

UNIT – 7

On the Telephone

บทเรียนนี้เกี่ยวกับ การใช้ภาษาอังกฤษในการสนทนาทางโทรศัพท์ เช่น การขอข้อมูล การเชิญ การขอร้อง การให้เหตุผล และการแสดงความต้องการ โดยใช้โครงสร้างไวยากรณ์ เช่น **would like to, could, had to**

7.1 Structures

Study 1: The Expression “Would Like to”

ความหมาย

would like to + verb ใช้เพื่อ

- แสดงความต้องการอย่างสุภาพ
- เชิญชวน
- เสนอความต้องการ

ใช้แทน **want to** แต่สุภาพกว่า

โครงสร้าง

Subject + would like to + verb

ตัวอย่างประโยค

1. I **would like to speak** to Mr. Somchai.
2. She **would like to make** a reservation.
3. We **would like to invite** you to our meeting.
4. I **would like to ask** some questions.
5. He **would like to talk** to the manager.
6. They **would like to visit** the office.
7. I **would like to know** more information.
8. She **would like to call** you later.
9. We **would like to discuss** the project.
10. I **would like to confirm** the appointment.

Study 2: Past Meaning of the Modal Auxiliary “Could”

ความหมาย

could ใช้แสดง

- ความสามารถในอดีต (past ability)

โครงสร้าง

Subject + could + verb

ตัวอย่างประโยค

1. I **could speak** English when I was young.
2. She **could help** us yesterday.
3. They **could finish** the work last week.
4. He **could solve** the problem before.
5. We **could travel** last year.
6. I **could answer** the phone quickly.
7. She **could understand** the message.
8. They **could call** the office earlier.

Study 3: Polite Request Meaning of “Could”

could ยังใช้เพื่อ ขอร้องอย่างสุภาพ

โครงสร้าง

Could + subject + verb?

ตัวอย่างประโยค

1. **Could you help me?**
2. **Could you call me later?**
3. **Could you send the document?**
4. **Could you speak more slowly?**
5. **Could you repeat that?**

6. **Could you check the information?**
7. **Could you hold the line?**
8. **Could you tell me the address?**
9. **Could you transfer the call?**
10. **Could you leave a message?**

Study 4: Had To

ความหมาย

had to ใช้แสดง ความจำเป็นในอดีต

โครงสร้าง

Subject + had to + verb

ตัวอย่างประโยค

1. I **had to call** the office yesterday.
2. She **had to leave** early.
3. They **had to cancel** the meeting.
4. We **had to change** the schedule.
5. He **had to answer** many phone calls.
6. I **had to explain** the situation.
7. She **had to send** the report.
8. They **had to contact** the client.
9. We **had to wait** for the manager.
10. He **had to finish** the work quickly.

7.2 Functions

1. Asking for Information

ตัวอย่าง

1. **Could you tell me the office hours?**
2. **Could you give me the phone number?**

3. **May I know your name?**
 4. **Could you tell me the address?**
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2. Giving Reasons

ใช้ **because**

ตัวอย่าง

1. I cannot come **because I am busy.**
 2. She called **because she needed information.**
 3. We canceled the meeting **because the manager was sick.**
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3. Inviting

ตัวอย่าง

1. **Would you like to join our meeting?**
 2. **Would you like to come to the seminar?**
 3. **We would like to invite you to dinner.**
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4. Requesting

ตัวอย่าง

1. **Could you send me the file?**
 2. **Could you call me back later?**
 3. **Could you help me with this problem?**
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5. Expressing Preference

โครงสร้าง

prefer / would prefer

ตัวอย่าง

1. I **prefer email to phone calls.**
 2. She **would prefer to meet tomorrow.**
 3. We **prefer online meetings.**
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6. Stating Prohibition

ใช้ **must not / cannot**

ตัวอย่าง

1. You **must not use** your phone in the meeting.
2. Students **cannot make calls** during class.
3. Visitors **must not enter** this area.

คำศัพท์สำคัญ (Key Vocabulary)

Word	Meaning
telephone	โทรศัพท์
call	โทร
message	ข้อความ
appointment	นัดหมาย
reservation	การจอง
manager	ผู้จัดการ
office	สำนักงาน
client	ลูกค้า
meeting	การประชุม
information	ข้อมูล

ตัวอย่างประโยคเพิ่มเติม (More than 20)

1. I would like to speak to the manager.
2. Could you hold the line?
3. Could you tell me the address?
4. She had to call the client yesterday.
5. We would like to invite you to the meeting.
6. Could you send the email again?
7. I had to explain the problem.
8. Could you repeat the information?
9. She would like to make an appointment.

10. We had to cancel the meeting.
11. Could you help me with this issue?
12. I would like to confirm the reservation.
13. Could you transfer the call?
14. They had to finish the work quickly.
15. She could answer the phone quickly.
16. I prefer email communication.
17. Could you leave a message?
18. We would like to discuss the project.
19. I had to wait for the manager.
20. Could you call me tomorrow?

แบบฝึกหัด

ตอนที่ 1 เติมคำ (Fill in the blanks)

เติม **would like to / could / had to / because**

1. I _____ speak to the manager.
2. _____ you tell me the address?
3. She _____ leave early yesterday.
4. We canceled the meeting _____ the manager was sick.
5. _____ you send me the document?
6. I _____ make a reservation.
7. He _____ call the client yesterday.
8. _____ you repeat that?
9. They _____ finish the report last night.
10. I cannot attend _____ I am busy.

ตอนที่ 2 คำถามอ้อนย

11. Write one sentence using **would like to**.
12. Write one polite request using **could**.
13. Write one sentence using **had to**.

14. Write one sentence asking for information.
15. Write one sentence giving a reason using **because**.
16. Write one invitation sentence.
17. Write one request sentence.
18. Write one sentence expressing preference.
19. Write one sentence stating prohibition.
20. Write one telephone conversation sentence.