

การฝึกอบรมผ่านสื่ออิเล็กทรอนิกส์ (e-training)
เพื่อพัฒนาความรู้และใช้ประกอบการประเมิน รอบที่ 1 ปีงบประมาณ 2568
หลักสูตร “ภาษาอังกฤษ: การเขียนเพื่อการสื่อสารที่มีประสิทธิภาพ”

1. หัวข้อเรื่อง

ภาษาอังกฤษ: การเขียนเพื่อการสื่อสารที่มีประสิทธิภาพ

2. วัตถุประสงค์ของหลักสูตร

- (1) เพื่อให้เขียน E-mail ได้อย่างมีประสิทธิภาพ
- (2) เพื่อให้สามารถเลือกใช้ข้อความในการเขียน E-mail ในสถานการณ์ต่างๆ ได้อย่างเหมาะสม

3. ผู้รับผิดชอบหลักสูตร

สำนักงานคณะกรรมการข้าราชการพลเรือน

4. สรุปสาระสำคัญของเนื้อหา/หัวข้อวิชา

(1) *Greetings (การทักทาย)*

Dear Mr./Mrs./Ms./Miss

Dear Sir/Madam

To Whom It May Concern

Dear (ชื่อ),

Dear (ชื่อ)

เครื่องหมาย “,” ใส่ หรือไม่ใส่ก็ได้

(2) *Starting (การบอกที่มาที่ไปของการเขียน E-mail)*

I recently read/hear about ... and would like to know ...

I recently read/heard about ...

I would be interested in ...

I received your address from ... and I would to ...

ตัวอย่าง: I recently read about the English competition and would like to know
when it will be announced officially.

(3) *Explaining Reason for writing (การบอกเหตุผลของการเขียน E-mail)*

I am writing to inform you about

I am writing to remind you about

I am writing to let you know that

ตัวอย่าง: I am writing to let you know that we have to postpone the meeting.

I am writing concerning about

I am contacting you for the following reasons:

I'm writing with regard to

I would like to tell you that

ตัวอย่าง: I would like to inform you that the meeting will be held on June 22nd, 2019

We would like to clarify about the question

We would like to clarify about the new project

We wish to inform you of a schedule change.

We are sending you this email because

Just

Thank you for ...

Thank you for your prompt reply

Thank you taking a time to ...

Thank you for your email on ...

Thank you + for (Noun or Verb ing)

(4) Referring to Previous Contact

Thank you for your letter on March 15th

Thank you for your letter regarding ...

Thank you for contacting us.

In a reply to your request

ด้วยการอ้างอิงถึง

With reference to ...

Further to ...

Further to our meeting last week ...

I'm writing ...

I'm writing in reply to your email on March 15th about the order of ...

In reply your email ...

I saw your advertisement on ...

We talked last week about ...
We had a phone call yesterday about ...
We understand from your email that ...

I would just like to
It's was nice to hear from you ... (yesterday).
I was glad to catch up yesterday.

(5) Making a Request

การขอแบบสุภาพ ต้องมีคำแสดงความซาบซึ้ง เช่น grateful appreciate

I would be grateful ...
I would be grateful if you could send me further information about ...

I would appreciate ...
I would appreciate your attention to this matter.

I am interested in ...

In addition,

I would appreciate it if you would ...

I was hoping you could find a good solution for this matter
It would be helpful if you could send us ...
It would be great if you could ...
Please let me know what action you propose to take.

Shall I ...
Would it be possible to ...
Would you mind ... ?
Would you mind having a quick chat?

Would you mind if ... ?
Would you mind if I send you the information on Tuesday?

** ระวังการใช้ would you mind
ถ้าตอบ yes = รังเกียจ No = ไม่รังเกียจ

What would you like to ... (do next)?
Could you ... (confirm these details)?
Could you please ... (send me the application form)?
Could you please reply me as soon as possible?
Could you possibly ... (let us know the due to date in advance)?

เกรงใจ แสดงความเกรงใจ เขียนถึงคนไม่คุ้นเคย ผู้ใหญ่ (สงสัยว่าจะทำได้มั้ย...)
I was wondering ... (if you could explain this problem)

Would you like ... (me to send you a link to the article)?

แค่สงสัย...

Just wondered ... (if you could send me a copy).
Just wondered ... (if you could tell me where your housing)
Let's ... (discuss your next step)?

(6) *Asking for clarifications*

Could you please ... (specify what you would like us to do about this problem)
Could you please ... (clarify when you would like us to finish this)?
Could you ... (give us some more details on this matter)?
Could you ... (explain what you mean)?

In other words, ... (you would like us to direct this message to the Director)?

I didn't quite get your point about ...

Could you be **more specific**?

If I understood you correctly, you would like us to deliver the goods by tomorrow?

What exactly do you mean ... by more service charge?

When exactly are you expecting to have?

(7) *Asking the Questions*

When would ...
Have you given ...
Which option would ...
What would ...
Would you ...
Would you prefer ... to ... ?

Would you rather ... or ... ?

What would you ... ?

สุขภาพมากขึ้น

It is possible to ... ?

I wonder if you could ... ?

(8) *Calling to Actions*

บอกตรงๆ

Are you considering ... ?

(Are you considering upgrading to the new version?)

Just ...

(Just book time on my calendar and I can answer all your questions on the product and pricing

(Just present it by tomorrow)

Or if ...

(Or if you'd rather occupy the meeting room, you can let us know by tomorrow))

Help us ...

Help us give you the best advice by telling us a bit more about your project.

บอกแบบสุขภาพ

I'd love it ..

(I'd love it if you could walk me through your project)

(**walk me through the project = การไกด์ หรือการแนะนำ)

This may be great ...

(This may be a great time to take a look at our project.)

(**to take a look = มาช่วยกันดู)

If you're interested, ...

(If you're interested, drop me a line and we can have a quick chat to discuss your further steps.)

(**drop me a line = ส่งข้อความมา)

(9) *Asking them to contact Us*

You can reserve a free consultation here - ... or just give a call at ...

If you have any questions, please email or call me.

Please feel free to contact me anytime. <==สุภาพขึ้น
Please don't hesitate (ลังเลใจ) to contact me at any time of your convenience.
If there's any thing I can do for you, please let me know.
You can reach me at ...
If there's anything you'd like to discuss
Could you please keep us updated on this

(10) Talking about Meetings

มีการอ้างสิ่งที่คุณกัน วัน เวลา

At the meeting on ..., we discussed about the

Let's discuss this at the meeting, if you ... (don't mind).
At our last meeting, ... (we talked about how to expand our target group).
At the meeting, ...(we agreed to solve the problem).

สำหรับเรื่องที่ยังไม่เคยคุยกันมาก่อน

Let's have a meeting sometime this week.
How about talking this over at a meeting?
How about ...
What about ...

Why don't ... (we talk this over at a meeting)?
I'd be glad to tell you more about this at the meeting today.

This issues ... (came up at the meeting we had on Friday).
Let's have a meeting to discuss this issue.
I've set up a meeting on ... (date) at ... (time) Here're the ... (link).

(11) Offering Help

เสนอความช่วยเหลือ

We are quite willing to ... (consider a) ...

If there's anything I can help you with, just let me know. ***
We would be happy (/appreciate) to fully support this project. เป็นทางการมากขึ้น

Would you like us ... (แบบง่าย)

(12) *Thanking*

Thank you for ... (+ something (n.))

Thank you (very/so much) for ... (+ something (n.))

แบบง่าย

Thanks.

Thanks a lot.

ขอบคุณแบบตรงไปตรงมา เมื่อเขาทำอะไรให้

Thank you for (+ action (Verb-ing)).

Many thanks for ...

Many thanks for your kind assistance/support.

ขอบคุณโดยที่ไม่มีคำว่า thank you

You're so helpful.

That's really thoughtful of you.

I really appreciate your help.

Thank you very much I really appreciate your help

It was really great of you to simplify the content.

I (really) appreciate that you took the time to give me these details.

(13) *Giving Good News/Bad News*

Giving Good News

We are pleased ... (pleased = เรา^{รู้สึก}ดี) pleasing = น่า

We are pleased to announce/inform you that ...

We have some good news for you. (News).

It is mt pleasure to let you know that ... (pleasure = ความยินดี)

I'm glad to tell you that ...

We're glad to tell you that ...

I just wanted to let you know that ...

You will be pleased to learn that .../ to hear that ...

Giving Bad News

I'm sorry to tell you that ... (we can't support you the data)

I'm afraid I've got some bad news for you.

I'm afraid that ...

I'm afraid I won't be able to do as your request.
I'm afraid it would be impossible to ... (accept your proposal).
I'm afraid it would not be possible to ...

ทางการมากขึ้น

I regret to inform you that ...
I regret to inform you that due to a mistake in our database, ...
We regret to inform you that it's not really possible to deliver the goods within this week.

Despite (แม้ว่า) my best efforts, it has proved to be impossible to ...
In spite of (แม้ว่า) ...
Unfortunately, ...
Unfortunately, your project was rejected.
Unfortunately, I have to tell you that your essay was denied.
I can't see any way ... (to negotiate salary)
It's so sorry to .. (say that it's out of my hands).
Really sorry to inform you that ... (there's nothing I can do about it since I don't have enough authority to manage this matter).
Due to ... (ตามด้วยกลุ่มคำ)
Due to too many mistakes on your paper, it would be impossible to accept it

so มากในเชิง positive
too มากในเชิงลบ มากเกินไป

It's against the department policy to pay overtime compensation.
Unfortunately, we cannot show you the database.
(can ความสามารถทั่วไป ขณะที่ able to ความสามารถที่ต้องพยายาม)
After careful consideration, we have decided (not) to ...

(14) Apologizing

Sorry for (Noun/Verb-ing)
Sorry for any inconveniences this situation may have caused.
Sorry to (Verb)
Sorry to keep you waiting.

Sorry again for...
We are sorry for the delay.

I'm really sorry, but ...

การขอโทษตรงๆ

I do apologize รู้สึกละอายใจมาก

I really apologize

I apologize for ...

I apologize for the problem you have had.

I wish to apologize for ... รู้สึกผิดมาก

I would like to apologize for ...

Once again, I apologize for ... (ขอโทษอีกครั้ง ผิดพลาดมาก ได้ sorry ไปแล้ว)

Once again, I apologize for any inconveniences.

I regret ...

I regret any inconvenience caused by our short notice.

Please accept my apologies.

(15) Closing Remarks

I would appreciate your reply.

If we can be of any further assistance, please let us know.

If you require more information, please don't hesitate to contact us.

Thank you for taking this into consideration.

Thank you once more for your help on this matter. เป็นการขอบคุณซ้ำอีกครั้ง

I would be happy to have an opportunity (chance) to work with your firm.

I enjoyed working with you and look forward to ...

We would be (very) pleased to ...

We hope you are happy with this arrangement.

We look forward to a successful working relationship in the future.

Let me know if you need any help.

If you require any further information, please let me know.

If I can help in any way, please do not hesitate to contact me.
If there's anything I can do to help you, just drop me a line.

Do not hesitate to contact us again at ..., if there's anything we can help you with.

Thank you for your help.
I'd love to hear your feedback.

Thank you for your patience/time/cooperation.
I'd appreciate your reply.

Please let me know what you think.
Thanks again.
Thank you for taking your time

Thank you for your patience and cooperation.
Thank you for your consideration
If you have any questions or concerns, don't hesitate to let know.

(16) *Ending Your Email*

แบบกลางๆ เมื่อรู้ว่าส่งถึงใคร
Sincerely,
Yours sincerely,
Sincerely Yours,

ใช้กรณีที่ขึ้นต้นแบบไม่รู้ว่าจะเขียนถึงใคร
Your faithfully,
Faithfully Yours,

ใช้ได้ทุกกรณี
Kind regards
Best regards
Regards,

ระดับเดียวกัน
Your truly,

Many thanks,

เครื่องหมาย “,” เมื่อประโยคขึ้นต้นมี , ประโยคลงท้ายก็ต้องมี , ต้องใช้ให้เหมือนกัน

(17) Linking Your Idea

การเคลื่อนย้ายตาม

Here are the details on...

Further more... (เหมือน And)

In addition, I would like to ...

Additionally, ...

การขัดแย้งกัน

But, ...

In spite of ...,

Despite ... ,

That's why ...

Would 10.00 work for you?

I'm pleased to hear that ...

การจัดลำดับ

First of all/Firstly/Secondary/Then/Next/Finally, ...

In order to...

For example ...

For instance ...

สิ่งที่ไม่ควรทำ

ระวังการใช้ capital letter เช่น NOT เป็นการไม่สุภาพ ยกเว้นชื่อเฉพาะสามารถใช้ได้