



รายการโทรทัศน์เพื่อการศึกษา

ระดับมัธยมศึกษาตอนปลาย

ภาษาอังกฤษ ตอนที่ 17

(Email use)

โดย

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Email Use

A sender (person) uses a mail agent (program) to compose a message, which contains the e-mail addresses of several recipients. The agent passes the message to a transport service for delivery to the mailboxes of the recipients, who each use their own agents to read the e-mail.

- David Alex Lamb; *Electronic Mail: The Basics*, 1999.

The following sections provide basic information on how to use email.

- **Email Addressing**
- **Email Subjects**
- **Sending Email**
- **Reading Email**
- **Replying To Email**
- **Forwarding Email**
- **Saving Email**
- **Deleting Email.**

Top 7 Ways To Use Email Effectively

By John Dini

Email can be a great boom or a terrible waste of time. As a communication tool, it is both incredibly efficient and dangerously quick.

Consider posting some rules for email behavior in your company. Among the best are:

1. **State your emotional state.**

If you are communicating while angry, depressed or jovial - say so. Don't leave the recipient guessing when interpreting your remarks.

2. **Sleep on it.**

If an email angers you, don't answer it right away. Email sent in a huff frequently sounds too harsh and fails to make its point well.

3. **Remember high school English class: Email is business correspondence.**

While there was a brief period when email was an informal and open format medium, it is now expected to conform to normal standards for professional correspondence. That includes:

- Spell-checking

- Normal capitalization and punctuation (never ALL CAPS)
- Appropriate sentence structure (don't connect everything...with dots!)
- Limit creative and phonetic spellings

4. Email is information, not influence.

Use your email for the distribution of facts. If you want to discuss someone's actions or behavior, pick up the telephone. (Hint: Learn to regard the word "should" as a red flag.)

5. Limit distribution.

It is easy to send to a whole address group when only three people need to see something or to cc: other departments who "might be involved down the road." Too broad distribution wastes time and creates confusion.

6. Don't do or say anything that you wouldn't in person.

Remember: criticize in private, praise in public. Only hit "reply all" if you are going to praise and support the sender.

7. Think "narrow pipe."

You may be receiving your email via a high-speed connection, but others are at home or on the road using slow analog lines. Consider them when sending that humorous video clip or those terrific baby pictures. Bring someone's email to a shuddering halt doesn't win any friends.

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Entrance Examination

Directions: Choose the appropriate answer to fill in each blank.

1. Every year, on the 13th of April, His majesty the king ... a religious rite, marking Songkran Day at Amarinwinijchai Throne Hall.

1. proposes	2. permits
3. performs	4. proclaims
2. The incident happened ... Nobody was prepared for it.

1. carelessly	2. substantially
3. sparingly	4. unexpectedly
3. Suchart has a ... lifestyle. He likes to eat at expensive restaurants and to use expensive items.

1. generous	2. mischievous
3. complicated	4. sophisticated

4. The workers do not like their supervisor's ... He is bossy and nosy.
- | | |
|--------------------|-------------|
| 1. gestures | 2. features |
| 3. characteristics | 4. charisma |
5. Traveler's checks in major ... such as American dollars, British pounds, and Euros are best changed in Bangkok.
- | | |
|----------------|---------------|
| 1. frequencies | 2. exchanges |
| 3. currencies | 4. situations |
6. The government has ... a new energy-saving campaign to solve country's energy crisis
- | | |
|--------------|-------------|
| 1. noticed | 2. emerged |
| 3. installed | 4. launched |
7. Sally used to be terribly shy, but a year abroad has completely ... her.
- | | |
|----------------|--------------|
| 1. criticized | 2. protested |
| 3. transformed | 4. Renounced |
8. For years, people thought the picture was a ... Van Gogh ; nevertheless, in fact, it is a fake one.
- | | |
|------------|-------------|
| 1. like | 2. right |
| 3. genuine | 4. credible |
9. The residents in the area of the industrial estate claimed that the smoke and smell from the factory were unpleasant and ... to health.
- | | |
|----------------|---------------|
| 1. infectious | 2. beneficial |
| 3. influential | 4. hazardous |
10. Cremation is common in Asia ; whereas, ... is in Europe.
- | | |
|--------------|---------------|
| 1. burial | 2. burner |
| 3. explosion | 4. excavation |

Cloze

Directions : Choose the word that best completes each blank in the passage.

My kindergarten class of animal lovers was fascinated by a new book about cats. One illustration showed a cat ...**1**... by the scruff of the neck. The text made the point that ...**2**... for the mother cat to carry her kittens, children should not carry kittens ...**3**... . When I asked the children to think about ...**4**... , they had some thoughtful replies. One child said, "We might drop them." ...**5**... , "We might hold them too tight and choke them." ...**6**... , a third nodded her head wisely and added, "Yes, and we might get fur in our mouths."

- | | | |
|----|--------------------------------|-----------------------------------|
| 1. | 1. carried her kittens | 2. carrying her kittens |
| | 3. with her carried kittens | 4. being carried with her kittens |
| 2. | 1. in spite of a safe way | 2. because of a safe way |
| | 3. since this way was safe | 4. although this was a safe way |
| 3. | 1. in this manner | 2. with this practice |
| | 3. with such a pattern | 4. in such a method |
| 4. | 1. why this was so | 2. what they should do |
| | 3. which was the best way | 4. how they could deal with it |
| 5. | 1. Another said | 2. The other said |
| | 3. The former said | 4. The latter said |
| 6. | 1. Agreed with these reasons | 2. These reasons were agreed |
| | 3. Agreeing with these reasons | 4. These reasons being agreeable |

<p>Writing Ability</p>

Part One :Error Identification

Directions : Four parts of each sentence below are underlined and marked with the number

1, 2, 3 and 4. Identify the underlined part that makes the sentence incorrect.

- The minutes of last month's meeting will deliver to all the board members for approval

1 2 3 4

before the next meeting.
- A few tiny primitive moths have chewing mouth parts for which they feed on pollen and spores.

1 2 3 4
- The most troublesome types of pollution are the sewage of cities or the wasters of industrial plants.

1 2 3 4
- One must bear in mind that in the early stages of learning a new language, students

1 2

often return to something as childhood.

3 4
- Some viruses can be transmitted from a sick to a well person only through close person contact.

1 2 3 4

6. Quality **customer – service** leaders know **that what** their team members want and **provide** it.

1 2 3 4

7. The majority of settlers **on** the continent **were** farmers, **supported** themselves **as much as**

1 2 3 4

they could by their own labors.

8. Electronics **are** one of the most **recent** and most **exciting** branches of **electrical** science which is

1 2 3 4

taught at most universities.

9. The soldiers who **had been marching across** the desert **nearly** died of thirst and **being exhausted**.

1 2 3 4

10. **The** first **passenger** elevator **was installed** in a New York hotel : **he** traveled up and down on

1 2 3 4

a giant screw.

11. Most people were unhappy **about** government, **but** they became **determined** to protest **against** it.

1 2 3 4

12. It is important **for understanding** that people are not weak or **old - fashioned** **if** they experience

1 2 3

dissatisfaction **caused by** change.

4

13. A sudden **losing of** weight and the **slow** aging of the body **result from** many of the fat Cells being

1 2 3

absorbed into the body to be **used as** energy.

4

14. It is required that government **plays** an important role **in stopping** **depressions** and recessions in

1 2 3

industrialized countries.

4

15. Large **downtown department** stores often spend **vast amounts** of money **try** to have the best **window displays** in their community.

1

2

3

4

Part Two : Sentence Level

Directions : Choose the best item to complete each sentence.

1. When _____, the people must depend on the goodwill of other countries to provide them with the food they need.
 1. it is country famine
 2. famine is in a country
 3. a country is in famine
 4. there is famine in a country
2. The more the girl practiced playing the piano, _____ on stage.
 1. she could the better perform
 2. the better she could perform
 3. she could perform the better
 4. the better could she perform
3. _____ information but it distributes it as well
 1. The computer stores not only
 2. Not only does the computer store
 3. Not only the computer stores
 4. The computer does not store only
4. A patient is unlikely to make fast progress toward full recovery _____.
 1. if he takes medicine regularly
 2. once he takes medicine regularly
 3. unless he takes medicine regularly
 4. when the medicine is regularly taken
5. The new product was not popular for two reasons : _____.
 1. one was its quality, the other the price
 2. the quality was one, another was its price
 3. its quality was one of them, the price was other
 4. the first one its quality, the price was another one

Paragraph Level

Directions : Choose the best item to complete the missing part.

Passage 1

Police Chief Tom Boggs informed the Sutherlin City Council this week that a pest-removal company has trapped and removed 788 rats 1. An exterminator will be brought in to poison any 2.

The council declared the property a nuisance in early March and 3 from Douglas County to proceed with the extermination efforts.

Jerry Wilsen, owner of the Relocator pest – removal company, will inspect the house In a few months to make sure the rats 4.

Neighbors at 5 say the smell has improved since March , 6 flies are a problem.

7 , Mary Pirkey, told the council the house needs 8. But the chief told her the owner of the house has right, too.

- | | | |
|----|-------------------------------------|---------------------------------------|
| 1. | 1. in a house infested | 2. from an infested house |
| | 3. out of a house being infested | 4. away from an infesting house |
| 2. | 1. remaining rodents | 2. rodents remained |
| | 3. remained rodents | 4. rodents remain |
| 3. | 1. subsequent permission received | 2. received subsequently permission |
| | 3. received permission subsequent | 4. subsequently received permission |
| 4. | 1. have not returned | 2. had not returned |
| | 3. would not return | 4. might not return |
| 5. | 1. this week's council meeting | 2. the council's meeting in this week |
| | 3. a council's meeting for the week | 4. a meeting of this week's council |
| 6. | 1. so | 2. or |
| | 3. but | 4. for |
| 7. | 1. Neighbors | 2. Any neighbor |
| | 3. One neighbor | 4. Some neighbors |
| 8. | 1. burn down | 2. to burn down |
| | 3. being burned down | 4. to be burned down |

Reading Comprehension

Directions : Read the following extracts and choose the best answer for each question.

Extract 1

You're standing at the supermarket checkout, frantically trying to pack your weekly groceries alone, at the same time **fumbling** for your purse. The **assistant, meanwhile, does nothing to help**, just sits glaring at **the queue that's growing** behind you. If it sounds familiar, you won't be surprised to learn that British people moan on average to no less than friends about bad shop assistants. But if poor service is increasing, it could be because, as a nation, we're the least likely to **make a fuss** about it.

Now big stores are turning to Chequers, a company which sends **bogus shoppers** –women known as Checkmates - into shops to test out service. Chequers’ reports go back to the stores, some of **which** have launched new staff training programs in an effort to improve matters.

1. The word **“fumbling”** (line 2) can be replaced by _____.
 1. grabbing quickly
 2. looking carefully
 3. searching clumsily
 4. check roughly
2. **“The assistant, does nothing to help”** (line 2) means that the assistant _____.
 1. does not give advice to customers
 2. refuses to make change for customers
 3. just sits and looks at customers hopelessly
 4. does not help customers pack their groceries
3. From the phrase **“the queue that’s growing”** (line 3), we learn that _____.
 1. a line of people are on a waiting list
 2. a queue of shoppers keep on waiting
 3. more and more shoppers are waiting in the line
 4. row of people are waiting one behind the other
4. The phrase **“make a fuss”** (line 6) means _____.
 1. worry
 2. argue
 3. protest
 4. boast
5. The phrase **“bogus shoppers”** (line 7) refers to _____.
 1. women hired to check service in stores
 2. those who own a company called Chequers
 3. Checkmates doing the shopping in big stores
 4. housewives who go shopping to test out service
6. The word **“which”** (line 9) refers to _____.
 1. reports
 2. stores
 3. programs
 4. checkmates
7. We learn from the extract that most British people _____.
 1. are patient with poor service in supermarkets
 2. like talking about bad shop assistants the most
 3. don’t mind talking about increasing poor service
 4. enjoy shopping at the supermarket on weekends
8. It can be inferred that the staff training program will result in _____.
 1. better working condition
 2. generating higher profits
 3. improving customer service
 4. increasing employee morale

Extract 2

Sri Lanka's national carrier, AirLanka, has **eliminated** one of its two weekly flights to Japan because of its sharp drop in Japanese tourists.

AirLanka's manager for Japan told airline officials in Colombo this week that Japanese tourists were avoiding Sri Lanka because of the rising ethnic violence on the island.

Two Japanese nationals were killed and two others were seriously wounded in the bomb explosions earlier this month inside an AirLanka passenger jet. The Sri Lanka Government blamed the blast on Tamil militants fighting for a separate homeland.

1. The word **eliminated** (line 1) can be replaced by
 1. omitted
 2. deleted
 3. ignored
 4. canceled
2. This passage tells us that
 1. all flight from Sri Lanka will be postponed
 2. AirLanka has reduced flights to Japan
 3. flying with AirLanka is not safe anymore
 4. Sri Lanka is having problems with Japan
3. According to the passage, the situation threatening the Sri Lanka Government is
 1. the country's inability to control Tamil militants
 2. bomb explosions inside a passenger plane
 3. Tamil militants being blamed for the bomb explosions
 4. Tamil militants wanting to kill all Japanese visitors
4. We can conclude from the passage that
 1. all flights between Sri Lanka and Japan were canceled
 2. Japanese tourists are afraid of visiting Sri Lanka
 3. it is risky to fly from Sri Lanka to Japan
 4. there will be more flights from Japan to Sri Lanka
5. It can be inferred from the passage that
 1. the Japanese Government is having problems with Sri Lanka
 2. the Sri Lanka Government is having problems with Tamil militants
 3. Japanese tourists have been the main focus group of Tamil militants
 4. Sri Lanka used to be the most popular tourist spot for Japanese visitors
6. The purpose of this passage is to
 1. inform
 2. give a warning
 3. persuade
 4. condemn an action

7. This passage is likely to be / an

1. editorial

2. advertisement

3. news story

4. feature story
