



IT officer



Nurse



Salesperson



Postal worker

Unit 7

In Work Situations (Part II)



ลิขสิทธิ์ของ บริษัท สำนักพิมพ์เอมพันธ์ จำกัด

IT officer

The IT Support team maintains the computer networks of all types of organisations, providing technical support and ensuring the whole company runs smoothly. IT Support monitors and maintains the company computer systems, installs and configures hardware and software, and solves technical problems.



IT OFFICER: JOB DESCRIPTION

Typical responsibilities of the job include:

- ☐ Installing and configuring computer hardware, software, systems, networks, printers and scanners
- ☐ Monitoring and maintaining computer systems and networks
- ☐ Responding in a timely manner to service issues and requests
- ☐ Providing technical support across the company (this may be in person or over the phone)
- ☐ Setting up accounts for new users
- ☐ Repairing and replacing equipment as necessary
- ☐ Testing new technology
- ☐ Possibly training more junior staff members



Reading comprehension: IT officer Toon

IT Officer

Hi, I'm Toon. I work as an IT officer for a telecommunications company. My department is Management Information System department or called MIS for short. Although most of the work I do is about looking after computer networks and systems, I am sometimes assigned to help check or even repair office equipment. That's why friends at work often ask for help when seeing me.



Conversation: At the IT Support department(1)



1
IT Officer: Ring! ... Hello, Help desk. What can I do for you?

2
Secretary: Hi, this is Jane speaking. The printing machine on the 2nd floor is out of order.

3
IT Officer: When did it stop working?

4
Secretary: I'm not sure. But I remember it worked this morning.

5
IT Officer: Well, I'll go and check the machine this afternoon.

6
Secretary: Excuse me, but can you come to fix it now?

7
IT Officer: Well, OK. I'll be there in a few minutes.

8
Secretary: Thank you very much.

9
IT Officer: That's all right.

Conversation: At the IT Support department(2)



1
Secretary: What happened to the printing machine?

2
IT officer: Ink ran out. I will replace a toner cartridge.

3
Secretary: I'm just wondering how we'll know when the ink is running out.

4
IT officer: An error message will appear on a screen.



5
Secretary: What does the error message say?

6
IT officer: Something like "A toner cartridge needs to be replaced".

7
Secretary: How long does it take to replace the toner cartridge?

8
IT officer: I can get it done in a minute.

Conversation: At the IT Support department(3)

1
HR Officer: Excuse me, do you have a minute?

2
IT Officer: Yes, why not?

3
HR Officer: Can you please help check what's wrong with my computer?

4
IT Officer: How did it go?

5
HR Officer: I couldn't move the mouse pointer. And when I clicked or double-clicked on any icon, nothing came up.

6
IT Officer: Um, can you please restart your computer? If the mouse pointer still does not move, I will replace this mouse with a new one.

7
HR Officer: OK, just give me a few minutes.

8
IT Officer: I'll be right back.

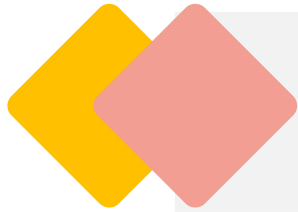
Nurse

Nurses plan and provide medical and nursing care to patients in hospitals, at home or in other settings who are suffering from chronic or acute physical or mental ill health.

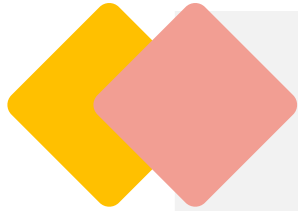


NURSE: JOB DESCRIPTION

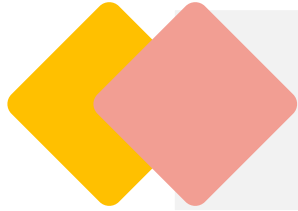
Typical responsibilities of the job include:



Identifying patients' care requirements, focus on their needs and act on them.



Nurturing a compassionate environment by providing psychological support.



Resolving or reporting on patients' needs or problems.

Reference:
<https://targetjobs.co.uk/careers-advice/job-descriptions/276221-nurse-job-description>



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Reading comprehension: Nurse Meow

Nurse



My name is Meow Preeyawan. I'm an alumnus of Faculty of Nursing, Chiang Mai University. I'm a registered nurse. I'm currently working at Good Health Hospital in Chiang Mai. My job is to look after patients who are sick or injured.



Conversation: At the hospital(1)



1 **Nurse:** Good afternoon. How can I help you?

2 **Patient:** Hi, I'd like to see a doctor, please. I have a sore throat.

3 **Nurse:** Have you been here before?

4 **Patient:** Um, I don't think so. This is my first time at this hospital.



5 **Nurse:** Could I have your ID card? I need to get it photocopied for issuing a patient ID card.

6 **Patient:** There you go.

7 **Nurse:** Please complete this form. We'll need your name and other information about yourself. And here's your ID card.

8 **Patient:** Thank you.

Conversation: At the Department of Internal Medicine(2)



1 **Nurse:** Khun Santi, please have a seat here and we'll take your pulse and blood pressure.

2 **Patient:** Yes, certainly. Right or left arm?

3 **Nurse:** Any will do. Your right arm is fine.

4 **Patient:** Is everything alright?



5 **Nurse:** Well, your pulse is strong, but you have a little high blood pressure.

6 **Patient:** Is it a serious condition?

7 **Nurse:** No, it's not very high. Don't worry, sir. Doctor will see you now. Right this way.

8 **Patient:** Thank you.

Departments in a hospital

➤ Intensive care unit

➤ Inpatient

➤ Surgery

➤ Radiology

➤ Pediatrics

➤ Dermatology

➤ Orthopedics

➤ Outpatient

➤ Emergency

➤ Physical Therapy

➤ Pharmacy

➤ Dentistry

➤ Ear Nose Throat

➤ Neurology

Salesperson

Salesperson or sales representative are the principal point of contact between a business and its customers. Sales reps ensure current customers have the right products and services, identify new markets and customer leads, and pitch prospective customers. In many ways the face of the company, sales representatives may do everything from answering phones to monitoring the competition, all while maintaining good customer relations and pursuing new sales opportunities.



SALESPERSON: JOBDESCRIPTION(1)

Typical responsibilities of the job include:

- ☐ Serves customers by selling products and meeting customer needs.
- ☐ Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- ☐ Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- ☐ Focuses sales efforts by studying existing and potential volume of dealers.
- ☐ Submits orders by referring to price lists and product literature.
- ☐ Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.




SALESPERSON: JOBDESCRIPTION(2)

Typical responsibilities of the job include:

- ☐ Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, and merchandising techniques.
- ☐ Recommends changes in products, service, and policy by evaluating results and competitive developments
- ☐ Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- ☐ Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- ☐ Provides historical records by maintaining records on area and customer sales.
- ☐ Contributes to team effort by accomplishing related results as needed.

Reading comprehension: Salesperson Atikom

Salesperson

A man with dark hair, wearing a grey suit, white shirt, and light purple tie, is smiling and holding a white document with a black header. He is standing in front of a blurred background that appears to be a shopping mall.

Hello! My name is Atikom. I am 35 years old. I am married and have 1 child. I have been a salesperson for 7 years. Working at one of the leading shopping malls in Thailand, I am assigned to look after electric home appliance department, specifically electronic audio and video section. My dream is to be awarded as Sales of the Year. To earn that honor, I promise myself absolute honesty to all customers.



Conversation: At the department store



The illustration shows a woman with long dark hair wearing a green top and black pants, and a man with short dark hair wearing a light blue shirt and a purple tie. They are standing in a department store with shelves of products in the background. The woman is holding a brown bag. The man is gesturing towards a display of iPods on a counter. The conversation is numbered 1 through 8.

1
Customer: Hi! I'm looking for a music player.

2
Salesperson: Here they are. We have iPod Classic and iPod Touch.

3
Customer: What are the differences between these two devices?

4
Salesperson: iPod Touch comes with a touchscreen control, while iPod Classic does not have a touchscreen, but can store a lot more songs.

5
Customer: I see. What about the prices?

6
Salesperson: The prices depend on the capacity of the devices.

7
Customer: How do they depend on the capacity?

8
Salesperson: The more capacities the players have, the higher prices they are.

Vocabulary: Documents used in selling and buying goods

Packing list

Receipt

Invoice

Purchase order

Proof of delivery

ใบแสดงรายการบรรจุหีบห่อ

ใบเสร็จรับเงิน

ใบแจ้งหนี้

ใบแจ้งหนี้

ใบส่งสินค้า



Postal worker

Postal service workers sell postal products and collect, sort, and deliver mail.

Text Here



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POSTAL WORKER: JOB DESCRIPTION

Typical responsibilities of the job include:

- ☐ Collect letters and parcels.
- ☐ Sort incoming letters and parcels.
- ☐ Sell stamps and other postal products.
- ☐ Get customer signatures for registered, certified, and insured mail.
- ☐ Operate various types of postal equipment.
- ☐ Distribute incoming mail from postal trucks.

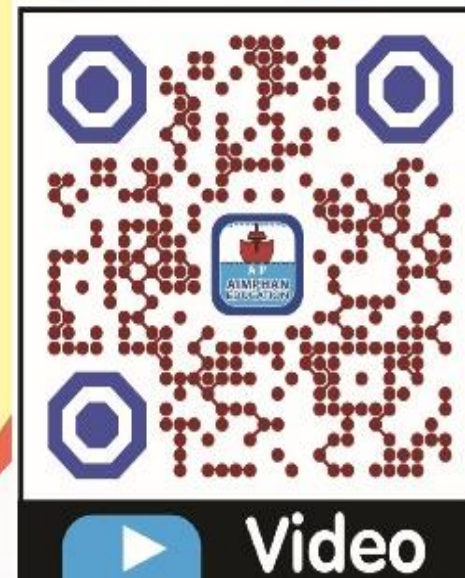


Reading comprehension: Postal worker Aranya

Postal Worker



Hi there! I am Aranya. I am married with 1 son and 1 daughter. I have been employed by Thailand Post for 14 years since I received my bachelor's degree. I started my first job as a cashier. During my time at Thailand Post, I have been on job rotation. Just last year, I was promoted to Branch Manager. I really love my job. While taking a position as a branch manager, I also want to service my customers in person from time to time.



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Conversation: At the post office(1)

1
Customer: How're you doing?

2
Aranya: How're you doing? How can I help you today?

3
Customer: I need to send a parcel, a compact disk, and a letter, please.

4
Aranya: To protect your CD, I think you need a bubble mailer. Do you want one?

5
Customer: Sure! Could you give me postage stamps for my letter also, please?

6
Aranya: What size of bubble mailers would you like? We have 4 sizes here.

7
Customer: Please give me any size that fits 1 CD.

8
Aranya: Okay, I'll get you the second smallest one.

9
Customer: Thank you.

Conversation: At the post office(2)

