

# Unit 8

## Communication & IT at Work



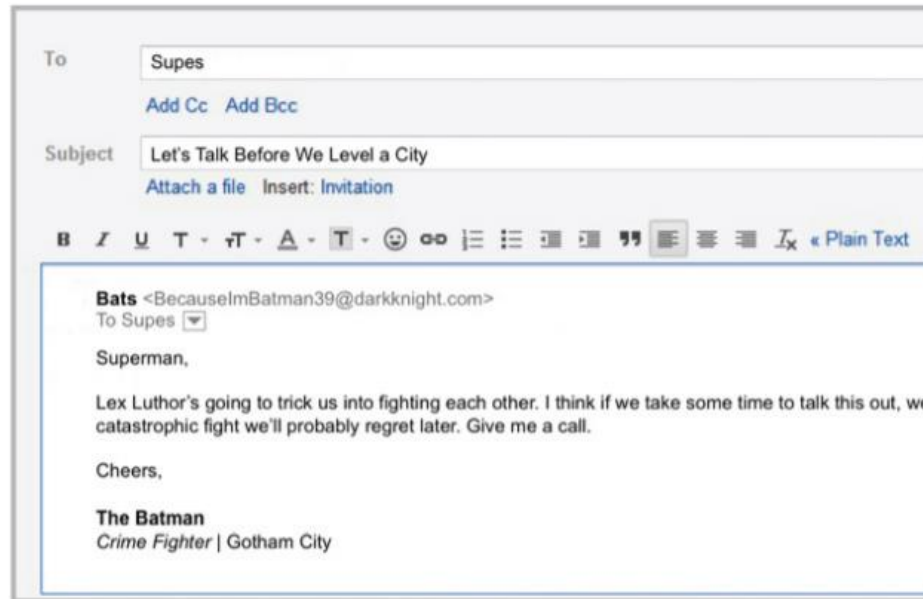
ลิขสิทธิ์ของ บริษัท สำนักพิมพ์เอมพันธ์ จำกัด



# Vocabulary: Written communication



letter



e-mail



fax



# Vocabulary: Written communication

## Business Memo

- Memos solve problems
- Most effective when they connect

purpose of writer  needs of reader

- Provide Information
  - Persuade
- Or Both
- Pretend you are the recipient and ask:
    - 1. How is this relevant to me?
    - 2. What, specifically, do you want me to do?
    - 3. What's in it for me?



memo



report

## 2. Notice of the meeting of the board of directors

Supto and Co. Ltd.  
12 KDA- New York  
New York- 9002  
Date: March 10, 2013

### NOTICE OF THE BOARD OF DIRECTOR'S MEETING

Dear Sir,  
Being authorized I am informing you that the second meeting of the Board of Directors will be held at the head office of the company on March 20, 2013 at 10 a.m.

You are duly requested to attend the meeting.

Sincerely yours  
John  
Secretary  
Agenda:

1. ....
2. ....
3. ....

notice



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# Vocabulary and expression: FAX

**Fax machine(n.)**

Do you have a fax?

**Fax number(n.)**

What is your fax number at the office?

**Fax message(n.)**

Please send me information by fax.

Did you receive my fax?

**Fax (v.)**(to send somebody a message by a fax machine)

Could you please fax me your new address?



# Writing dates

## American English & British English

แบบที่ 1

*(American English)* Month Date, Year

January 1, 2020

แบบที่ 2

*(British English)* Date Month Year

1 January 2020



# Saying Dates

## Saying dates

### American English & British English

แบบที่ 1 อ่านแบบ American English

March 3, 2009 (เนื่องจากเขียนแบบ American English)

อ่านว่า *March the third, two thousand and nine*

แบบที่ 2 อ่านแบบ British English

3 March 2009 (เนื่องจากเขียนแบบ British English)

อ่านว่า *The third of March, two thousand and nine*



# Memorandum

## Elements of Memo

Receiver



**Coconut Factory**  
**Memo**

Name of a company


Sender

To: All supervisors  
From: Factory Manager  
Subject: Machine Maintenance

Topic of memo

Please see the attached schedule for machine maintenance. I would like all of you to make sure that your team members are aware of the maintenance schedule and that all machines will stop working during the maintenance.

Body of memo

  
Jun Uruno  
Factory Manager

Sender's name and job position



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# Conversation: Making an appointment(1)

1  
**Clinic Assistant:** Doctor Luke's dental clinic. Jane, speaking.

2  
**Patient:** Hi there. I'd like to see Doctor Luke today.

3  
**Clinic Assistant:** Do you have an appointment with him?

4  
**Patient:** No. Can I make an appointment with Doctor Luke for this afternoon?

5  
**Clinic Assistant:** I'm sorry. He has appointments all day.

6  
**Patient:** Can I make an appointment for tomorrow?

7  
**Clinic Assistant:** One moment, please. .... A patient has just cancelled an appointment at 10.30. Does 10.30 suit you?

8  
**Patient:** 10.30 would be fine.

9  
**Clinic Assistant:** Alright. I'll see you then.

10  
**Patient:** Thank you very much. Bye.

# Expression: Making an appointment(2)

Sentences	Meanings
I'd like to see Doctor Luke.	ฉันอยากจะพบคุณหมอหลุยส์
Do you have an appointment?	คุณนัดไว้ไหม
He has appointments all day.	เขามีนัดไว้แล้วทั้งวัน
Can I make an appointment for tomorrow?	ฉันขอนัดพรุ่งนี้ได้ไหม
One moment, please.	กรุณารอสักครู้
Does 10.30 suit you?	คุณสะดวกมาเวลา10.30 น. หรือไม่
10.30 would be fine.	สะดวกมาพบ10.30 น.

10.30 would be fine.	สะดวกมาพบ 10.30 น.
Does 10.30 suit you?	มีนัดสะดวกมาพบ 10.30 น. หรือไม่



# Communication problems on the phone(1)

## Situation 1

**Caller:** Hello, I'd like to speak to Anne, please.

**A man:** I'm afraid there's no Anne here. You have the wrong number.



## Situation 2

**Caller:** Hello, may I speak to Ben?

**A man:** Could you speak a little louder, please?



## Situation 3

**Caller:** Hello! Can I speak to Amanda, please?

**A man:** Hello? Hello? I can't hear you. Can you call back?



# Communication problems on the phone(2)

## Situation 4

**Caller:** Hello again, I got cut off a little while ago. I'd like to speak to Sam, please.

**A man:** Hold the line, please. I'm putting you through.



## Situation 5

**Caller:** Could I have extension 1295, please?

**A man:** .....The extension is busy. Would you care to hold?



## Situation 6

**1<sup>st</sup> Caller:** Hello. Could I speak to Bob, please?

**2<sup>nd</sup> Caller:** How are you doing, Paul? .... Where are you now?

**1<sup>st</sup> Caller:** Hello! Hello! Can you hear me?

**Administrator:** Hello. I'm afraid we have a crossed line.



# Communication problems on the phone(3)

## Situation 7

**Caller:** Hello, it's Jane here. Are you busy right now?

**A man:** Hi Jane. Hello! Hello! ..... I'm sorry, it's a bad line. Put the phone down and I'll call you back, Jane.



## Situation 8

**Caller:** Hello, Jack, is your brother there?

**A man:** He's on the other phone. Would you like to hang on?





**Web Search Engine** or simply search engine is a computer program that helps you look for information on the Internet. The online search starts with going to one of the web search engine and typing in the words we are going to find. Then, that web search engine will search for content related to your word search.



# How to use a Web Search Engine

Step 1



*Go to a web search engine such as [www.google.com](http://www.google.com), [www.yahoo.com](http://www.yahoo.com)*

Step 2



*Type the keyword in the search box and hit Enter or click the Search button.*

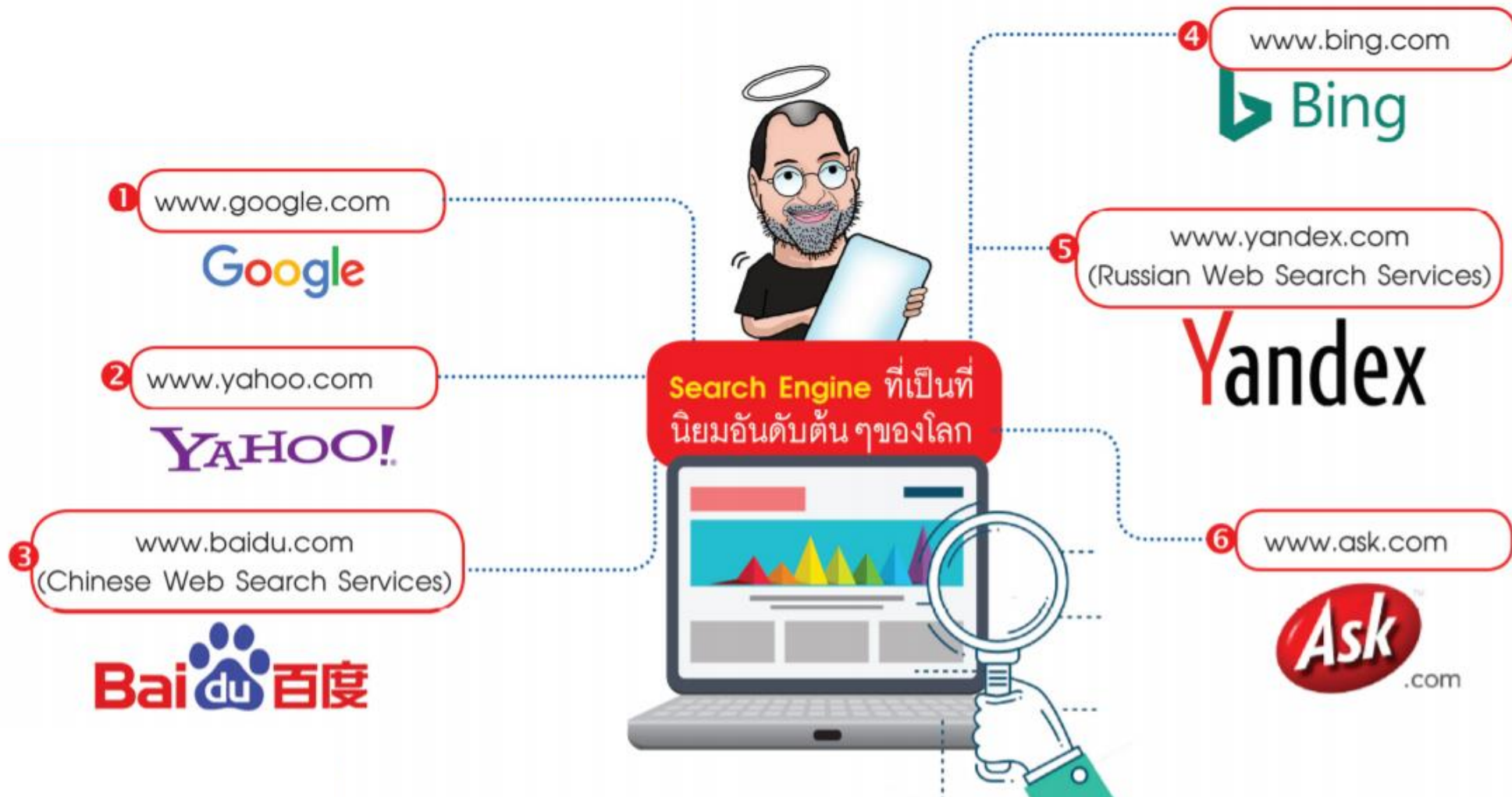
Step 3



*The search engine will look for and display the sites that contain the web pages where the keyword has been found.*



# How to use a Web Search Engine



I'm a **Line** user. Most of my friends and colleagues use Line app. I chat with them on the phone using Line. I believe that Line is the most popular messenger application in Thailand. One of the reasons why the use of Line is very popular among Thai people is that Line is a sticker-based application. Thai People like visual and non-verbal communication, including sending stickers.



Line

## Messenger Application Line





WhatsApp

# Messenger Application

## WhatsApp

I use **WhatsApp** Messenger. I work in sales. My customers are from many different countries. WhatsApp has the largest base of users worldwide. Free calls can be made via Line, so can WhatsApp. And because calls are free between users of the same network, I use WhatsApp to make free calls to my customers. I think Line is only popular in some countries of Asia. Most of my customers are not from Asian countries.

