาดนัดหมาย

keep an appointment

ไปตามที่นัดหมาย



Expression: Making an appointment



Examples



Would you like to arrange an appointment to see Khun Dumrong?



When can you come and see Khun Dumrong?



Is ten o'clock on Monday convenient for you?



Do you have an appointment with Khun Dumrong?



You can meet the president by appointment only.



How about next Tuesday?



Expression: Cancel or Postpone an Appointment

Examples



I'm afraid I can't come on Monday morning. I've already got a meeting at that time. (cancellation)



My schedule's very busy tomorrow. I can't join the meeting tomorrow. (cancellation)



I had to postpone my appointment in the morning because I'm late. (postponement)



Can I see you at 3 o'clock? I have another meeting at 2.30. (postponement)



Expression: Responses to the appointment

That'll be fine.

Any time's OK.

Let me see. No, I'm sorry. I've already got an appointment at that time.

Let me see. I'm afraid. The president is out of the office.

I'm afraid I can't make it.

I don't think I'll be able to make it to the party on Sunday.



Examples



Reading comprehension: How to be a qualified secretary

Confessions of a secretary



Secretarial jobs are never an easy task. A secretary does not only deal with her boss but with the people whom she also has to contact for her boss. Making a good secretary needs the following qualities.

First, a secretary should be a well-organized person. As the executive's personal organizer, she has to handle all the incoming matters for her boss and put many things, arrangements in order of importance. Therefore, she must know what is the most important and needs attention first and last.

Second, a secretary needs patience and understanding as she has to deal with any matter before the boss does. Also, due to the fact that some bosses can be easily annoyed, she has to remember the pressures her boss is likely to be under and will not bother her boss with every small problem. Instead, she will take those pressures.

Third, interpersonal skills and communication are a must. As most secretaries have to answer many phone calls and welcome visitors in a day, it is important to listen well, keep conversations focused on the task and get to the point, so that secretaries will be able to follow through quickly and efficiently with all tasks.

คุณสมบัติ

บริหารจัดการ

ความอดทน

ความกดดัน


การสื่อสาร

ทักษะการสื่อสาร

ระหว่างบุคคล



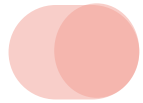
Hotel manager



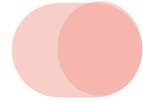
Hotel managers are responsible for managing employees and for planning, marketing, coordinating and administering hotel services such as catering and accommodation facilities.



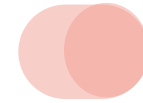
HOTEL MANAGER: JOB DESCRIPTION



recruiting, training and supervising staff



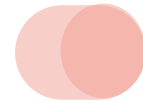
managing budgets



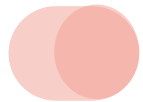
maintaining statistical and financial records



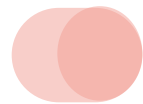
planning maintenance work, events and room bookings



handling customer complaints and queries



promoting and marketing the business



ensuring compliance with health and safety legislation and licensing laws



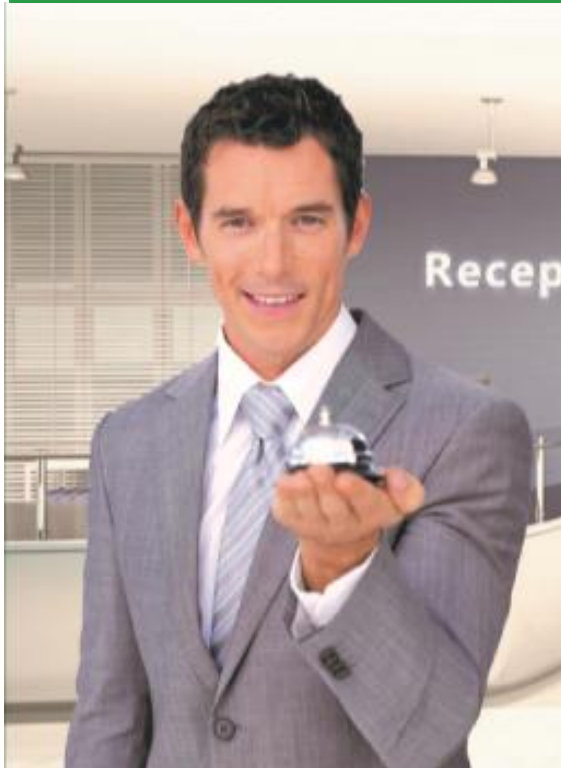
Typical responsibilities

include: 



Reading comprehension: Hotel manager Parinya

Hotel Manager



How are you doing? Good Morning! How are you today? Have a nice stay! May I help you? Have fun! What can I do for you? Enjoy your stay! These are sentences of my life. I have to say those over and over again every day. Anyway, I'm feeling so good every time I do, because it means I will have a chance to take care of people and make them happy. I always keep reminding myself of my first and only priority, being service-minded and caring.

Oh! I forgot to introduce myself. My name is Parinya. I'm 35 years old. I have a bachelor's degree in Hotel and Tourism Management. Working at a 4-star hotel in Chiang Mai, I'm now a front office manager. If I have enough money next year, I will study a master's degree in Hotel Management somewhere in Switzerland.



Conversation: At the front desk(1)

1
Front-desk Manager: Good afternoon!
How can I help you?

2
Brad: Do you have a room available for tonight?

3
Front-desk Manager: Do you have a reservation, sir?

4
Brad: No, we don't have any advance booking.

5
Front-desk Manager: How many nights would you like to stay?

6
Natalie: We're going to stay for two nights: tonight and tomorrow night.

7
Front-desk Manager: Well, please allow me to check our availability.

8
Natalie: Okay.

Conversation: At the front desk(2)

1 **Front-desk Manager:** Luckily, we have available rooms for you.

2 **Natalie:** What kinds of rooms do you have?

3 **Front-desk Manager:** We have Superior Rooms and Deluxe Rooms, but the Superior Rooms are fully occupied.

4 **Natalie:** How much is the Deluxe Room?

5 **Front-desk Manager:** The Deluxe Room is 1,500 baht per night, ma'am.

7 **Front-desk Manager:** Yes, sir. Can I have your ID cards or passports, please?

6 **Brad:** Not bad. Could we get 1 Deluxe Room for 2 nights please?

8 **Natalie:** Yes, you can!

9 **Brad:** Sure!

10 **Front-desk Manager:** Please have a seat. I will bring you key cards and welcome drinks.

11 **Brad:** Thank you so much.

Conversation: At the front desk(3)

1
Front-desk officer: Hello!
Front desk is speaking.

3
Front-desk officer: It's
the front-desk officer
here. May I help you,
ma'am?

5
Front-desk officer: Oh! My apology, ma'am.

7
Front-desk officer: Yes, you
definitely can, ma'am. I will bring
you a new key card for your new
room in a minute.

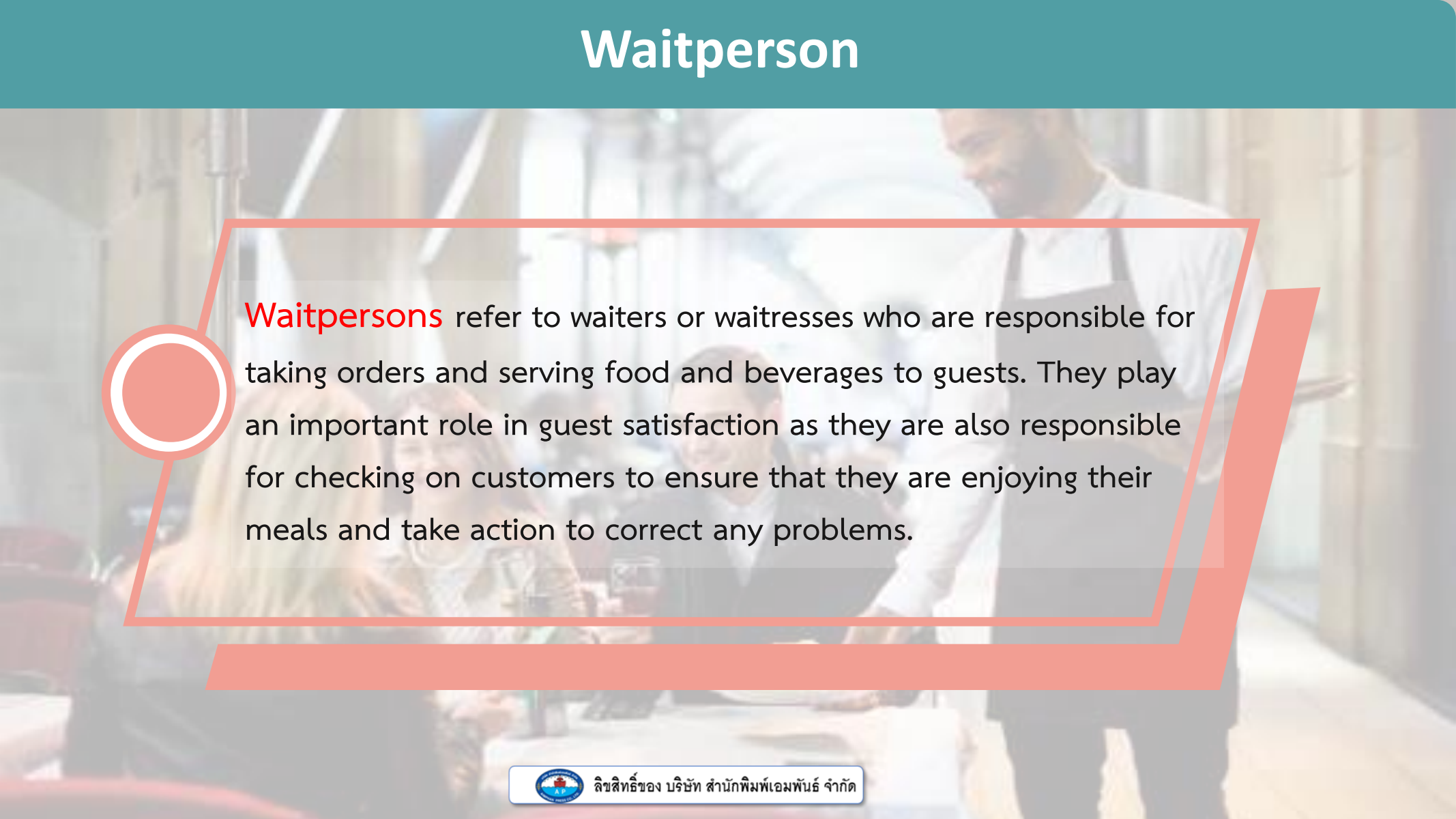
2
Natalie: It's Natalie here
from the room number 303.

4
Natalie: The aircon and
the fridge in my room
don't work.

6
Natalie: Can we change
the room? We can't stay
here.

8
Natalie: OK, we will wait
in the room.

Waitperson



Waitpersons refer to waiters or waitresses who are responsible for taking orders and serving food and beverages to guests. They play an important role in guest satisfaction as they are also responsible for checking on customers to ensure that they are enjoying their meals and take action to correct any problems.



WAITPERSON: JOB DESCRIPTION

Typical responsibilities include:

| | |
|---|---|
| <ul style="list-style-type: none">• Provide excellent customer services. | <ul style="list-style-type: none">• Arrange table settings. |
| <ul style="list-style-type: none">• Always strive towards best customer satisfaction. | <ul style="list-style-type: none">• Keep tables clean and tidy at all times. |
| <ul style="list-style-type: none">• Greet customers and present menus. | <ul style="list-style-type: none">• Check products for quality. |
| <ul style="list-style-type: none">• Make suggestions based on their preferences. | <ul style="list-style-type: none">• Deliver checks and collect payments. |
| <ul style="list-style-type: none">• Take and serve food/drinks orders. | <ul style="list-style-type: none">• Cooperate and communicate with all serving and kitchen staff. |
| <ul style="list-style-type: none">• Up-sell when appropriate. | <ul style="list-style-type: none">• Adhere to all relevant health department rules/regulations and all customer service guidelines. |

"Reference" <https://www.talentlyft.com/en/resources/waiter-or-waitress-job-description>



Conversation: At the restaurant(1)

1
Waiter: Good evening!
How are you doing?

3
Waiter: Are you looking for a
good place for your dinner?

6
Waiter: We have
authentic Thai
food for you to
enjoy tonight.

10
Waiter: Please
come in.

5
Waiter: There you go. We have
very good Thai food for you
here, ma'am.

9
Brad: Absolutely!

2
Brad: We are doing fine.

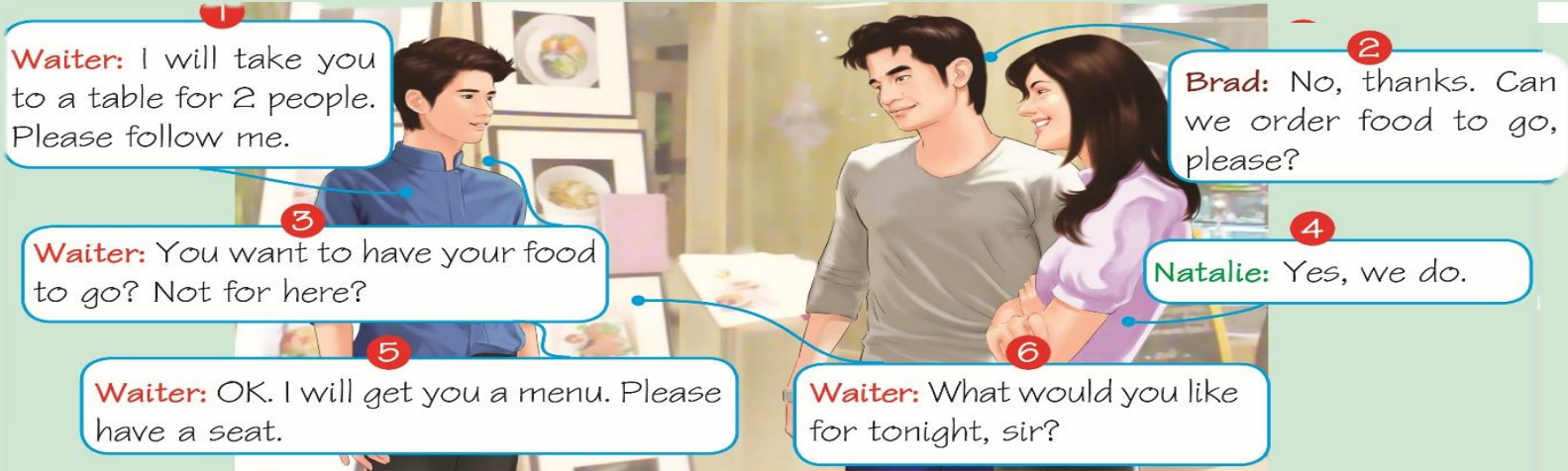
4
Natalie: Yes, we are.

7
Brad: Whoa! Your
food looks tasty.

8
Natalie: Yes, it really
does. Shall we get some
food here?



Conversation: At the restaurant(2)



1
Waiter: I will take you to a table for 2 people. Please follow me.


2
Brad: No, thanks. Can we order food to go, please?

3
Waiter: You want to have your food to go? Not for here?

4
Natalie: Yes, we do.

5
Waiter: OK. I will get you a menu. Please have a seat.

6
Waiter: What would you like for tonight, sir?



8
Natalie: May I get Cashew Nut Chicken?

7
Brad: Can I have beef Panang, please?

9
Waiter: Would you like steamed rice also?

10
Brad: Yes, please make it for 2 people.

11
Waiter: Alright, the food will be right with you in a few minutes.

12
Natalie: Thanks a lot. We'll wait here.

Conversation: At the restaurant(3)

1
Waiter: Your food is now ready. Do you need plastic forks and spoons?

2
Natalie: Yes, please. We are new in town. Our apartment now is just empty.

3
Waiter: Oh, really? Where do you live?

4
Brad: We live nearby. It's about 5 minutes from here.

5
Brad: Alright, can I have the check, please?

6
Waiter: Yes. Here it is. Your total is 350 baht.


7
Natalie: Here you are. You keep the change.

8
Waiter: Thank you very much. Please come by sometime.

9
Natalie: Definitely. I'm sure your restaurant will be our favorite.



Sales Assistant



Sales Assistants work on store sales floors providing assistance directly to customers. They must be knowledgeable of the store layout, inventory and company policies in order to provide accurate information to shoppers. A Sales Assistant will help locate product for customers, place order, place holds, process transactions and keep the sales floor organized and well-stocked. They are the face of the company and must uphold company values both in how they dress and how they interact with customers.



Sales Assistant

Typical responsibilities of the job include:

- **Organize sales presentations and ensure that all sales presentation materials are prepared prior to deadlines.**
- **Update customer records in the company database as required.**
- **Contact customers to answer basic procedural questions or to gauge their level of satisfaction with the company.**
- **Collaborate with the sales staff to monitor active purchase orders and make sure that orders are completed on time.**
- **Report any inventory or service issues to management and the appropriate Account Manager immediately.**

"Reference" <https://www.indeed.com/hire/job-description/sales-assistant>



Conversation: At the supermarket(1)



Conversation: At the supermarket(2)

1
Customer: Excuse me, could you please tell me where I can find eggs?

2
Sales clerk: It's in the dairy product's section.

3
Customer: Which aisle?

4
Sales clerk: Aisle 5, next to toiletries section.

5
Customer: Toiletries section? What are toiletries?

6
Sales clerk: I mean items such as soap and toothpaste.

7
Customer: Ah! Right. Thank you.

8
Sales clerk: You're welcome.

Conversation: At the checkout(3)




1 **Shop assistant:** Next please! How is it going today?

2 **Customer:** Good, thanks.

3 **Shop assistant:** Do you have a frequent shopper card?

4 **Customer:** No, I don't.



5 **Shop assistant:** Your total comes to 185 baht.

6 **Customer:** There you go.

7 **Shop assistant:** Here's your change.

8 **Customer:** Excuse me. This bottle of wine is quite heavy. Can you please double bag it?

9 **Shop assistant:** Not a problem. There you go.

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