

บทสนทนาทางโทรศัพท์ อย่างไม่เป็นทางการ

A คือ ผู้รับสายโทรศัพท์

B คือ ผู้โทรเข้ามา มีชื่อว่า Jane และต้องการคุยกับ Lucy

ขอให้สังเกต **ตัวสีแดง** ซึ่งเป็น **key word** หรือสำนวนปกติที่ใช้พูด

Dialogue 1: Informal

A: Hello?

B: Oh, hi. Is Lucy home?

A: No, she's just popped out to the shop.

B: Oh O.k. When will she be back?

A: She shouldn't be long; half an hour or so.

B: Could you get her to ring me back please?

A: Sure. Who should I say called?

B: It's Jane from the tennis club.

A: Has she got your number?

B: I think so, but shall I give it to you anyway?

A: Yes, best. Hang on. I'll get a pen.

...

A: O.K. I'm listening.

B: It's 01688 908075.

A: So, that's 01688 908075.

B: That's right.

A: Sorry. What was your name again?

B: Jane, Jane Smith from the tennis club.

A: O.K. I've written that down. I'll get Lucy to give you a call when she gets back.

B: Thanks a lot. Bye.

A: You're welcome. Bye.

บทสนทนาทางโทรศัพท์ อย่างเป็นทางการ

A คือ ผู้รับสายโทรศัพท์ ซึ่งอยู่ในสำนักงานกฎหมาย

B คือ ผู้โทรเข้ามา มีชื่อว่า Jane และต้องการคุยกับ Ms. Jones

ขอให้สังเกต **ตัวสีแดง** ซึ่งเป็น **key word** หรือสำนวนปกติที่ใช้พูด

Dialogue 2: Formal

A: Good morning. Morgan & Jones. How **may** I help you?

B: Oh, good morning. I'd **like to** speak to Ms Jones please.

A: I'm **afraid** Ms Jones is not in at the moment.

B: When do you **expect** her back?

A: If she is not **delayed**, in approximately half an hour.

B: Could you please **ask her** to call me back?

A: Certainly. Who's **calling** please?

B: My name is Jane Smith. I've **consulted** Ms Jones before.

A: Does she **have** your number?

B: Yes, I **believe** she does. However, maybe I should give it to you just in case.

A: Yes, that would be best. Hold on please **while** I find a pen,

...

A: Alright. Go **ahead** please.

B: My number is 01688 908075.

A: Let me **read** that back to you: 01688 908075.

B: That's **correct**.

A: Sorry, I didn't quite **catch** your name. Could you **spell** it for me please?

B: Of course. My first name is Jane: J-A-N-E, and my **surname** is Smith: S-M-I-T-H.

A: O.k. I've made a **note** of that. I'll ask Ms Jones to call you back **as soon as** she returns.

B: Thank you very much. Goodbye.

A: My **pleasure**. Goodbye.

เปรียบเทียบประโยคที่ใช้เป็นคู่ ๆ

ประโยคบน คือภาษาพูดแบบไม่เป็นทางการ

ประโยคล่าง คือภาษาแบบเป็นทางการ ใช้ในการพูดติดต่อธุรกิจ

A คือ ผู้รับสายโทรศัพท์ - **B** คือ ผู้โทรเข้ามา



Comparison

A: Hello?

A: Good morning. Morgan & Jones. How may I help you?

B: Oh, hi. Is Lucy home?

B: Oh, good morning. I'd like to speak to Ms Jones please.

A: No, she's just popped out to the shop.

A: I'm afraid Ms Jones is not in at the moment.

B: Oh O.k. When will she be back?

B: When do you expect her back?

A: She shouldn't be long; half an hour or so.

A: If she is not delayed, in approximately half an hour.

B: Could you get her to ring me back please?

B: Could you please ask her to call me back?

A: Sure. Who should I say called?

A: Certainly. Who's calling please?

B: It's Jane from the tennis club.

B: My name is Jane Smith. I've consulted Ms Jones before.

A: Has she got your number?

A: Does she have your number?

B: I think so, but shall I give it to you anyway?

B: Yes, I believe she does. However, maybe I should give it to you just in case.

A: Yes, best. Hang on. I'll get a pen.

A: Yes, that would be best. Hold on please while I find a pen.

A: O.K. I'm listening.

A: Alright. Go ahead please.

B: It's 01688 908075.

B: My number is 01688 908075.

A: So, that's 01688 908075.

A: Let me read that back to you: 01688 908075.

B: That's right.

B: That's correct.

A: Sorry. What was your name again?

A: Sorry. I didn't quite catch your name. Could you spell it for me please?

B: Jane, Jane Smith from the tennis club.

B: Of course. My first name is Jane: J-A-N-E, and my surname is Smith: S-M-I-T-H.

A: O.K. I've written that down. I'll get Lucy to give you a call when she gets back.

A: O.k. I've made a note of that. I'll ask Ms Jones to call you back as soon as she returns.

B: Thanks a lot. Bye.

B: Thank you very much. Goodbye.

A: You're welcome. Bye.

A: My pleasure. Goodbye.

Source: <http://www.youtube.com/watch?v=NWawMZxDh9Y&wide>