



LANGUAGE LINKS

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Complaining in English



HOW TO COMPLAIN

When complaining in English, it helps to be polite. This page will help you with this important English speaking skill.

In a shop :

You're in a shop and the assistant gives you the wrong change.

"Excuse me, I think you've given me the wrong change", or
"Sorry, I think this change is wrong. I gave you \$20, not \$10."

In a hotel :

"Excuse me, but there's a problem with the heating in my room."

"Sorry to bother you, but I think there's something wrong with the air-conditioning."

"I'm afraid I have to make a complaint. Some money has gone missing from my hotel room."

"I'm afraid there's a slight problem with my room - the bed hasn't been made."

When people apologise, they normally say "sorry" and offer to put the situation right.

"Excuse me, but there's a problem with the heating."

"I'm sorry - I'll get someone to check it for you."

or "Sorry to hear that - I'll send someone up."

Speaking tip :

Although you may find it strange to use the word sorry when you complain, English speakers consider it polite. It will help you get what you want.

Reference:

<http://english-preparation.blogspot.com/>

Usana

5 Speaking Rules you need to know!

1. Don't study grammar too much

If you want to become fluent in English, you should try to learn English without studying the grammar. Studying grammar will only slow you down and confuse you. You will think about the rules when creating sentences instead of naturally saying a sentence like a native.



2. Learn and study phrases

When children learn a language, they learn both words and phrases together. Likewise, you need to study and learn phrases. If you know 1000 words, you might not be able to say one correct sentence. But if you know 1 phrase, you can make hundreds of correct sentences. If you know 100 phrases, you will be surprised at how many correct sentences you will be able to say. Finally, when you know only a 1000 phrases, you will be almost a fluent English speaker.

Don't translate

The order of words is probably completely different and you will be both slow and incorrect by doing this. Instead, learn phrases and sentences so you don't have to think about the words you are saying. It should be automatic.

3. Reading and Listening is NOT enough. Practice Speaking what you hear!

Speaking is the only requirement to be fluent. Speak out loud the material you are listening to and practice what you hear. Practice speaking out loud until your mouth and brain can do it without any effort. By doing so, you will be able to speak English fluently.

4. Submerge yourself

Many people who are good English speakers are the ones who studied in an English speaking school. They can speak English not because they went to an English speaking school, but because they had an environment where they can be around English speaking people constantly.



You don't have to go anywhere to become a fluent English speaker. You only need to surround yourself with English. You can do this by making rules with your existing friends that you will only speak English. You can also carry around an iPod and constantly listen to English sentences. As you can see, you can achieve results by changing what your surroundings are. Submerge yourself in English and you will learn several times faster.

5. Study correct material

It is important that you study material that is commonly used by most people. Study English material that you can trust, that is commonly used, and that is correct.

Adapted from :<http://www.talkenglish.com>

Here's the Answer...

Has gone to vs. Has been to

... *has/have gone to* ... refers to someone who has gone to a place but has **not yet** returned.

Examples:

*He's **gone** to the bank. He should be back soon.*



Where **has** Tom **gone**?

Jessica **has gone to** the supermarket. I wonder when will she come back?

*Dennis **has gone to** France for the summer, so you can call again in September.*



... *has/have been to* ... refers to a place which someone has visited sometime in his life and have already returned.

Examples:

*He's **been to** London many times.*

*I've **been to** Disneyland twice.*

Mark **has been to** the supermarket. Now he's taking a shower.

Joe **has been to** France five times,

so he is very familiar with it.



http://esl.about.com/od/grammarintermediate/a/cm_gone.htm

Culture Corner

Gift Giving Etiquette



Following are a few of many examples of cross cultural differences in gift giving etiquette. It is advisable to try and ascertain some facts about the gift giving etiquette of any country you plan to visit on business. By doing so, you maximize the potential of your cross cultural encounter.



China

- ♦ It is proper etiquette for gifts to be exchanged for celebrations, as thanks for assistance and even as a sweetener for future favors.
- ♦ It is however important not to give gifts in the absence of a good reason or a witness.
- ♦ When the Chinese want to buy gifts it is not uncommon for them to ask what you would like.
- ♦ It would be wise to demonstrate an appreciation of Chinese culture by asking for items such as ink paintings or tea.



- ♦ Business gifts are always reciprocated. Not to do so is bad etiquette.
- ♦ When giving gifts do not give cash.
- ♦ Depending on the item, avoid giving one of something. Chinese philosophy stresses harmony and balance, so give in pairs.

Japan

- ♦ Gift-giving is a central part of Japanese business etiquette.
- ♦ Bring a range of gifts for your trip so if you are presented with a gift you will be able to reciprocate.
- ♦ The emphasis in Japanese business culture is on the act of gift-giving not the gift itself.
- ♦ Expensive gifts are common.
- ♦ The best time to present a gift is at the end of your visit.
- ♦ A gift for an individual should be given in private.
- ♦ If you are presenting a gift to a group of people have them all present.



- ♦ The correct etiquette is to present/receive gifts with both hands.
- ♦ Before accepting a gift it is polite to refuse at least once or twice before accepting.
- ♦ Giving four or nine of anything is considered unlucky. Give in pairs if possible.

Source: http://www.advice4businesses.co.uk/gift_giving_etiquette.shtml

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