

ENGLISH FOR SECRETARIAL AND OFFICE WORK



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Preface

This text book on English for Secretarial and Office Work is written to be used for students who study EN 56201 at Udon Thani Rajabhat University.

The objectives of this book are to help the students to understand the English used in secretarial and office work and to provide the sampling of Business English in the basic terms of inservice and activities for secretaries who deal with Business English.

This book consists of 8 chapters which is suitable for a one semester course. Chapter one introduces how to create the memorandum. Chapter two is about making appointment. Meeting arrangement is introduced in Chapter three. Making travel arrangement can be found in Chapter four. Chapter five suggests how to write business correspondences. The students will learn how to manage office and office procedure from Chapter six. In Chapter seven, the content about how to prepare for job application is introduced. Finally, preparing for job interview can be found in Chapter eight of this text book. The contents of this text book provide business concepts and examples of secretarial and office work to help students apply to their future career effectively and productively. The materials have been selected and updated to present accepted business practice.

The writer will be glad to receive the reader's criticism and suggestions for revision.

Sujittra Inthararatsamee

February, 2012

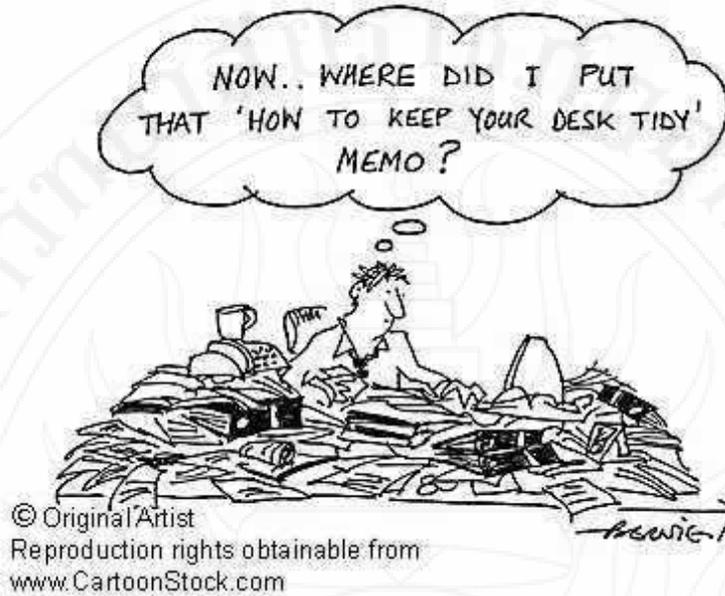
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Chapter 1

Memorandums



Source: <http://www.CartoonStock.com>

Introduction

An effective secretary should have the ability to compose business correspondence, one of them is memorandums. Memorandums or memos are informal yet official statement of communication within an organization. It is one of the best ways to ensure the related people get the accurate information.

1. Listening and Speaking

Task 1

Directions:  Listen to the CD and study the following dialogue.

Mrs. Jiratchaya Sangawong knocks on Mr. Paul Dylan's office and opens the door slowly.

Mrs. Jiratchaya: Good morning Mr. Dylan.

Mr. Dylan: Oh, good morning, Mrs. Jiratchaya. How are you doing?

Jiratchaya: I'm fine, thank you. I'm here to inform you that Mr.Toshi, a delegate from Toshiba Electronics Thailand, would like to see you about ordering our products. He will arrive at our office this afternoon around 2.00 p.m.

Mr.Dylan: Great! Will you please write a note to Mr. Atkin in sale department. Tell him that I would like him to be with me at that time. Please tell him to bring the catalogues and the price list.
Thank you.

Jiratchaya: No problem.

1. Who is coming to see Mr. Dylan this afternoon?

.....

2. What is the purpose of the visit?

.....

3. What time will the visitor arrive?

.....

4. What would Mr. Dylan like Mr. Atkin to bring with him?

.....

5. What is Mrs. Jiratchaya going to do?

.....

Task 2

Directions: Work in pairs. Complete the following dialogue using your partner's information and yours, then act out the dialogue.

A: Good morning.....1.....

B: Oh, good morning,2.....

How are you doing?

A: I'm fine thank you. I'm here to inform you that3

(Name of the visitor).....4 (position).....

from5.....(name of company), would like to see you about

....6(topic of the meeting). He will arrive our office

.....7.....(time of the arrival).

B: Great! Will you please write a note to8.....(name and department). Tell him/her that I would like him/her to be with me at that time. Please tell him/her to bring the catalogues and the price list. Thank you.

A: No problem.

2. Reading

Task 3:

Directions: Read Mrs. Jiratchaya's memo and answer the following questions.

A.

Memorandum

Date: 1/02/2011

From: Mrs. Jiratchaya Sangawong

To: Mr. Atkin Brown

Subject: Meeting with Mr. Toshi

Ref.:

Mr. Toshi, a delegate from Toshiba Electronics, will visit our director about ordering our products. He'll arrive here around 02.00 p.m. Please bring the catalogues and the price list for Mr. Toshi.

1. Who wrote this memo?

.....

2. This memo is for.....

.....

3. What is the subject of the memo?

.....

4. What is the purpose of this memo?

.....

5. What will Mr. Atkin bring with him for this meeting?

.....

B.

141 WEST JACKSON BOULEVARD
SUITE 2313
CHICAGO, ILLINOIS 60604

RICHARD J. DENNIS

MEMO

TO: ALL TRADERS
FROM: RICH DENNIS
DATE: April 23, 1986

Real-world drawdowns far in excess of theoretically expected values have caused us to reassess the linkage between theory and fact regarding how big to trade. It seems that we have misconstrued the theoretical data so that you have been trading as much as twice as big as we thought.

The good news is that this has been true throughout the whole trading program--your profits were doubled, but at the cost of a doubling of the risk. We must be living right.

The bad news is that we should get the risk down to what we expected when we started. This would require a 50% cut in the size of your trading. The recent highly profitable period should blunt the pain of this cut somewhat. Please be prepared for a cutback soon.

We will set up a meeting to discuss this situation soon.

Source: <http://www.google.co.th>

Vocabulary

- 1. Trading (n) = The activity of buying and selling goods or services.
- 2. Excess (n) = A larger amount of something than is allowed or needed.
- 3. Reassess (v) = To think about something again carefully in order to decide whether to change your opinion or judgment about it
- 4. Linkage (n) = A system of links or connections
- 5. Misconstrue (v) = To misunderstand something that someone has said or done.
- 6. Doubling (adj) = Twice as big, twice as much, or twice as many.
- 7. Risk (n) = The possibility that something bad, unpleasant, or dangerous may happen.
- 8. Require (v) = To need something.
- 9. Profitable (adj) = Producing a profit or a useful result.
- 10. Expect (v) = To think that something will happen because it seems likely or has been planned.

B.

Directions: Read the memo on page 4, then answer the following questions.

- 1. Who wrote this memo?
.....
- 2. This memo is for.....
.....
- 3. What is the purpose of this memo?
.....
- 4. When will they discuss the situation?
.....
- 5. How many percentage of the trading is being cut to get the risk down?
.....

3. Language Note

Polite Request

- Use “can” for informal request.
 - = Can I have your name, please?
- Use “could” and “would” for formal request.
 - = Could I speak to Mr. Atkin Brown, please?
 - = Would you mind waiting for a moment?

4. Writing

Memorandums are considered as one of intercompany correspondence. The objectives of memorandums are to: confirm arrangements already made, issue instruction, and convey instruction which has been requested.

4.1 Structure of Memorandum

In writing a memo, there is no need for salutation or complimentary closing. Actually, memo has only one topic. If a writer wants to deal with two separate topics, send two memos. In writing a memo, phrases are used more often than sentences.

Memos have several different forms, but usually contain the following information:

1. The “To” line
2. The “From” line
3. The “Date” line
4. The “Subject” line
5. The Body
6. The Signature

MEMORANDUM

TO: Committee for Transit Accessibility (CTA) Members
FROM: Jim Lawson, Senior Policy Advisor
DATE: April 4, 20xx
SUBJECT: VTA Governance Structure Proposal

FOR INFORMATION

Attached for your information is the proposed change to the VTA Governance Structure that would revise the current city grouping structure. This proposal seeks to address finding of the VTA Organizational & Financial Assessment that identified Board turnover as a critical challenge to the governance structure at VTA. Turnover is particularly high or the small city groupings. It also seeks to address concerns regarding the geographical configuration of the small city groupings.

This item is scheduled to be considered by the Policy Advisory Committee on April 10th, by the Administration & Finance Committee on April 17th, and the VTA Board of Directors at its May 1st, 20XX meeting.

Jim Lawson

Source: <http://www.google.co.th>

1. The “To” line

The name of the person to whom the memorandum is addressed is typed or write on the “To”. A courtesy title (Mr. Ms. Mrs.) should be included before the receiver’s name.

Example:

| | |
|-------------------|---------------------------|
| MEMORANDUM | |
| TO: | Mrs. Jiratchaya Sangawong |
| FROM: | |
| DATE: | |
| SUBJECT: | |

If the memorandum is sent to two persons, their names are typed as follows:

Example:

| | |
|-------------------|---|
| MEMORANDUM | |
| TO: | Mrs. Jiratchaya Sangawong, Mr. Vitoon Suwiboon, Ms. Jariya Kongkaew |
| FROM: | |
| DATE: | |
| SUBJECT: | |

In case that the memo is sent to many people, type “See Distribution” on the “To” line. At the bottom of the memo, type the name and each individual’s department on the distribution list and the list should be typed in alphabetical order.

Example:

| |
|--|
| MEMORANDUM |
| TO: See distribution |
| FROM:..... |
| DATE:..... |
| SUBJECT:..... |
| |
| |
| |
| Distribution: |
| Mrs. Jiratchaya Sangawong, Public Relation |
| Mr. Vitoon Suviboon, Transportation |
| Ms. Saowaluk Leelapura, Marketing |

2. The “From” line

The name of the writer is typed on the “From” line and no courtesy name (Mr. Ms. Mrs.) is used.

Example:

| |
|-----------------------------------|
| MEMORANDUM |
| TO:..... |
| FROM : Jiratchaya Sangawong:..... |
| DATE:..... |
| SUBJECT:..... |
| |

3. The “Date” line

The date is typed in month/day/ year sequence. Type the month in full.

Example:

| |
|-----------------------------|
| MEMORANDUM |
| TO:..... |
| FROM : |
| DATE: December 5, 2012..... |
| SUBJECT:..... |
| |

4. The “Subject” line

The objective is typed on this line to inform the readers about the topic under consideration. The subject line should be a simple and short description of the contents of the memorandum. Some workplaces use the word “Re”(Regarding) to express the subject of the memo.

Example:

| |
|------------------------------|
| MEMORANDUM |
| TO:..... |
| FROM : |
| DATE: |
| SUBJECT: Cost Cutting Policy |

5. The Body

The body of the memo is usually divided into three parts like that of the letter.

Part 1 The opening paragraph. In this paragraph the writer may mention the previous conversation, meeting or memo. Then states the purpose of the memo or acknowledge the memo received or request for something. Remember that the memo contains no salutation.

Part 2 The middle paragraph. This paragraph explains the details and information for writing the memo. If there are too many details, it is recommend to number them in item: 1,2,3, etc.

Part 3 The closing paragraph. In this paragraph, the reader's action may be requested. No need to write complimentary closure like that in the letter.

Example:

| MEMORANDUM | |
|--|---------------------|
| TO: | All Salesman |
| FROM : | Takeda Nichigava |
| DATE: | September 10, 20... |
| SUBJECT: | Commission Update |
| | |
| <p>During the past months, our company has suffered losses because of the increase in prices of the raw materials. To remedy the situation, the company has already requested the Committee for the Control of Commodity Prices to allow us to increase the prices of our cars by 10%. The issue is being considered by the Committee.</p> | |
| <p>Meanwhile, for the company to continue its production, we must reduce our operation costs by cancelling, for the time being, the commissions given to all of you. We are sorry to have to give you such information. However, we hope that the measures adopted will be only temporary.</p> | |
| <p>Please inform us if you have any other suggestions or comments. We are willing to listen to all of them.</p> | |

(Parisuthiman, 2005, p. 220)

6. The Signature

In the memo, the writers do not use a full typed signature. The reason is that the writer's name is given at the top of the form. Then the writer's initial is used instead.

Example:

| MEMORANDUM | |
|--|---------------------|
| TO: | All Salesman |
| FROM : | Takeda Nichigava |
| DATE: | September 10, 20... |
| SUBJECT: | Commission Update |
| | |
| <p>During the past months, our company has suffered losses because of the increase in prices of the raw materials. To remedy the situation, the company has already requested the Committee for the Control of Commodity Prices to allow us to increase the prices of our cars by 10%. The issue is being considered by the Committee.</p> | |
| <p>Meanwhile, for the company to continue its production, we must reduce our operation costs by cancelling, for the time being, the commissions given to all of you. We are sorry to have to give you such information. However, we hope that the measures adopted will be only temporary.</p> | |
| <p>Please inform us if you have any other suggestions or comments. We are willing to listen to all of them.</p> | |
| TN | |

(Parisuthiman, 2005, p. 220)

4.2 Type of Memorandum

Memorandums are different from others business correspondence. They are used within and inter office. Usually, memorandums contain one topic. There are three type of how they are used:

4.2.1 Downward. This memorandum is from the top management subordinates. It usually conveys the company policies, procedures and orders.

Example:

| | |
|--|--------------------------------|
| MEMORANDUM | |
| DATE: | August 15,1992 |
| TO: | Mr. David Spillman |
| FROM: | Mr. George Speegle |
| SUBJECT: | Production rate in our company |
| <p>Dave I am concerned about the production section of our company. I notice that we have invested a lot in both material and labour but the rate of return is not satisfactory. If we do not take any action to improve this situation, we might have lose our competitiveness, which will affect our market share.</p> | |
| <p>Can you please investigate any hindrances in the production area and report back to me with your recommendations by the end of this month? We must keep well-informed.</p> | |
| G.S. | |

(Rimkeeratikul,1995, p. 101)

4.2.2 Upward. It is from employees and officials to other officials who holding more responsible jobs in the company. The tones of the memorandum are inquiries, requests, proposals and recommendations.

Example:

| | |
|--|---------------------------|
| TOYODA (THALAND) CO., LTD. | |
| 180 Silom Road, Bangkok 10500 | |
| Tel 234-5666 | |
| Interoffice Memo | |
| To: Mr. Yoshida Atanabe | Date: December 12, 20.... |
| From: Wanchai Ruengyos, Head | Subject: Cost Analysis |
| Dept: Accounting | |
| <hr/> | |
| <p>With reference to your request, our department will begin making an analysis of the company's stationary costs next week. Since the information and data needed for the analysis have to be supplied by the seven other departments, we will need at least a month to collect the information, analyze the data and write a report.</p> | |
| <p>Consequently, the earliest that we will be able to submit our report is January 31.</p> | |

(Parisuthiman, 2005, p. 226)

4.2.3 Horizontally. It identifies the interchange of information and ideas between departments or among men on the same level. It is to coordinate the work of the various department or divisions.

Example:

TOYODA (THALAND) CO., LTD.
180 Silom Road, Bangkok 10500
Tel 234-5666

To: Mr. Fukuda Tomatsu
From: Sakchai Boriboon
Advertising Manager

Date: December 12, 20....
Subject: Request for Monthly Sale Report

Our company has launch a new advertising campaign on television since January 1, 20..... Now six months have passed and we should evaluate our campaign, in one way, by seeing whether the sale have gone up.

Consequently, I would appreciate it if you could send me a copy of the monthly sale report, starting from October, 20..... to June, 20....., so that we can compare sales before the campaign and during the campaign.

Thank you very much.

S. Boriboon

(Parisuthiman, 2005, p. 223)

Task 4

Directions: Read the following situations. Then write a memo for each of them.

1. You are the head of the English Program, Udon Thani Rajabhat University. You would like to invite all English lecturers to present at the orientation day for the 1st year students. Write a memo to them and your memo should contain some significant information.

MEMORANDUM

TO:

FROM:

DATE:

SUBJECT:

2. You are Mr. Johnson's secretary. He asked you to send a memo to other staff about a meeting of the Relocation Division and the Commercial-Investment Division on January 30, 2013 in Conference Room on the sixth floor. The purpose of this meeting are: to discuss a teamwork approach to capture a sizable shares of the relocation markets in Udonthani area, to review the enclosed list of major corporate accounts to be contacted following this meeting and to allow the participants to share the ideas for developing your business.

MEMORANDUM

To:.....

From:.....

Date:.....

Subject:.....

Telephone Message Memo

There is no particular format for taking telephone messages. Some businesses use blank note pads for the messages. The others design their own formats. Besides the message itself, these important points should be included in the formats:

1. Name of caller.
2. Date and time of calling.
3. Phone numbers of callers.
4. Person who takes message.

Example:

MESSAGE

Date 14/09/02

Time 10:45

To Bob Williams

From Janet Cooms

Telephone # (250) 479-1234

| | | | |
|-------------------|-------------------------------------|--------------------|-------------------------------------|
| Telephoned | <input checked="" type="checkbox"/> | Please call | <input checked="" type="checkbox"/> |
| Called to see you | <input type="checkbox"/> | Will call again | <input type="checkbox"/> |
| Wants to see you | <input type="checkbox"/> | Returned your call | <input type="checkbox"/> |

Message She wants to know what time you are meeting her at the restaurant.

Rec'd By: Muriel

Write the name of the person the caller wanted to talk to here.

Write the name of the caller here.

Write the details about the call here.

Write your name here.

Source: <http://www.google.co.th>

Task 5

Directions: Put the words in the right order. Write the sentences in a memo to your manager.

10.30/Ms. Julia Roberts/morning/at/this/called/night/at/she/the/and/ Asia Hotel/
 arrived last/her/number/and/hotel's/room/in/she's/the/237-4661/is /315/posters/has/and/
 the/brochures/resort's/she/new/back/she/could/asked/her/you/call/if/things/needs
 /meeting /talk/she/a/the/about/to/few/before

| Message | | |
|--|-------------------|--|
| To: | | |
| From : | | |
| Date: | | |
| Subject: | | |
| Telephone: | | |
| Telephone | Please call | |
| Called to see you | Will call again | |
| Want to see you | Ret urn your call | |
| Message Taken by..... | | |

Task 6

Directions: Read to the following telephone message, then fill in the telephone message memo.

Jiratchaya: Good morning, True Corporation. May I help you?
 Supot: Good morning, I'm Supot from TOT. Is Sujitra there?
 Jiratchaya: I'm sorry, she isn't in. Would you like to leave a message?
 Supot: Yes, thanks. Please ask her to call me tomorrow.
 Jiratchaya: Certainly. Just give me the number.
 Supot: It's 555 – 0367.
 Jiratchaya: 555 – 0367. OK.
 Supot: Thank you very much.
 Jiratchaya: You're welcome.

| Message | | | |
|---|-------|-------------------|--|
| To: | | | |
| From: | | | |
| Date: | | | |
| Subject: | | | |
| Telephone: | | | |
| Telephone | | Please call | |
| alled to see you | | Will call again | |
| Want to see you | | Ret urn your call | |
| Message Taken by:..... | | | |

Summary

This chapter provides the ideas about memorandums and how they are used in an organization. The structure and model of memorandums are provided to help readers to comprehend and to be able to create ones of their own.





Chapter 2

Making Appointment



Source: <http://www.google.co.th>

Introduction

Appointments are something common in business world. It is important for the businessman to make appointments before meeting the clients or their business partners. Actually, it's a secretary's responsibility to arrange the appointments for her executives. A good secretary should be able to keep track of all the boss's appointments up to date to avoid conflicts in scheduling.

1. Listening and Speaking

Task 1

Directions:  Listen and fill in the information in the boxes under A and B.

Afterwards, answer the questions about George Colby's appointments.

A.

| |
|-------------------------------------|
| Mr. Davis Date..... Time..... |
|-------------------------------------|

B.

| |
|---------------------------------------|
| Ms. Andreou Date..... Time..... |
|---------------------------------------|

(Adapted from Barnard & Candy, Business Venture 1, p. 32)

A. Mr. Davis

1. What's the name of the company?

.....

2. What's the name of the caller?

.....

3. Who does the caller want to talk to?

.....

4. Why does the caller call?

.....

5. When does Mr. George can see Mr. Davis?

.....

B. Ms. Andreou

1. What's the name of the company?

.....

2. What's the name of the caller?

.....

3. Who does the caller want to talk to?

.....

4. Why does the caller call?

.....

5. When does Mr. George can see Ms. Andreou?

.....

Task 2

Directions:  **Listen to the CD and answer the questions**

Secretary: Good morning, May I help you?

Sujit: Good morning, My name is Sujit Singha. I am from True Company. Here is my name card. I would like to see Mr. Abhisit Wongpaiboon about proposing our new products.

Secretary: Let me check the diary.....
I can give you an appointment at 10.00 a.m. today.
Would that be convenient for you?

Sujit: Yes, thank you very much. I'll be back then.

1. Who is coming to see Mr. Abhisit Wongpaiboon?

.....

2. What is the purpose of the visit?

.....

3. What time will the visitor arrive?

.....

4. What is the name of the visitor?

.....

5. What company does the visitor work for?

.....

Task 3

Directions: Work in pairs. Read the dialogue in Task 2 again. Do role-play and act out the dialogue in class.

2. Reading

How to Make a Business Appointment

By Molly Thomson

Whether you're in sales or some other field, business appointments are key elements of building effective relationships with clients and other business contacts. With someone you already know, making an appointment might be as easy as sending an email or making a personal phone call. When trying to schedule first-time appointments, however, do a little homework in advance to enhance your chances of receiving a positive response.

Firstly, identify the appropriate individual at the company you want to make contact with. Names and titles and other contact information can be found on the company's website. You can also call the number shown for the department you want to reach. Be persistent to get past the gatekeepers, but remain courteous.

Secondly, outline the purpose of the proposed appointment and plan what you want to say to the other party. Review your schedule and identify two or three options when you could schedule the appointment. Arrange time for the appointment and spare the time for traveling there and back.

Thirdly, call the person you want to meet with. Introduce yourself, your company affiliation and your title, and state why you want to meet. If you were referred to him by a mutual acquaintance, be sure to mention that; he might be more receptive to your request. Briefly describe what you have to offer and how it can benefit his company.

Fourthly, close the conversation by setting the appointment. Use direct and specific language, such as "Can we meet at your office next Tuesday at 2 p.m.?" This demonstrates your seriousness and also lets him know you have already planned time on your schedule for this appointment. If that time doesn't work for him, propose an alternative right away, using another of the dates and times you identified on your schedule.

Fifthly, confirm the appointment date, time and location in an e-mail to the person after he has agreed to meet with you. This can serve as a reminder to him and also serve as proof that he agreed to meet.

Finally, call the individual or his administrative assistant one or two days prior to the scheduled appointment to re-confirm the time, date and location.

Source: <http://yourbusiness.azcentral.com>

Vocabulary

1. Appointment (n) = an arrangement for a meeting at an agreed time and place, for a particular purpose.
2. Elements (n) = one part or feature of a whole system, plan, piece of work etc, especially one that is basic or important.
3. Schedule (n) = a plan of what someone is going to do and when they are going to do it.
4. Identify (v) = to recognize something or discover exactly what it is, what its nature or origin.
5. Gatekeeper (n) = someone in an organization who tells customers or people with questions which people in the organization should be able to help them.
6. Courteous (adj) = polite and showing respect for other people.
7. Affiliation (n) = the connection or involvement that someone or something has with a political, religious etc organization.
8. Brief (adj) = using very few words or including few details.
9. Demonstrate (v) = to show or prove something clearly.
10. Reminder (n) = something that makes you notice, remember, or think about something.

Task 4

Directions: Read the passage on page 26, then write “T” in front of the true statements and “F” if they are false.

-1. To make a first time appointment you should find more information about person/company you are going to contact.
-2. E-mail and personal call are ways of making appointment.
-3. To remain courteous is less important than to reach the person to want to see.

.....4. Make list of purposes of appointment help for success in making appointment.

.....5. It's suggested to call the executives one or two week prior to the appointment.

3. Language Note

Imperative Sentence

3.1 Use the imperative to give a direct order

= Take that chewing gum out of your mouth.

= Stand up straight.

= Give me the details.

3.2 Use the imperative to give a direct order to give instructions.

= Open your book.

= Take two tablets every evening.

= Take a left and then a right.

3.3 Use the imperative to make an invitation.

= Come in and sit down. Make yourself at home.

= Please start without me. I'll be there shortly.

= Have a piece of this cake. It's delicious.

3.4 Use the imperative on signs and notices.

= Push.

= Press.

= Insert one Baht.

3.5 Use the imperative to give friendly informal advice.

= Speak to him. Tell him how you feel.

= Have a quiet word with her about it.

= Don't go. Stay at home and rest up. Get some sleep and recover.

3.6 Use the imperative 'more polite' by adding 'do'.

= Do be shy.

= Do go.

4. Writing

4.1 Types of Appointments

Making appointments for any business activities can be arranged in the following three different ways: fact-to-face contact, a telephone call, letter and e-mailing.

4.1.1 Face-to-face Contact

Visiting the business partnership, or their staff, face-to-face is the most effective way to arrange appointments. Anyway, to find out when the business partner will be in their local office, a business person can: call their local office, check their web site, or get on their mailing list.

When a business person makes his prospect to set up a face-to-face meeting, he/she should:

1. Introduce himself/herself and his/her affiliation.
2. Explain that he/she would like to meet to talk further about her agencies plans and how they might participate.
3. Set up a time and place to meet (wherever and whenever is best for them)

Example:

Secretary: Good morning, May I help you?

Sujit: Good morning, My name is Sujit Singha. I am from True Company. Here is my name card. I would like to see Mr. Paul Dylan about proposing our new products.

Secretary: Let's me check the diary.....

I can give you an appointment at 10.00 a.m. today.

Would that be convenient for you?

Sujit: Yes, thank you very much. I'll be back then.

4.1.2 Telephone Call

Making an appointment through a telephone is convenient and time saving strategy. When a secretary calls her prospect to set up a meeting, he/she should follow the following steps:

1. Introduce himself/herself and his/her affiliation.
2. Explain that he/she would like to make an appointment for her executive to talk further about your agency's plans and how they might participate
3. Set up a time and place to meet (wherever and whenever is best for them).

Example:

Jiratchaya: Good morning, Jiratchaya speaking. May I help you?

Sujit: Good morning, My name is Sujit Singha. I am calling from True Company for Mr. Somchai Thongdee. He would like to make an appointment to see Mr. Paul Dylan about proposing our new products.

Jiratchaya: Let's me check Mr. Dylan's schedu.
I can give you an appointment at 10.00 a.m. tomorrow.
Would that be convenient for you?

Sujit: Yes, thank you very much. I'll inform Mr. Somchai and he will be there tomorrow at 10 o'clock.

Jiratchaya: Goodbye.

Sujit: Goodbye.

4.1.3 Letters

The third type of arranging an appointment is letters. Study the following example of making an appointment by letter.

Example: 1

Nong Saeng Garden Health Spa & Resort
274/1 Moo 7 Nong Saeng,
Udonthani, 41000
December 5, 20....

Mr. Michael J. O'Malley,
General Affair Director
Scott Wilson Kirkpatrick (Thailand) Ltd.
16th Floor, One Pacific Place,
140 Sukhumvit Road, Bangkok 10110, Thailand

Dear Mr. O'Malley,

Nong Saeng Garden Health Spa & Resort is the award winning destination spa for health tourism. We have got 98 accommodations and Holistic Medical Spa which located 20 kms from Udonthani down town. I would like to see you about proposing our new and special spa package for your executives and staff.

Would you arrange a time and date for the appointment and let me know as soon as possible?

I'm looking forward to seeing you.

Your sincerely,
Songphol Pholphitak
(Songphol Pholphitak)

(Author's writing)

Example: 2

Suphat Uthaihip Co.Ltd

65 Thahan Road,
Muang District Udon Thani Province
Thailand.

Mr. Tony Brown
123 Silom Road
Bangkok, 10500.
Thailand.

Dear Mr. Tony Brown,

I am here referring to the telephone conversation we had yesterday. I am wondering if we can meet to discuss about the new products on 13 February. I will also like to ensure that the meeting will be held at Charoen Hotel at 1 p.m. Please contact me, if you want to make any change in this.

Thank you for your time and I am looking forward to meeting you. I am certain that this meeting will prove fruitful to our goals.

Sincerely yours,
Suphat Uthaihip
(Mr. Suphat Uthaihip)

(Author's writing)

4.1.4 E-mail

The fourth type of arranging an appointment is e-mails. Study the following example of making an appointment by e-mail.

Example 1:

To: "Jiratchaya Sangawong" <jiratchayasangawong@gmail.com>

From: "James Brown" jamesbrown@abcd.com

Subject: Confirming an appointment

Dear Mrs. Sangawong,

I am writing to request an appointment with Mr. Paul Dylan, your director on Wednesday, April 28 between 10.00-12.00 a.m. to discuss with him about our new products.

If you have any questions, please do not hesitate to contact me. You can reach me at my email address or on my office line at 08-65245698. I will do all I can do to modify my schedule to coincide with Mr. Dylan's availability.

Thank you for your assistance with this request.

Warm regards,

James

Jame Brown, Manager,
jamesbrown@abcd.com

Tel: 08-65245698.

(Author's writing)

Example 2:

Appointment with Dr. Sanjay Gupta

☆ from **DocMeln.com** [hide details](#) 5:53 PM (0 minutes ago)  Reply ▼

to Nicole Mary Kidman
date Sat, Jan 16, 2010 at 5:53 PM
subject Appointment with Dr. Sanjay Gupta
mailed-by docme.in

| | |
|--|--|
| Title: Appointment with Dr. Sanjay Gupta | Your Agenda for Tue Feb 16, 2010 |
| When: Tue Feb 16 3pm – 4pm | <i>No earlier events</i> |
| Where: 256 Broadway, New York, New York, 10007 | 3pm Appointment with Dr. Sanjay Gupta |
| more details » | <i>No later events</i> |
| Going? Yes - Maybe - No | view my calendar » |

You have an appointment with Dr. Sanjay Gupta on Tuesday, February 16, 2010 at 3:00pm. Please confirm it or cancel at <http://guptadental.com> at your earliest convenience.

Thank you,
Dr. Sanjay Gupta

 **invite20100216T150000.ics**
1K [Download](#)

Source: <http://www.google.co.th>

Task 5

Directions: Work in group of four. Write a conversation about making an appointment face-to-face. Use imagery information. The conversation should be a least 5-10 sentences long.

Task 6

Directions: Write a letter to make an appointment. Choose one of the following situations.

1. Write a letter for Mr. Vitoon Suviboon, the manager of Thai Textile Company, 123 Thahan Road, Udonthani Province 41000, Thailand. He would like to talk to Mr. Somboon Poonsuk, the general manager of UMCA Textile Col, Ltd. 345 Siam Square Soi 4 , Bangkok 10500, Thailand about ladies' and children's winter clothes. Use your own imagery date, time and place of the appointment.

2. Write a letter to make an appointment to see the head of the tax office, Udon Thani Province, about your yearly tax reduction. You are going to see him/her at the tax office on your imaginary date and time and ask him/her the appropriate time to see him/her.

Task 7

Directions: Write an e-mail to make an appointment.

1. Suppose you are the secretary of Australian embassy in Thailand (create the name and address of your own), you would like to make an appointment with the Dean of the Faculty of Humanities and Social Sciences to discuss about the internship policy of the embassy. Write an email to make an appointment. Use your own imagery date and time.

2. Suppose you are the salesperson of DK Bookstore in Bangkok. (create the name and address of your own), you would like to make an appointment to discuss with the Head of the English Program, Faculty of Humanities and Social Sciences, Udon Thani Rajabhat University about the new English textbooks. Write an email to make an appointment. Use your own imagery date and time.

4.2 Confirming Appointments

Confirming and changing appointments are important skills that a secretary should have. These skills help you to secure your plan (what you're going to do in a day) and helping you not to waste your time. There are multiple forms of confirmation that are necessary. You can phone, email and post card, or at the very least a combination of two of the above mentioned methods.

4.2.1 Confirming appointments on the phone. It's the secretary responsibility to confirm the appointment for the boss' confirmation can be done in a variety of ways: by phone, email or fax.

Study the following example, then practice confirming appointment on the phone with your partner.

Example:

Secretary: Good morning, Udon Hi-tech Company. May I help you?

Somphong: Good morning. I'm Somphong Wongchai from True Vision, Udon Thani. I'm confirming the meeting with Dr. Duangjai Hataikarn, on June 30, at 09.00 a.m, at Udon Dutsadee Meeting Room on the fifth floor.

Secretary: I get it. I'll pass this information to her when she's in. Anything else?

Somphong: Yes. If she has any questions before the meeting, please call me at my mobile phone number 0860254123. If I don't hear from her. I'll see her on June 30.

4.2.2 Confirming Appointments Letter

One of the effective appointment confirmations is letter. Actually, the letters of confirming appointments follow the structure of those business letters.

Example:

| |
|---|
| <p>Suphat Uthaihip Co.Ltd 65 Thahan Road, Muang District Udonthani Province Thailand.</p> |
| <p>Mr. Tony Brown 123 Silom Road Bangkok, 10500. Thailand.</p> |
| <p>Dear Mr. Tony Brown,</p> |
| <p>I am here referring to the telephonic conversation we had yesterday. This letter is to confirm that the meeting with you will be held on 13 February, where we would be discussing the new product. I will also like to ensure that the meeting will be held at Charoen Hotel at 1 p.m. Please contact me, if you want to make any change in this.</p> |
| <p>Thank you for your time and I am looking forward to the meeting with you. I am certain that this meeting will prove fruitful to our goals.</p> |
| <p>Sincerely yours, Suphat Uthaihip (Mr. Suphat Uthaihip)</p> |

(Author's writing)

4.2.3 Confirming appointments e-mail

According to the convenience of on line communication, e-mail is one of the most popular way to confirm the appointments.

Example: Confirming appointments e-mail

Appointment Confirmation Email:



Dear Sam McBride,

Your appointment has been scheduled for:

Wednesday, April 11, 2012 at 12:30 PM Central Time (if you need to reschedule, [login to your account](#) and click "Schedule Activation Appointment", or call 785-321-3105)

Please note that our technicians will be calling you within 15 minutes of the scheduled time.

We look forward to speaking with you finalize your account setup. Just to recap: We'll call you on the phone and walk you through some simple programming steps in your alarm panel to make sure it's communicating properly with our Central Station. Then, after your 72 hour test period, your account will be active.

Please remember that our technicians will not be able to finalize your account until you have signed the contract. If you need us to send it to you again, contact us right away. If you have already signed the contract, that's great! We will be calling you at the time above.

The SafeMart Team



Source: <http://www.google.com>

Task 8

Directions: Read the following confirming appointment letter, then answer the following questions.

True Vision Company
1234, Thaharn Rd,
Udonthani Province, Thailand 41000

08 April, 2011

Udon Hi-tech Company
Nittaya Rd,
Udonthani Province, Thailand, 41000

Dear Sirs,

I'm confirming our meeting on June 30, 2011, at 09.00 a.m, at Udon Dutsadee Meeting Room on the fifth floor. The agenda of the meeting:

1. The advertising rate of the cable.
2. The new service charge for the Year 2011.
3. How to finance a new high technology broadcasting machine the company is considering purchasing.

If you have any questions before we meet, please call me at 0860254123. If I don't hear from you, I'll see you on.

Regards,
Somphong Wongchai
The Manager
True Vision Company

1234, Thaharn Rd,
Udonthani Province, Thailand 41000

encl: List of enclosed items goes here>

(Author's writing)

Questions

1. Who wrote this letter?

.....

2. What is/are the purpose(s) of this letter?

.....

3. When is the meeting being held?

.....

4. To whom is it written?

.....

5. What are you going to do if you can not attend the meeting?

.....

Summary

This chapter provided some ideas of how one can arrange appointment. The appointment can be prepared in different ways: in personal contact, telephone call, letter and e-mail. The effective secretary can help her executive to be successful in business appointment if she has good skills on this business issue.

Chapter 3

Meeting Arrangement



Source: <http://www.google.co.th>

Introduction

Meeting arrangement is one of the essential skills that a good secretary should have. Actually, the person who plays the important role in preparing for the meeting is the boss. But in reality, it's secretary's responsibility to take care of all meeting stages, starting from sending invitation letters/notices to the relevant people to a meeting, preparing agendas, recording all the matters discussed at the meeting, and arranging minutes for the next meeting. All of these requirements of a meeting are why a secretary should be skillful and effectively handle with meeting.

1. Listening and Speaking

Task 1

Directions:  Listen to the CD and study the following dialogues and answer the questions.

Mrs. Jiratchaya Sangawong knocks on Mrs. Paul Dylan's office and opens the door slowly.

Mrs. Jiratchaya: Good morning Mr. Dylan.

Mr. Dylan: Oh, good morning, Mrs. Jiratchaya. How are you doing?

Jiratchaya: I'm fine thank you, and you?

Mr. Dylan: Great! Please take a seat. I'd like you to prepare the agendas for the coming meeting. I mean on Friday the 6th, of February at 9.00 a.m. I want to begin the meeting by approving the changes in our sales reporting system. After briefly revising the changes that will take place, I will move on to a brainstorming session concerning after sales customer support improvements. Oh! One more things. I'd like to add the information about the new bonus policy in this meeting.

Jiratchaya: Anything else?

Mr. Dylan: Oh! I'd like you to inform the following persons to attend this meeting: Mr. Tony, the Head of Accounting, Mr. Mark the Sale Manager and Mr. Brandon, the Head of Transportation, and please book a conference room on the 6th floor for this meeting. That's all. Thank you very much.

Jiratchaya: You're welcome.

1. Where is the meeting going to be held?

.....

2. When is the meeting?

.....

3. What are the agendas that Mr. Dylan will discuss?

.....

4. Whom does Mr. Dylan want to see at the meeting?

.....

5. What is Mrs. Sangawong going to do after this?

.....

Task 2

Directions:  Listen to the CD again and repeat after the dialogue. Then work in pairs to take turn to be Mr. Dylan and Mrs. Jiratchaya Sangawong.

2. Reading

Meeting Arrangement

The secretary is crucial to the smooth running of a meeting. This involves activities before, during and after committee meetings. In order to be effective, the secretary should ensure that they carry out the following activities.

Before Meeting

Consult with the chairperson on the order and the topics of business for the meeting, and the way in which it should be dealt with on the agenda. Decide what business requires discussion and what requires a decision by the Management Committee. Ensure that the notice of the meeting is given, that suitable accommodation is arranged and confirmed, and that copies of the agenda are prepared. Circulate to all members a) any papers to be discussed at the upcoming meeting and b) a copy of the agenda, minutes of the previous meeting; and 3) make sure that any reports or information requested at the last meeting is available or that there is a good reason why not.

At the Meeting

Arrive in good time before the meeting with the minutes and with all the relevant correspondence and business matters for that meeting, in good order. Record the names of those who are present, and convey and record apologies received from those who are absent; Read the minutes of the previous meeting, and if they are approved, obtain the Chairperson's signature on them; Report on action or matters arising from the

previous minutes. Read any important correspondence that has been received unless there is a Minutes Secretary, take notes of the meeting, recording the key points and making sure that all decisions and proposals are recorded, as well as the name of the person or group responsible for carrying them out. Make sure action points are clear; and make sure that the chairperson is supplied with all the necessary information for items on the agenda, and remind the chairperson if an item has been overlooked.

After the Meeting

Prepare a draft of the minutes (unless there is a minutes secretary) and consult the Chairperson and most senior staff member (where relevant) for approval. Send a reminder notice of each decision requiring action to the relevant person; this can be done by telephone, or by an 'action list' with the relevant action for each person duly marked; and promptly send all correspondence as decided by the Management Committee.

Source: <http://www.diycommitteeguide.org>

Vocabulary

1. Chairperson (n) = Someone who is in charge of a meeting or directs the work of a committee or organization
2. Agenda (n) = A list of the subjects to be discussed at a meeting.
3. Minutes (n) = An official written record of what is said and decided at a meeting:
4. Relevant (adj) = Directly relating to the subject or problem being discussed or considered.
5. Promptly (adv) = Immediately.
6. Correspondence (n) = The letters that someone sends and receives, especially official or business letters.
7. Approval (adj) = When a plan, decision, or person is officially accepted.
8. Management (n) = The activity of controlling and organizing the work that a company or organization does.

9. Proposal (n) = A plan or suggestion which is made formally to an official person or group, or the act of making it.
10. Confirm (v) = To show that something is definitely true, especially by providing more proof.

Task 3

Directions: Answer the following questions about meeting arrangement.

1. Is it necessary that a secretary should consult her boss about the meeting topics?
Why?

.....

2. What should a secretary do before the meeting?

.....

3. Who actually do the part of reading minute of the previous meeting?

.....

4. What should a secretary do at the meeting?

.....

5. What does "overlook" mean?

.....



Source: <http://www.google.co.th>

3. Language Note

Passive Voice

1. Passive voice is used very often in spoken and written English. To form passive voice, use be+ the past participle of the main verb.

= S+ V. to be + the past participle

2. The passive voice subject determines whether the verb be is singular or plural.

= The chairperson **is supplied** with all the necessary information for items.

3. The agent can be included in the passive sentence in a phrase with **by**.

= The agenda is assigned **by** the secretary.

4. Writing

How to prepare the meeting

It's very crucial to the secretaries to learn how to well prepare for the meeting. Here are some procedures that are useful when preparing the meeting.

4.1 Meeting Objectives

The objectives of the meeting will have great affect on agenda setting. Meeting objectives must be clear and comprehensive. Here are some criteria for objective setting:

1. Things that have to be of achieved at the end of the meeting.
2. The meeting objective need to be clear, concise and understandable by relevant people.
3. Everybody concern realize the reasons for raising the subject.
4. The time that the objective to be achieved.
5. The person who will be involved in the decision making and implementation.
6. The other necessary sources.
7. The place where the action will take place.

4.2 Types of the meeting

There are many types of meeting depending on details, objectives and the organizational culture. However, in practice, these are commonly types of meeting:

1. [Ad-hoc](#) meeting, a meeting called for a special purpose
2. [Board](#) meeting, a meeting of the [Board of directors](#) of an organization
3. Investigative Meeting, generally when conducting a pre-interview, exit interview or a meeting among the investigator and representative
4. [Kickoff meeting](#), the first meeting with the project team and the client of the project to discuss the role of each team member
5. Management meeting, a meeting among managers
6. Off-site meeting, also called "offsite retreat" and known as an [Awayday](#) meeting in the UK.
7. One-on-one meeting, between two individuals.
8. Pre-Bid Meeting, a meeting of various competitors and or contractors to visually inspect a jobsite for a future project. The meeting is normally hosted by the future customer or engineer who wrote the project specification to ensure all bidders are aware of the details and services expected of them. Attendance at the Pre-Bid Meeting may be mandatory. Failure to attend usually results in a rejected bid.
9. Staff meeting, typically a meeting between a manager and those that report to the manager.
10. Team meeting, a meeting among colleagues working on various aspects of a team project.
11. Work Meeting, which produces a product or intangible result such as a decision.

4.3 Meeting Arrangement

The secretary is the person who plays the significant role in preparing the meeting. Before the meeting starts, the secretary needs to do the meeting notice.

4.3.1 The Meeting Notice

In order to inform the meeting, a secretary can use many devices to contact the meeting relevant people using: notice of a meeting, letter and memorandums.

4.3.1.1 Notice of a Meeting

Notice of a meeting should be typed by the correspondent. But in reality, it's the secretary who takes over the burden of correspondence for her employer and would indicate her boss's position under his/her signature. These following topics are usually found in a notice structure.

- Address of the company
- Date of the prospective notice
- Salutation
- Body
- Closing
- Signature
- Position

Example 1: Notice of Meeting

NOTICE OF MEETING

YINDJIBARNDI #1 NATIVE TITLE CLAIM

CLAIM GROUP MEMBERS' MEETING

All members of the Yindjibarndi # 1 Native Title claim are requested to

Attend a meeting to be held

DATE: 21 DECEMBER 2010

TIME: 10.00 AM

PLACE: 50 CENT HALL ROEBOURNE W.A

The Business to be dealt with at the meeting is as follows:

AGENDA

To consider and vote on motions to the following effect:

1. Appointment of Chairperson and Secretary.
2. That a process for decision-making be agreed upon and adopted for use in the meeting.
3. That the following issues be continued:
 - a) Federal Court matter WAD 191 of 2010; and
 - b) Federal Court matter WAD 192 of 2010
4. That all objections made under the Miming Act 1978 (WA) on behalf of the Yindjibarndi # 1 Native Title Claim group against FMG's Solomon Hub Expansion Project land be withdrawn.
5. That all objections made under the Native Title Act 1993(Cth) on behalf of the Yindjibarndi # 1 Native Title Claim group against FMG's Solomon Hub Expansion Project land tenure be withdrawn.
6. That the Yindjibarndi # 1 Native Title Claim Applicants give consent to any mining applications by FMG Pilbara Pty Ltd or other FMG entities which affect land within the Yindjibarndi # 1 Native Title Claim and which are the subject of an application under section 35 of the Native Title Act 1993 (Cth).
7. That the Yindjibarndi # 1 Native Title Claim Applicants immediately proceed to a land across agreement with Fortescue Metals Group Ltd, FMG Pilbara Pty Ltd and other FMG entities in terms approved by the majority of the claim group membership.
8. Related matters.

This meeting has been arranged by the undersigned Native Title Applicants at the request of 102 members of the Yindjibarndi # 1 Native Title Claim.

Source: <http://yindjibarndi.org.au>

Task 4

Directions: Write the best answer for the following questions.

1. What are the agendas of this notice? Write a least two purposes.

.....

2. Where does the meeting take place?

.....

1. When does it take place?

.....

2. Who is the chairman of this annual meeting?

.....

3. What is "the Motions"?

.....

Directions: Read the following situations, then write a notice of a meeting.

1. Your employer, Mr. Vitoon Sukviboon, President of the Thai Technology Community Club, has decided to spend the morning catching up with his social correspondence. As his secretary, write a notice of a meeting using your imaginary to create it.

2. Mr. Andrew Anderson, the head of English Program of ECC Language School, would like to invite all the staff to discuss about the costs reduction. Help him to write a notice of a meeting using your imaginary to create it.

3. Mr. Toshi Tanaka, the managing director off Nippon Import & Export, asked Mrs. Anna Lee, his secretary to send a notice of meeting to his colleagues. Put some important information in this notice, using your imaginary to create it.

4.3.1.2 Letter of a meeting

Letter is one of the correspondences that work effectively when we want to inform someone about the meeting. This is because it helps us to build good will. Basically, it should contain all information related to the meeting such as date, time and objectives of the meeting. The format of a formal business letter is also used in the letter of a meeting.

Example: Letter of a meeting.

Udon Hi-Tech Co.Ltd.

27/3 Srisuk Rd, Muang Udonthani

Udonthani, Thailand 41000

September 22nd, 20..

Dear Shareholders,

I am writing to invite you, as a shareholder in Udonthani Hi-tech, to attend the Annual General Meeting on Friday, 3 November 2006. The meeting will be held at Centara Grand Hotel, Convention Room, Muang District, Udonthani. A map is shown on the opposite page.

The meeting will begin at 11.00 am, with registration available from 10.00 am. A Form of Proxy is included in this information pack. The Form of Proxy contains a barcode to assist with the registration process at the meeting. If you attend the meeting, please bring this bar coded form with you. If you are not attending the meeting, please complete and return the Form of Proxy in the return envelope in sufficient time so that it reaches the Share Registrar, Link Market Services Limited, by 11.00 am on Wednesday, 1 November 20XX.

Any body corporate holder of Udonthani Hi-tech shares, or anybody corporate appointed as a proxy, wishing to appoint a person to act as its representative at the meeting may do so by providing that person with a letter, executed in accordance with the body corporate constitution, authorizing him or her as the body corporate representative.

The Notice of Meeting commences on page 4, listing the items to be considered at the meeting. Background information on items 2 and 3 is contained in the Explanatory Memorandum on pages 6 to 10.

Udonthani Hi-tech Directors and Senior Executives would also like to extend an invitation to shareholders to join them in enjoying light refreshments after the meeting.

Yours sincerely,
Suchart Wongsanga
(Suchart Wongsanga)
Chairman

(Author's writing)

Task 6

Directions: Answer the following questions.

1. What are the purposes of this letter?
.....

2. This letter is for.....
.....

3. When does it take place?
.....

4. What is 'the Form of Proxy'?
.....

5. Where does the meeting take place?
.....



Source: <http://www.google.co.th>

4.3.1.3 Memorandums

Memorandums are informal yet official statement of communication within an organization, usually handling business of a routine nature .It covers just one topic .They are considered as one of intercompany correspondence. No need for salutation or complimentary closing. Actually, memorandums have only one topic. We use phrase more often than sentence in writing a memo.

Example:

DATE: September 12,20xx

MEMO: All Staff

FROM: Suchart Wongsanga

SUBJECT: Teamwork Effort to Capture Relocation Business

A monthly meeting of the staff will be held on Friday, September 15, at 3 p.m., in Conference Room on the third floor.

The purpose of the meeting is to discuss the approaches to our goals of capturing a sizable share of the relocation markets in the Udon Thani area.

Please review the enclosed list of major corporate accounts to be contacted following this meeting, and be prepared to share your ideas for developing this business.

SW

(Author's writing)

4.4. Arranging agendas

Agendas are sometime called the meeting's blueprints. They tell the information that the leader can share with participants. Moreover, they provide a picture of what the meeting will look like. It is recommended that written agendas should be prepared and circulated to the relevant people at least two days in advance of a meeting. The language/ terms/ phrases use in an agenda should be clear and familiar.

In writing an agenda, it is helpful to follow the following basic steps:

- Step 1: Establish objective(s)
- Step 2: Confirm the logistics
- Step 3: Determine the attendees
- Step 4: Assign the roles
- Step 5: Build the action section of the agenda.

Step 1: Establish objective(s)

The first step in preparing an agenda for a meeting is establishing objectives. Normally, the leader of the meeting will be the one who spell out the objectives. Hence, the objectives should be brief, concise and written as a goal rather than a vague statement.

Here are some good examples of a well-oriented meeting objectives:

- To assign responsibilities for implementing the first phase of the new accounts payable system.”
- To make final recommendations on customer survey questions.”
- To create an action plan for the next phase of the training effort.”
- To create a list of possible solutions to the customer's complaint.”

Task 8

Directions: Write at least 5 objectives for the meeting agenda.

Example: To discuss about the new products.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Step 2: Confirm the logistics

The logistics are the information about when, where, what and who will participate the meeting. It is very important to indicate the date, time, location and materials that the relevant people should bring to the meeting (such as memos, reports, documents, samples, organizational charts, etc.). This information assists a secretary avoid losing his/her valuable time at the beginning of the meeting to bring the relevant people up to speed about some specific facts and events.

Example:

LOGISTICS:

DATE: April 20, 20XX

TIME: 10.00 A.M. to 10.45 A.M.

LOCATION: Room 404

BRING MATERIALS: Agenda and customer satisfaction survey reports

PREPARATION REQUIRED: Review survey reports

Task 9

Directions: Read the logistics again, then write your own logistics for the meeting agenda.

| |
|---------------------------------------|
| LOGISTICS: |
| DATE:, 20XX |
| TIME: A.M. to A.M. |
| LOCATION: |
| BRING MATERIALS: |
| PREPARATION REQUIRED: |

Step 3: Determine the relevant people

Actually, the leader of the organization determines who should attend the meeting and write on the agenda the list of relevant people who should “show up” at the meeting. However, to list the name of people who should attend the meeting depends upon the goal –oriented meeting objectives. Here are some criteria for the leader when considers the person to attend a meeting:

People who should be invited include:

- Subject-matter experts
- Key decision makers
- Those whose jobs are directly affected by the objective(s) of the meeting.

Example:

| | |
|--------------------------|--------------------------|
| Mr. Somchart Sangawong | (Chairman) |
| Mr. Komen Kuman | (General Manager) |
| Ms. Laddawan Wongsriwong | (Finance Manager) |
| Mr. Surayuth Julawong | (Administration Manager) |
| Mr. Salinee Payarachun | (Personnel Manager) |
| Mrs. Suriya Saengta | (Transportation Manager) |

Task 10

Directions: In pairs, determine the relevant people for the UDRU students club meeting

1. Mr. Scomchai Sangwong (Chairman)
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....

Step 4: Assign the roles

It's the Leader of the meeting's responsibility to spearhead the effort to bring people together for a specific purpose and should assign each of them the roles.

Step 5: Build the action section of the agenda

The action section of the agenda refers to a list of items that will be necessary to achieve the meeting's objective (s). Actually, it is the leader of the meeting's responsibility to create the list, with suggestions and input from the people who will be at a meeting. Agenda items can be arranged in several ways. This depends upon the situation. A secretary can list the items according to importance, urgency, potential for conflict, logical order etc. The following are a few tips for sequencing agenda items effectively:

- Start with the most important items. It is recommended that the relevant people should be allowed to make any critical decision when their interest and energy are at their highest levels.
- Handle short, urgent items first in order that they don't become continuous old business items.
- Concentrate on fewer and more important items.
- Keep items in a logical order.

It is recommended to establish the process of each agenda items. Choosing a process is important because it helps the leader to tackle each topic listed. The process includes: discussion, brainstorming session, presentation, vote, consensus building, and decision.

Time setting for each agenda items play significant role in a meeting. When discussing something during a meeting, it is recommended to set the time of a meeting. Otherwise, it might make the meeting last longer than intended.

Finally, identify person (s) responsible. The agenda should show people who are handing the certain part of the meeting. This is to avoid confusion because everyone knows who is in charge for a given topic and for how long.

Example: A completed meeting agenda

| MEETING AGENDA | | | |
|--|------------------------------------|------------------------------------|---------------------------------|
| MEETING OBJECTIVES | | | |
| 1. <u>To select three possible solutions to address problems raised in the customer satisfaction survey.</u> | | | |
| 2. _____ | | | |
| LOGISTICS | | GROUP MEMBERS | |
| DATE: April 2, 20xx | | 1. Somchart (LEADER) | |
| TIME: 10.00 a.m. to 10.45 a.m. | | 2. Komen (FACILITATOR) | |
| LOCATION: Room 404 | | 3. Laddawan (RECORDER) | |
| BRING MATERIALS: Agenda and customer satisfaction survey results reports | | 4. Surayuth | |
| PREPARATION REQUIRED: Review results reports | | 5. Suriya | |
| | | 6. Salinee | |
| | | MEETING CALLED BY: Somchart | |
| | | TELEPHONE: ext. 227 | |
| AGENDA ITEM | PROCESS | TIME | PERSON(S) RESPONSIBILITY |
| 1. Introduction of agenda and ground rules | Presentation | 5 min | Somchart |
| 2. Generate a list of solutions based on customer satisfaction survey | Brainstorming sessions in 2 groups | 15 min | Salinee/Surayuth |
| 3. Develop criteria for selecting the three best solutions | Brainstorming session-entire group | 10 min | Komen |
| 4. Apply criteria and select the three best solutions | Decision | 15 min | Laddawan |

(Author's writing)

Task 11

Directions: Work in groups of four. Read the following situation and make a complete agenda.

1. Suppose you are a secretary to Dr. Sujitra Intharatsamee, Head of the Dean Office of the Faculty of Humanities and Social Sciences. She asks you to prepare an agenda for a regular meeting of the faculty semester meeting which is to be held on Thursday, June 9, 20xx, at the Charoen Hotel, Udonthani. A special session from 1 to 5 p.m. is planned for the presentation and demonstration of new security camera which has been installed for all the classrooms of the Faculty of Humanities and Social Sciences buildings. A luncheon has been planned at 12.30 in Udon Dutsadee Room for everyone who arrives early. The regular meeting will be held at 1.30 p.m. The purposes of the meeting are as following: to introduce the new lecturers, to present the new security camera, to inform the lecturers about the new office photocopying procedure, to consider and to transact such other business as may properly come before the meeting adjournments.

2. A meeting of Udon Sunshine Ltd. is to be held on Monday, February 24, 20xx, at 10.00 a.m at Lao Pan Room, Chareon Hotel. It is planned that the people attending the meeting will discuss the minimum qualifications of the company's management trainees (there are some vacancies for the position). They will also discuss the proposed plan to diversity the company into the real estate business. There will be time for them to discuss any other business.

3. You are working at Home TV, a cable TV company in Udon Thani which provides cable TV services. Write an agenda for a meeting using the following purposes:

- The advertising rate of the cable
- The new service charge for the Year 20xx.
- How to finance a new high technology broadcasting machine the company is considering purchasing.

4.5. Minutes

After the meeting is adjourned, it's a secretary's responsibility to prepare minutes for the next meeting. Minutes are written records which contain a concise record of the decisions reached at a meeting. It provides a record of the actions taken, remind participants of what has to be done, provide a historical record of the company, keep top management and other informed and list who is responsible for recommendations and actions. Usually, the minutes are read at the next meeting, unless they have already been sent to the members. The chairman will sign in the minutes right after the meeting approves the minutes as being accurate. Only the chairman has authority to do the correction of the minutes. After they have been signed by the chairman, no one is allowed to change the minutes. However, if a decision must be changed, a new resolution should be passed. Note that only important things should be recorded in minutes. They should be concise, objective, and easy to understand.

4.5.1 Parts of the minutes

Minutes have several different forms, but usually contain the following information:

1. The name of the committees.
2. When and where the meeting is held.
3. Persons who attended/not attended the meeting.
4. Meeting agenda.
5. Important part of the meeting: motions, resolutions, committee assignments and reports, and other specific accomplishments.

Example 1:

**MINUTES OF THE MEETING
OF THE BOARD OF DIRECTORS**

February 23, 20XX

Presiding Somsak Viroonwan

Present: Kristopher Stuart

Georgina Smith

Malinee Arsarawat

Preema Tanasri

Kenichi Makiwaru

John MacIntosh

Absent Marumi Takazaki

Time and Place The regular monthly meeting of the Board of Directors was called to order by the President, Somsak Viroonwan, on Friday, February 23, 20XX, at 10.00 a.m. in the Jongkolnee Room of the Montien Hotel.

1. The Minutes of the Last Meeting

The Minutes of the Meeting of the Board of Directors held on Tuesday, January 19, 20XX were read and approved.

2. Matters arising from the Minutes

None

3. Progress on the new shopping plaza

Our new plaza on Sukhumvit Road is 60% done. When it is 80% done, the promotion will be 40 % more intensive and the shops who lease the plaza's space including our own department store will be open. Work on the other 20 % of construction will continue at the same time.

4. Training

As our company has been expanding quickly and it is becoming more international, we will keep a competitive edge by sponsoring outstanding employees, executives and non-executives, to get training both locally and abroad. Managers should be thinking about the proper courses and appropriate institutes for people in their departments as well

5. Other Business

None

6. Date of Next Meeting

It was agreed that the next Meeting of the Board will be a luncheon meeting at 12.00 noon on March 30, 20XX at Jade Garden Restaurant, Montien Hotel

Somsak Viroonwan

Chairman

March 30 1992

Duangjai Sereerak

Secretary to

Mr. Somsak Viroonwan

February 24, 20XX

(Rimkeeratiful, 1995)

Example 2:

MINUTES OF THE MEETING

Of the

Help the Child Foundation

1:30 p.m.

July 30, 20xx

| | | |
|--------------------|---|-----------------|
| CHAIR BY: | Chatchai | Mangmeekhwamdee |
| PRESENT: | Krit | Wachangarm |
| | Pakamas | Promrak |
| | Wimonporn | Arphasri |
| | Wichak | Udomlak |
| | Piboon | Manasak |
| | Sukanya | Panitsilps |
| | Manop | Kaothong |
| | Wilasinee | Meemana |
| ABSENT | Tamnoon | Sarasak |
| | Sunee | Charoenying |
| TIME AND PLACE | The regular monthly meeting of the Help the Child Foundation was called to order by the President, Chatchai Mangmeekhwamdee, on Monday, May 3, 20XX at 1:30 p.m., at the Ranggoen Room, the Bangkok Palace Hotel. | |
| MINUTES: | The minutes of the last meeting were read and approved. | |
| THEASURER'S REPORT | The following report was given by Wichak Udomlak, the Treasurer. Balance on hand, July 1, 20XX ฿ 150,280.00 Collected during the year July 1, 20XX to June 30, 20XX ฿ 220112.50 Total ฿ 370,392.50 Paid out during the year ฿ 102,458.00 Balance on hand, July 1, 20XX ฿ 267,934.50 The Treasurer's report was accepted. | |
| COMMITTEE REPORT: | Pakamas Piromrak, Chairperson of the Nomination Committee, reported that the committee has met twice and will present the state of nominees for next year at the August meeting. Wimonporn Arphasri, Chairperson of the Fund-Raising Committee, reported that a concert by Christina Aguilar is scheduled for November 17. The tickets will be available at Central Chidlom, Silom, Ladproa, Zen-World Trade and D. K. Books Siam Square at prices of 100, 150, 200 and 300 Baht. They will be on sale from October 15. | |
| OLD BUSINESS | It was moved, seconded and passed, that the yearly dues be increased to 250 Baht beginning October 1 | |
| NEW BUSINESS | Wilasinee Meemana suggested that a bimonthly newsletter be published as the number of members is increasing and they should know what is going on in our club. After this topic was raised and much discuss in was done. The President appointed the following members to serve on a Newsletter Committed to determine the feasibility of this project: Sukanya Panitsilpa, Manop Kaothong and Piboon Manasak. This Committee is to make a recommendation at the August meeting. | |

PROGRAM Vice President Krit Wachangarm introduced Maliawan Bhodhivipat from the Department of Youth Welfare, the Interior Ministry, who spoke on "How to Help Child Labour". Miss Malaiwan emphasized the law concentrating juvenile abuse.

ADJOURMENT: The meeting adjourned at 4:30 p.m.

Walaiporn Boon-ua
(Walaiporn Boon-ua)
Secretary

Approved Chatchai Mangneekhwamdee
(Chatchai Mangneekhwamdee) , President

(Rimkeeratiful,1995)

Task 12

Directions: Work in group of four. Prepare minutes for your own meeting. Use your own imagination for every detail.

Summary

This chapter provided the idea how a secretary can arrange a meeting. The activities that a secretary should do before, at and after the meeting is suggested. In addition, some relevant documents such as meeting notices, agenda and minutes are introduced to give some ideas for a secretary of how to prepare them.



Chapter 4

Making Travel Arrangements



Source: <http://www.google.co.th>

Introduction

Businessmen frequently have to take business trip, either domestically or internationally. When an executive businessperson is busy or going on a business, he usually has his secretary take care of all arrangements such as restaurant, hotel or flight reservations. It's a secretary's responsibility to plan all the arrangements.

1. Listening and Speaking

A. 

A director, Mr. Paul Dylan, and a secretary, Mrs. Jiratchaya Sangawong, are talking:

Mr. Dylan: Good morning! Mrs. Jiratchaya. I'm planning a trip to Chiang Mai. I'd like you to make the arrangement for me.

Mrs. Jiratchaya: Certainly Mr. Dylan. The flights to Chiang Mai are provided by many airlines. Which airlines do you prefer?

Mr. Dylan: I would like to fly with Thai Airways, business class.

Mrs. Jiratchaya: When do you leave? And how long will you stay in Chiang Mai?

Mr. Dylan: I'll leave on February 27th. Well...I want to stay there for a couple of days .Oh...please make a reservation for a hotel room at the Empress Hotel. I need a standard one.

Mrs. Jiratchaya: No worry Khun Dylan. I'll take care of that.

Mr. Dylan: Thank you very much.

Task 1

Directions:  Listen to the above conversation, then answer the following questions.

1. Where is Mr. Dylan going to?

.....

2. What does Mr. Dylan want Mrs. Jiratchaya to arrange for him?

.....

3. Which airlines does he prefer? What class does he like to have?

.....

4. When will he leave for Chiang Mai?

.....

5. How long does he plan to stay there?

.....

B.  Mrs. Jiratchaya Sanagwong made a telephone conversation to book a ticket for Mr. Dylan.

(Telephone Ring)

Reservations clerk: Good morning, Thai Airways,. May I help you?

Mrs. Jiratchaya: Yes, I wonder if you have any flights to Chiang Mai next Tuesday afternoon.

Reservations clerk: Just a minutes please.....Yes. There's a flight to Chiang Mai at 6.30 p.m. and one at 8.30 p.m.

Mrs. Jiratchaya: That's fine. Could you tell me how much a round trip flight costs?

Reservations clerk: Economy, business or first class?
Mrs. Jiratchaya: Economy, please.
Reservations clerk: That would be 6,500 Baht.
Mrs. Jiratchaya: OK. Could I make a reservation? It's for Mr. Paul Dylan
Reservations clerk: Certainly. Which flight would you like?
Mrs. Jiratchaya: The 8.30, please.
Reservations clerk: How would you like to pay?
Mrs. Jiratchaya: By cash.

Task 2

Directions:  Listen to the dialogue in B. and answer the following questions

1. How many flights to Chiang Mai are available on Tuesday afternoon?
.....
2. When does Mr. Dylan leave for his business?
.....
3. Which airlines does Mrs. Jiratchaya book the ticket for her boss?
.....
4. What class does Mrs. Jiratchaya book for her boss?
.....
5. How much does the round-trip plane ticket to Chiang Mai for Mr. Dylan cost?
.....



Source: <http://www.google.co.th>

2. Reading

How to Make Travel Arrangements for Executives

By Ernestine Hill

If you work as an administrative assistant, an executive assistant or in some other administrative support role, at some point you'll likely make travel arrangements for one or more executives. Most corporations have contracts with travel agencies that work with airlines and hotels on the corporations' behalf or the companies themselves will have in-house travel services. Either way, you'll set up executive travel through the entity serving the company's travel needs.

Get the traveler's destination, departure and return dates and airline and seating preferences. Ask what hotel and rental car company he prefers. Corporations usually have negotiated rates with certain hotels and car rental agencies. He can choose among those. Ask whether he needs transportation to and from the airport. The company likely uses a contract limousine service or has company-owned fleet cars the travel service can reserve.

Make certain the executive's travel documents are up-to-date. He must have a passport with at least six months validity before the expiration date. Some international destinations also require visas for entry into the country.

Ask the traveler what airline mileage account his travel miles should be deposited into. Airlines have alliances with each other, and the miles earned can go into other partnership accounts. Get a credit card number to hold the hotel and rental car reservations.

Call the travel agency and make the arrangements. Confirm that the travel is for business. Corporate executives are permitted to book business class (seating between first class and coach) on flights lasting three hours or longer.

Ask the travel agent to email you and the traveler a copy of the itinerary before issuing tickets. Read the itinerary carefully. Make sure flights, hotels and car rentals show confirmation numbers. Give special attention to the spelling of the traveler's name.

Any misspellings will show up on the airline ticket. If the name on the ticket and the name on the passport do not match, the executive won't be allowed aboard the flight.

When you are satisfied the itinerary is correct, call the travel agency again telling them when to issue the ticket. Most ticketing is done through e-ticket. Both you and the traveler will receive an email containing the e-ticket. Print the executive a copy for use at the airport to secure boarding passes.

Source: <http://www.ehow.com>

Vocabulary

1. Contract (n) = An official agreement between two or more people, stating what each will do.
2. Administrative (adj) = Relating to the work of managing a company or organization.
3. Executives (n) = A manager in an organization or company who helps make important decisions.
4. Itinerary (n) = Plan or list of the places you will visit on a journey.
5. Travel agency (n) = A company that arranges hotel rooms, plane tickets etc for people who want to travel.
6. Ticketing (n) = The process or system of selling or printing tickets for planes, trains, concerts.
7. Boarding pass (n) = An official card that you have to show before you get onto a plane.
8. Rental (n) = An arrangement to rent something for a period of time, or the act of doing this.
9. Validity (n) = A reason, argument etc that is based on what is reasonable or sensible.
10. Expiration (n) = The ending of a fixed period of time.

Task 3

Directions: Read the passage again. Then, answer the following questions.

1. Is it cheaper to book a hotel through travel agency?

.....

2. How many months should a passport be valid before the expired date?

.....

3. Why do we have to inform the travel agent about our mileage account?

.....

4. How long can the executives allowed to book business class on flight?

.....

5. What is going to happen if the name of the executive's passport and the ticket do not match?

.....

Task 4

Directions:  Listen to the following dialogue, then choose the phrase in the box to complete the conversation.

Reservation Clerk: Air Asia.....(a).....

Secretary: Yes, please. I would like to book a seat on evening flight from Udon Thani to Chiang Mai via Bangkok on the 30th of January.

Reservation Clerk: Just a moment please.....(b).....

There is no flight on the 30th.

Secretary: Could you check if there any flight to Chiang Mai? And what date?

Reservation Clerk: There is another flight on February 1st.

Secretary: All right. I take it.

Reservation Clerk: I've reserved one seat.....(c)..... May I have your name please?

Secretary: The ticket will be for Mr. Paul Dylan.

Reservation Clerk:(d).....

Secretary: Round trip, please.

Reservation clerk: Thank you, Ma'am.....(e).....
Secretary: Yes, it's 042-235147
Reservation clerk:(f).....
Secretary: AGRO Ltd. 64, Thahan Rd, Muang District, Udonthani Province.
Reservation Clerk :(g).....
Secretary: Mrs. Jiratchaya Sangawong.
Reservation Clerk:(h).....?
Secretary: No, thank you. I'll inform him. By the way,i.....for
a traveler.
Reservation Clerk: 15 kilos excluding hand luggage.
Secretary: Thank you.
Reservation Clerk:(j).....

1. You're welcome
2. May I help you?
3. Can I take your phone numbers?
4. I'll check if there's any seat available
5. Can I have your address, please?
6. Who's calling please?
7. how much is the weight allowance
8. Single or round trip
9. on February 1st, 2011.
10. Would you like us to inform Mr. Paul
Dylan about his trip?

Task 5

Directions: Read the following dialogue, then complete the hotel reservation form.

Receptionist: Good morning. The Empress Chiang Mai. What can I do for you?

Secretary: Good morning. I'd like to make a reservation, please.

Receptionist: Certainly, ma'am. When will you be arriving?

Secretary: Well...It's for my boss, Mr. Dylan. He will be arriving on January 30, 20xx

Receptionist: How many nights will he be staying?

Secretary: For two nights.

Receptionist: What type of room does he prefer?

Secretary: Single room, please.

Receptionist: May I have your boss's name, please?

Secretary: Yes...His name is Mr. Paul Dylan.

Receptionist: Thank you. How will he be paying?

Secretary: Do you accept Visa Card?

Receptionist: Yes, ma'am.

Secretary: O.K. The number's

Receptionist: And what is the address, please?

Secretary: 64 Thaharn Rd, Muang District, Udon Thani Province 41000.

Receptionist: Ok. I can confirm your reservation, single room for two nights from January 30th through February 1st.

The Empress, Chiang Mai

Reservation Form

Guest Name.....

Arrival Date Number of Nights.....

Room Type..... Single
 Double
 Suite

Method of payment.....
 Cash
 Traveler's Check
 Credit Card
Card No.....

Address.....

Task 6

Directions: Study the following dialogues and take turn to act out the dialogue with your partner and fill in the reservation form.

Khun Nid Restaurant

Receptionist: Khun Nid Restaurant, may I help you?

Secretary: Oh!..Yes, please. I'd like to book a table. What time do you serve lunch?

Receptionist: We serve lunch from 11.00.

Secretary: Well...Do you open everyday?
Receptionist: Well..we only close on Sundays.
Secretary: Can I book a table for this coming Friday please?
Receptionist: Certainly. How many for?
Secretary: For 4 people.
Receptionist: And what time?
Secretary: For 12.00 noon.
Receptionist: Can I have your name please?
Secretary: My name is Mrs. Jiratchaya Sangawong.
Receptionist: Table for 4 on Friday at 12.00. Thank you very much
Mrs. Sangawong. Goodbye.
Secretary: Goodbye.



<http://www.google.co.th>

Khun Nid Restaurant



Table Reservations No.

Date.....

Number of people.....

Time:

Name:.....

Special dishes:.....

3. Language Note

Phrasal Verb

Phrasal verb is sometime called two-word-verb. It is used for both spoken and written.

Structure: verb + preposition (particle)

put + out = to extinguish

| Verb+ participle | Examples |
|------------------|--|
| ask about | Mrs. Brown asked the children about their |
| agree with | day. |
| belong to | Sue doesn't agree with her friend. |
| consist of | This house belongs to the Smith. |
| differ from | The family consists of five people. |
| laugh at | This book differs from others. |
| look for | She laughs at me. |
| sit down | I look for my sunglasses. |
| talk to | The children sat down at the table. |
| think about | I talk to my teacher about the assignment. |
| wait for | Mr. Tony is thinking about his work. |
| | Tom waited for his girlfriend at the train station. |

Task 7

Directions: Fill in the blanks with the correct preposition (for, to, about, of, with)

1. Sue spent half an hour looking.....her eye-glasses.
2. Tom listens.....the radio every mornings.
3. John dreamed.....going to Bangkok this summer.

4. I agree.....your idea.

5. Somsri thought.....her hometown.

4. Writing

4.1 Reservation Form

To request the reservation of a hotel or restaurant, it is necessary that the secretary should complete the name and some important details before submit the request. Reservation can be done in the following ways:

4.1.1. By e-mail. The person who would like to reserve has to go to the website that provides the electronic reservation service. Some provide 24 hours reservation service but some might limit to the current processing times.

4.1.2. In person (drop off). This can be done by visiting the office to make a reservation.



Source: <http://www.google.com>

A. E-mail reservation

frmCheckIn [X]

Check In

Guest Information

Folio Number:

RCard No:

Last Name: >

First name:

Address:

Country: ▼

Company: >

Rate Information

Room Number:

Date In: ▼ Date Out: ▼

Rate Type: ▼ Rate/Period:

No. of Days: ◀ ▶

No. of Adults: ◀ ▶

No. of Childrens: ◀ ▶

Business Source: ▼

| | |
|----------------|-----------------|
| Total Charges | 4,233.00 |
| Other Charges | 0.00 |
| Sub Total | 4,233.00 |
| Discount | 0.0000 % |
| Total | 4,233.00 |
| Amount Paid | 0.00 |
| Balance | 4,233.00 |

Identification Information

IDType: ▼

ID Number:

Notes:

Vehicle Information

Vehicle: ▼

Vehicle Model:

Plate No:

Reserved By: Check In By: Check In By:

Source: <http://www.codeproject.com>

B. Hotel reservation form



Hotel Reservation Form

AMERICAN CRYSTALLOGRAPHIC ASSOCIATION

July 22 – 27, 2006, Honolulu, Hawaii

SHERATON WAIKIKI HOTEL

**ROOM RATES FOR
ACA MEETING
ATTENDEES**

| | |
|--------------------|--------------------------|
| City view room | \$145 per night plus tax |
| Mountain view room | \$170 per night plus tax |
| Run-of-Ocean room | \$185 per night plus tax |

Triple rate at the Sheraton Waikiki is \$55 additional daily. Quad rate is \$110 additional daily. No additional charge for children 17 years and younger sharing the same room with parents, using the existing bedding. (Please advise ages of children). All room rates are subject to the current 11.41% Hawaii State and room tax. Rates are non-commissionable. Room rates quoted will be honored three days before and three days after the main group dates, based on availability, to accommodate pre and post stays.

HOTEL RESERVATIONS MUST BE MADE BY JUNE 13, 2006. Please fill out the form below with a credit card guarantee OR a one night deposit (check or money order). At thirty (30) days prior to the arrival date of the group (June 20, 2006), the hotel will cancel all reservations without a credit card guarantee or deposit. Reservation requests received after the 30 day cutoff will be confirmed based on space/rate availability only. Deposit will be refunded if reservation is cancelled and notice received at the hotel seventy-two (72) hours prior to arrival date.

Check in time is 3:00 p.m. / Check out time is 11:00 a.m.

Mall: Group Reservations
THE RESERVATIONS CENTER
2255 Kalakaua Avenue-38th Flr
Honolulu, HI 96815
Fax: (808)921-4697

On-line:
www.starwoodmeeting.com/Book/Crystal

Call: Sheraton's toll free number
at 1(800)792-9498
Ask for group ID#: 39347

AMERICAN CRYSTALLOGRAPHIC ASSOCIATION

July 22 – 27, 2006

RESERVATION FORM

Group ID#: 39347

PLEASE PRINT OR TYPE:

Name: _____ **Phone:** () _____ **Fax:** () _____

Address: _____ **Email:** _____

City: _____ **State:** _____ **Country:** _____ **Zip Code:** _____

Room Category: _____ **Rate:** _____ **No. of Persons:** _____

Arrival Date: _____ **Departure Date:** _____ **Arrvl Time & Flt:** _____ **Departure Time & Flt:** _____

Special Requests: _____

CREDIT CARD GUARANTEE

Circle one: American Express / Carte Blanche / Diners Club / Mastercard / VISA / Discover Card

Account no: _____ **Expiration date:** _____

Name on Card: _____ **Signature:** _____

If paying by check, please make check payable to the SHERATON WAIKIKI HOTEL.

Note: After this form has been submitted, please notify The Reservations Center at (808)921-4611 with any changes.

Source: <http://www.google.com>

Task 8

A.

Directions: Fill in this following hotel reservation form. Use your own information.



Hotel Reservation Form

Item with * mark must be filled in

Each form could reserve one hotel room only

| Guest information | |
|-------------------|---|
| Title * | : <input type="checkbox"/> Prof. <input type="checkbox"/> Dr. <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Others _____ |
| Name (English) * | : (Last name) _____ (First name) _____ |
| Name (Chinese) | : _____ |
| Telephone * | : + _____ (Country) - _____ (Region) _____ (Number) |
| Email address * | : _____ (* Must be filled in to receive the "Confirmation E-mail") |

| Hotel room reservation | | | |
|--------------------------------|------------------------|--|---------------------------------------|
| Type of room * | : | Rate (Per night) With 1 set / 2 sets of breakfast | Rate (Per night) Without breakfast |
| * Please tick one box only | | | |
| Standard Twins | | <input type="checkbox"/> RMB¥ 320 | <input type="checkbox"/> RMB¥ 300 |
| Deluxe Single (1 Double bed) | | <input type="checkbox"/> RMB¥ 320 | <input type="checkbox"/> RMB¥ 300 |
| Deluxe Twins | | <input type="checkbox"/> RMB¥ 360 | <input type="checkbox"/> RMB¥ 340 |
| Executive Suite (1 Double bed) | | <input type="checkbox"/> RMB¥ 360 | <input type="checkbox"/> RMB¥ 340 |
| Date of Check-in * | : _____ November, 2008 | | |
| Date of Check-out * | : _____ November, 2008 | | |
| Total no. of nights * | : _____ nights | | |
| Arrangement* | : | <input type="checkbox"/> I would like to occupy the room by myself only, please don't arrange another participant in the same room with me. <input type="checkbox"/> The hotel can arrange another participant of the same sex to share the room with me. <input type="checkbox"/> I would like to specify the roommate; I would like to share the room with him/her only. (Please also fill in the form below about "2 nd Guest - Accompanying guest / Roommate"). | |

| 2 nd Guest (Accompanying guest / Roommate) (If applicable) | |
|---|---|
| Title * | : <input type="checkbox"/> Prof. <input type="checkbox"/> Dr. <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Others _____ |
| Name (English) * | : (Last name) _____ (First name) _____ |
| Name (Chinese) | : _____ |

| Other instructions (If applicable) |
|------------------------------------|
| |

- This Hotel Reservation Form could be downloaded from the conference website; you could also choose to do the reservation on-line at <http://www.hkiot.org/2008otc>.
- Conference Secretariat would pass the information of reservation to the hotel only. During check-in, participants should pay the accommodation fee to the hotel directly, and the payment receipts would be issued by the hotel also.
- The completed hotel reservation form could be returned to 2008otc@hkiot.org, or fax to +852-35285727 (Hong Kong) /020-82221907 (Guangzhou) /020-82088552 (Guangzhou).
- A Confirmation e-mail would be sent to confirm the reservation within 1 week upon receipt of the completed form. If you do not receive the confirmation e-mail after 1 week, please submit the form again. Confirmation letter would not be posted if there is no e-mail address provided.

B.

Directions: Fill in this following online hotel reservation form. Using your own information.

Online Hotel Registration Form - Best Western Inn of the Ozarks, Eureka Springs, Arkansas

Full Name
First Name Last Name

Address
Street Address

Street Address Line 2

City State / Province

Postal / Zip Code Country

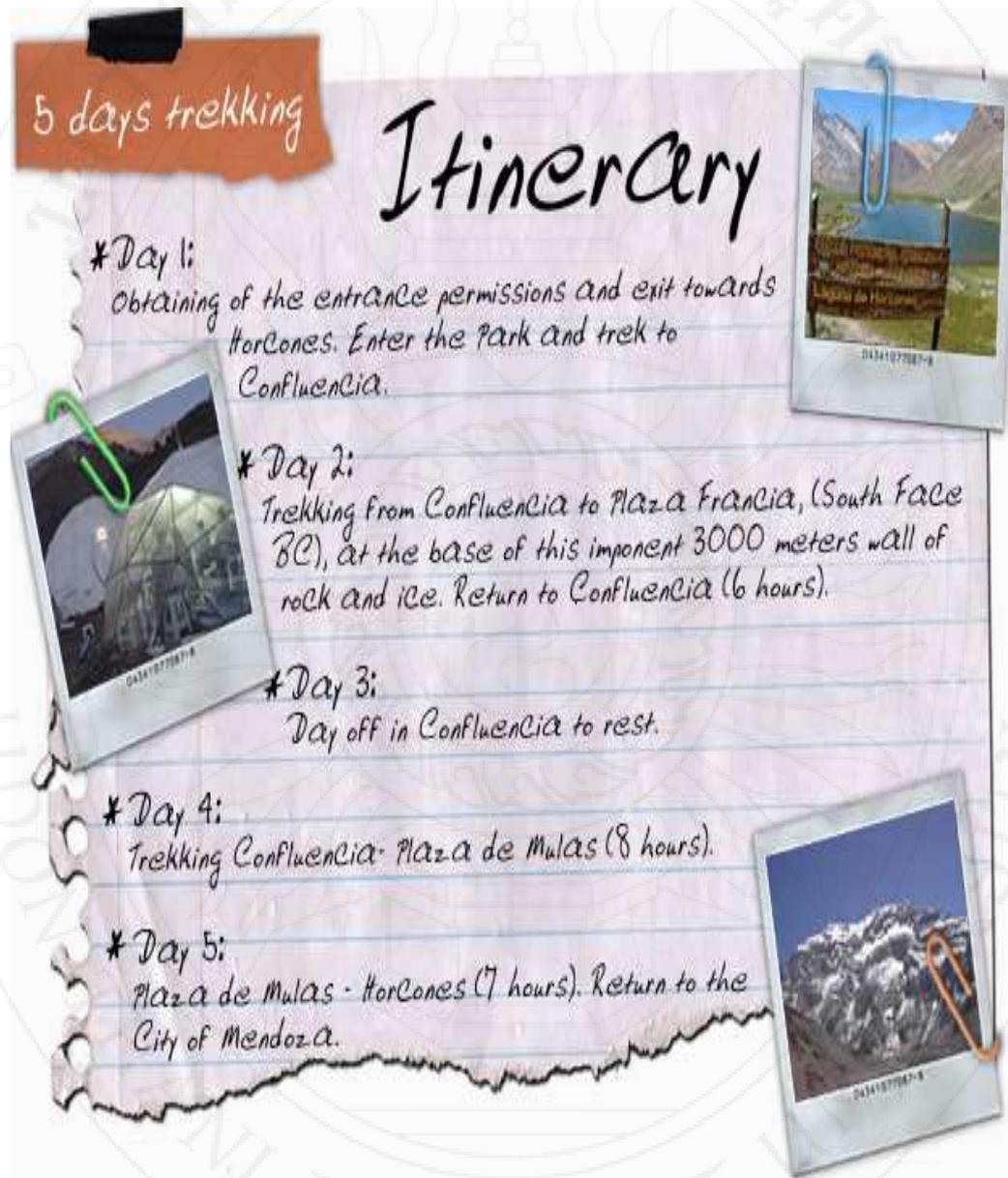
Phone Number -
Area Code Phone Number

days to be reserved

Source:<http://www.google.com>

4.2 Travel Itinerary

Travel Itinerary refers to a plan which one prepares for a journey. After all arrangements have been completed, a secretary needs to prepare an itinerary for her boss to take along during his/her business trip. Itinerary is a plan for a journey. It contains all kind of details of the trip: date time of arrival and departure, transportation and accommodation during the trip.



Source: <http://www.google.co.th>

It is recommended to prepare several copies of the itinerary. One for the executive to take on the trip, and a secretary need one so she will know where to forward and follow up the secretary if necessary. Besides, other people who works closely to the executive in a company may need copies of this itinerary as well. Study this itinerary. Here is the example of a simple Itinerary for Mr. Paul Dylan's Bangkok Conference:

| | |
|-------|---|
| Day 1 | <p>07.00: AVIS takes Mr.Dylan to Udon Thani Airport. Flight leaves for Bangkok.</p> <p>08.45 Flight arrives Suwanaphumi Airport. Taxi to Sofitel Hotel.</p> <p>09.30 Check-in at Sofitel Hotel.</p> <p>12.00: Lunch with CP's executives.</p> <p>13.00-17.00: Meeting with CP Group at Montien Room, Sofitel Hotel.</p> <p>18.00: No scheduled evening activities.</p> |
| Day 2 | <p>07.00: Breakfast at Sofitel Hotel with Mr. Tanaka of Yamaha International Ltd.</p> <p>09.00: Meeting with Yamaha's group at Montien Room.</p> <p>12.00: Lunch with Yamaha executives.</p> <p>13.00-17.00: Site seeing with Yamaha executives at the Temple of the Emeral Buddha.</p> <p>18.00: Cruise dinner with Yamaha executives.</p> |
| Day 3 | <p>07.00: AVIS takes Mr.Dylan to Suwaniphumi Airport. Flight leaves for Udonthani</p> <p>08.45 Flight arrives Udon Thani. Taxi his home in PK Thani Villa.</p> <p>09.30. Meeting with the University committee at Chalermprakiat Building. Meeting Room 2</p> <p>12.00: Lunch with the University's committee.</p> <p>13.00-17.00: Attend the University's committee meeting.</p> <p>18.00: Leave university. No scheduled evening activities. (Author's writing)</p> |

Task 9

Directions: SellitKwik Software's Finance Director, Joanne Moss. is on her business trip to Paris. She lives an hour's drive from Heathrow. Her Secretary, Sandra, has prepared the itinerary. Do not look at the second version of this itinerary; mark in the right-hand column anything you think Sandra could add to make the itinerary more effective and to save time. Then compare with the second itinerary (B)

A. Simple Itinerary for Joanne Moss.

| Time | Activities | Note |
|-------|---|------|
| 7.45 | Goodwins car service take you to Heathrow Airport | |
| 9.25 | Flight leaves for Paris-Demonair- check in at the desk Ref. ZH45JTK | |
| 10.50 | Flight arrives. Taxi to Restaurant-Bistro Bleu, 75 Champs Elysees | |
| 12.30 | Meet Mr. Sauvignon at Restaurant-Bistro Bleu, 75 Champs Elysees | |
| 15.00 | Get taxi to Mr. Mr. Sauvignon's office for next meeting | |
| 17.00 | Taxi back to airport | |
| 19.15 | Air London flies back to Heathrow | |
| 19.25 | Flight lands .Goodwins will meet you. | |

Source: <http://www.deskdemon.com>

B. Detailed Itinerary for Joanna Moss

| Joanna Moss | | |
|--|--|---|
| Trip to Paris Tuesday 2 June 2005 | | |
| Time | Activities | Note |
| 07.30 | Max (Goodwin's Car Service) picks you up from home and take you to Heathrow Terminal 1. Max will ring the door bell when he arrives. | Max's Tel 07979 797979 Car Company: 01000 997788 (24hours) Your ref: YYBBC 8 |
| 08.30 | Check in: You have been checked on line. Proceed to gate (check departure screen) | - |
| 09.25 | Demon air DA123 departs Terminal 1 for Paris Charles De Gaulle. Taxi to Restaurant-Bistro Bleu, 75 Champs Elysees | Demon air Tel 0800 100 000 Your ref:ZH45JTK Seat No: 7C |
| 10.50 | Flight arrives in Charles De Gaulle. Terminal 2F Vetre Service taxi company to collect you as you enter arrivals hall-driver will have board with your name on it. | Tel: + 331 24 24 24 25 Ref: 123455- |
| 12.30 | Lunch meeting Mr. Xavier Sauvignon President , DD Express Bistro Bleu, 75 Champs Elysees Table is in Mr. Sauvignon's name in restaurant section, not bar- | Tel: + 331 24 24 24 25 (M. Sauvignon's office) (PA is called Cherie) Tel: + 331 24 24 24 26 (Bistro Bleu) |

| | | |
|--|---|--|
| 14.30 | M. Sauvignon's PA Cherie has booked a taxi to take you both to his office to continue discussion | -- |
| 17.00 | Taxi booked by M. Sauvignon's PA Cherie to take you back to Charles De Gaulle. Terminal 2F Check-in: You have been checked in. Please read attached papers from Gerard Smith ready for tomorrow's meeting at 08.00 am. | |
| 19.15 | Demon air departs Charles De Gaulle Terminal 2F | Demon air Tel 0800 100 000 Your ref:ZH45JTK Seat No: 7C |
| 19.25 | Flight lands at Terminal 1.Max (Goodwin's Car Service) collect you from Heathrow Terminal 1.at Airport Information desk and take you home. | Max's Tel 07979 797979 Car Company: 01000 997788 (24hours) Your ref: YYBBC 8 |
| <p>Emergency Numbers: 01000 797979 Sandra (Office): 0208 123123 Sandra (Home): 0208 000000 Travel Light's 24 hour line:</p> | | |

Source: <http://www.deskdemon.com>

Task 10

Directions: Take a look at the itinerary B. Which itinerary (A or B) gave Joanne the most confidence that the day would run smoothly? What difference would each have made to her peace of mind?

1. Which itinerary gives Joanne the most clarity about the day, leaving her to focus on the meeting?

.....

2. At which point in each day did Joanne save time in the second itinerary and waste time in the first?

.....

3. What else could you do to the second itinerary to save Joanne even more time and energy?

.....

Task 11

Directions: Do the role-play. Work in pairs. Choose one situation and write an itinerary. Use your own imaginary.

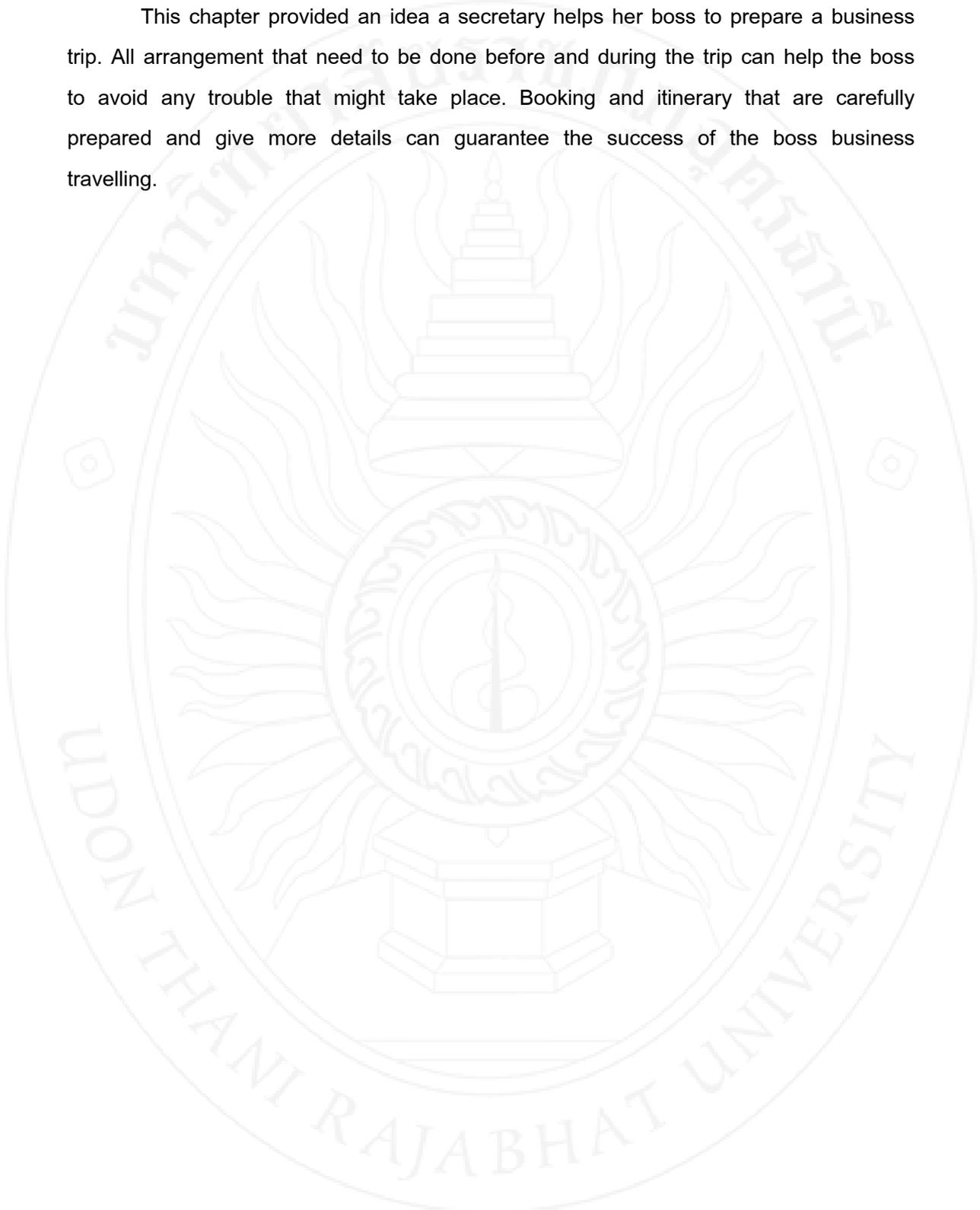
Situation 1: You work as a secretary for Mr. Abhisit Wongchai. He has a meeting in Bangkok for a couple of days. You have to make itinerary of what he's going to do during his visit to Bangkok.

Situation 2: You work as a secretary for Mr. Paul Dylan. He is planning a business trip to Singapore. Make a list of what you will have to do in order to complete arrangements.

Situation 3: You work as a secretary for Mrs. Yingluk Maithai. You are calling a hotel to reserve a hotel room in Malaysia. Add all necessary information in your conversation.

Summary

This chapter provided an idea a secretary helps her boss to prepare a business trip. All arrangement that need to be done before and during the trip can help the boss to avoid any trouble that might take place. Booking and itinerary that are carefully prepared and give more details can guarantee the success of the boss business travelling.



Chapter 5

Writing Business Correspondences



Source: <http://www.google.co.th>

Introduction

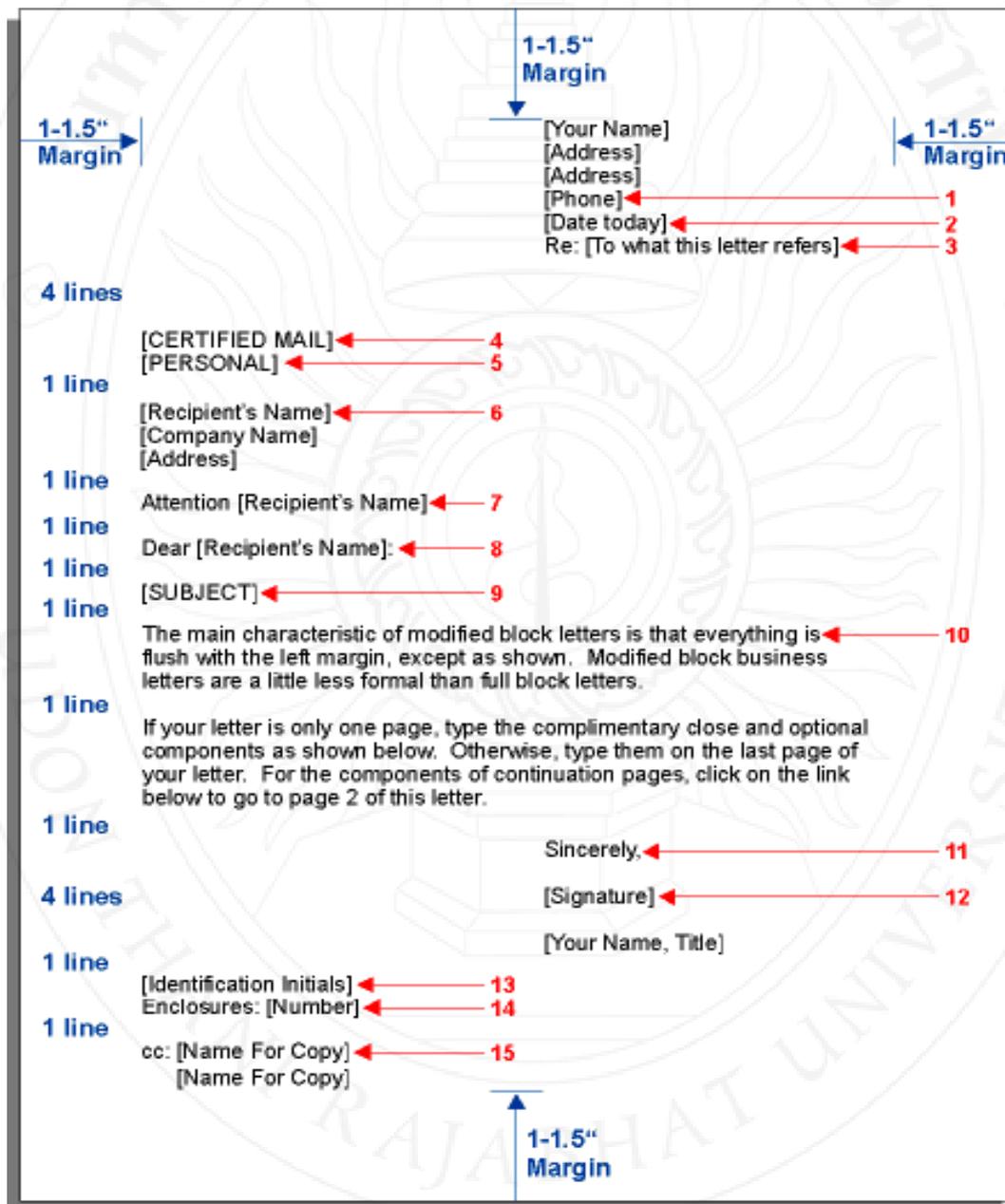
With computers and e-mail, and letters today, business correspondences have become shorter and need less formality. Still, it is important to know how to write a letter. Every business requires communication which extends the exchange of information, products and partnerships. Communication is very important with the fact that it reflects the business community and business reputation. Writing business letters properly and perfectly is an art in its own priority. A professional business letter can bring good and positive response for the business whereas a poor written letter may not yield expected results and at times, businesses can lose customers. Therefore, writing of letters in business language is very important which would impress customers and all stakeholders.

1. Letter Styles

There are different styles of letters used by business organizations. These styles change over time, but the following three styles are in common use at present:

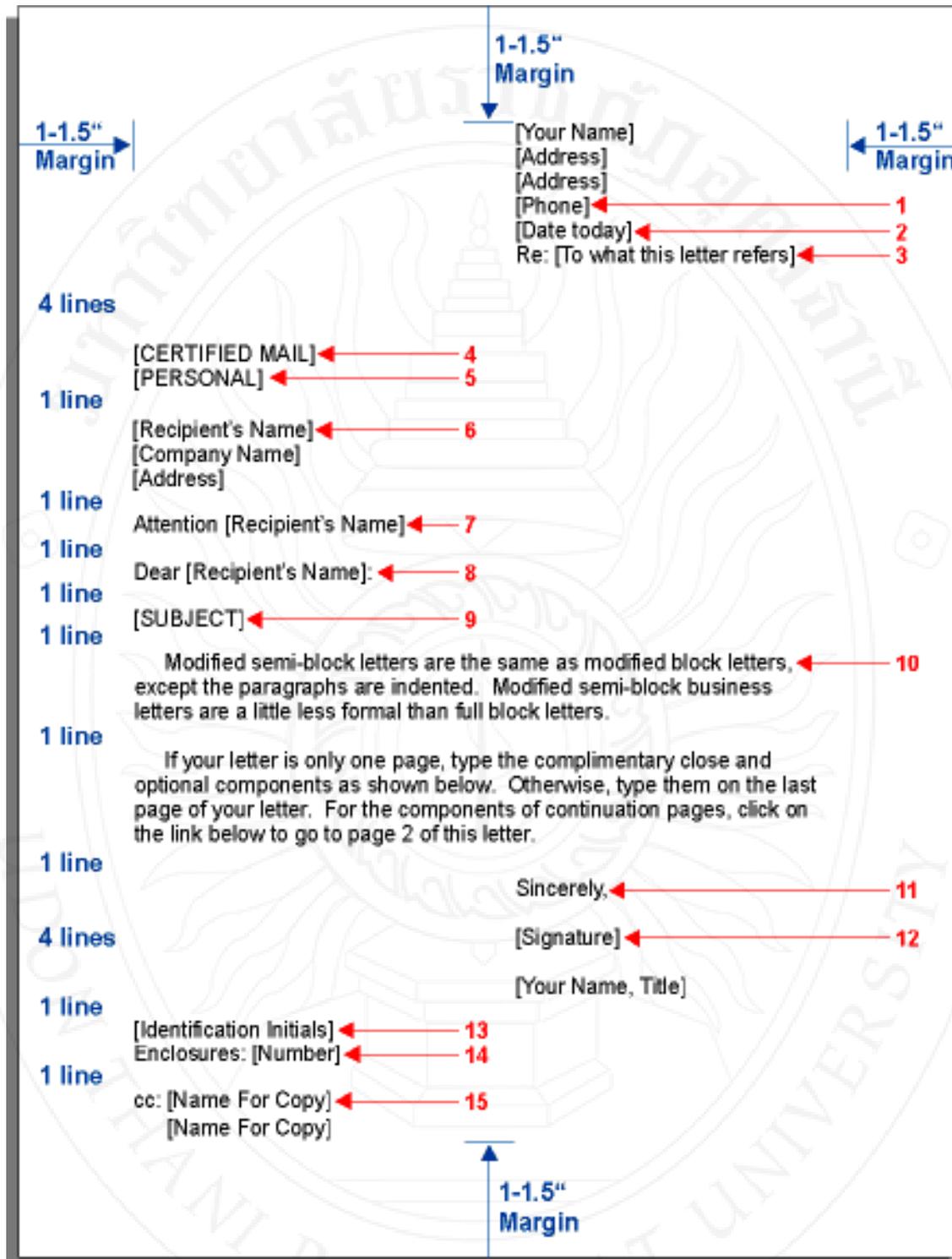
- 1.1. The block style
- 1.2. The modified block
- 1.3. Personal business

1.1. The block style



Source: <http://www.google.co.th>

1.2. The modified block style



Source: <http://www.google.co.th>

1.3 Personal business

Personal Business Letter—Block Style, Open Punctuation

(Be sure letter is centered on the page. Use 1" side margins.)

207 Cool House Lane
Ephrata, PA 17522
Current date

Return Address
Hints: No Name
Use two spaces after state ,
i.e., PA ##.

QS—Return 4 Xs

Mr. Ed Wanabeyou
205 Thistle Drive
Ephrata, PA 17522

Letter Address

Dear Mr. Wanabeyou

Greeting/Salutation

DS—Return 2Xs

Two months ago, I moved into my new home in Ephrata. The furniture is just beautiful, and I am ready to enjoy living in Pennsylvania.

I have one major problem remaining: landscaping. The plans I have for my yard include some trees, a reflecting pool, a terraced flower garden, and a fence for climbing roses.

Star Grant, the architect who designed my house, suggested I write to you and request your bid to landscape my home. She has worked with your organization, and recommends it highly.

If you are interested in discussing our landscaping needs, please call our home at 722-1234 to make an appoint.

DS—Return 2Xs

Sincerely,

QS—Return 4Xs

Closing

(Sign your name here)

Mr./Ms./Miss Your Name

Source: <http://www.google.co.th>

2. Type of Social Business Letters

In the business world, the business executives sometime get invitations from other associates to attend social functions. When someone they know receives a promotion or special honor, these situations need some kind of letters sent to congratulate, at the same time, to strengthen the close relationship. The followings present letter style and some social business letters that the business executives require to send to their business friends or customers.

Actually, a businessman may ask his secretary to write social business letters for him to show his appreciation, express his feeling on some issues etc. These letters are important in the world of business as it reflect the depth relationship and tightness of good feeling between a business and its stakeholders.

The selected social business letter will be discussed are as follows:

- 2.1 Letters of appreciation
- 2.2 Letters of expressing thanks
- 2.3 Letters of congratulations
- 2.4 Letters of condolence
- 2.5 Letters of enquiry
- 2.6 Letters of reply
- 2.7 Formal invitations and replies

2.1 Letters of appreciation

When writing letters of appreciation, it is recommended to start with warm and friendly sentences. Letters of appreciation should be written in a way that they give specific details about the achievement or occasion being acknowledged. At the end of the letters, they should express the believable ending. Here are some letters of appreciation.



Source: <http://www.google.co.th>

Example 1: Letter of appreciation

English Program
Faculty of Humanities and Social Sciences,
Udon Thani Rajabhat University,
64 Thahard Rd, Muang District
Udonthani Province, Thailand

November 25, 20XX

Mr. Richard Baldalf
School of Education,
The University of Queensland
Queensland, Australia,

Dear Mr. Baldalf,

Thank you very much for assisting Mr. Surachai Chokdee while he was in Brisbane. I know he has already written to you expressing his gratitude, but I would like to add my own appreciation. The introductions you made for him and the contacts and information he gained will be extremely useful in our Scandinavian export programme.

If I can offer you any similar service in the future, please contact me.

Yours sincerely,

Jiratchaya Wanasith
(Jiratchaya Wanasith)
Head of English Program

(Author's writing)

Example 2: Letters of appreciation

English Program
Faculty of Humanities and Social Sciences,
Udon Thani Rajabhat University,
64 Thahard Rd, Muang District
Udonthani Province, Thailand

November 25, 20XX

Mr. George Harrison
Blue Sky Airway International Co. Ltd.
Bangkok, Thailand

Dear Mr. Harrison,

I want to thank you very much for leading an internship seminar with my English major students earlier in November. You did an excellent job of getting their attention, providing them with useful information and helping them to be well-prepared for their coming internship. You actually gave them some good information that they can use. Your concepts were practical and useful. It is not easy to get a group involved in the activities, but you managed to do a great job of it.

Again, thank you, and if I can offer you any similar service in the future, please contact me.

Yours sincerely,

Jiratchaya Wanasith
(Jiratchaya Wanasith)
Head of English Program

(Author's writing)

2.2 Letters expressing thanks

When the executives has received a gift or any special favor, they should acknowledge the sender and express appreciation accordingly.

The following are some examples of thank you letter.

English Program

Faculty of Humanities and Social Sciences,
Udon Thani Rajabhat University,
64 Thahard Rd, Muang District
Udonthani Province, Thailand

April 19. 20XX

True Corporation Udon Thani Branch
6/4 Nittayo Rd,
Muang District, Udon Thani Province
41000

Dear Sirs,

Please accept my sincere thanks for the assistance you provided English program, Faculty of Humanities and Social Sciences, Udon Thani Rajabhat University, in installing the internet cable in each lecturer's offices, free of charge. Your efforts have reduced our inconvenient and assist our lecturers to work more happily and effectively.

Again, thank you for your hard work and if I may ever be of assistance to you, please do not hesitate to call me.

Yours sincerely,

Jiratchaya Wanasith
(Jiratchaya Wanasith)
Head of English Program

(Author's writing)

Example 2: Letters expressing thanks

MIT International Trade
369 Kaew Nawarat Road, Chiang Mai, 50000, Thailand
Website: www.mit.com
Email: mit@loxinfo.co.th

February 26, 20XX

Mr. Ralph Lauren
World Marketing
56 South Bank Road
Brisbane, Queensland, Australia

Dear Mr. Lauren,

I was delighted to receive the Australian indigenous painting you thoughtfully sent to me. It is going to be framed for my office.

Thank you very much. Perhaps the next time you visit us, you can see how beautiful your gift is for my office.

Sincerely yours,

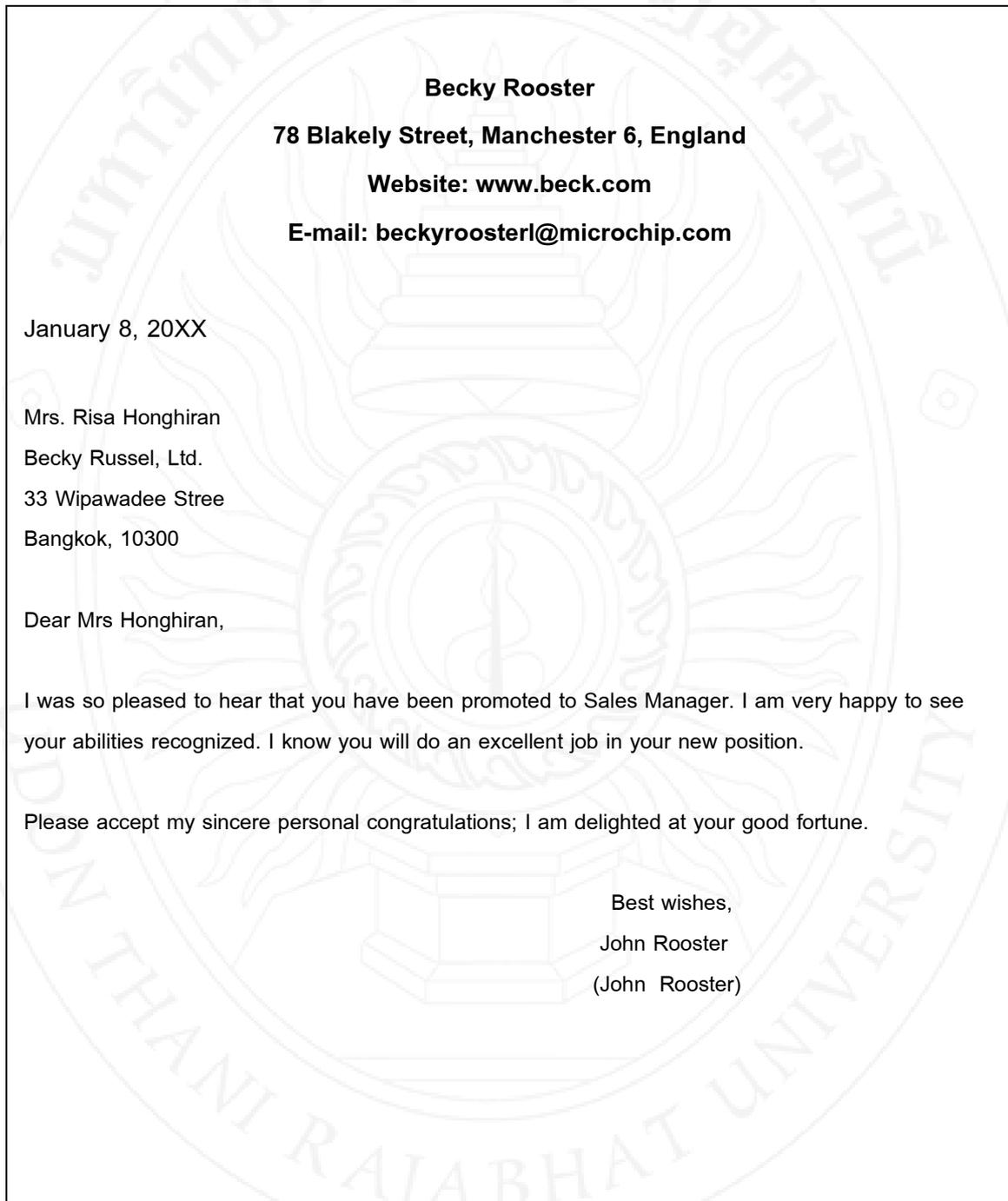
Mrs. Mattana Tawan
(Mrs. Mattana Tawan)

(Author's writing)

2.3. Letters of congratulations

The business executives might happen to write a letter of congratulation to their business friends. The following are some examples of letter of congratulations

Example 1: Letter of congratulations



(Author's writing)

Example 2: Letter of congratulations

**Faculty of Humanities and Social Sciences,
Udon Thani Rajabhat University,
64 Thahard Rd, Muang District
Udonthani Province, Thailand, 41000**

July 27, 20 XX

Professor Thanom Na Udon
Dean, Asian Institute of Humanities and Social Sciences
Naresuan University, Pittsanulok, Thailand

Dear Professor Thanom Na Udon,

On behalf of Faculty of Humanities and Social Sciences, Udon Thani Rajabhat University, I wish to congratulate you on your promotion to Dean of the Asian Institute of Humanities and Social Sciences Management. It is a much deserved promotion and I know that you will continue to enhance AIHSS's reputation.

Once again, I wish to extend my congratulations to you and acknowledge the strong support to you. I look forward to our continued work together in the future.

Sincerely yours,

Pawaruth Suriyathep
Associate Professor Dr. Pawaruth Suriyathep
Dean, Faculty of Humanities and Social Sciences,
Udon Thani Rajabhat University,

(Author's writing)

2.4. Letters of condolence

Many people might agree that one of the hardest business letters to write is condolence letter. This is because it's dealing with people's feeling and touching situations e.g. death of the beloved ones, misfortunes etc. Letters of condolence should be written by first person. It is recommended to avoid using the third person when writing, eg. by someone else on your behalf.

Example 1: Letter of condolence

| |
|---|
| <p style="text-align: center;">Udon Charoensri Co. Ltd. 66 Thahan Road, Udon Thani 41000 Tel (042) 212-8785 E-mail: udoncharoensri@gmail.com</p> <p style="text-align: right;">April 16. 20XX</p> <p>Mr. Rob Pittsburge Rob & Son Co, Ltd. 158.Mayfair Street Brisbane, Queensland, Autralia</p> <p>Dear Mr. Pittsburge,</p> <p>I was shocked to hear about the death of your father, Mr. Harry Pittsurge and offer my condolences. He was a fine person, and a good father who will the sadly missed by all who knew him.</p> <p>Please pass my sincerest sympathies on to everyone in your family and assure them that all his goodness will have only the fondest memories of him.</p> <p>Your sincerely, Mr. Charoen Charoensri President, Udon Charoensri Co. Ltd.</p> |
|---|

(Author's writing)

Example 2: Letter of condolence

BANGKOK TEXTILE CO., LTD.
318 Bangkok Road, Bangkok 10500
Tel (02) 212-8785
E-mail: btc@gmail.com

April 16, 20XX

Mr. Sombat Onta
Onta Mai Thai Co, Ltd.
218 Sankhamphaeng
Chiang Mai, 50000

Dear Mr. Onta,

I was shocked to hear about the death of your partner, Ms. Sakuna Onta and offer my condolences. She was a fine person, and a good wife who will be sadly missed by all who knew her.

Please pass my sincerest sympathies on to everyone in your family and assure them that all her goodness will have only the fondest memories of her.

Your sincerely,
Wirat Chanachon
(Wirat Chanachon)

(Author's writing)

2.5 Letter of enquiry

One of a business letters that the business executives regularly write are enquiry and reply letters. Though at present, an enquiry can be easily made by telephone, it is still useful to write a letter to make better understanding and give more information about the goods or products you need. Here are some examples of enquiry.

Example 1: Letter of enquiry

| |
|--|
| <p style="text-align: center;">UDON TEXTILE CO., LTD. 318 Mitthaphap Road, Udon Thani Province 41000 Tel (042) 212-8785 E-mail: btc@gmail.com</p> <p>December 25, 20XX</p> <p>Faculty of Business Administration, Udon Thani Rajabhat University, 64 Thahan Rd, Muang District Udonthani Province, Thailand, 41000</p> <p>Dear Sirs,</p> <p>I am writing to enquire whether your university could offer a course on Quality Control for our managers.</p> <p>I saw your advert in your university website on Monday, 23 December 20XX, and the Quality Control Training Course (Ref: QC 101) mentioned in the advert might be suitable for us. I would like to know if it is possible for you to offer a 3-month training course starting before or, at the latest, on Monday, 14 January, 20XX, for a group of 20. Could you send us some information about the teaching staff and the possible schedule for this course?</p> <p>I am looking forward to receiving your reply.</p> <p>Yours faithfully, Mr. Suwit Klangkhan</p> |
|--|

(Author's writing)

Example 2: Letter of enquiry

Aeng Jun Huay (CDs) Ltd.

41-43 Sri Suk Road, Udon Thani Province 41000

Tel 042 8324397

E-mail: bjh@gmail.com

May 18, 20XX

RS Promotion, Ltd.
South Sathon
Sathon Road, Bangkok

Dear Sirs,

We are a large CDs store in Udon Thani Province would like to know more about the CDs you advertised in the month's edition of "Bangkok Post News".

It would be great if you could tell us if the CDs leading brand names, or made by small independent companies, and whether they would be suitable for recording classical music or only dictations and messages? It would also be helpful if you could send us some samples and if they are of the standard we require, we will place a substantial order. We would like to know if you are offering any trade discounts. Thank you

Your faithfully,

Udom Taechaoren
(Udom Taechaoren)
Aeng Jun Huay (CDs) Ltd.

(Adapted from Ashley, 1986)

2.6 Letter of reply

Business people often receive enquires. It's their responsibility to answer the question or any enquires that the writer of the letter wants to know. The reply letters comprise of the acknowledgment of an enquiry, explaining action taken as a consequence of the enquiry, making suggestions, apologizing, stipulating action requested or to be taken and establishing goodwill and suggesting contact.

Example 1: Letter of reply

**Faculty of Business Administration,
Udon Thani Rajabhat University,
64 Thahan Rd, Muang District
Udon Thani Province, Thailand, 41000**

January 3, 20XX

UDON TEXTILE CO., LTD.
318 Mitraphap Road, Udon Thani Province 41000
Tel (042) 212-8785
E-mail: btc@gmail.com

Dear Mr. Suwit Klangkhan

Thank you very much for writing to enquire about our Quality Control Training course (Ref: QC 101) that was advertised in our university website on Monday, 23 December, 20XX.

I am willing to inform you that it is our pleasure to offer you a 3-month training course on the requested dates (starting before or, at the latest, on Monday, 14 January, 20XX, for a group of 20.) Attached is the information about the teaching staff and the possible schedule for this course.

If you have any I am looking forward to receiving your reply.

Yours faithfully,
Mrs. Juthathip Peera

(Author's writing)

Example 2: Letter of reply

RS Promotion, Ltd.
South Sathon
Sathon Road, Bangkok

May 18, 20XX

Aeng Jun Huay (CDs) Ltd.
41-43 Sri Suk Road, Udon Thani Province 41000
Tel 042 8324397
E-mail: bjh@gmail.com

Dear Mr. Udoms Taechaoren,

Thank you very much for your enquiry about the CDs that we advertised in the month's edition of "Bangkok Post News".

The CDs we advertised are of the leading brand names, "Sony" and they are made by a big and well known company, Sony. To answer your question "Are they suitable for recording classical music or only dictations and messages?". Of course, this CDs are suitable for all kinds of recordings. Attached with this letter are some samples. Sorry, we do not offer any trades discounts as this product is on sale already. I would like to recommend you to place a substantial order because it is a hot deal at this moment.

I'm looking forward to hear from you and if you would like to know more about other products, please feel free to ask. Thank you.

Your faithfully,
Anan Bunmark
(Anan Bunmark)

(Author's writing)

Task 1**Directions: Matching the sentences with the suitable functions.**

| Functions | | Sentences | |
|------------------|---|------------------|--|
| 1 | Acknowledging receipt of an enquiry | a | This is because it would be the cheapest option |
| 2 | Explaining action taken as a consequence of the enquiry | b | Although this is slightly more expensive, the quality is higher. |
| 3 | Making suggestions | c | I hope that these details will assist you in your decision. |
| 4 | Justifying recommendations | d | I'm afraid that we do not feel that this is in the best interest of our organization |
| 5 | Pointing out pros and cons | e | We would be delight to comply with your request |
| 6 | Hedging | f | Please do not hesitate to get in touch if there is anything I can do. |
| 7 | Apologizing and rejecting proposals | g | I have reviewed our products range and found a suitable model for you. |
| 8 | Stipulating action requested or to be taken | h | Thank you for your letter asking about our products |
| 9 | Establishing goodwill | i | This may be the most suitable choice for your company |
| 10 | Suggesting contact | j | I would advice you to |

2.7. Formal invitations and replies

Occasionally businessmen receive invitations: to an open office, to a special party honoring a distinguished guest, to a special anniversary celebration etc. The invitations are usually engraved or printed and are written in the third person .When they are handwritten, they are placed on plain white notepaper.

2.7.1 Invitation letter

Example 1: Invitation letter

Kaennakhon Vittayalai School

Na Dee Road, Muang Distric, Khon Kaen 40000

Directors Vijit Srisan

Tel 0860245698

April 16th , 20XX

Mr. Sawat Tangtongjit

6/8 Srisuk Road

Muang District,Udon Thani

Thailand, 41000

Dear Mr. Sawat Tangtongjit,

We would like to invite you to attend our award ceremony at Kaennakhon Vittayalai School which is being held on 14 December this year. The proceedings will begin about 2.00 and end around 5.00 in the afternoon, after which a reunion dinner will be given at 7.00 for our alumni students.

As one of our distinguished ex-students we would like you to address the parents and students with a short speech of your choice before handing out the awards.

Although we realize you are busy we hope you can find time to accept the invitation and look forward to seeing you.

Your sincerely,

Vijit Srisan

(Vijit Srisan)

Director, Kaennakhon Vittayalai School

(Author's writing)

2.7.2 Reply to the invitation

Example 2: Reply letter of invitation

Mr. Sawat Tangtongjit
6/8 Srisuk Road
Muang District, Udon Thani
Thailand, 41000

April 19th, 20XX

Mr. Vijit Srisan
Kaennakhon Vittayalai School
Na Dee Road, Muang District, Khon Kaen 40000
Directors Vijit Srisan
Tel 0860245698

Dear Mr. Mr. Vijit Srisan,

Mr. Vijit Srisan, it is my great honor to be invited to your award ceremony at Kaennakhon Vittayalai School which is being held on 21 April, 20XX. I accept your kind invitation with joy. I have found the memories of the school where I was studied or my secondary level and welcome to be invited to visit it again.

The topic I have chosen to speak on is "ASEAN COMMUNITY EDUCATION", and I would appreciate it if you would let me know whether this will be an acceptable subject.

Your sincerely,

Mr. Sawat Tangtongjit
(Mr. Sawat Tangtongjit)

(Author's writing)

2.7.3 Invitation cards

Occasionally businessmen receive invitations: to an open office, to a special party honoring a distinguished guest, to a special anniversary celebration etc. The invitations are usually engraved or printed and are written in the third person. When they are handwritten, they are placed on plain white notepaper.

Replies to invitations are often requested by stating **Please reply** or **R.S.V.P.** (Repondez. S'il vous plait= Please answer). Even though this notation is not placed on the invitation, there is an unwritten obligation to respond. If the invitation is written in the third person, the reply should be in the third person as well, follows the wording and arrangement of the invitation. If the invitation includes a formal reply card and return envelope, the reply card requires a check to indicate whether the receiver will attend.

Example 1: An invitation

The English Program
requests the pleasure of your company
at a tea party
in honor of
Associate Professor Richard Baldalf
on Sunday, February the fifth, 2011
at four o'clock
Lao Pan Room, Charoen Hotel
R.S.V.P.
by the twenty-first of January
042-211010

(Author's writing)

Example 2: An invitation

You are cordially invited
to attend the B.Ed English Students'
Drama presentation
On
Wednesday, January 15, 20xx
at the Meeting Hall 1,
of Chalerm Prakit Building,
Udon Thani Rajabhat University
at 12.00 noon.
R.S.V.P. intharatsamee@gmail.com

(Author's writing)

Example 3: Acceptance to the invitation

Assistant Professor. Sujitra Intharatsamee
accepts with pleasure
the kind invitation of
the English Program
to attend a tea party
on Sunday, February the fifth, 2011
at four o'clock
Lao Pan Room, Charoen Hotel

(Author's writing)

Example 4: Acceptance to the invitation

Mrs. Jariya Wananon
accepts with pleasure
the kind invitation to attend
the B. Ed. English Students'
drama presentation
on Wednesday, January 15, 20xx
at the Meeting Hall 1,
of Chalerm Prakiat Building,
Udon Thani Rajabhat University
at 12.00 noon.

(Author's writing)

Example 5: Refusal to the invitation

Mr. and Mrs. Andrew Anderson
regret that a previous engagement prevents their accepting the kind invitation to diner extended
by
Mr. and Mrs Suviboon
On Saturday 27, 20xx
At seven o'clock
May Fair Room, Charoen Hotel

(Author's writing)

Task 2

Directions: Choose one of the following situations and write an invitation and reply of the invitation.

Situation 1: Prepare a formal invitation to attend a cocktail party in honor of Mr. Brad Pitt, the Hollywood super star who is raising the money for UNICEF, ASIA. Create your own date, time, place, etc.

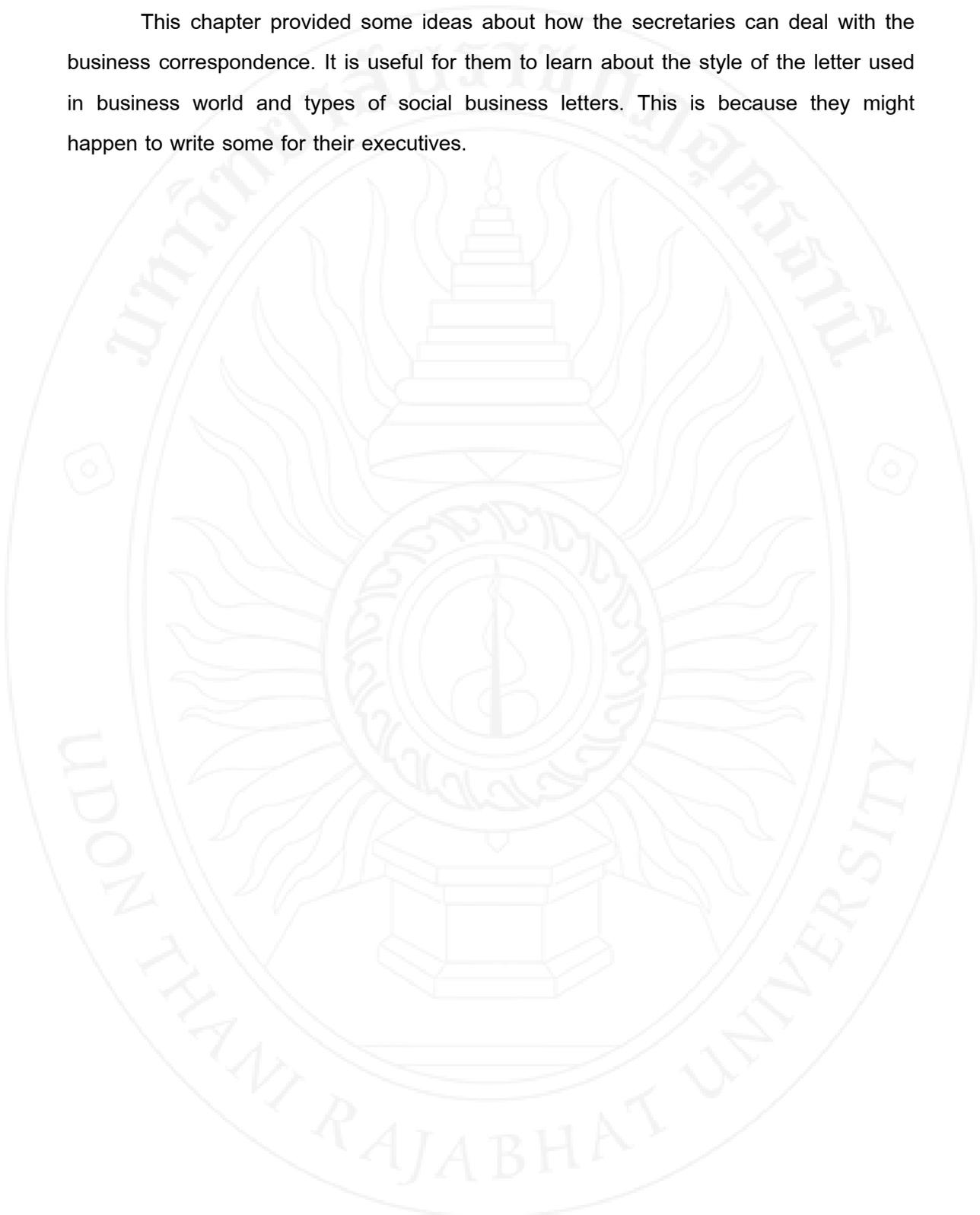
Situation 2: Prepare a formal invitation to attend a wedding ceremony for Mr. J.K Smith and Ms. Supanee Srisuk. Create your own date, time, place, etc.

Situation 3: Prepare a formal invitation for Mr. Suchart and Mrs. Somjai Jittikoon. They are going to hold a new house warming ceremony. Create your own date, time, place, etc.

Situation 4: Mr. and Mrs. Anderson can not attend the invitation of the Local Bank Tellers Club at a tea to welcome Ms. Nancy Regan, the executives of the bank. Write a negative reply to the invitation.

Summary

This chapter provided some ideas about how the secretaries can deal with the business correspondence. It is useful for them to learn about the style of the letter used in business world and types of social business letters. This is because they might happen to write some for their executives.



Chapter 6

Dealing with Office Management and Procedure



Source: <http://www.google.co.th>

Introduction

In order for an office to function smoothly, it's important to have a set of official management and procedures in place, from invoices to job applications, expense reports to client complaints etc. Documents that are not handled according to proper procedures can end up costing the company's expenses.

1. Listening and Speaking

Task 1

Directions: 📺 Work in group of four. Watch the VCD about how to organize an office. Then discuss about the VCD with your group

Task 2

Directions: 📺 Watch the VCD again then answer the following questions.

.....1. What did the two ladies talking about?

.....2. Why did the lady mention that we should think that ourselves is a ball?

.....3. Things that you use most frequently should be placed near or far from you. Why?

.....4. Why did the lady suggest that there should be one place to keep all notes?

.....5. What should be kept in the drawer?

2. Reading

2.1 Organizational Chart

Saipem

Saipem is a large, international and one of the best balanced turnkey contractors in the oil & gas industry.

Saipem has a strong bias towards oil and gas related activities in remote areas and deepwater and is a leader in the provision of engineering, procurement, project management and construction services with distinctive capabilities in the design and the execution of large-scale offshore and onshore projects, and technological competencies such as gas monetization and heavy oil exploitation.

At present, Mr. A Meomartni is the chairman of the Board. Mr. P.F. Tali, an American, is the chief executive officer (CEO). His responsibility covers 5 divisions 1) Finance. 2) Legal affairs & general counsel. 3) Human resources, organization and ICT. 4) Internal audit. 5) Company affairs

The other deputy chief executive officer is Mr. J.J. O'Donnell. He is in charge of four division: 1) Quality, health, safety, environment and sustainability 2) Industrial risk & opportunity and knowledge management 3) Procurement 4) Integrated projects.

The Company enjoys a superior competitive position for the provision of EPC/EPCI services to the oil industry both onshore and offshore; with a particular focus on the toughest and most technologically challenging projects - activities in remote areas, deepwater, gas, "difficult" oil. Its drilling services continue to be distinctive, operating in many of the oil and gas industry's 'hotspots', frequently in synergy with its onshore and offshore activities. Saipem is a global contractor, with strong local presence in strategic and emerging areas such as West Africa, North Africa, FSU, Central Asia, Middle East, and South East Asia. Saipem is a truly international company. Along with its strong European content, the major part of its human resource base comes from developing Countries. Saipem employs over 40,000 people comprising more than 110 nationalities. In addition to the strong local content of its people, it employs large numbers of people from the most cost-effective developing countries on its vessels and sites, and has sizeable service bases in India, Croatia, Romania and Indonesia. Its clients and people - in particular their health and safety - are the primary focus of all Saipem activity. Saipem has a distinctive Health & Safety Environment Management System and its Quality Management System has been granted ISO 9001:2000 certification by Lloyd's Register Certification.

Sources: <http://saipem.com>

Vocabulary

1. Distinctive (adj.) = Having a special quality, character, or appearance that is different and easy to recognize.
2. Capabilities (n) = The natural ability, skill, or power that makes a machine person, or organization able to do something, especially something difficult.
3. Turnkey (adj) = Ready to be used immediately.

- 4. Contractors (n) = A person or company that agrees to do work or provide goods for another company.
- 5. Procurement (n) = To obtain something, especially something that is difficult to get.
- 6. Exploitation (n) = The development and use of minerals, forests, oil etc for business or industry.
- 7. Emerging (adj) = In an early state of development.
- 8. Sustainability (n.) = The degree to which something or someone has the right qualities for a particular purpose.
- 9. Granted (adv) = Used when you admit that something is true.
- 10. Vessels (n) = A ship or large boat.

Task 3

Directions: Read the passage about Saipem and answer the following questions.

1. Who is the chairman of Saipem?

.....

2. How many division that Mr. P.F. Tali is responsible for? What are they?

.....

3. How many divisions that Mr. J.J. O'Donnell is responsible for? What are they?

.....

4. Name the areas that Saipem has operated

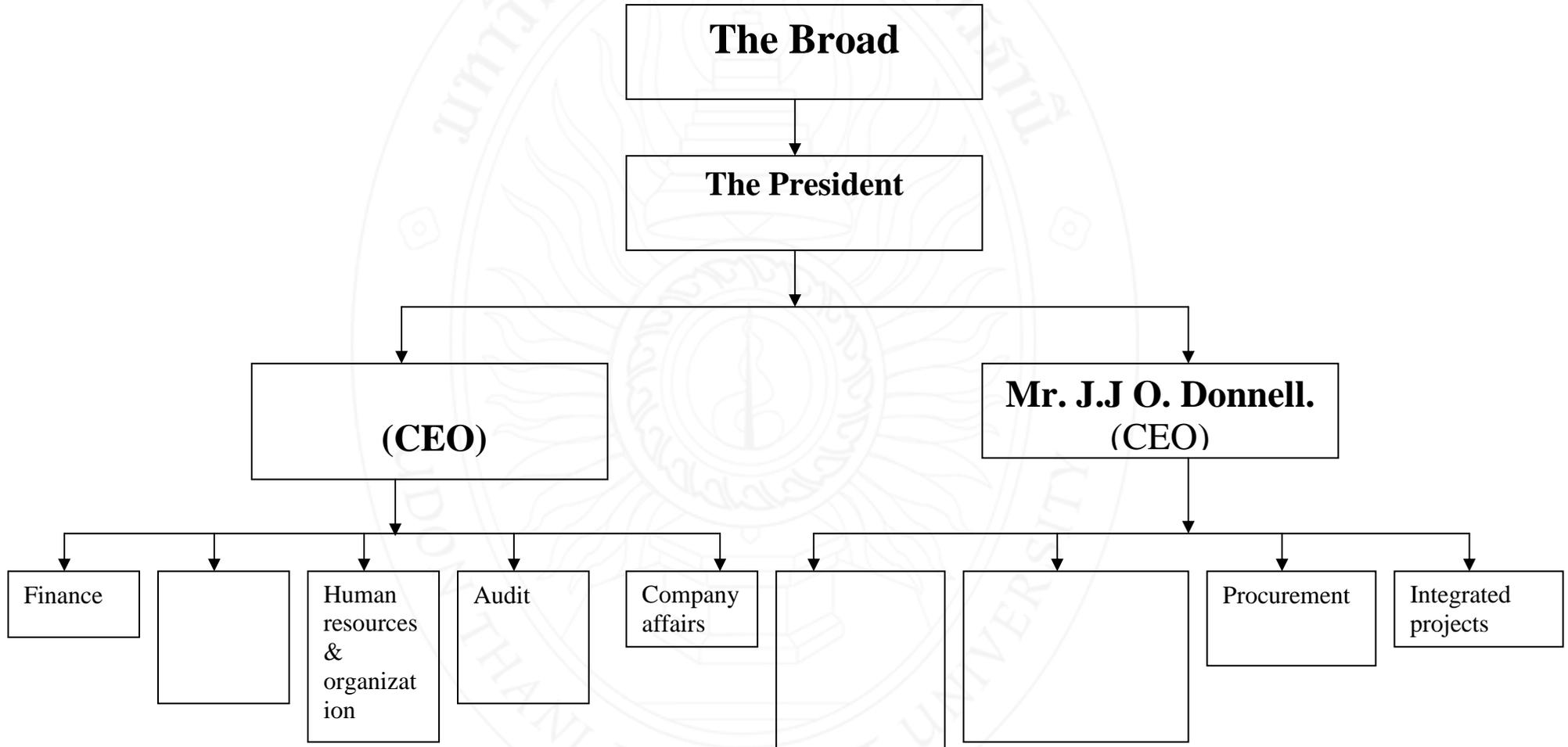
.....

5. Who granted ISO 9001:2000 certification to Saipem?

.....

Task 4

Directions: Read the passage about Saipem again, then complete the organizational chart for Saipem.



Task 5

Directions: Work in group of four. Then, write the organizational chart for a company.

2.2. The General Office Rules

The ability of the executive to maintain the discipline or rule of a company or workplace is crucial. Office rules or workplace discipline means regulating the employees, making them abide by the rules and policies of the company and follow guidelines. Normally, the rules related to: working hours, telephone use and visitors visit. Study the example of general office rules of Indian National Rural Roads Development Agency.

Working Hours

1. Working hours of the office will be from 9-00 a.m. to 5-30 p.m. with half an hour lunch break from 1-00 to 1-30 p.m. or 1-30 to 2-00 p.m. as designated for different categories

2. The prescribed working hours, including the lunch break, should be strictly adhered to by everybody. The officers and the staff must not overstay the lunch break.

3. Every staff shall record his/her attendance in office by putting initials along with the time of arrival/departure in blue or black ink.

4. Irregularity in attending office is highly objectionable. It amounts to lack of devotion to duty and shall be viewed with disfavor.

5. Late attendance of a staff may be condoned if caused by reasons beyond his control but not more than twice a month. Half-a-day's casual leave will be debited to the casual leave account of the staff for each occasion of late attendance.

6. Habitual late-coming will invite disciplinary action.

Use of Telephone and Computers

1. Telephones should be used whenever necessary to speed up communication and decision making.

2. Use of private e-mail is discouraged and use of Internet chatting is prohibited.

3. Official telephones should not be used for private calls.

Visitors

Personal visitors are not encouraged during office hours. If for urgent or unavoidable reasons, visitors do come to office premises, they will be requested to give their full particulars in the Visitors' Book at the Reception and wait at the Reception. The Receptionist will inform the officer supervising the work of the person whom the visitor wants to meet and, on his approving it, the person may meet the visitor in the Reception premises. Personal visitors cannot visit the working area of the company or at the Canteen under any circumstances.

Security

Security of premises is ensured through personnel provided by the security agency engaged for the purpose. Security is also the responsibility of all staff deployed in the office. Before leaving, staff will:

- Switch off computers and appliances.
- Lock valuable material.
- Keep away files and papers.
- Staff will report any activity / incident having a bearing on security immediately to the Head of Security Department.

Source: <http://pmgsy.nic.in/downloads/opman.pdf>



Source: <http://www.google.co.th>

Task 6

Directions: Work in group of four. Suppose you are working for a company and your boss asks you to set the office rules for him. Your office rules will follow the topics in 2.2. The General Office Rules

2.3 Office Equipments

Office equipments nowadays have been changed dramatically from the past. Personal computers e-mail and word processors have replaced the old office devices such as telex and facsimile machine. New innovation of electronics equipment assists the office staff to work more conveniently and effectively, especially the secretaries and clerical workers. They should learn and get familiar with these devices

Types of Office Equipments

The office equipments can be divided into 4 types: stationery, computers, office furniture and office machines

1. Stationery

Stationery refers to a wide gamut of materials: paper and office supplies, writing implements, greeting cards, glue, pencil cases and other similar items. It can be divided in to four categories:

- a. Writing items: pen, fountain pen, pencil, highlight pen and others.
- b. Desk equipment: document tray, folder, pen holder, etc.
- c. Document and information filing: folder, shelf, box, tray, etc.
- d. Office stuff: stamps, numbering corrector, puncture, Scotch tape, glue cutter, etc.



Source: <http://www.google.co.th>

2. Computers

Offices in the information age like today need the computer that can support them so much as part of their success. The computer helps the businessmen to retrieve, store and search for the information they need to make decisions. Moreover they help the properly categorize and identify ideas that result in substantial operational land cost benefits.

Desktop computer



Source: <http://www.google.co.th>

Laptop computer



Source: <http://www.google.co.th>

I pad



Source: <http://www.google.co.th>

Tablet



Source: <http://www.google.co.th>

3. Office Furniture

Office furniture refers to furniture that intended for use in an office such as file cabinet, filing cabinet, file etc. Here is some typical furniture that can be found in almost every office.



Source: <http://www.google.co.th>

Filing Cabinet



Source: <http://www.google.co.th>

Shelves



Source: <http://www.google.co.th>

Partition



Source: <http://www.google.co.th>

Cupboard



Source: <http://www.google.co.th>

4. Office Machine (Office Gadgets)

In this book, the writer would like to suggest the up-to date office small office machine, the gadgets. Gadgets refer to small machines or devices which do something useful. They can be either manual or electronic ones. The purposes of having gadgets in the office are to help staff to work convenient and effectively, to save time and to support the office procedures. The following are some modern office gadgets that are used in the current and modern offices:

Smart stand



From: <http://www.google.co.th>

This smart stand (pedestal) is an ideal office instrument, especially when the executives have to give speech or report some important business issues. The Smart Stand puts all the sheet/document in a digital format for the reader, and makes it so he or she presses on a pedal to turn the page.

Thump drive



Source: <http://www.google.co.th>

Thumb drive is sometime called USB, memory stick and flash memory. This device is used to store some information which is saved from a personal computer. As a result of the small in size, it's convenient for the users to carry it with them wherever they want or use it on another personal computer.

Hand Paper Shredder



Source: <http://www.google.co.th>

There are a lot of important or sensitive information or documents in the office. These information and documents need to be well kept and sometime can be destroyed after use. In the old day, they were burnt in a fireplace or stoves. But that caused a lot of pollution and was not eco-friendly. Hence, paper shredder was invented to assist the office to manage their out-of-date or secret documents

Label manager



Source: <http://www.google.co.th>

It is a convenient machine to put thing in system. The users type the word(s) they want on the label manager and let it works out for you. The labels have got different size: 1/4", 3/8", and 1/2" widths. It is capable of two lines of text and also portable and rechargeable. Some labels have 3 different fonts and six text styles. In addition, it can highlight the text with 8 box styles or underlining. The users can also save 9 labels in case they need to use the same text again.

Transparent puncher



Source: <http://www.google.co.th>

This device is one of the common gadgets in any offices. It is used daily in the offices. The top of transparent plastic puncher helps the users to find the right place to make holes on the paper. The red ring viewfinder indicates the area that the user can punch on pieces of paper.

Printer



Source: <http://www.google.co.th>

Printer is one of the useful devices in the office. It can print both documents and photos with brilliant color and permanence to last a lifetime.

Scanner



This is the new kind of scanner which totally different from the traditional one that place on the desk in the office. It is a portable scanner. The executive can use it wherever they go on their business trip. The machine can ensure that all relevant documents which need to be digitized can be done in the blink of eyes, right on the spot.

Source: <http://www.google.co.th>

CyberPad



Source: <http://www.google.co.th>

This modern technology helps not only for the office staff, students or anyone else who has to take notes frantically in the classroom and. However, the CyperPad A4 is able to take whatever they want to write on its notebook better than a digital pen, and then saves it to its 32MB of internal memory. It can translate handwriting into text later.

3. Language Note

Present Simple (Third Person Singular: He/She/ It)

1. Add – s to the end of verbs

+ s = earn → earns

2. Add – es if the verb ends in – ch, sh, ss, o.

+ es = teach → teaches

3. If the verb ends in a consonant + y, change y to i and add es

+ ies = study → studies

Task 8

Directions: Write sentences using should/shouldn't to for making office rules.

1. You shouldn't leave your laptop computer on your desk.

2.

3.

4.

5.

Summary

This chapter provided the importance of how secretaries need to learn office management and office procedure because they assist them to handle and process office equipments and office work effectively and productively.

Chapter 7

Preparing for Job Application



Source: <http://www.google.co.th>

Introduction

Job application is a process that everyone will probably go through many times in one's life. Finding a job is challenging. Hence knowing how to find out about job openings and how one can sell his talents to a prospective employer is very important. In this chapter the students will learn how to find position advertised in newspaper, fill in application form, write application letter and resume.

1. Listening and Speaking

Task 1

Directions:  Listen to a dialogue about two people talking about job recruiting, and then answer the following questions.

Ai: Hi, good to see you. Where were you yesterday?
Boy: Thanks. I went to UD Plaza yesterday.
Ai: Why did you go out there?
Boy: I went to UD Plaza to look for a job because there was a job fair running by Udon Thani Employment Office there.
Ai: Did you get the job you want?
Boy: Yes, I saw three or four interesting jobs
Ai: And..Did you apply for any jobs?
Boy: Yes..Four. And I got some help from the staff with the application.
Ai: That's great. Filling out applications is hard sometimes. And now what's next?
Boy: Well, now I'll wait for phone calls to see if I have an interview.

1. Where was Ai yesterday?
.....
2. Why did he go to UD Plaza?
.....
3. How many jobs did he apply for?
.....
4. How did Ai find out about filling out application?
.....
5. What is Boy going to do next?
.....

2. Reading

Job advertisements

There are several sources of occupational information. It is recommended to look up for the vacancy in company annual reports and recruiting brochures, trade and professional journals, business magazines and classified ads in the newspapers, public and private employment services, professional association employment service, telephone directory and letter of inquiry, teachers, friends, and relatives.

1. Types of Job advertisements

There are two types of job advertisements: Helps wanted ads (Personnel ads or Career Opportunities) and Employment wanted

1.1 Helps Wanted Ads (Personnel Ads. or Career Opportunities). This advertisement is used when the companies want the appropriated people to work for them so they ask the publishers to advertise their job advertisements in newspaper, magazines etc. Actually, the complements of helps wanted ads are:

1.1.1 The brief background of the company.

- The Bangkok Post, Thailand's leading English language newspaper.
- The Phaya Thai Group of Hospitals is rapidly expanding in Bangkok and in provinces.

1.1.2 The vacancy or position wanted. Actually these phrases are used:

Urgently wanted, Urgently required, Wanted immediately.

Urgently required
Engineer 2 persons

Urgently wanted
Accountant

1.1.3 The qualifications or requirement of the applicants consist of age, gender, highest education, language ability, PC knowledge, and work experience etc.

Examples:

Qualifications:

- Female, age 30-35
- University graduate in Accounting
- 3 years experience with manufacturing firm in General Accounting, General ledger. Cash Books, Inventory Records and Trial Balance
- Practical know-how of PC XT/AT and use of software (Lotus 1-2-3/DBASE and Accounting) is necessary.
- Good command of English.

Qualifications:

- Female, age 20 up, good human relationship
- Commercial/University graduate
- Able to operate PC
- Able to type English and Thai with high accuracy.
- Good command of English.

2. Employment wanted. This advertisement is used when the individuals would like to apply for a job. He or she may send his/her advertisement to the publishers to advertise for them. Actually, the complements of employment wanted are:

- 1.1. Qualification of the applicant such as education background, work experiences, age, gender, nationality etc.
- 2.2 Position wanted.
- 2.3 Contact address or contact numbers.



Overseas Employment Corporation
Ministry of Labour and Manpower
Government of Pakistan

ADVERTISEMENT NO.13/2010 CODE NO.44/4-Pub-774/10

**NURSES WANTED FOR
MINISTRY OF HEALTH, KINGDOM OF SAUDI ARABIA**

Ministry of Health, Kingdom of Saudi Arabia requires services of qualified and experienced **Nurses** in all specialties:

Qualification & Experience: B.Sc nursing with minimum of 2 years post qualifications experience. Age: less than 40 years.

2. Detailed procedure regarding submission of applications is available at our website: www.oec.gov.pk. Last date for receipt of applications is **7th April, 2010**.

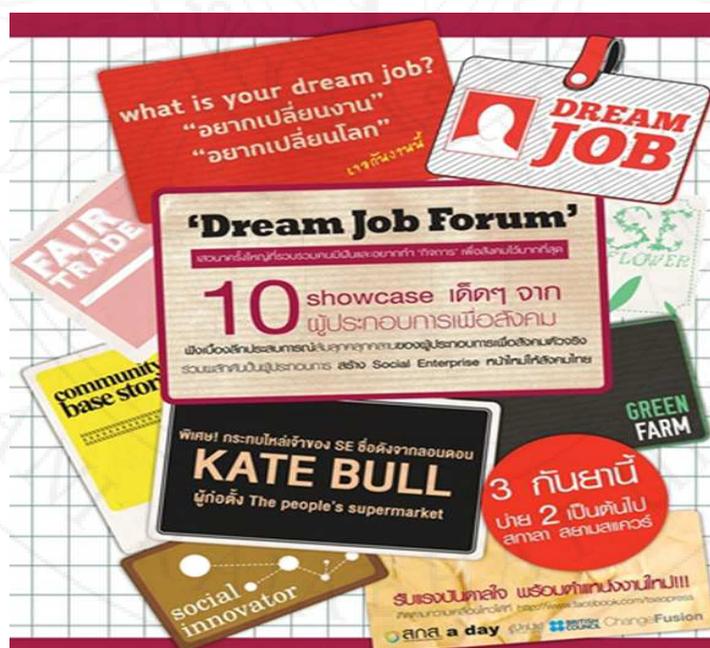
EXECUTIVE DIRECTOR (PMD)
OEC ISLAMABAD

PID(I) No. 4948/09

Source: <http://www.google.co.th>

Vocabulary

1. Recruiting (adj) = to find new people to work in a company, join an organization, do a job etc.
2. Complements (n) = someone or something that emphasizes the good qualities of another person or thing.
3. accuracy (n) = the quality of being correct or true.
4. procedure (n) = a way of doing something, especially the correct or usual way.
5. submission (n) = when you give or show something to someone in authority, for them to consider or approve.
6. available (adj) = something that is available is able to be used or can easily be bought or found.
7. receipt (n) = a piece of paper that you are given which shows that you have paid for something.
8. urgently (adv) = very important and needing to be dealt with immediately.
9. employ (v) = to pay someone to work for you.
10. graduate (v) = to obtain a degree, especially a first degree, from a college or university.



Source: <http://www.google.co.th>

Task 2

Directions: Read the following job ads, then answer the questions.

A.



- RN Case Managers (open positions)
- IV Coordinator (part-time)
- RN/LPN Community Health Coordinator
- Weekend RN Case Manager
- Weekend RN Supervisor
- Home Health Aides

Home care experience preferred. Flexible hours, excellent pay. Email questions or resume to achapman@leeregionalvna.com, go to www.leeregionalvna.com, or call 413-243-1212. EOE

Source: <http://www.google.co.th>

1. What qualifications are needed for this job?

.....

2. Who is offering the position?

.....

3. What positions are available? Write only two positions.

.....

4. How can you apply for the positions?

.....

5. What are required when you apply?

.....

Task 3

Directions: Read the above job advertisements, then answer the questions.

A

International Manufacturer & Exporter
Urgently Requires:

ACCOUNTING SUPERVISOR

Qualifications:

- ▶ Female, age 30-35.
- ▶ University graduate in Accounting.
- ▶ At least 3 years experience with manufacturing firm in General Accounting-General Ledger, Cash Books, Inventory Records and Trial Balance.
- ▶ Practical know-how of PC XT/AT and use of software (Lotus 1-2-3/DBASE and Accounting) is necessary.
- ▶ Good command of English.

Please submit resume stating qualifications and experience together with a photo to the address below:-

 Personnel Manager
THOMAS BIEL AND ASSOCIATES LTD.
30/4 Moo 14, Soi Premlurthai
Bangna-Trad Road Km. 5
Bangkaew, Bangplee
Samutprakarn 10540 .

THE TRA GROUP

Source: <http://www.google.co.th>

1. What qualifications are needed for this job? Write at least two qualifications.

.....

2. Who is offering the position?

.....

3. What position is available?

.....

4. Where can you apply for the position?

.....

5. What are required when you apply?

.....

B

Urgently Required!

**IT ENGINEER
(Trainee)**

Requirements:

1. Male / Female, single
2. Age between 23-27 years old
3. Fresh graduates are welcome
2. Diploma / Bachelor Degree (computer)
3. Familiarity with UNIX operating system
4. Good personality; dedicated, honesty, time target oriented & learning faster.

Facilities:

1. Free on job training
2. Free to get international certification
3. Practical modules & good trainers
4. Basic salary + project allowances
5. Job contract & 3 months probation
6. Permanent employee after (5)

**Submit your resume to
email: career@pt-san.com**

Source: <http://www.google.co.th>

1. What qualifications are needed for this job? Write at least two qualifications

.....

Who is offering the position?

.....

2. What position is available?

.....

3. Where can you apply for the position?

.....

4. What are the fringe benefits when you apply? Write at least two benefits.

.....

3. Language Note

Past Simple Tense

Structure

S+ [verb + ed] or irregular verbs

You **told** Danai.

Did you **tell** Danai?

You **did not tell** Danai.

USE:

Completed Action in the Past



Use the Simple Past to express the idea that an action started and finished at a specific time in the past. Sometimes, the speaker may not actually mention the specific time, but they do have one specific time in mind.

Examples:

- I **went** to a cinema yesterday.
- I **didn't see** a movie yesterday.
- Last year, I **visited** India.
- Last year, I **didn't travel** to India.
- **Did** you **have** breakfast this morning?
- Ladda **washed** her clothes.
- Danai **didn't wash** his hair.

4. Writing

4.1 Application form

After a person has selected the position he needed, there is another job application process he will be asked to do. A document needs to be prepared and completed before applying for a job. Nowadays, applying for a job can even be done on line and like other application form, on line application need completed information of the applicant.

Filling the application form is very important as it tells an employer a great deal about the applicant and may determine whether or not he/she will get the job. The employer may judge the legibility of one's hand writing in relation to his/her characteristics.

In completing the application form, it is recommended to read it carefully to know what to include in each space. Remember to recheck the completed form before submitting it to the employer or sent it through the line.



Source: <http://www.google.co.th>

Example 1: Typical application form

| APPLICATION FOR EMPLOYMENT | | | |
|--|--------------------------|----------------------------------|-------------------------------|
| PERSONAL INFORMATION | | DATE OF APPLICATION ----- | |
| Name..... | | | |
| Last | First | Middle | |
| Address..... | | | |
| Street | Apt | City/State | Zip |
| Alternate Address..... | | | |
| Street | Apt | City/State | Zip |
| Contact Information :.....(.....).....(.....)..... | | | |
| Home Telephone | Middle | Email | |
| How did you learn about our company? | | | |
| | | | |
| POSITION SOUGHT:..... | | Available Start Date: | |
| Desired Pay Rang:..... | | Are you currently employed?..... | |
| By hour or salary | | | |
| EDUCATION | | | |
| | Name and Location | Graduate/ Degree? | Major/subject of Study |
| High School | | | |
| College or University | | | |
| Specialized Training , Trade School, etc. | | | |
| Other education | | | |
| Please list your areas of highest proficiency, special skills or other items that may contribute to your abilities in performing the above mentioned position. | | | |
| ----- | | | |
| ----- | | | |
| ----- | | | |

Source: <http://www.samplewords.com>

Example 2: Typical Application Form

| |
|---|
| Today's Date: April 19, 20xx |
| Referred by: Ms. Suamporn Sangdee |
| Applying for the Position of : Receptionist |

Personal Information

| |
|---|
| Name: Ms. Suthida Rakdee |
| Address: 64/1 Thaharn Road Soi Jintakham, Muang District, Udon Thani Province |
| Home Phone: (042) 541-1241 |
| Zip Code: 41000 Business Phone: - |

Education

| Name and Location | From | To | Major | Date Graduated |
|--------------------------------|------|------|---------|----------------|
| College: Chiang Mai University | 2004 | 2007 | English | March 2007 |
| High School: Rachinutit School | 2002 | 2004 | | March 2004 |
| Other : - | - | - | - | - |

Special Skills or Training

| |
|--|
| Computer Skills: Microsoft Word, Excel, PowerPoint and the Internet |
| Language Skills: Speaking, listening, writing and reading excellent English. |

Employment (Start with the most recent)

| From | To | Employer - Phone # - |
|---------------------|----|----------------------|
| Job Title - | | Duties - |
| Supervisor's Name - | | |
| Starting Salary - | | |
| Ending Salary | | Reason for leaving - |
| From | To | Employer - Phone # - |
| Job Title - | | Duties - |
| Supervisor's Name - | | |
| Starting Salary - | | |
| Ending Salary | | Reason for leaving - |

Example 3: On line application form.

123

Job Application

Name *

First Last

Email *

Phone *

- -
####

What position are you applying for? *

Job 1 ▾

Available start date *

/ /
MM DD YYYY

What is your current employment status? *

Employed Self-Employed
 Unemployed Student

How do you prefer to submit your resume? *

Upload file
 Provide URL

Upload your resume

Source: <http://www.google.com/>

Task 4

Directions: Fill out the following form, using your own information

| |
|--------------------------------|
| Today's Date: |
| Referred by: |
| Applying for the Position of : |

Personal

| |
|---|
| Name: |
| Address: |
| Home Phone: |
| Zip Code: Business Phone: - |

Education

| Name and Location | From | To | Major | Date Graduated |
|--------------------------------|------|----|-------|----------------|
| College: | | | | |
| High School: | | | | |
| Other : - | - | - | - | - |

Special Skills or Training

| |
|--------------------|
| Computer Skills: |
| Language Skills: . |

Employment (Start with the most recent)

| | | | |
|-------------------|----|--------------------|-----------|
| From | To | Employer - | Phone # - |
| Job Title | - | Duties | - |
| Supervisor's Name | - | | |
| Starting Salary | - | | |
| Ending Salary | | Reason for leaving | - |
| From | To | Employer - | Phone # - |
| Job Title | - | Duties | - |
| Supervisor's Name | - | | |
| Starting Salary | - | | |
| Ending Salary | | Reason for leaving | - |

4.2 Application letter

After one has completed the application form, it is time to prepare an application letter. This letter is very important because it works as a representative for its owner and makes a good first impression and persuade the prospective employer to interview the applicant. Application letter should be individually and perfectly typed on good quality bond paper. Actually, it is recommended not to copy an application from a textbook or have someone else write it. The applicant should prepare and write the letter by himself/herself.

4.2.1 Parts of the application letter

Application letter acts like a sales letter. Hence, in writing application letter, one can follow the sale steps of: attracting attention, arousing interest, creating desire and simulation action.

Attracting attention refers to the opening paragraph (introduction paragraph) within the application letter. It should attract the readers' attention and encourage them to continue reading. There are several ways to write the opening paragraph:

- a. give a summary statement of your qualifications.
- b. state how you found out about the job vacancy.
- c. refer to the company's reputation.
- d. mention a news event relating to the company.

Example of the opening paragraph

1. Courses in business and two years experience in the retailing business qualify me to apply for the management trainee position that you advertise in the Fort Worth Daily News.
2. Miss Coeta Comstock, career counselor suggested that I apply for a position with your company as an electrician apprentice.
3. Since your company is one of the leading insurance companies in the United State. I would like to put my priming train and experience to work for you in your reproduction department.
4. Congratulations on the opening of a branch office in Oak Cliff. Because of my backgrounds and interest in word processing. I am applying for a correspondence secretary position in your new office.

Ngamta Sarasil
62 Srisuk Road
Muang District, Udon Thani Province
41000
Tel 042-334143
10 March 20XX

Human Resources Manager
XYZ Consulting
PO Box 123
Muang District, Udon Thani Province
41000

Dear Ms Sirs,

I wish to apply for the position of Marketing Officer as advertised in the Bangkok Post, Saturday 9 March, 20XX

I will complete a Bachelor of Business at Udon Thani Rajabhat University with a major in Marketing and second major in Management. I have achieved an overall Grade Point Average of 5.3 (on a 7 point scale) and have a special interest in Strategic Planning (or obtained a High Distinction in Strategic Marketing).

Thank you for considering my application. Enclosed is a copy of my resume and academic record. I would appreciate an interview and am available at short notice. If I am not contactable on my home phone 042-334143 and my mobile phone 08-90245876

Yours sincerely,

Ngamta Sarasil
Ngamta Sarasil

(Author's writing)

Task 5

Directions: Write the answer in the box.

Application Letter

Dear Sir/Madam,

I 1) _____ writing this letter to apply for 2) _____ position of student assistant that I saw advertised on your website. I 3) _____ interested 4) _____ working 5) _____ 6) _____ teachers' resource library, or 7) _____ 8) _____ accommodation department. I have recently graduated from 9) _____ WSB Business School 10) _____ Warsaw and received high grades 11) _____ both my English and Business Courses. In addition, we had to use all of 12) _____ Microsoft Office programs 13) _____ 14) _____ preparation of our finished assignments, so I 15) _____ able to do most things with computers. Since I was 15 years old I have helped my father to run his small import-export business. I have been involved 16) _____ helping 17) _____ variety of clients and also 18) _____ general administration of 19) _____ business. In 20) _____ past 2 years I have worked 21) _____ 22) _____ WSB library, helping teachers and students to find and use 23) _____ resources there. This experience has given me 24) _____ ability to deal with 25) _____ needs of all types of people. I have an outgoing, diligent personality and find that I enjoy 26) _____ challenges of working 27) _____ busy environments. In addition, my studies and experience have taught me to be accurate and efficient 28) _____ organizing my work so I would be 29) _____ valuable addition to your school.

I look forward to hearing from you.

Yours faithfully

Pawel Mineszcz

Source: <http://www.jobtopgun.com>

Task 6

Directions: Write your own application letter.

4.3. Resume

A resume tells about your education, your work experience, skill and present employment, as well as personal qualities. There are various layouts for a resume. Some resumes have a section of supplementary information; reason for applying a position and for leaving previous employment.

4.3.1. Type of Resume

There are three types of resume: the chronological resume, the functional resume and the combination resume

4.3.1.1 The chronological resume

In chronological resume, the focus is on the work –experience section. It is placed in the prominent slot, right after the name and optional objective. When writing about the work experience, it is developed by listing the jobs sequentially in reverse order, beginning with the most recent position and writing backward toward earlier

4.3.1.2 The functional resume

This resume is sometime called a skill resume. It put more focus on skills and capabilities of the writer.

4.3.1.3. The combination resume

The combination resume includes the best feature of the chronological and functional resume. This type of resume is recommended to the person who does not have a lot of work history to show. It will help high-lighting the writer's skills while still providing a chronological history of the employment.



Source: <http://www.ardmoregroup.co.uk>

Functional Resume

Jane Doe

Present Address:
216 Main Street
Collegetown, KY 40000
(000) 000-0001

Permanent Address:
138 Main Street
Anytown, KY 40000
(000) 000-0000

Employment Objective

To obtain a position in public relations, editing, or research that utilizes my communication, analytical, and writing skills.

Education

State College; Collegetown, KY (Sept, 1998 to Present)
Bachelor of Arts expected June, 2001.
Major: English.
Additional coursework in Advertising, Philosophy, and Mathematics.

Human Relations and Communication Skills

- Communicated in writing and by phone to many customers of the bank.
- Handled complaints/customer discrepancies, conferred with personnel in an effort to resolve problems.
- Participated in numerous fund-raising activities.
- Represented departments in meetings and relayed information and concerns to appropriate parties.

Administrative and Management Skills

- Gathered information to process customer accounts.
- Organized billing to maintain timely accounts.
- Improved training for incoming employees.
- Interacted with various personnel through interviews which enhanced overall efficiency of operations.

Other Skills Areas

- Strengthened communication skills by volunteering for special projects.
- Enhanced writing technique, gaining experience in different styles of writing, including press releases, public service announcements, and problem solving letters to customers.
- Acquired data retrieval and Word Perfect word-processing skills.

Organizations, Honors, Awards

Secretary, State College Advertising Club (1998-1999)
Yearbook Editor, Collegetown High School (1999-2000)

References Available Upon Request

Source: <http://www.oet.ky.gov>

Combination Resume

Jane Doe

Present Address:
216 Main Street
Collegetown, KY 40000
(000) 000-0001

Permanent Address:
138 Main Street
Anytown, KY 40000
(000) 000-0000

Employment Objective

To obtain a position in public relations, editing, or research that utilizes my communication, analytical, and writing skills.

Education

State College; Collegetown, KY (Sept, 1998 to Present)
Bachelor of Arts expected June, 2001.
Major: English.
Additional coursework in Advertising, Philosophy, and Mathematics.

Human Relations and Communication Skills

- Communicated in writing and by phone to many customers of the bank.
- Handled complaints/customer discrepancies, conferred with personnel in an effort to resolve problems.
- Participated in numerous fund-raising activities.
- Represented departments in meetings and relayed information and concerns to appropriate parties.

Administrative and Management Skills

- Gathered information to process customer accounts.
- Organized billing to maintain timely accounts.
- Improved training for incoming employees.
- Interacted with various personnel through interviews which enhanced overall efficiency of operations.

Other Skills Areas

- Strengthened communication skills by volunteering for special projects.
- Enhanced writing technique, gaining experience in different styles of writing, including press releases, public service announcements, and problem solving letters to customers.
- Acquired data retrieval and Word Perfect word-processing skills.

Work Experience

The American Red Cross; Collegetown, KY June, 1999 – Present
Public Information Intern

National Bank and Trust; Collegetown, KY Summers, 1997, 1998, and 1999
Accounting/File Clerk

Organizations, Honors, Awards

Secretary, State College Advertising Club (1998-1999)
Yearbook Editor, Collegetown High School (1999-2000)

References Available Upon Request

Source: <http://www.oet.ky.gov>

4.3.2. Structure of Resume

Usually, there are 6 main sections of the resume:

1. Heading
2. Objective
3. Education
4. Work experience
5. Special qualification or skills
- 6 .Personal hobbies and interests
7. Reference

1. Heading

First and last name in capital letter are written at the top of the sheet. Present address and telephone numbers typed in lower case letters are placed right below the name.

Personal Information

Name: RUSSEL S. HATCHER

Address: 405 Churchill Street, Dianella, Perth, Australia 51523

Telephone: 515-555-2098

Age: 25 Date of Birth: 18th March 1972

Male/Female: Male

2. Objective

This part can be omitted if the writer does not intend to express it. However, it is recommend to put one objective to express one's opinion.

Career Objective: An office position using my Secretarial Administration Training with the opportunity for advancement.

3. Education

This section is the most important part within a resume. Actually, the history of one's education will be listed sequentially in reverse order, beginning with the most recent degree and backward toward earlier degree or education.

Educational Qualifications:

-1990-1992 Associate of Arts Degree (Secretarial Administration).

Mark County Junior College, Perth, Australia 52638

-1987-1990 Central High School, Perth. Ranked second in graduating class.

4. Work Experiences

This part tells the prospective employer about the writer's professional experience. Under each listing, it is recommended that the writer should describe the responsibilities and accomplishment.

- Present Position (since 1993); Part-time Secretary to Mr. James.

Brown, Vice President of Marketing, First State Bank, Dianella, Perth.

Duties: Typing, taking dictation, filing, answering the phone

-1988-1990 Volunteer, Children's Hospital, Dianella, Perth

Duties: Attending patients, under supervision of Miss Mary Comms, Head Nurse

5. Special qualifications or skills

- Typing -75 words a minute
- Shorthand Dictation -100 words a minute
- Fluent French

6. Personal hobbies and interests

I enjoy traveling, music and sports. I play the piano. I also ski and I am learning to fly.

7. References

Dr. Cathy Bolenen, Chairman Department of Secretarial Administration, Mark County Junior College, Perth, Australia 52638. 515-487-1928

Mr. James P. Brown. Department of Accounting, Mark County Junior College, Perth, Australia 52638. 515-555-2958

Example 1: Completed resume

Tiffany Jones
120 Elmwood Avenue
San Bruno, CA 94066
Phone: (650) 873-5222 e-mail: tjones@hotmail.com

Career Objective: **Office Manager in an Insurance company.**

Highlight of Qualifications

- ◆ Over 15 year of administrative experience
- ◆ Computer Literate: Windows; Word; Excel; PowerPoint
- ◆ Awarded Employee of the Month (May 1999)-150 employees
- ◆ A.A. in Business Administration
- ◆ Well-organized; multi-tasker who creates a team environment

Work History

1999-present
San Bruno, CA

Premium Insurance Co.

Office Manager

- ◆ Oversaw and managed the work flow of 6 clerical workers in a 150-employee company
- ◆ Maintained a data base of 500 clients, as well as created monthly reports
- ◆ Developed a procedural manual used by 50 staff members
- ◆ Created PowerPoint sales presentations for a team of 8 sales representatives

1995-1999
Millbrae, CA

Applewood Staffing Agency

Administrative Assistant

- ◆ Recruited, interviewed and assessed over 50 applicants on a daily basis
- ◆ Scheduled interviews for 6 employment specialists
- ◆ Updated an active client data base of over 300 workers
- ◆ Assisted in a company-wide newsletter sent to over 100 staff members

1992-1995
San Francisco, CA

XYZ Financial Services Agency

Sales Assistant

- ◆ Supported the sales activity of 40 agents
- ◆ Collected, maintained and reported the sales volume of \$500,000 per month (average)
- ◆ Updated and audited the personnel files of 40 staff members
- ◆ Mailed sales promotional materials to over 100 clients daily

A.A. In Business Administration
Certificate in Human Resources

Education

College of San Mateo San Mateo, CA
San Francisco State University San Francisco, CA

Professional Associations

Professional Secretaries International
Northern California Human Resources Council
Toastmasters International

Source: <http://www.google.co.th>

Example 2: Completed resume

JONATHAN W. MOHLER

117 Ivy Drive, Apt# 7 • Charlottesville, VA 22903 • (434) 220-5207
MohlerJ02@darden.virginia.edu

EDUCATION

DARDEN GRADUATE SCHOOL OF BUSINESS ADMINISTRATION **CHARLOTTESVILLE, VA**
UNIVERSITY OF VIRGINIA

Candidate for Masters of Business Administration, May 2002

- Entrepreneurs' Club, Finance Club
- GMAT: 730

GEORGE MASON UNIVERSITY **FAIRFAX, VA**

Bachelor of Science, Finance, January 1998

- Dean's List, 7 semesters. GPA: 3.69
- Financed 100% of education through part-time employment and student loans

EXPERIENCE

Summer 2001 **DARDEN PROGRESSIVE INCUBATOR** **CHARLOTTESVILLE, VA**

New Venture Consultant

Advised ventures on issues relating to marketing, competitive strategy, and early-stage financing.

- Negotiated a term sheet with a venture capital firm. Largely responsible for the inclusion of revenue milestones in the equity vesting agreement.
- Wrote the business plan for a financial services venture, helping the firm secure investor financing by summer's end. Served as the VP of Business Development. During this period, revenues tripled and the client base quadrupled.
- Critiqued the investor presentations of several incubator ventures, offering strategic guidance and general commentary.

1998 – 2000 **FEDERAL RESERVE BOARD** **WASHINGTON, DC**

Financial Systems Analyst

Provided primary analyst support to economists responsible for the production of the monetary aggregates and the implementation of monetary policy.

- Performed analyses of the Board's daily and weekly surveys of deposits. Utilized bank financial reports and market data to assist economists in determining open market operations.
- Maintained a web-based system to analyze retail 'sweep' accounts and to project the impact on monetary aggregates.
- Tested the Y2K compliance of five applications critical to the production of the monetary aggregates. Participated in the audit of testing procedures and critiqued test script logic.

1995 – 1998 **LMR INTERNATIONAL, INC.** **MCLEAN, VA**

Systems Manager

Designed and implemented automated systems to streamline and manage tasks related to the construction of local and national wireless telecommunications networks.

- Analyzed queries to determine the possible availability of radio frequencies. Reviewed internal databases and compared data with government listings to ensure accuracy.
- Created a program to help identify potential impediments that would hinder the flow of time-sensitive inventories valued at \$5MM. Developed a database to track the processing, construction, and sale of FCC radio station licenses.

1990 – 1994 **UNITED STATES MARINE CORPS** **CAMP LEJEUNE, NC**

Squad Leader, Anti-Armor Platoon

Supervised and ensured the combat readiness of a five-man Marine anti-armor squad.

- Participated in Operation Desert Storm. Remained in Southwest Asia four months after the cease-fire to serve as a military liaison to Saudi Arabian Nationals contracted to perform services for the Allied Forces.

Source: <http://www.google.co.th>

Task 7

Directions: Read the article about resumes in France, then answer the questions.

Resume in France

By Sabine Belanger

First of all, the word “resume’ is confusing because in French, that word means “summary”. When Americans talk about a resume, they mean what we call a CV. or curriculum vitae. Resumes in France are not all formatted the same way, but they do include similar information-your name, of course, and also your age, your marital status, how many children you have, and how old they are. We also attach a photo to the resume.

Then we describe previous job experience and education, though we only give the highest degree that we earned. We also list any special skills or training .It’s important to be really honest about your abilities, though! I’ve heard that Americans sometime exaggerate a little on their resumes, and that’s OK in America, but it wouldn’t be a good idea in France. Your resume shouldn’t be longer than two pages, so it’s important to select the most important things.

The final section is for interests. It’s actually an important section because it’s your chance to show your personality a little, to stand out from other applicants. You have to be careful, though-if you list only individual sports, for example, the company might think that you are not a good team player. I know Americans don’t usually list interests at all, but I spent the most time on this section of my resume, even though it was only four lines long! Interviewers will ask you about this section, so again, it’s important to be accurate.

Years ago, résumés were handwritten, but these days they are all done on computer. However, the cover letter that you send with the résumé is still handwritten. French people believe that you can tell a lot about a person from this or her hand writing.

Source: Vaughan and Zemach, Get Ready for Business 2010, page 62

Vocabulary

1. Describe (v) = to say what something or someone is like by giving details about them.
2. Resume (n) = a short account of something such as an article or speech which gives the main points but no details.
3. Summary (n) = a short statement that gives the main information about something, without giving all the details.
4. Format (n) = the size, shape, design etc, in which something such as a book or magazine is produced.
5. Include (v) = to make someone or something part of a larger group or set
6. Attach (v) = to fasten or connect one object to another.
7. Section (n) = one of the parts that something such as an object or place is divided into.
8. Accurate (v) = correct and true in every detail.
9. Handwritten (n) = written by hand, not printed.
10. Believe (v) = to be sure that something is true or that someone is telling the truth.

1. What are the differences between French and American's defining of the word resume?

.....

2. What is the same and what is different about resume in France and in Thailand?

.....

3. Does a resume in France have the same format?

.....

4. Give some examples of the information that should be added in a resume.

.....

5. How long should a resume be?

.....

Task 9

Directions: Read the information about David Shaw. Within group of four, decide what you want to write in his a résumé.

My name's David Shaw, though my friends all call me Dave. My address is 1982 Yucca Drive, Austin, Texas 78738. My home number is (512)555-0935, and my cell phone number is (512)555-2712 I have three email addresses:

luvs2party@hotmail.com, soccerfreak@gmail.com(that's the one I use the most), and dshaw10@austin.edu.

I am 22 years old, not married-though I have a girlfriend now-and I am in perfect health. I have blond hair and blue eyes. I am 6ft tall and weigh about 205 pounds, though I'm trying to lose a little weight this summer!

I am going to the University of Austin. I started in 2008. I'm not really sure when I'll graduate, though .When I started, I was a business major, but last year I change to graphic design. I went to Austin Central High School? (2004-2008), Jefferson Junior High School (2002-2004), and Meadow View elementary School (1997- 2002).

Task 10

Directions: Work in group of four. Discuss the advantages and disadvantages to provide the following on a résumé.

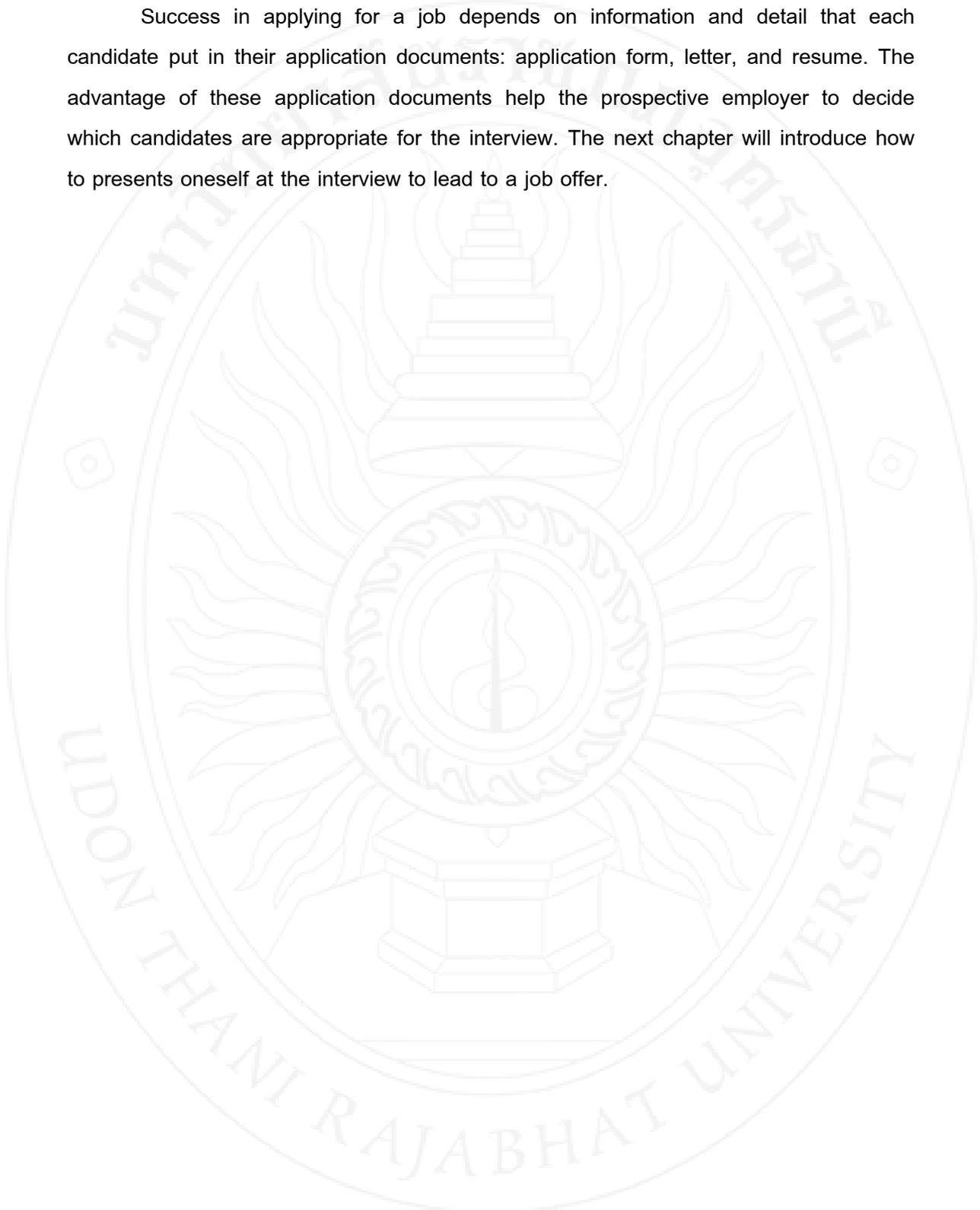
1. house registration
2. a photo
3. your grade point average
4. your gender, age, marital status
5. your handwriting
6. a list of accomplishment from your previous job.
7. certificates from your training
8. your hobbies and interests
9. your health conditions
10. your driving licenses

Task 11

Directions: Write your own resume

Summary

Success in applying for a job depends on information and detail that each candidate put in their application documents: application form, letter, and resume. The advantage of these application documents help the prospective employer to decide which candidates are appropriate for the interview. The next chapter will introduce how to presents oneself at the interview to lead to a job offer.





Chapter 8

Preparing for Job Interview



<http://www.google.co.th>

Introduction

To attend an interview one needs to know what and how to prepare themselves properly. A candidate should plan and prepare themselves carefully for the interview to be successful. The first impression between interviewer and interviewee can ensure good results.

1. Listening and Speaking

Task1

Directions:  Watch the DVD about Mr. Steve Morgan. Then answer the following questions.

1. Where is Steve going to?

.....

2. How does he feel?

.....

3. What is his present position?

.....

4. What kind of skill (s) is/are needed for the new job?

.....

5. What are the questions that the security camera suggested Steve might be asked during the interview?

.....

Task 2

Directions: Watch DVD about Dos and Don'ts for interview. Then work in group of 4 brainstorm to discuss about things that the interviewees should and should not do to get a job.

Task 3

Directions: Divide the students into 2 teams. One team plays the role of interviewer while the other is interviewees. Interviewers are divided into panels of four and candidates also are divided equally for each interview panel. Each have 15 minutes for rehearsal then act out in front of the classroom. Using the following interview questions for the role-play.

1. Tell me about yourself.
2. What jobs have you held? Why did you leave?
3. What is important to you in a job?
4. Why did you choose your particular field or work?
5. Why do you want to work for this organization?
6. What are your long-range goals?
7. Why should we employ you?
8. What do you think determines a person's progress in a good organization?

9. What personal characteristics do you feel are necessary for success in your chosen field?
10. Why do you think you would like this particular type of job?
11. What do you know about our company?
12. What qualifications do you have that make you feel that you are suitable for this position?
13. Do you prefer working with others or by yourself?
14. What type of boss do you prefer?
15. How do you feel about taking instructions?
16. What have you learned from some of the jobs you have held?
17. What is your major weakness?
18. What is your major strength?
19. What courses in school did you like most? Least? Why?
20. When did you choose your college major? Did you ever change your major? If so, Why?
21. Do you feel you did the best scholastic work you are capable of?
22. Have you ever had any difficulty getting along with other students? With instructors? With co-workers or supervisors?
23. Do you think that your extracurricular activities while in college were worth the time you devoted to them? Why or why not?
24. Do you think grades should be considered by employers? Why or why not?
25. What do you think about how this industry operated today?
26. Do you like to travel?
27. How do you feel about overtime work?
28. What are the disadvantages of your chosen field?
29. Would you prefer to work in a large or a small organization? Why?
30. What have you done that shows initiative and willingness to work?

(Adapted from Chindaprasirt, page 141)

2. Reading

Job Interview

Job interview is the most important step in one's job search process. The successful candidates need to be well prepared for the face-to-face interview. Attending an interview is something that is very hard to expect. Hence, the good interviewee should plan and prepare for the interview to ensure good interview results. First impression is very crucial.

1 Obtain an Interview

After accepting a letter of application or a telephone call informing about the interview, the candidate is expected to prepare well and effectively to impress the future employer. Most of the employers look for someone to match the job they provide. In the other word to match the right person to the right job. A successful candidate should be able to have good speaking skills, show his/her knowledge of the organizations background, have good personalities etc.

2. Preparing for the Interview

The interviewee should prepare himself/ herself carefully before attending any interviews. Take these suggestions to assist you to make over an interview and become a winner.

2.1 Basic Search about the Organization.

It is recommended that an interviewee should learn as much as possible about the company/organization. Usually, the interviewee will be asked if why he/she want to work for this company. This is because the interviewer wants to give a trial on some one who is truly interested in what the company or organization operates. The more information of the company you have got, the better you will be chosen by those who interview you.

2.2 Think Through all Possible Questions

Preparing oneself to answer the questions during an interview need some preparations. Actually, it is recommend that interviewee prepares his/her own answers in relation to the background of the company or even of their own personal background such as their achievements, the strengths and weakness, feeling about work and school, interests and hobbies etc.

2.3 Some points to bear in mind when attending an interview:

1. Do not be late. Make sure you know where you re going and be there early.
2. Take care how you look. Dress neatly and conservatively use minimum make-up and scent, Check your hair and nails are clean and tidy. Wear clean shoes.
3. Don't smoke, even if invited to do so and refuse coffee or tea.
4. Speak up, look up and take your time. Think about your answer before starting to speak. This is here your pre-planning will help.
5. Do not give Yea and No answers. Tell the interviewer about yourself. Tell him how good you are too, do not be too modest.
6. Do not fight with the interviewers. They try to upset you to see how you react to pressure. Smile sweetly, put forward your case.
7. Take an interest in the company and the job. Your presentation should include finding out what you can about the company's activities.
8. Never be rude about a previous employer.

3. Conducting the interview

The employer will select the potential candidates for an interview after screening their application letter/ forms. In some company, a panel/committee will be elected to interviews applicants for a job. However, professional interviewers are sometime hired to screen the successful candidates for the company. These people might use a wide range of psychological test: giving the interviewee an unusual object to talk about, asking the interviewee to talk about the topic for two minutes, asking them to describe a picture, asking them to interview a fellow candidate, asking them to do role-play at work situation or having a meal with the candidate and other candidates

After interviewing, the panels are making decision to find the right candidate. The company then has to inform the chosen applicant of its decision. It is usual that a company will write rejection letter to the unsuccessful applicants

Vocabulary

1. Candidate (n) = someone who is being considered for a job or is competing in an election.
2. Ensure (v) = to make certain that something will happen properly.
3. Recommend (v) = to advise someone to do something, especially because you have special knowledge of a situation or subject.
4. Trial (n) = a process of testing to find out whether something works effectively and is safe.
5. Achievement (n) = something important that you succeed in doing by your own efforts
6. Scent (n) = odor.
7. Applicant (n) = someone who has formally asked, usually in writing, for a job, university place etc.
8. Situation (n) = a combination of all the things that are happening and all the conditions that exist at a particular time in a particular place.
9. Elect (v) = to choose to do something.
10. Screen (v) = to find out information about people in order to decide whether you can trust them.

Task 4

Directions: Answer the following questions

1. What should a good candidate prepare before obtaining an interview?
.....

2. Give 2 examples of the possible interview questions.
.....

3. Write your own answer for things that a candidate “should do” and “shouldn’t do” when attending an interview.
.....

4. Why did the writer mention that the candidate should not answer only “Yes” and “No”?
.....

5. What is the company going to do for the successful candidate?
.....

Example 1: Offer acceptance by letter

Offer Acceptance Letter

1111 N. Atherton St., Apt 4D
State College, PA 16801

April 20, 2010

Melanie Smith
XYZ Healthcare
888 Medical St.
Harrisburg, PA 17111

Dear Ms. Smith:

I am writing to enthusiastically accept your offer of employment as a Healthcare Recruiter with your Eastern Division. Thank you very much for selecting me for the position. It sounds like a challenging opportunity to further develop my communication and leadership skills.

As we discussed, my starting date is May 15, 2010 pending a successful background check and drug screening. I also understand that the salary offered is \$33,333, including the benefits package outlined by the HR Representative. I will be in contact with you next week to finalize my travel arrangements.

I am looking forward to working with you and am very appreciative of your offer of employment.

Sincerely,

Megan Myer

Source: <http://www.google.co.th>

Example 2: Offer acceptance by letter



Source: <http://www.google.co.th>

Example: Job offer by e-mail

From: Stephen@ten&co.org
Subject: Work placement
Date: 27 July, 2011 13.00 BST
To: chumphunit@gmail.com

Dear Ms. Chumphunit,

In response to your email, we are pleased to offer a placement at Ten & Co as a sale representative at Udon Thani branch. Please feel free to forward any relevant CVs to myself in the human resources department.

By offering full-time employment to young people, together with mentoring from lawyers in our London office ,we aim to provide a stable working environment and on the job training in skilled work to give the young people that important next step towards self-dependence that your are so focused on.

We are looking forward to seeing you at Ten& Co in Udon Thani

Sincerely yours,

Mr. Stephen Chang
(Mr. Stephen Chang)
Ten & Co. Udon Thani
Human Resource Manager

(Author's writing)

Example: Job Acceptance Letter

Job Acceptance Letter 1

099 Mather Mail Center
Cambridge, MA 02138-6175
May 12, 20XX

Mr. Joseph Lawrence
Manager of College Relations
Morgan Stanley & Co. Inc.
1251 Avenue of the Americas
New York, NY 10020-1104

Dear Mr. Lawrence:

I am very pleased to accept your offer of a position as a Financial Analyst at the annual salary of \$38,000. I have been very impressed with everyone whom I have met during my interviews and I look forward to joining your staff.

As we discussed, I will report for work on August 1. Before that date, I will have a physical examination and submit the report to you. During the next month, I will complete my move to New York City and I hope to have some time to join my family for a vacation on the Cape. If you need to contact me before August 1, my parents will know how to reach me. Their telephone number is (508) 337-XXXX.

Thank you for everything that you did to make the interviewing process such a pleasant experience. I am very excited to have the opportunity to become a part of Morgan Stanley.

Sincerely yours,

Janice Mitchell

Comments: In a job acceptance letter it is important to express enthusiasm and to describe how and when you will meet your obligations prior to starting work.

Source: <http://www.google.co.th/imgres>

Example: Job acceptance email

| | | |
|--|--------|--|
|  Send | To... | joan.smith@company.com |
| Account ▾ | Cc... | |
| | Bcc... | |
| Subject: | | Thank You - Assistant Account Executive Interview |

Dear Ms. Smith,

It was very enjoyable to speak with you today about the assistant account executive position at the Smith Agency.

The job seems to be an excellent match for my skills and interests. The creative approach to account management that you described confirmed my desire to work with you.

In addition to my enthusiasm, I will bring to the position strong writing skills, assertiveness, and the ability to encourage others to work cooperatively with the department.

I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you regarding this position.

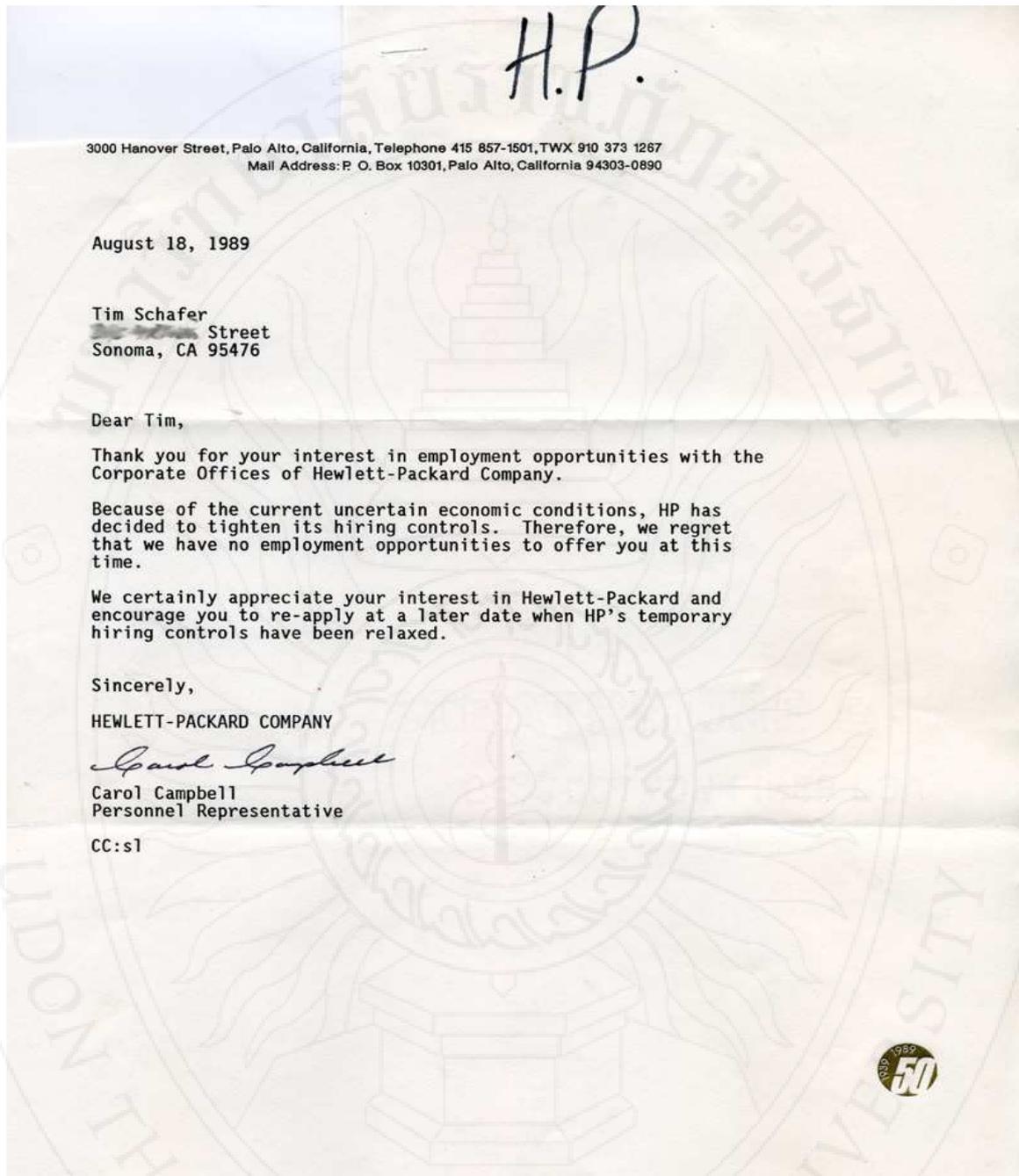
Sincerely,

Jane Jones

Jane Jones
janejones@gmail.com
(555) 555-5555
LinkedIn: [linkedin.com/in/janejones](https://www.linkedin.com/in/janejones)

Source: <http://www.google.co.th>

Example: Rejection letter



Source: <http://www.google.co.th>

Example: Job rejection email



Source: <http://www.google.co.th>

Task 5

Directions: Write an email to a successful candidate to let him know that the company offers him a job and information about the contract signing date.

Task 6

Directions: Write an email to a unsuccessful candidate to thank him for coming to the interview and to let him know that the company has decided not to offer him a position.

Task 7

Directions: Work in group of four, discuss and write the best answers for the following interview questions?

1. Tell me about yourself.

.....

2 What kind of work are you looking for?

.....

3. How long have you been out of a job?

.....

4. Don't you think that this job is below your qualifications and skills?

.....

What is your great weakness?

.....

Summary

When attending an interview, it is recommended that the candidate should prepare well to impress the prospective employer. The candidate will gain a feeling of confidence during the personal interview and impress interviewer if he/she works hard before entering the interview room. Poor preparation will end up to the fail of the interview.





Appendices



Appendix A

Answer Keys

Chapter 1

Task 1

1. Mr. Toshi, a delegate from Toshiba Electronic Thailand.
2. To order the products.
3. 2.00 p.m.
4. The catalogues and the price list
5. Write a note to Mr. Atkin.

Task 2

The information the students used to complete the dialogue can be vary

Task 3

A.

1. Mrs. Jiratchaya Sangawong
2. Mr. Atkin Brown
3. Meeting with Mr. Toshi
4. To inform Mr. Atkin about Mr. Toshi's visit.
5. The catalogues and the price list

B.

1. Mr. Rich Dennis.
2. All traders.
3. To inform about a meeting
4. It does not say.
5. 50 percentages.

Task 5

Message: Ms. Julia Robert called this morning. She arrived the Asia Hotel last night at 10.30, she' in room 315 and her hotel's number is 237-4661. She has the resort's new posters and brochures. She asked if you could call her back. She needs to talk about a few things before the meeting.

Task 6

| Message | | | |
|--|--|------------------|--|
| To:.....Sujitra..... | | | |
| From:.....Jiratchaya..... | | | |
| Date:.....(Today date)..... | | | |
| Subject:.....A telephone call from Mr.Supot Telephone:.....555-0367..... | | | |
| Telephone | | Please call | |
| called to see you | | Will call again | |
| Want to see you | | Return your call | |
| Message | | | |
| Mr. Supot called this morning. He wants you to call him tomorrow | | | |
| Taken by:.....(Your name)..... | | | |

Chapter 2

Task 1

| |
|-----------------|
| Mr. Davis |
| Date: Wednesday |
| Time 3.00 p.m. |

| |
|-----------------|
| Ms. Andreou |
| Date: Thursday |
| Time: 2.00 p.m. |

A.

1. Alternate Computer
2. Mr.George Colby
3. Mr. Davis
4. To talk about the new software
5. Wednesday at 3.00 p.m.

B.

1. IMA Computers
2. Mr.George Colby
3. Ms. Andreou
4. To talk about the new software
5. Thursday at 2.00 p.m.

Task 2

1. Mr. Sujit Singha.
2. To propose the new products.
3. 10.00 a.m.
4. Mr. Sujit Singha.
5. True Company

Task 4

1. T
2. T
3. F
4. T
5. T

Task 8

1. Mr. Sompong Wongchai
2. To confirm the meeting
3. On June 29, 2011
4. Udon Hi-tech Company
5. Call 0860254123

Chapter 3

Task 1

1. In a conference room on the 6th floor
2. Friday the 6th of February at 9.00 a.m.
3. The change of sale reporting system, after sale customer support improvements and the new bonus policy.
4. Mr. Tony, the Head of Accounting, Mr. Mark, the Sale Manager and Mr. Brandon, the Head of transportation.
5. The answers can be vary: send a memo to relevant persons, book a conference room etc.

Task 3

1. Yes. Because her boss is the one who set up the meeting topics.
2. The answer can be more than one. For example: consult the boss about the topic, ensure the notice of the meeting is given, ensure that the copies of the agenda is prepared etc.
3. A minute secretary.
4. The answer can be more than one. For example: arrive in time with the minutes and with all relevant correspondences, record the name of those who are present and those who are absent etc.
5. Do not pay attention.

Task 4

1. To appoint the chairperson, to agree upon and to adopt a process for decision making in the meeting etc.
2. 50 Cents Hall Roebourne W.A.
3. 21 December 2010
4. It doesn't say
5. It refers to

Task 6

1. To invite the shareholder to attend the annual general meeting.
2. Shareholders
3. Friday 3rd November, 2006
4. The form of proxy refers to
5. At Convention Room, Centara Grand Hotel, Udon Thani.

Chapter 4

Task 1

1. He is going to Chiang Mai.
2. He would like her to arrange the flight and the accommodation for him.
3. Thai Airway.
4. February 27th.
5. Two days

Task 2

1. Two: 6.30 p.m. and 8.30 p.m.
2. 8.30 p.m.
3. Thai Airway
4. Economy
5. 6,500 Baht

Task 3

1. Yes, it is.
2. At least six months.
3. Because mile earn can go to the traveler account.
4. Three hours or longer. .
5. The executive won't be allowed to get on the flight.

Task 4

- a. = 2
- b. = 4
- c. = 9
- d. = 8
- e. = 3
- f. = 5
- g. = 6
- h. = 10
- i. = 7
- j. = 1

Task 5

| | |
|---------------------------------------|--|
| The Empress, Chiang Mai | |
| Reservation Form | |
| Guest Name.....Mr. Paul ...Dylan..... | |
| Arrival Date | Number of Nights.....2..... |
| Room Type..... | <input type="radio"/> Single |
| | <input type="radio"/> Double |
| | <input type="radio"/> Suite |
| Method of payment..... | |
| | <input type="radio"/> Cash |
| | <input type="radio"/> Traveler's Check |
| | <input type="radio"/> Credit Card |

Task 6

| Khun Nid Restaurant | |
|-----------------------------|--------------------------------|
| Table Reservations No. | 1..... |
| Date..... | Friday..... |
| Number of people..... | 4..... |
| Time:..... | 12.00..... |
| Name:..... | Mrs. Jiratchaya Sangawong..... |
| Special dishes:..... | No..... |

Task 7

1. Sue spent half an hour **look for** her eye glasses
2. Tom **listens to** the radio every morning.
3. John **dreamed about** going to Bangkok this summer.
4. I **agree with** your idea.
5. Somsri **thought of** her hometown.

Task 10

1. B gave the most confidence for Joanne.
2. Check in is more convenient for Joanne in itinerary
B because it can be done on line.
3. It provides some contact numbers of people that Joanne might contact.

Chapter 5

Task 1

- | | | |
|----|-----|--------|
| 1. | = h | 6 = a |
| 2. | = g | 7 = d |
| 3. | = j | 8 = c |
| 4. | = l | 9 = f |
| 5. | = b | 10 = e |

Chapter 6

Task 2

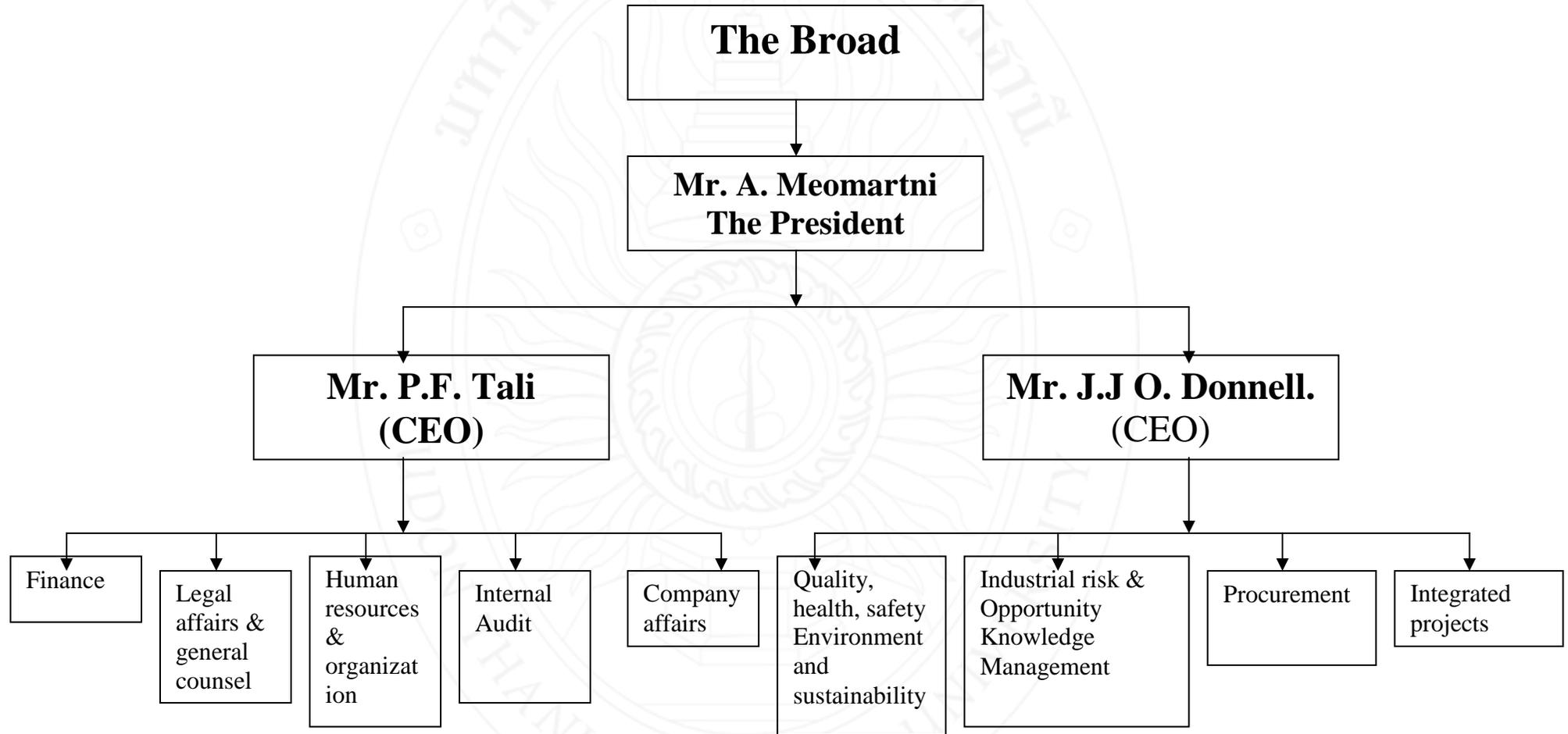
1. They are talking about how to organize the desk and office stationery.
2. Because we can move around our desk while working.
3. Near
4. To be easy to access and collect.
5. Some frequently-use stationery.

Task 3

1. Mr. A. Meomartni
2. Five divisions: Finance; Legal Affairs & General counsel; Human resource, organization and ICT; Internal audit and Company affairs.
3. Four divisions: Quality, health, safety, environment and sustainability; Industrial risk & opportunity and knowledge management; Procurement and Integrated projects.
4. West Africa, North Africa, FSU, Central Asia, Middle East and South East Asia.
5. Lloyd's Register Certification.

Task 4

Directions: Read the passage about Saipem again, then complete the organizational chart for Saipem.



Task 7

| Office equipments | Office Machines | Office Furniture |
|-------------------|---------------------|------------------|
| calculator | Intercom | Shelves |
| documents folder | Fax machine | Cupboard |
| Wastepaper basket | Computer | Desk |
| Desk lamp | Photocopy machine | Cabinet |
| Card file | Credit card machine | chair |
| Book | printer | |
| pencil | | |

Chapter 7

Task 1

1. UD Plaza
2. To look for a job.
3. Four jobs.
4. It is hard.
5. He'll wait for phone calls for an interview.

Task 2

1. Home care experience, Flexible working hour.
2. Lee Regional
3. RN Case Manager, IV Coordinator.
4. Through email and telephone call.
5. Resume

Task 3

A.

1. Female, University graduate in Accounting.
2. Thomas Bell and Associates LTD.
3. Accounting Supervisor.
4. Thomas Bell and Associates LTD.
30/4 Moo 14, Soi Premruthai
Bangna-Trad Road Km. 5
Bangkaew, Bangplee
Ramutokarn 10940
5. Resume and a photo.

B.

1. Male/Female, single; Age between 23-27 years old.'
2. career@pt-san.com.
3. IT Engineer.
4. email: career@pt-san.com ,
5. On job trainings, free to get international certification.

Task 5

The answers are: 1 = am 2 = the 3 = am 4 = in 5 = in 6 = the 7 = in 8 = the 9 = the 10 = in
11 = in 12 = the 13 = in 14 = the 15 = am 16 = in 17 = a 18 = the 19 = the 20 = the 21 = in
22 = the 23 = the 24 = the 25 = the 26 = the 27 = in 28 = in 29 = a

Task 7

1. The word resume in French means "summary", but in USA it means CV.
2. The answer can be vary.
3. No.
4. Personal information, Education, work experiences etc.
5. It should not be longer than two pages.

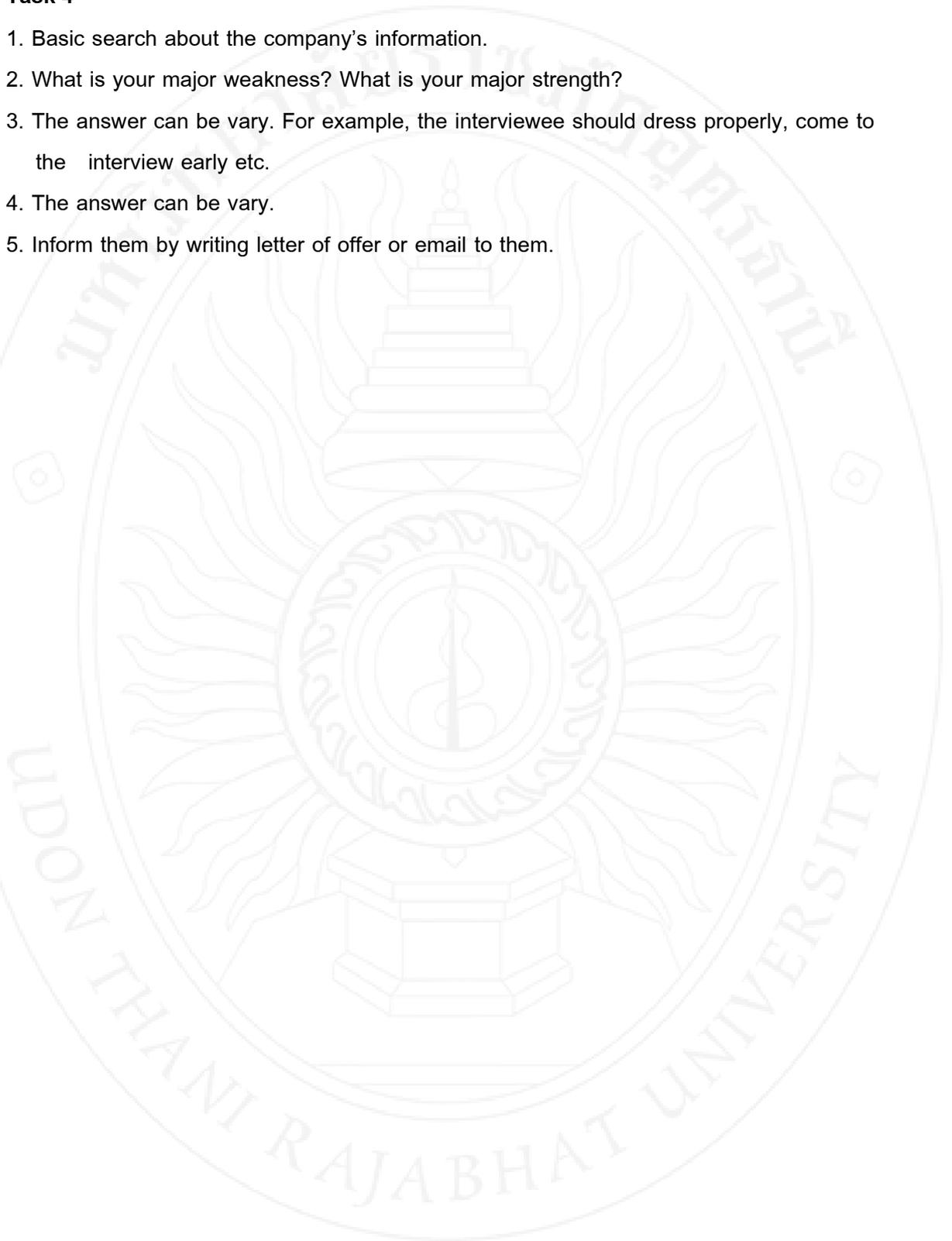
Chapter 8

Task 1

1. To attend a job interview.
2. He is nervous and excited.
3. He is a salesman.
4. Advance IT skills.
5. How much profit did the company earn last year?
How big is the company?

Task 4

1. Basic search about the company's information.
2. What is your major weakness? What is your major strength?
3. The answer can be vary. For example, the interviewee should dress properly, come to the interview early etc.
4. The answer can be vary.
5. Inform them by writing letter of offer or email to them.





Appendix B

ชื่อตำแหน่งต่าง ๆ ในสำนักงาน

| English | ไทย |
|--|------------------------------|
| President | ประธานกรรมการ |
| Vice-president | รองประธานกรรมการ |
| Senior Advisor | ที่ปรึกษาอาวุโส |
| Managing Director | กรรมการผู้จัดการ |
| Director | ผู้บริหารระดับสูง ผอ. |
| Board of Director | คณะกรรมการบริหาร |
| General Manager (G.M) | ผู้จัดการทั่วไป |
| Manager | ผู้จัดการ |
| Branch Manager | ผู้จัดการสาขา |
| Head of Department | หัวหน้าแผนก |
| Personnel Manager | ผู้จัดการฝ่ายบุคคล |
| Finance Manager | ผู้จัดการฝ่ายการเงิน |
| Sales Manager | ผู้จัดการฝ่ายขาย |
| Plant Manager | ผู้จัดการฝ่ายโรงงาน |
| Accounting Manager | ผู้จัดการฝ่ายบัญชี |
| Purchasing Manager | ผู้จัดการฝ่ายจัดซื้อ |
| Manufacturing Manager | ผู้จัดการฝ่ายผลิต |
| Export Manager | ผู้จัดการฝ่ายส่งออก |
| Production Control Manager | ผู้จัดการฝ่ายควบคุมการผลิต |
| Quality Control Manager | ผู้จัดการฝ่ายคุณภาพ |
| Assurance Manger | ผู้จัดการฝ่ายประกันภัย |
| Technical Manager | ผู้จัดการฝ่ายเทคนิค |
| Marketing Manager | ผู้จัดการฝ่ายการตลาด |
| Service Manager | ผู้จัดการฝ่ายบริการ |
| Credit and Legal Manager | ผู้จัดการฝ่ายสินเชื่อ กฎหมาย |
| Research and Development Manager (R.D.) | ผู้จัดการฝ่ายวิจัยและพัฒนา |
| Products Manager | ผู้จัดการฝ่ายผลิตภัณฑ์ |
| Consultant | ที่ปรึกษา |



Appendix C

Smileys and E-mail Acronyms

Emoticons help communicate someone's mood or indicate when someone's joking. The most typical smiley is :), which if you tilt your head to the left is two eyes and a smiling face. Although they are not suggested for business dealings, they are used rather frequently, warranting that you know what they mean. Here are some common smileys along with their meanings:

| | |
|------|-----------------|
| :) | Smile |
| ;-) | Wink |
| :(| Frown |
| :-D | Laugh |
| :-X | No comment |
| :'(| Crying |
| :-') | Tongue in cheek |
| :-> | Sarcastic |
| =:O | Surprise |

Frequently used acronyms are:

| | |
|------|----------------------------|
| MSG | Message |
| JIC | Just in case |
| CUL | See you later |
| FAQ | Frequently asked questions |
| IMHO | In my humble opinion |
| BTW | By the way |
| <g> | Grin |
| TTFN | Ta ta for now |
| BRB | Be right back |
| GTG | Got to go |
| LOL | Laugh out loud |
| WTG | Way to go |
| OIC | Oh I see |
| TTUL | Talk to you later |



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