



รายการโทรทัศน์เพื่อการศึกษา

ระดับมัธยมศึกษาตอนปลาย

ภาษาอังกฤษ ตอนที่ 7

(On the telephone)

โดย

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การพูดโทรศัพท์ (On the telephone)

การพูดโทรศัพท์นั้นเป็นสิ่งที่นับวันจะแพร่หลายมากขึ้นทุกที ส่วนงานต่างๆ จึงควรได้รับความสนใจไว้บ้าง เพราะในการพูดโทรศัพท์นั้น เรามีส่วนงานบางส่วนที่นิยมใช้กันเฉพาะในการพูดทางโทรศัพท์

1. เมื่อต้องการพูดโทรศัพท์กับใครคนใดคนหนึ่ง มักจะพูดว่า

- Hello. {May/Can/Could} I speak to John, please?
- Hello. Is Mary there?
- Could I talk to Ladda, please?
- Hello, I'd like to speak to Nuan, please.
- Good morning is Mike in?

2. เมื่อผู้รับโทรศัพท์คือผู้ที่เราต้องการพูดด้วย จะพูดว่า

- Speaking.
- Mary speaking.
- This is Ladda speaking.
- It's Tony Hayes speaking.
- This is Tony Hayes.

3. ในกรณีที่เป็นการติดต่อร้านค้า องค์กร หรือสถานที่ทางราชการ ผู้รับโทรศัพท์จะเอ่ยถึงสถานที่นั้นๆ

- Bank of America.
- Department of Teachers' Education.
- Mr. John's office.

4. ถ้าบุคคลที่ถูกถามหาไม่อยู่ ผู้รับอาจตอบว่า

- Sorry, but she's out.
- Sorry, John is not here.
- I'm afraid she is out.
- I think she has gone shopping.
- Sorry, but she won't be back till 7.
- I'm sorry, she isn't in. Shall I ask her to ring you when she gets in?
- etc.

5. ส่วนงานที่ว่า “กรุณารอสักครู่” มีดังนี้

- Hold the line, please.
- Hang on a moment.
- Will you hold the line for a moment?
- One moment, please.
- Wait a moment, please.

- Yes, just a minute, please.
- Just a moment, please.

6. เมื่อต้องการบอกต่อหมายเลขโทรศัพท์

- Extension 234, please.
- Hello. Please give me extension 234.
- Can I have extension 234, please?

7. เมื่อผู้รับโทรศัพท์ต้องการที่จะรู้ว่าใครโทรมาจะถามว่า

- May I know who's speaking please?
- Who shall I say is calling?
- Who is calling, please?
- Who is this, please?
- May I have your name, please?
- Who shall I say called?

ข้อพึงระวัง: อย่าถามว่า “**Who's that?**” เพราะถือว่าเป็นคำถามที่ไม่สุภาพ (impolite)

8. เมื่อบุคคลที่ถูกถามหาไม่อยู่ ผู้รับโทรศัพท์อาจจะพูดว่า “จะส่งข้อความไว้ไหม?” จะใช้สำนวนดังนี้

- {May/Can} I take a message? = ผมจะจดข้อความไว้ไหม?
- Is there any message?
- Would you like to leave a message? = คุณต้องการฝากข้อความไว้ไหม?
- May I give him a message?
- Will you leave any message?

9. เมื่อผู้โทรศัพท์ต้องการสั่งให้ผู้รับปฏิบัติบางอย่างจะพูดว่า

- Would you tell her I called?
- Could you take a message?
- Please tell her that Linda calls, and she can call me back to – if it is not too late.
- Could you tell him to ring me when he gets back?
- Will you give her a message?
- Will you tell her a called?
- Tell her I'll {telephone tomorrow. / ring her tonight. / call in at the office tomorrow.}

10. เมื่อต้องการบอกให้คนมารับโทรศัพท์ สำนวนที่ใช้มีดังนี้

- Bob, there's a phone call for you.
- Mr. Miller, Mrs. Miller is on the phone.
- Sunee, Somchai wants to speak to you.

- Susan, you are wanted on the phone.
- John, you are rung up.
- It's for you, Jane.
- Alex, telephone.

11. หลังจากที้ออกไปทำธุรกิจข้างนอก แล้วกลับมา มักจะถามคำถามดังนี้

- Are there any messages for me?
- Were there any message for me while I was {away / out} ?

12. ผู้โทรศัพท์โทรไปและผู้รับคือผู้ที่เราต้องการพูดด้วยและโทรไปทำการนัดหมาย

- {Would I be able to / Could I} have an appointment to see you, please?
- {Would I be able to / Could I} come on Thursday at 2 o'clock?

ผู้รับตอบได้ 2 วิธี

ตอบรับ : Yes, that's fine.

ตอบปฏิเสธ : Oh, I'm sorry. I'm not free at that time. Could you suggest another time?

13. เมื่อต้องการบอกผู้โทรศัพท์ที่ว่าโทรผิดเบอร์ จำนวนที่ใช้มีดังนี้

- I'm afraid you have {got the wrong number. / the wrong number.}
- I'm sorry. Wrong number.
- There's no one by that name here.
- I think you have the wrong number. This is 457-0853.

14. เมื่อต้องการให้ผู้รับโทรศัพท์โอนสายหรือต่อสายไปยังที่เราต้องการ จะพูดว่า

- {Could / Would} you put me through to the front desk, please?

ตัวอย่างการสนทนา

A: Hello, may I speak to Mr. Jones?

B: Who's calling, please?

A: John Archer.

B: Hold the line, please.

A: Right.

B: He's on the other phone, sir. Will you wait?

A: O.K.

B: Sorry to keep you waiting, the line is still busy.

A: Never mind then, I'll hang up

B: Will you call back, sir?

A: No, can I leave a message?

B: Certainly.

A: Ask him to call my office and let me know about dinner tonight.

B: You're Mr. Archer, right?

A: That's right.

B: Does he have your number, sir?

A: Yes he does.

B: Thank you, Mr. Archer. Goodbye.

คำศัพท์ที่นิยมใช้ในการสนทนา

1. desk telephone = โทรศัพท์ตั้งโต๊ะ
2. automatic telephone = โทรศัพท์อัตโนมัติ
3. receiver = เครื่องรับ, หูโทรศัพท์
4. phone booth = ตู้โทรศัพท์สาธารณะ
5. switchboard = เครื่องต่อสาย
6. telephone subscriber = ผู้ใช้โทรศัพท์
7. telephone exchange = ชุมทางโทรศัพท์
8. telephone operator = พนักงานรับสาย
9. telephone directory = สมุดโทรศัพท์
10. telephone number = หมายเลขโทรศัพท์
11. long-distance telephone call (อเมริกัน) = โทรศัพท์ทางไกล
12. out-of-town call = โทรศัพท์นอกเมือง
13. emergency call = โทรศัพท์ด่วน
14. telephone charge, toll = ค่าโทรศัพท์
15. ring up, telephone, phone, call up = พูดโทรศัพท์
16. take a call = รับโทรศัพท์
17. connect, switch on = ต่อสาย
18. be connected = ติดต่อกันแล้ว
19. ring off, hang up = วางหูโทรศัพท์
20. dial = หมุนโทรศัพท์

ประโยคที่น่าสนใจที่ใช้ในการสนทนา

- Your phone rings. (โทรศัพท์ดัง)
- He answers the phone. (เขารับโทรศัพท์)
- I'll get it. (ฉันจะรับให้เอง)

- He picks up the receiver. (เขายกหูโทรศัพท์ขึ้น)
- He hangs up the receiver. (เขาวางหูโทรศัพท์ลง)
- What is your phone number? (โทรศัพท์ของคุณเบอร์อะไร?)
- May I use your telephone? (ขอใช้โทรศัพท์หน่อยได้ไหม?)
- I'll call again this evening. (เดี๋ยวจะต่อใหม่เย็นนี้)
- We have a bad connection. (สายไม่ดี, ฟังไม่ถนัด)
- Operator, would you transfer this call to extension 7? (ออปอเรเตอร์ช่วยโอนสายไปสายฟังก่อนเบอร์ 7 ที)
- Sorry. There's no answer. (เสียใจครับ ไม่มีคนรับสาย)
- He made a long distance call. (เขาโทรทางไกล)
- The phone is on a party line. (สายมีเครื่องฟังก, มีคนใช้อยู่)
- He looks up the number in the telephone book. (เขาหาเบอร์โทรศัพท์ที่ในสมุดโทรศัพท์)
- We were cut off. (เราถูกตัดสาย หมายถึงกำลังพูดอยู่เสียงเงียบไป)
- He hanged up on me. (เขาวางหูโดยที่ฉันยังพูดไม่จบ)
- You can use the line now. (คุณใช้โทรศัพท์ได้แล้ว)
- I'm through with my call. (พูดเสร็จ)
- I can't hear you well. (ฟังโทรศัพท์ไม่ชัดเจน)
- The lines are crossed. (สายยุ่ง)
- This line is interrupted. (โทรศัพท์ขัดข้อง)
- He's on the other line. (เขากำลังพูดอยู่อีกสายหนึ่ง)
- He's on the other phone. (เขากำลังพูดอยู่อีกสายหนึ่ง)
- The line is {engaged. / still busy. } (สายยังไม่ว่าง)
- Can I get him to call you? (จะให้เขาโทรกลับไปได้ไหม?)
- Where are you calling from? (คุณโทรมาจากไหน?)
- Give me an outside line, please. (ขอสายนอกหน่อย)
- You can dial the number yourself. (คุณหมุนโดยตรงเลย)
- I want to make a trunk call. (ฉันต้องการเรียกทางไกลภายในประเทศ)
- I want to make an overseas call. (ฉันต้องการเรียกไปต่างประเทศ)
- There's a long distance call for you. (มีโทรศัพท์ทางไกลถึงคุณ)
- I'd like to reverse the charges. (ฉันต้องการให้เก็บค่าโทรทางผู้รับปลายทาง)
- The line is out of order. (สายขัดข้อง)
- The cable is broken. (สายเสีย)
- The number keeps giving a busy signal. (เบอร์นี้มีแต่เสียงสายไม่ว่าง)
- It keeps ringing but there's no answer. (มันดังอยู่เรื่อยๆ แต่ไม่มีคนรับ)

- There's no reply from this number. (เบอร์นี้ไม่มีคนรับ)
- Will you replace the receiver, please. (กรุณาวางหูโทรศัพท์)
- Will you lift the receiver, please. (กรุณายกหูโทรศัพท์)
- He's not listed in the phone book. (ชื่อเขาไม่อยู่ในสมุดโทรศัพท์)
- He must be ex-directory. (เขาคงไม่ได้ลงทะเบียนชื่อไว้ในสมุดโทรศัพท์)
- Where can I make a phone call? (ฉันจะหาที่โทรศัพท์ได้ที่ไหน?)
- Where's the nearest call box? (ตู้โทรศัพท์สาธารณะที่ใกล้ที่สุดอยู่ที่ไหน?)
- Can I get in touch with you by telephone? (ผมจะติดต่อกับคุณทางโทรศัพท์ได้ไหม?)
- There is a telephone book right there. (มีสมุดบอกหมายเลขโทรศัพท์อยู่ที่นั่นแน่) etc.

สถานการณ์ทางโทรศัพท์ โดยมากมักจะเป็นเรื่องการนัดหมาย การเชิญชวน การติดต่อธุรกิจ เรื่องส่วนตัว การสอบถามรายละเอียดต่างๆ ฯลฯ

ตัวอย่างข้อสอบ ENTRANCE

Directions : Choose the best alternative to complete those dialogs.

On the telephone

A: Hello. Is Kay there?

B: _____ 1 _____.

A: I didn't recognize your voice. Would you like to go to the movies tonight?

- | | | |
|----|-------------------|-------------------------|
| 1. | 1. This is I | 2. This is she speaking |
| | 3. Kay is my name | 4. Yes, I am here |

A telephone Call

Kosorn: Hello

John: Could I speak to Penpan, please?

Kosorn: _____ 2 _____ Penpan, it's for you.

Penpan: Hello.

John: Hi, it's John. Listen, would you like to go and see "Harry Potter" this afternoon?

Penpan: Yes, _____ 3 _____ I haven't seen a movie in ages

John: O.K., I'll pick you up around two, then.

Penpan: _____ 4 _____ I'll see you.

John: Bye.

- | | | |
|----|------------------|------------|
| 2. | 1. Right now | 2. Alright |
| | 3. Just a minute | 4. O.K. |

- | | | |
|----|--------------------|------------------|
| 3. | 1. That'd be nice. | 2. I'd like. |
| | 3. do you like to? | 4. You're right. |
| 4. | 1. Alright then | 2. That's O.K. |
| | 3. I think so. | 4. Just fine. |

On the phone.

Operator: Information. May I help you?

Pim: Would you please give me the telephone number of Mr. Jim Thompson?

Operator: _____ 5 _____. The number is 233-4221

Pim: 233-4221. _____ 6 _____.

Secretary: Good morning. Mr. Thompson's office.

Pim: I'd like to speak with Mr. Thompson, please.

Secretary: _____ 7 _____

Pim: This is Pim Rakdi speaking. Will Mr. Thompson be back soon?

Secretary: _____ 8 _____

Pim: Well, could you tell him that I called, please?

Secretary: One moment, please. I think he's coming in now.

Pim: All right. Thank you.

- | | | |
|----|---|--------------------------|
| 5. | 1. Yes, I will | 2. Excuse me, please |
| | 3. We're at your service | 4. Just a moment, please |
| 6. | 1. That's all. | 2. Well, yes. |
| | 3. Thank you. | 4. All right. |
| 7. | 1. Hold on please. I'll see if he's in. Who should I say is called? | |
| | 2. I'm sorry. He's not in right now. Who's calling, please? | |
| | 3. All right. Let me check his diary. May I have your name? | |
| | 4. Let me check whether he's back yet. Could you have your name and number? | |
| 8. | 1. I expect him in about an hour. Why do you want to talk to him? | |
| | 2. Probably about five o'clock. Do you want to leave a message? | |
| | 3. At five. Do you want any information from him? | |
| | 4. I think he'll be back in thirty minutes. When would you like to see him? | |

A child answering the phone

Tom Richardson called a friend at home on a Saturday afternoon. A small child answered the telephone. Is your father _____9_____? Tom asked.

“No,” was the reply. “He’s out playing golf.” “Well,” said the caller, “_____10_____?” “She’s gone shopping.”

“Well, listen, can you give your father a _____11_____ when he comes home?”

“Sure.”

“Can you write?”

“_____12_____. But I can print.”

“All right. Have you got a pencil?”

“Wait.” A few moment passed. Then,

“Okay.”

“_____13_____? Now write down my name.

It’s Richardson, That’s spelled R-i-c-h-a-r-d-s-o-n. Tell your daddy that Mr. Richardson called and wants him to call back. Now let me give you the telephone number. Write this down. Okay?”

Long silence. Then a little voice asked, “How do you make an R?”

- | | | |
|-----|----------------------------|-----------------------------|
| 9. | 1. here | 2. there |
| | 3. off | 4. up |
| 10. | 1. What about your mother | 2. How is your mother |
| | 3. Do you call your mother | 4. Is your mother all right |
| 11. | 1. call | 2. letter |
| | 3. message | 4. notice |
| 12. | 1. No | 2. Yes |
| | 3. I think so | 4. I don’t care |
| 13. | 1. Do you see | 2. Are you ready |
| | 3. Can you read | 4. Are you well |

Making an appointment

Secretary: George Brown’s office.

Chartchai: Hello. Can I speak to Mr. Brown?

Secretary: I’m afraid _____14_____. Could I take a message?

Chartchai: Er... I’m...my name is Charchai Boonskul.

Secretary: Yes?

Chartchai: I wonder if he could _____15_____.

Secretary: Yes. Could I have your number, please?

Chartchai: He already has my number, _____16_____. It's 2-5-0-6-9-1-4.

Secretary: Excuse me. _____17_____

Chartchai: Er... of course. He's going to be our guest speaker next month. He knows what it's about.

Secretary: Okay. I promise to give him your message.

Chartchai: One more thing. _____18_____

Secretary: Tomorrow, say 1:30. Is that convenient?

Chartchai: Yes. Thank you very much.

- | | | |
|-----|--|---|
| 14. | 1. you don't know his schedule | 2. he's on a business trip |
| | 3. he doesn't have time for you | 4. you certainly called on a bad day |
| 15. | 1. return my telephone number | 2. finish his business sometime soon |
| | 3. get in touch with me | 4. see the message when he's free |
| 16. | 1. but I'll give it again | 2. so I won't tell you how |
| | 3. therefore, you have it | 4. and you know that |
| 17. | 1. Do you have any business with him? | 2. I'd like you to tell him your business. |
| | 3. He'll know your reason for telephoning. | 4. Do you mind telling me why you're phoning? |
| 18. | 1. Tell me what time to be ready. | 2. When will he probably be calling? |
| | 3. How long will I have to wait for him? | 4. He should contact me after his business. |

Leaving a Message

Pam wants her friend to join her camping.

Pam: Hello, is Vilai there?

Mana: No, she won't be back _____19_____.

Pam: Well, can I leave a message, please?

Mana: Yes, let me get a pencil... All right.

Pam: _____20_____ and needs to know if she wants to go on the camping trip this coming weekend.

Mana: (writing) Hum...camping...Okay. _____21_____?

Pam: Yes.

Mana: _____22_____ phone number?

Pam: Yes, I think so. But just in case, it's 311-2425.

Mana: O.K., She'll probably give you a call tonight.

Pam: _____23_____.

Mana: That's Okay. Goodbye.

Pam: Bye.

- | | | |
|-----|------------------------|------------------------------|
| 19. | 1. again this week | 2. till after five |
| | 2. by next Monday | 4. before your call |
| 20. | 1. Tell her Pam called | 2. Pam named her friend |
| | 3. Say Pam is her name | 4. Her friend was called Pam |
| 21. | 1. Have you heard | 2. Am I right |
| | 3. Is that it | 4. Did we say |
| 22. | 1. Does she have your | 2. Do you have our |
| | 3. Will you leave my | 4. Do you have our |
| 23. | 1. You're welcome | 2. Great, thanks |
| | 3. Don't mention it | 4. Sure, please |

Making arrangements

Araya is talking to her friend, Pat, on the phone.

Araya: I'm having a party on Sunday. _____ 24 _____?

Pat: That'll be great. What's the occasion?

Araya: _____ 25 _____. Just a get together.

Pat: Should I bring anything?

Araya: _____ 26 _____. By the way, do you know where I live?

Pat: Not exactly.

Araya: _____ 27 _____. One more thing, I'm thinking of having a slide presentation if I can get a projector. _____ 28 _____

Pat: Good idea. I have a projector that I can lend you, but _____ 29 _____, so I'm having it repaired.

Araya: _____ 30 _____. Well, I'll ask Sumalee, then.

Pat: I'll bring the slides I took in Chiang Rai. I'm sure you haven't seen them.

Araya: _____ 31 _____?

Pat: Just this past week-end, I had a wonderful time.

Araya: _____ 32 _____. Well, don't forget my party on Saturday.

Pat: _____ 33 _____. See you then. Bye.

Araya: Bye.

- | | | |
|-----|----------------------------|--------------------------------|
| 24. | 1. Do you want to have one | 2. Would you like to join us |
| | 3. Would you mind coming | 4. Do you want to come, please |

25. 1. Not usual
3. For nothing
26. 1. As you say
3. Don't buy it
27. 1. I live quite far, so you should take a taxi
2. It's 15 minutes by bus, then walk for 10 minutes
3. It's near Foodland, and take the first turn on the right
4. I'm on Soi 17, the third house from the corner, on your left
28. 1. Can I take one
3. Is one available
29. 1. it's not working
3. I can't find it
30. 1. Excuse me
3. You're sorry
31. 1. When did you go
3. How many weeks did you go
32. 1. So you bad
3. How many weeks did you go
33. 1. Yes, I do
3. No, I won't
2. Not at all
4. Nothing special
2. As you have
4. Don't bother
2. How does that sound
4. What do you plan
2. It's my friend's
4. I often use it.
2. That's too bad
4. It's shameful
2. How long were you there
4. Since when were you there
2. So I hope
4. Since when were you there
2. Yes, I will
4. No, I don't

Situation: Sara is answering a phone call.

"May I speak to Sara, please?"

"_____ 34 _____"

34. 1. I am speaking now.
3. Sara's speaking.
2. It's me.
4. This is she.

Situation: Helen is talking to her friend on the phone.

"I'm going to get married next month."

"_____ 35 _____"

35. 1. How lucky the two of you are!
3. Congratulations, I'm happy for you.
2. Who is going to be your husband?
4. Why are you doing that?