



DMK2601 ENGLISH FOR DMK

Ajarn Pannalin Suchookorn
College of Innovation and Management
Suan Suandha Rajabhat University

Listening

- **How to change Basic English into Business English**
- https://youtu.be/_2ZDNgtAsbw
5.46 minutes

- **Be Professional! Never say this at work! ✘**
- https://youtu.be/0_6B6tlpldM
13.12 minutes

How to change Basic English into Business English

Basic English	Business English	Meaning
got	received	ได้รับ
need	require	ต้องการ
talk about	discuss	พูด/โต้เถียง/ถกกัน
get in touch	contact	ติดต่อ
make sure	ensure	ทำให้แน่ใจ
give travel plan	provide itinerary	แจ้งกำหนดการ
let them know	inform	แจ้งให้ทราบ/ให้ข้อมูล
Tell why	explain	อธิบาย
talk more	elaborate	แจกแจงรายละเอียด
fix the problem	solve	แก้ปัญหา

Be Professional! Never say this at work!

**When someone asks you a question
and you don't know the answer.**

เมื่อมีใครถามอะไรคุณสักอย่าง แต่คุณไม่ทราบคำตอบ

- | | |
|---|----------------------------------|
| ✗ | I don't know. |
| ✓ | I'm not sure but I can find out. |
| ✓ | I'll find out for you. |
| ✓ | Let me come back to you on that. |

Be Professional! Never say this at work!

When someone asks you if you can do something by a specific time and you can do it.

เมื่อมีคนสั่งให้คุณทำงานในเวลาที่กำหนด และคุณคิดว่าทำได้

- | | |
|---|--|
| ✘ | I'll try to finish it. I'll try my best. |
| ✓ | I can get it done by.....(2 p.m.) |
| ✓ | Sure, I can have it done by(2 p.m.) |

Be Professional! Never say this at work!

When someone asks you if you can do something by a specific time and you don't think you can finish it by that time.

เมื่อคุณได้รับมอบหมายให้ทำงานในเวลาทำกำหนด แต่คุณคิดว่าคุณทำไม่ได้ตามกำหนดเวลานั้น

✓

Actually, I don't think I can manage it by 2, but I can definitely have it done by 4. Would that be OK?

✓

I don't think I can manage it Thursday, but I can definitely have it done by Friday. Would that be OK?

Be Professional! Never say this at work!

Someone is angry or disappointed on something

เมื่อเจ้านาย หรือลูกค้าโกรธ หรือผิดหวังในบางเรื่อง

✘	OK, Yes
✓	I understand
✓	I understand. Let's see what we can do.
✓	I'm sorry. I understand. Let's see what we can do about this.
✓	I understand that you come all this way and it's not ready. Let's see what we can do.

Be Professional! Never say this at work!

When you keep somebody waiting

เมื่อคุณต้องให้ใครสักคนรอ

- | | |
|---|--|
| ✗ | Response by hand gesture or body language |
| ✓ | I'll be with you in a moment. |
| ✓ | Sorry to keep you waiting, I'll be right there. |
| ✓ | Sorry to keep you waiting,
I'll be there with you in just a minute. |

Be Professional! Never say this at work!

When somebody asks you a question but you didn't hear them.

เมื่อมีคนถามคุณ แต่คุณไม่ได้ยิน

- | | |
|---|---|
| ✗ | What? |
| ✓ | I'm sorry, I missed that.
Could you say it again please? |
| ✓ | Sorry, would you mind just repeating that for me.
I missed it. |