

# 1 . Dealing with incoming calls

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	answer	n	response you get when you phone somebody or knock on the door of their office, house, etc.	ตอบ
2	arrange	vb	(1)to organize something so that it happens (2)to put a group of things in a particular order	จัดการ
3	book (a room)	vb	to arrange to have or use something at a particular time or on a particular date	จอง
4	call back	vb	to phone somebody who phoned you earlier	โทรกลับ
5	car registration	n	the unique number on a car's number plate	ทะเบียนรถ
6	extra	adj	in addition to what you already have	ใหญ่
7	hold(a room)	vb	if a hotel holds a place or a room for you, it keeps it available for you until you arrive	จอง
8	hold(the line)	vb	to wait to speak to somebody on the telephone	รอ
9	make a note(of)	vb	to write something down so that you remember it	จด
10	put(sb)through	vb	to connect someone to the person they wish to speak to on the telephone	ต่อสาย

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	reserve	vb	to ask for a seat, table, room, etc. to be available at a later time	สำรอง
12	ring	vb	(1)if a telephone rings, it makes a sound like a bell (2)if you ring somebody, you call them on the telephone	เสียงรอสาย
13	run late	vb	delayed; happening later than you had expected or hoped	มาช้า
14	try	vb	to attempt to do something	พยายาม
15	voicemail	n	an electronic system that can store telephone messages	ระบบฝากข้อความเสียง

## 2. Customer information

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	business centre	n	centre in a hotel which provides facilities to guests so they can do business, e.g. computer, printer, fax shipping services, etc.	ศูนย์ธุรกิจ
2	car rental	n	an arrangement to hire a car for a set period of time	บริการรถเช่า
3	client	n	a customer who receives a service from a professional person	ลูกค้า
4	facilities	n	rooms, equipment, services provided for a particular purpose	สิ่งอำนวยความสะดวก
5	gift shop	n	a shop, especially in a museum, art gallery, etc.	ร้านขายของขวัญ
6	hire	vb	to have the use of something for a short time by paying for it	ว่าจ้าง
7	main	adj	most important, interesting, exciting, ect.	สำคัญที่สุด
8	on site	adv	at the place where you are rather than in a different place	ที่อยากไป

No	Word	Type	Meaning(Eng)	Meaning(Thai)
9	roof terrace	n	a small garden with seats on the flat roof of a building	หลังคาแบน
10	separate	adj	not together or in the same place	ซึ่งแตกต่างกัน
11	service	vb	if someone services a room in a hotel, they make it ready for a new guest	บริการ
12	direct	adv	going from one place to another without stopping	โดยตรง
13	shuttle bus	n	a small bus that makes regular short journey between two places	รถโดยสารประจำทาง
14	taxi rank	n	a place where taxis park while they are waiting for customers	จุดจอดแท็กซี่
15	tourist attraction	n	a place of interest that tourists visit	สถานที่ท่องเที่ยว
16	transfer	vb	to move someone from one place to another	ย้าย
17	wheelchair access	n	arrangement for people using wheelchair to get in and out of buildings, transport, etc.	ทางเข้าคนพิการ

### 3. Taking reservation

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	accommodation	n	a place where you live, work or stay	ที่พัก, ที่อยู่อาศัย
2	cancel	vb	to change an arrangement you made earlier so that it does not happen	ยกเลิก
3	change	vb	to make different arrangements from the ones you planned earlier	เปลี่ยน
4	check	vb	to find out if something is possible	ตรวจสอบ
5	contact number	n	a specific phone number you can use to speak to somebody	เบอร์ติดต่อ
6	credit card number	n	the long number on the front of a credit card	หมายเลขบัตรเครดิต
7	deduct	vb	to take money or points from a total amount	หัก
8	double	n	hotel room with a double bed	ห้องเตียงคู่
9	expiry date	n	the date on a credit that tells you the last date on which it can be used	วันหมดอายุ
10	locked	adj	fastened with a key and not able to be opened without it	ล็อก

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	room rate	n	the price you pay for a room in a hotel	อัตราค่าห้องพัก
12	secure	vb	to guarantee payment (of a reservation)	ประกัน
13	security number	n	a three-digit number on the back of a credit card used when paying for something	หมายเลขรักษาความปลอดภัย
14	type	n	a group of things that share the same features	รักษาความปลอดภัย

## 4. Dealing with booking enquiries

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	availability	n	the state of being able to be used or obtained	ความพร้อมในการใช้งาน
2	business conference	n	a large important meeting for a particular type of organization	การประชุมทางธุรกิจ
3	busy	adj	if a telephone is busy, you can hear a continuous noise on it that means the person whose number you dialled is already talking to somebody else	ยุ่งุ่นวาย
4	following	adj	the following week, month, page, etc.	ถัดไป
5	graduate	vb	to get a degree from a university for the first time	สำเร็จการศึกษา
6	harbour	n	a place on the coast where ships stop and take on or unload passengers or goods	ท่าเรือ
7	instead	adv	prep in the place of somebody or something else	แทนที่
8	(be) left	adj	still available after other things have been taken or used	ยังใช้ได้หลังจากใช้ไปแล้ว
9	partner hotel	n	a hotel that is part of a larger group of hotels owned by the same company	หุ้นส่วนโรงแรม

No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	refurbishment	n	an occasion when a building is completely cleaned and decorated to make it more attractive	การตกแต่ง
11	reopen	vb	to open for business again after being closed for a time	เริ่มใหม่
12	same	adj, adv		เหมือนกัน
13	squeeze(sb)in	vb	to find a seat or table for someone in a very busy restaurant, bar, etc.	หาที่นั่งให้ในร้านที่มีคนเยอะ
14	unfortunately	adv	used to say that a particular situation is sad, disappointing or difficult	โชคไม่ดี
15	view	n	what you can see from a particular place	ทิวทัศน์



## 5. Correspondence

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	abbreviation	n	the short of a word, phrase, etc .	คำย่อ
2	acronym	n	a word that is a short from of a phrase or name	อักษรย่อ
3	amendment	n	a small change made to an arrangement	แก้ไข
4	brochure	n	a small book with pictures and information about something	แผ่นพับสำหรับโฆษณา
5	correspondence	n	letters or other written material that you have to deal with	การตอบรับทางจดหมาย
6	enquire	vb	to ask for information	สอบถาม
7	look forward to sth	vb	to feel excited and happy about and event that will happen in the future	มองหาบางอย่าง
8	polite	adj	having good manners	สุภาพ
9	recipient	n	a person who receives something	ผู้รับ
10	regarding (re)	prep	concerning a particular matter	กล่าวถึง
11	spaced	adj	with spaces in between each part	เว้นวรรค
12	tone	n	the quality of somebody's voice that expresses the way they feel	น้ำเสียง

## 6. Welcoming guests

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	collect	vb	to go and get something for a particular place, for example because it is yours or you want to use it	เก็บ
2	correct	adj	with no mistakes	ทำให้ถูกต้อง
3	deal with	vb	to treat somebody in a particular way	เกี่ยวกับ
4	home address	n	the address of the house where you normally live	ที่อยู่
5	(do)our best	vb	to do everything we can to deal with a situation or problem well	แก้ไขปัญหาได้ดี
6	patience	n	the ability to stay calm and not get angry in a difficult situation	ความอดทน
7	printout	n	a print copy of and electronic document	เอกสารที่ปรี้นออกมา
8	quickly	adv	happening fast	อย่างรวดเร็ว
9	ready	adj	prepared and willing to do something	เตรียมพร้อม
10	registration details	n	an official record of information, for example, a hotel guest's name and address	รายละเอียดการลงทะเบียน

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	sign	n	to write your name in the usual way on an official document to show that you have seen it or understand it	สัญญา
12	voucher	n	a piece or paper that you can use instead of money to pay for something	บัตรกำนัล

## 7. Dealing with check-in problems

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	adjoining	adj	next to or connected to another room, building, etc.	ห้องใกล้กัน
2	allergy	n	a medical condition that makes you feel ill if you eat or touch a particular substance	โรคมุมแพ้
3	allergy-tested	adj	a substance that has been allergy-tested has been examined to make sure it does not contain anything that is likely to cause someone to become ill	โรคมุมแพ้ที่ผ่านการทดสอบ
4	alternative	n	something you can choose from two or more things	ทางเลือก
5	complimentary	adj	given free of charge	ที่ชื่นชม
6	free(available)	adj	not busy or not being used	ว่าง
7	happen	vb	to take place, usually without being planned or expected	เกิดขึ้น
8	high chair	n	a special chair with long legs and a small seat and table for a child to sit in while eating	เก้าอี้ทานข้าวเด็ก
9	occasionally	adv	happening from time to time but not often or regularly	บางครั้งบางคราว

No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	overbook	vb	to sell more tickets or place than there are seats or places available	จองตั้มากกว่าที่มี
11	ramp	n	a path that you use to go up or down a small hill or slope instead of using steps	ทางลาด
12	service(a room)	vb	if some service a room in a hotel, they make it ready for a new guest	บริการ
13	smoke-free	adj	not allowing smoking	ปลอดบุหรี่
14	special	adj	not usual or ordinary	พิเศษ

## 8. Explaining how things work in the hotel room

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	arrow	n	a mark or sign that is pointed at one end to show the direction or position of something	ลูกศร
2	button	n	a small part of a machine that you press in order to perform a particular action	ปุ่ม
3	control switch	n	the part on machine, light, etc.	ตัวควบคุม
4	digit	n	a number from 0 to 9	ตัวเลข
5	face	vb	to point or be turned towards a particular direction	หน้า
6	insert	vb	to put something into a hole or space	แทรก
7	journey	n	the act of travelling from one place to another	เดินทาง
8	knob	n	a round button or handle on a machine, etc.	ลูกบิด
9	point down	vb	to show or be turned in a downward direction	ชี้ลง
10	remote control	n	a piece of equipment that is used to operate a machine from a distance	การควบคุมระยะไกล
11	slot	n	a straight narrow opening in a machine, lock, etc.	ช่องรู
12	stuffy	adj	a room or building that is stuffy is too warm and has no fresh air	อบอ้าว

No	Word	Type	Meaning(Eng)	Meaning(Thai)
13	trip	n	a journey to a place and back again	การเดินทาง
14	valuables	n	small possessions that are worth a lot of money	มีราคา

## 9.Serving drinks

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	aperitif	n	a small alcoholic drink that you have just before a meal	เหล้าสำหรับเจริญอาหาร
2	chilled	adj	food or drink that is chilled has been made cold to keep it fresh or improve the taste	แช่เย็น
3	corked	adj	wine that is corked tastes unpleasant because it has been damaged during its production	ที่ปิดหรืออุดแน่น
4	draught	adj	draught beer is served from a large barrel	เบียร์สด
5	flute	n	a tall narrow glass used for drinking champagne	แก้วทรงสูงที่ใช้ในการดื่มแชมเปญ
6	full-bodied	adj	full-bodied wine is rich and strong	มีแอลกอฮอล์ เต็ม
7	half-bottle	n	a small bottle of wine that contains half as much as a normal bottle	ครึ่งขวด
8	house white/red	n	house wine is the least expensive wine that is sold in a restaurant or bar	ไวน์ที่ถูกสุดในบาร์
9	ice bucket	n	a container filled with ice that you put a bottle of wine in to keep it cold	ถังน้ำแข็ง



No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	New World wine	n	wine that has been produced in Australia , New Zealand, South Africa or the US rather than in Europe	ไวน์จากออสเตรเลีย
11	popular	adj	liked by a lot of people	เป็นที่นิยม
12	room temperature	n	the normal temperature inside a building	อุณหภูมิห้อง
13	security	n	the part of a large company that deals with the protection of customers and staff	ความปลอดภัย
14	single malt	adj	single malt whisky is considered better because it is not mixed with other whiskies	วิสกี้มอลต์
15	sparkling	adj	sparkling wine or water contains bubbles	เป็นฟอง
16	still	adj	still water does not contain bubbles	นิ่ง,ไม่มีฟอง
17	tab	n	a bill for a series of items, especially food or drink, that you pay for	การตรวจตรา – (รายจ่าย)

## 10. Food service

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	asparagus	n	a plant with thin green and purple stalks, eaten as a vegetable	หน่อไม้ฝรั่ง
2	breast of chicken	n	the white meat that comes from the front of a chicken	อกไก่
3	chilli	n	a small green or red vegetable that has a strong hot taste	พริก
4	compote	n	fruit cooked in sugar and water served as a dessert	แช่อิ่ม
5	fresh	adj	recently picked, produced or prepared	สด
6	frothy	adj	containing lots of bubbles	มีฟอง
7	goat's cheese	n	cheese that has been made from the milk of a goat	ชีสแพะ
8	mango	n	a large green fruit with orange flesh	มะม่วง
9	mix	vb	to combine two or more substances	ปรุง
10	pistachio	n	a small green nut	ถั่วพิสตาชิโอ
11	salsa	n	a spicy red sauce that is eaten cold	ซอสเปรี้ยว
12	sea bass	n	a large, usually white fish that lives in the sea	ปลากะพงขาว

No	Word	Type	Meaning(Eng)	Meaning(Thai)
13	selection	n	a number of different types of the same thing from which you can choose	การคัดเลือก
14	stewed	adj	cooked for a long time in hot water	ตุ๋น
15	tart	n	a type of open pie filled with fruit	ทาร์ต

## 11. Know your region

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	alley	n	a narrow passage between buildings	ถนน, ซอยเล็กๆ
2	archaeology	n	the study of ancient cultures and people by examining old bones, buildings and objects that are dug up from the ground	โบราณคดี
3	architecture	n	the style and design of particular buildings	สถาปัตยกรรม
4	concert season	n	the time of year when musical concerts are performed	เทศกาลดนตรี
5	culture	n	the customs, ideas, beliefs, etc. of a particular society	วัฒนธรรม
6	definitely	adv	certainly; without doubt	มันเหมาะ
7	fascinating	adj	very interesting	น่าหลงใหล
8	further	adv	to continue going for a longer distance	ต่อไป
9	guidebook	n	a small book that contains information about a town, region, place of interest, etc.	คู่มือการเดินทาง
10	hiking	n	the activity of going for a long walk in the countryside	การเดินทางไกลด้วยเท้า

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	informative	adj	providing a lot of useful informative	ให้ความรู้
12	period	n	a particular stretch of time in history	ระยะเวลา
13	traditional	adj	done as part of a custom or belief that has been continued from the past	แบบดั้งเดิม
14	up to date	adj	modern	ปัจจุบัน

## 12. Explaining travel options

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	congested	adj	so full of traffic that nothing can move	แออัด
2	credit	n	a sum of money that you have the right to use, for example because you have bought a travel card instead of buying separate tickets	ความเชื่อถือ
3	cruise	n	a journey by boat for pleasure	ล่องเรือ
4	deposit	n	a sum of money that is the first payment for something , and you pay the rest later	มัดจำ
5	ferry	n	a boat that carries people or goods across a river or small stretch of sea	เรือข้ามฟาก
6	heavy (traffic)	adj	if the traffic is heavy, there are a lot of vehicles on the road	รถเยอะ
7	in advance	adv	before a particular time or event	ล่วงหน้า
8	jetty	n	a wall or platform built out into a stretch of water where boats can stop and people can get on or off	ท่าเรือ
9	organized	adj	arranged and planned	จัดตั้ง

No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	refundable	adj	a sum of money that is refundable can be given back to you if you have paid too much or do not have the thing you paid for	ชำระคืน
11	stamp(a ticket)	vb	to make a mark on a document by pressing a special tool that carries ink onto it	ตราประทับ
12	strip(of tickets)	n	a long narrow piece of paper	บิลใบยาวๆ
13	ticket machine	n	a machine from which you can buy tickets	เครื่องขายตั๋ว
14	top up(a card)	vb	to increase the amount of something to the level you want or need	เติม
15	underground	n	a system of railways that runs under the ground in big cities	ใต้ดิน
16	valid	adj	legally or officially acceptable	ถูกต้องตามกฎหมาย
17	zone	n	an area of a city, especially in relation to the tickets you buy to use public transport	โซน

## 13. Giving directions

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	changing room	n	a small room where you can change into different clothes	ห้องเปลี่ยนเสื้อผ้า
2	coast	n	an area of land next to the sea	ชายฝั่ง
3	continue	vb	to keep going in the same direction	ดำเนินต่อไป
4	corridor	n	a narrow passage inside a building, with doors that open into rooms along it	ระเบียง
5	either	deter – miner	one or the other of two things	สิ่งใดสิ่งหนึ่ง
6	follow	vb	to go along a road in one direction without turning or stopping	ตาม
7	footpath	n	a path for people to walk on	ทางเท้า
8	library	n	a room or building with books that you can borrow or look at	ห้องสมุด
9	reception area	n	the place inside the entrance of a hotel where guests are greeted	แผนกต้อนรับส่วนหน้า



## 14. Meeting customer needs

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	birthday	n	the date on which somebody was born	วันเกิด
2	budget	n	an exact amount of money you have planned to spend on something	งบประมาณ
3	exceed	vb	to be more than a particular amount or more than than you had expected	มากกว่า
4	expectations	n	the things that you hope or expect will happen	ความคาดหวัง
5	improve	vb	to become or make something better	ทำให้ดีขึ้น
6	log	vb	to keep a written record of the telephone calls you receive and make	จดบันทึก
7	motorway	n	a wide road on which traffic can travel fast for long distances	ทางด่วน
8	roundabout	n	a place where two or more road meet, forming a circle which traffic goes around in the same direction	วงเวียนที่ต้องขับรถรอบ
9	satisfied	adj	pleased because you have got what you wanted	พอใจ
10	slip road	n	a short road used for joining or leaving a motorway	ถนนสั้น

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	succeed	vb	to manage to achieve what you want	สำเร็จ
12	successful	adj	having achieved what you wanted	ประสบความสำเร็จ
13	wedding reception	n	an event after a wedding where the guests eat and dance	รับจัดงานแต่งงาน

## 15. Complaints and apologies

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	apologize	vb	to say that you are sorry for something that has gone wrong or a problem you have caused	ขอโทษ
2	changeover	n	the act of getting a hotel room ready for a new guest after the previous guest has checked out	การเปลี่ยนแปลง
3	courtesy room	n	a small room in a hotel containing a toilet, shower, etc. for guests to use	ห้องพักสุภาพ
4	exhausted	adj	very tired	เหนื่อย
5	freshen up	vb	to wash your face and hands and make yourself clean and tidy	สดชื่น
6	high season	n	the time of the year when many tourists visit a place and prices are higher	ฤดูท่องเที่ยว
7	maintenance	n	the department in a company that deals with repairs to the building	ซ่อมบำรุง
8	page	vb	to call someone's name over a public address system in order to find them	เรียกชื่อ

No	Word	Type	Meaning(Eng)	Meaning(Thai)
9	priority	n	the most important thing that you must do before anything else	จัดลำดับความสำคัญ
10	reassure	vb	to say or do something to make someone feel less frightened or worried	สร้างความมั่นใจ
11	resort	n	a place that a lot of tourist visit	รีสอร์ท
12	short-staffed	adj	not having enough members of staff to do the work	ขาดพนักงาน
13	surrounding area	n	the area that is around the main centre of a town or city	บริเวณโดยรอบ
14	sympathize	vb	to show that you understand another person's problems	เห็นอกเห็นใจ
15	transfer (vb)	vb	to move someone from one place to another	โอน
16	unacceptable	adj	that you cannot accept or allow	รับไม่ได้

## 16.Mistakes and problems

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	balcony	n	a platform with a rail around it that is on the outside of a building	ระเบียง
2	come back	vb	to return to somebody, for example because you are dealing with a problem they have	กลับมา
3	confuse	vb	to thing wrongly that one thing/person is something someone else	สับสน
4	delay	n	a situation or period of time when you have to wait because something is late	ความล่าช้า
		vb	to make somebody or something slow or late	ล่าช้า
5	inconvenience	n	trouble or a problem that stops you doing something	ความไม่สะดวก
6	solution	n	a way of solving a problem	วิธีแก้ปัญหา
7	sort out	vb	to find a way of dealing with a problem or difficult situation	คัดออก
8	terminal(computer)	n	the computer that one person use in order to get information from a bigger, main computer	ข้อปลายสายไฟ

No	Word	Type	Meaning(Eng)	Meaning(Thai)
9	upset	adj	worried and unhappy	อารมณ์เสีย
10	worry	vb	to feel anxious that something bad might happen	กังวล

## 17. Giving advice and assistance

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	airline	n	a company that owns and operates aircraft	สายการบิน
2	baggage carousel	n	a large rubber belt at an airport that moves in a circle and from which you collect your luggage	กระเป๋าสัมภาระ
3	belongings	n	the thing that you own and carry with you	ทรัพย์สิน
4	breathe	vb	to take air into your lungs and blow it out again	หายใจ
5	chest	n	the upper part of the front of your body	หน้าอก
6	collapse	vb	if a person collapses, they fall down because they are ill	ล้มป่วย
7	faint	vb adj	to become unconscious a faint sound can hardly be heard	เป็นลม สลัว ๆ , เลื่อน ๆ
8	heart attack	n	a sudden serious illness when somebody's heart stops working	หัวใจวาย
9	label	vb	to put a label on something	ติดป้าย
10	lost property	n	a place where lost items are kept until their owners come to collect them	สูญเสยทรัพย์สิน

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	nauseous	adj	feeling ill and as if you are going to vomit	รู้สึกคลื่นไส้
12	recovery position	n	the position in which a medical person places somebody who has collapsed or is unconscious	ตำแหน่งการกู้คืน
13	rucksack	n	a bag that you carry on your back	กระเป๋าเป้สะพายหลัง
14	steal	vb	to take something without the owner's permission	ขโมย
15	unless	conj	used to say that if something does not happen, another thing will happen as a result	ยกเว้น



## 18. Telephone communication problems

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	break down	vb	if a vehicle or machine breaks down, it stop working	ชำรุด
2	break up	vb	if the sound on a radio or phone is breaking up, you cannot hear it properly	ระงับ
3	catch	vb	if you catch what somebody say, you just manage to hear what they say	ติดต่อ
4	delay(vb)	vb	to make somebody or something slow or late	ล่าช้า
5	event	n	planned public or social occasion	เหตุการณ์สำคัญ
6	faint(adj)	adj	a faint sound can hardly be heard	แผ่ว
7	get cut off	vb	to suddenly not be able to hear someone you are talking to on the phone	ได้รับการตัดออก
8	landline	n	a telephone that is connected to the main electricity supply	โทรศัพท์พื้นฐาน
9	let sb know	vb	to tell somebody something but only when you are ready to	ปล่อยให้รู้

No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	lower case	adj	letter of the alphabet that are written or printed in their small form; not capitals	ตัวพิมพ์เล็ก
11	product launch	n	an event to announce and sell a new product or service	การเปิดตัวผลิตภัณฑ์
12	signal	n	a series of electrical waves that are sent out or received and used by radios, mobile phones, etc.	สัญญาณ
13	speak up	vb	to speak louder	พูดขึ้น

## 19. Conference and meeting enquiries

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	breakout room	n	a room in a hotel where people who are having a long meeting can go to relax, have refreshments, talk, etc. for a short time	ห้องพักรหว่างเบรค
2	capacity	n	the number of people who can fit into a particular space such as a room or bus	ความจุ
3	comfortably	adj	making you feel physically relaxed	อย่างเพียงพอ
4	delegate	n	a person who attends a conference or other important meeting	ตัวแทน
5	layout	n	the way that furniture is arranged in a room	แผนงาน
6	multimedia	adj	using sound, pictures, film and text on a computer	ใช้มัลติมีเดียคอมพิวเตอร์
7	partition(vb)	vb	to divide a room into two parts	แบ่งแยก
8	plenary	n,adj	a plenary meeting is one that everyone at a particular event attends	สมบูรณ์
9	purpose-built	n	designed and built for a particular purpose rather than for general use	สร้างขึ้นเพื่อวัตถุประสงค์

No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	quote	n	a statement of how much a piece of work is likely to cost	อ้างอิง
11	refreshments	n	light foods and drinks that are available at a meeting , in the cinema, etc	เครื่องดื่ม
12	show sb round	vb	to lead somebody around a building so they can see what it is like	พาชมรอบๆ
13	sliding door	n	a door that opens and closes when you move it sideways	ประตูเลื่อน
14	various	adj	several different	หลากหลาย

## 20. Handling payments

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	account	n	(1) an arrangement with a bank to take care of your money (2) an arrangement with a shop, hotel etc. to pay for things later	บัญชี
2	amount	n	a quantity of something, especially money	จำนวน
3	currency	n	the system of money used in a particular country	เงินตรา
4	exchange rate	n	the value of the money of one country when it is changed for the money of another country	อัตราแลกเปลี่ยน
5	forgery	n	a document, banknote, picture, etc. that is a copy of a real one	เงินปลอม
6	handle	vb	to deal with or organize something	จัดการ
7	itemized	adj	showing the price of each separate thing	ลงรายการไว้
8	overcharge	vb	to make somebody pay pay too much for something	คิดเงินแพงเกินไป
9	owe	vb	to have to pay somebody money for something they sold you	เป็นหนี้

No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	PIN	n	Personal Identification Number; the special number that you use to withdraw money or pay for things with an electronic card	หมายเลขรหัสประจำตัว
11	query	vb	to check that something is true or correct by asking questions about it	สอบถาม
12	single room supplement	n	an extra payment you make because you have a room to yourself in a hotel instead of sharing	ห้องพักเดี่ยว
13	swipe	n	to pass the part of an electronic card on which information is stored through a machine in order to read it	เสียบการ์ด
14	worth	adj	having a value in money	มีราคา

## 21. Explaining and training

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	compulsory	adj	that must be done by law or rules	ภาคบังคับ
2	contamination	n	the fact of something being spoiled because a substance has been added to it that make it harmful or dangerous	การปนเปื้อน
3	glaze	n	a thin layer of egg, milk or sugar that you put on food to make it look shiny	การเคลือบ
4	hazard	n	a danger or risk	อันตราย
5	hygiene	n	the things you do to keep yourself and the things around you clean and prevent disease	สุขอนามัย
6	infection	n	a disease or illness that is caused by harmful bacteria	การติดเชื้อ
7	overlapping	adj	overlapping things are placed so close together that one is partly covering the other	ที่ซ้อนกัน
8	prick	vb	to make small holes in something using a sharp instrument	ทิ่ม

No	Word	Type	Meaning(Eng)	Meaning(Thai)
9	roll out	vb	to make a substance flatter or longer and thinner by pressing it with your fingers or something heavy	แผ่ออก
10	roughly	adj	in a way that is not neat or exact	อย่างคร่าวๆ
11	stiff	adj	thick and almost solid	แข็ง, กระด้าง
12	trim	vb	to cut a small amount off something to make it neater	ตัดออก
13	whites	n	a uniform that is white, worn especially by kitchen staff	ผ้าขาว
14	zero tolerance	n	strict application of rules	ความอดทนเป็นศูนย์



## 22. Working in housekeeping

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	air(vb)	vb	if you air a room, you open the doors and windows to let fresh air in	ระบายอากาศ
2	bedspread	n	a fabric cover that is placed over a bed	ผ้าปูที่นอน
3	dust(vb)	vb	to clean a surface by removing small pieces of dirt from it with a cloth	ปัดฝุ่น
4	fluff up	vb	to shake a pillow or cushion to make it softer and bigger	ฟูฟ่อง
5	flush	vb	to make water pass through a toilet to clean it	ฉีดน้ำเพื่อทำความสะอาด
6	(re)fold	vb	if you fold something, you bend one part of it over another part to make it smaller and neater	พับ
7	knot	n	a point in a piece of material or rope where it is tied tightly together	ปม
8	linen	n	bed sheets and other articles made of cloth	ผ้าลินิน
9	liner	n	a thin plastic bag that is placed inside a bin to stop it getting dirty	ซับใน
10	polish(vb)	vb	to make something shine by rubbing it	ขัด

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	replenish	vb	to replace things that have been used	เสริมกำลัง
12	sanitize	vb	to clean something thoroughly	ทำให้ปราศจากเชื้อโรค
13	spray	vb	to force liquid out of a container by pressing a button	พ่นน้ำ, ฉีด
14	squirt	vb	to force liquid from a container by pressing it	ฉีด
15	tile(bathroom)	n	a flat square piece of stone or plastic, used in rows to cover a roof, wall or floor	กระเบื้อง
16	upholstery	n	the thick soft material used to cover chairs, car seats, etc.	เบาะ
17	wedge	n	a piece of wood or plastic that is thick at one end and thin at the other, used to hold something in place	ลิ่ม
18	wipe	vb	to clean or dry something by rubbing it with a cloth	เช็ด

## 23. Health, safety and security

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	assembly point	n	a place outside where all the people who were inside a building go if there is a fire or other emergency	จุดชุมนุม
2	bacteria	n	very small living things that can cause disease	แบคทีเรีย
3	germs	n	very small living things that cause disease and infection	เชื้อโรค
4	infestation	n	a situation in which a lot of insects or animals fill a place and cause a problem	การรบกวน
5	minimize	vb	to make something smaller, less important or less likely	ทำให้เล็กลงที่สุด
6	monitor	vb	to check, record, or test something regularly	ดูแล, ตรวจสอบ
7	no-show(n)	n	an occasion when somebody does not arrive when they were expected	คนที่คาดว่าจะมาแต่กลับไม่มา
8	roll call	n	the act of calling out a list of people's names to find out who is present	การเรียกชื่อ

No	Word	Type	Meaning(Eng)	Meaning(Thai)
9	security guard	n	a person whose job is to protect customers and staff	ยาม
10	suffocation	n	death caused by not being able to breathe	การหายใจไม่ออก
11	threat	n	a warning that someone may kill or harm you if you do not do as they say	การคุกคาม
12	toxic	adj	poisonous	เป็นพิษ
13	unattended package	n	a bag or parcel that somebody has left in a public place	กระเป๋าที่ถูกลืมทิ้งไว้
14	worn	adj	old slightly damaged through use	มือสอง

## 24. Countries and cultures

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	abroad	adv, prep	in or to a foreign county	ต่างประเทศ
2	aisle	n	a narrow passage between rows, for example between seats on an aeroplane or shelves in a supermarket	ทางเดินระหว่างแถว
3	boarding card	n	a card you must show when you get on a ship or plane	บัตรผ่านขึ้นเครื่องบิน
4	cabin luggage	n	smaller bags that you can take onto a plane with you	กระเป๋าโดยสาร
5	contract of employment	n	a legal agreement between an employer and an employee that says what work the employee will do, how much they will be paid, etc.	สัญญาการทำงาน
6	conveyor belt	n	a large rubber belt that moves in order to carry goods, baggage, etc. from one place to another	สายพาน
7	departure lounge	n	a large room in an airport where you wait until you are called to get on a plane	ออกเดินทาง

No	Word	Type	Meaning(Eng)	Meaning(Thai)
8	gate	n	the place at an airport where you get on or off a plane	ประตู
9	hand luggage	n	smaller bags that you can carry with you, for example onto a plane	กระเป๋าถือ
10	hostel	n	a type of cheap hotel	ที่พัก
11	shift	n	a period of time worked by one group of workers who start as another group finishes	การเคลื่อนย้าย
12	straps	n	long narrow pieces of leather, plastic etc. that you use to carry something or hold something in position	สายรัด
13	work permit	n	an official document that allows you to work in a particular foreign country	อนุญาตทำงาน

## 25. Exploring different cultures

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	accept	vb	to take something you are offered	ยอมรับ
2	blame	vb,n	(1) to believe that somebody is responsible for something bad (2) responsibility for something bad	ตำหนิ
3	embarrassing	adj	making you feel uncomfortable or shy	น่าอาย
4	eye contact	n	if somebody makes eye contact with you, they look directly into your eyes	สบตา
5	fault	n	responsibility for a mistake or problem	ความผิดพลาด
6	indicate	vb	to show that something is true	ชี้แนะ
7	litter	n	pieces of paper, rubbish, etc. that some people leave in public places	ขยะ
8	respect	n	showing or feeling your good opinion or admiration for someone	ความเคารพ
9	rude	adj	impolite and showing bad manners	หยาบคาย
10	save face	vb	to prevent yourself from losing the respect of other people	ไว้หน้า

No	Word	Type	Meaning(Eng)	Meaning(Thai)
11	sensitive to	adj	showing you are able to understand other people's feelings, customs, etc.	อ่อนไหวง่าย
12	suspicious	adj	making you feel that something is wrong or illegal	พิรุณ



## 26. Working life

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	alternate	adj	if something happens on alternate days, weeks, etc. it happens on one day, week, etc., then not the following day, week, etc., and continues in this pattern	สลับกัน
2	campaign	n	a series of organized activities that are intended to achieve a particular social or political aim	รณรงค์
3	conditions	n	the situation or surroundings in which people live or work	เงื่อนไข
4	dropout	n	a person who leaves school or college without finishing their studies and who does not want to work	การออกกลางคัน
5	goal	n	your purpose or aim	เป้าหมาย
6	involve	vb	to be a necessary part of something such as a job or task	รวมถึง

No	Word	Type	Meaning(Eng)	Meaning(Thai)
7	junk food	n	food that is not good for you but that is quick and easy to prepare	อาหารขยะ
8	memorable	adj	worth remembering because of being very good, interesting , exciting, etc.	ที่น่าจดจำ
9	motivate	vb	to make somebody want to do something that involves hard work and effort	กระตุ้น
10	ongoing	adj	continuing to exist or happen	ต่อเนื่อง
11	previous	adj	coming or happening before something else	เมื่อก่อน
12	time-consuming	adj	taking too much time	ต้องใช้เวลามาก
13	tough	adj	difficult	ทนทาน

## 27. Job applications

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	ambitious	adj	very determined to succeed	ทะเยอทะยาน
2	committed	adj	willing to give a lot of time and attention to something	มุ่งมั่น
3	communication skills	n	the ability to express your ideas clearly in speech and writing	ความสามารถในการสื่อสาร
4	confident	adj	feeling or showing that you are sure of your own abilities, opinions, etc.	มั่นใจ
5	conscientious	adj	very careful and hardworking	รอบคอบ
6	enthusiastic	adj	showing interest or excitement	กระตือรือร้น
7	flexible	adj	willing to change in order to deal with different situations	คล่องตัว
8	initiative	n	the ability do what is needed without having to be told	การริเริ่มดำเนินการ
9	leadership skills	n	the ability to lead and direct people	ทักษะการเป็นผู้นำ

No	Word	Type	Meaning(Eng)	Meaning(Thai)
10	loyal	adj	willing to support and remain working for somebody even when there are problems	ซื่อสัตย์
11	punctual	adj	doing something or happening at the right time	ตรงเวลา
12	responsible	adj	having the job or duty for dealing with something	รับผิดชอบ
13	under pressure	adj	in a situation when you have a lot to do	ภายใต้ความกดดัน
14	well organized	adj	good at planning things	จัดระเบียบได้ดี

## 28. Job interviews

No	Word	Type	Meaning(Eng)	Meaning(Thai)
1	appearance	n	the way that somebody looks, dresses or behaves	ภาพลักษณ์
2	boring	adj	not at all interesting	น่าเบื่อ
3	career	n	the series of jobs that you have throughout your life	อาชีพ
4	criticize	vb	to say what is bad or wrong about something	วิจารณ์
5	enthusiasm	n	a strong feeling of interest or excitement	ความกระตือรือร้น
6	grade	n	a mark given for school work, an exam, etc.	ระดับคะแนน
7	handshake	n	the act of shaking somebody's hand when you meet them	การจับมือเพื่อทักทาย
8	keep to the point	vb	to write or talk about the same subject that you started with, rather than a different subject	พูดถึงจุดสำคัญ
9	limp	adj	not firm or strong	ไร้เรี่ยวแรง
10	neat	adj	looking tidy	เรียบร้อย
11	reputation	n	the opinion people have about what somebody or something is like	ชื่อเสียง

No	Word	Type	Meaning(Eng)	Meaning(Thai)
12	results	n	the mark given for a test or exam	ผลลัพธ์
13	retire	vb	to leave your job and stop working because you have reached a certain age	เกษียณ
14	slouch	vb	to sit, stand or walk in a lazy way	นั่งหรือยืนด้วยการงอตัว