



LANGUAGE LINKS

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what's happening this week?

I would like to remind ILC students that your mid-term test is coming up next Monday, 14 May, so this Friday has been scheduled as a self-study day. This gives you a good opportunity to prepare yourselves for the test.

Generally, the mid-term test examines what you have learnt; it also tests your abilities in language comprehension, reading and writing, as well as your oral English. Here is a tip to help you organize your study: go over texts and the notes you made, and revise the language skills, not the contents (for example, how to apply the right reading techniques to approach a particular text; how to make your writing precise and clear with the fewest grammatical mistakes; how to be fluent during a conversation; and how to concentrate and listen carefully while having a listening test). If there are still some points that are not very clear, discuss them with your classmates or ask a teacher.

With all the above points in mind, you will be ready for the test. **GOOD LUCK!**

Mid-term test schedule

09.00 - 09.45	Reading
09.50 - 10.35	Writing
10.40 - 11.25	Listening
13.00 - 15.00	Speaking



To ensure that you don't miss the test, please come before 9 a.m.

What's happening this week to OCC students?

This Friday, the OCC students will be busy all day as a guest speaker explains the ins and outs of international conferences. This event will be held at Devavongse Varopakarn Institute of Foreign Affairs, Sri Ayutthaya Road, from 9.00-16.00. Here is the tentative programme:

09.00 - 10.30	Introduction to International Meetings and Conferences
10.30 - 10.45	Break
11.00 - 12.00	Proceedings of International Meeting and Conferences
12.00 - 13.00	Lunch
13.00 - 14.45	Preparations for Organizing International Meetings and Conferences
14.45 - 15.00	Break
15.00 - 16.00	Documents for International Meetings and Conferences



Usana

Culture Corner



Phone Etiquette



Part of doing business means doing business over the phone. Because the phone is such an important instrument in our daily business, below you are some helpful hints and proven phone techniques that will help to make your phone conversations more effective.

Create a Good First Impression

- Answer with a friendly greeting.
"Good afternoon, IMT Customer Service, Sherrie speaking. How may I help you?"
- Ask the caller for their name, even if their name is not necessary for the call. This shows you have taken an interest in them. Make sure that if you ask for their name, that you use it.
- Lower your voice if you normally speak loudly.
- Keep the phone two finger-widths away from your mouth.

Putting Callers on Hold

When putting a caller on hold, always politely give a reason.

"Would you mind holding while I get your file?"
"Can you hold briefly while I see if Mr. Jones is available?"

When taking a caller off hold, always thank them for holding.

Last Impressions

- Before hanging up, be sure that you have answered all the caller's questions.
- Always end with a pleasantry: *"Have a nice day"* or *"It was nice speaking with you"*.

Let the caller hang up first. This shows the caller that you weren't in a hurry to get off on the phone with them.



<http://www.apu.edu/imt/telecom/etiquette.php>

Piyaporn

Here's the Answer...

LEARNING STRATEGIES

Q: I've seen the words *spoonful* and *teaspoonful*. Are they nouns? Are there any other words ending with *-ful*?

A: Yes, they are nouns. You can also add *-ful* to the following words: *bag*, *bucket*, *basket*, *plate* and *tank*.

Examples:

He brought me a bagful of sweets.



Pour a bucketful of cold water on the ash.



She ladled three spoonfuls of sugar into my tea.



They were collecting basketfuls of apples.



She is holding a plateful of bacon and eggs.



A tankful of petrol can cost over a thousand baht these days.



Source: Collins Cobuild English Grammar. (Adapted)

Tips for Minimizing Oral Miscommunication Among Cross-Cultural Audiences

When you have a conversation with someone from another culture, you can reduce misunderstandings by following these tips:

- Use simple English. Speak in short sentences. Avoid using slang or jargon.
- Speak slowly and enunciate clearly. Avoid fast speech, and don't raise your voice.
- Encourage accurate feedback. Ask probing questions, and encourage the listener to paraphrase what you say. Don't assume that a yes, a nod or a smile indicates comprehension.
- Observe eye messages, accept blame and listen without interruption.

He doesn't understand you. Try shouting a little louder.



Adapted from G. Mary. Essentials of Business Communication. South-Western College Publishing. 2000.

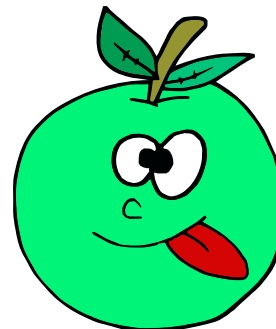
FUN WITH ENGLISH

Week 6

Too many words 2

Replace the words in bold type in the following sentences with a single word.
(The first letter of the word is given.)

1. The river **curves and winds** through the Wye Valley.
(m.....)
2. My father has just got a new pair of **false teeth**.
(d.....)
3. The fortress was **impossible to be taken by force**.
(i.....)
4. He was found guilty of **murdering his mother**.
(m.....)
5. The margin of error is **so small that it can be ignored**.
(n.....)
6. At least twenty villages were **laid waste** by the floods.
(d.....)
7. Some of the planes were no longer **fit to fly**.
(a.....)
8. He is suffering from **loss of memory**.
(a.....)
9. We tried to **find out** the cause of the accident.
(a.....)
10. His appetite for power and wealth is **impossible to satisfy**.
(i.....)



Answers no.5

- | | |
|-----------------|----------------|
| 1. ambidextrous | 6. armistice |
| 2. disembarked | 7. jeopardized |
| 3. obsolete | 8. adjourned |
| 4. Extensive | 9. cowardice |
| 5. adhesive | 10. exceeded |

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