

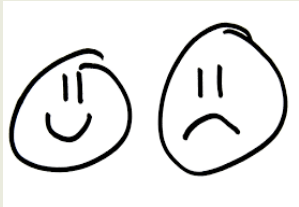
ภาษาอังกฤษเพื่อการสื่อสารของ
พนักงานต้อนรับประจำศาล (23 พ.ค. 61)

ดร. สุรชาติพจน์ จุลมนต์
ทัศนชัยกุล

1

SERVICE WITH A SMILE


- Smile.
- Please.
- Thank you.
- You're welcome.
- Have a wonderful day.



2

GREETING

- Good morning/afternoon/evening, sir/madam.
- Welcome to ... court.
- How can I help you (today)?
- How may I assist you?
- What can I do for you?



3

WHY ARE YOU HERE? PURPOSE?

- I received this summons/ paper/ document
 - to testify in court.
 - to come to court today.

4

WHY ARE YOU HERE? PURPOSE?

- I am here to attend a hearing between ... in a courtroom no. ...
how can I find the courtroom?
- I have an appointment at Center for Rights and Liberties Protection in Criminal Cases, **where can I find this center?**

5

HOW TO RESPONSE ...

- Can I see the document/ paper, please?
- Can I see your ID/ passport, please?
- Do you have your ID/passport with you?
- Ok, get your ID/passport ready to show to the officer/clerk at the courtroom.
- Do you know the case number? Plaintiff/defendant/ the accused's name

6

HOW TO RESPONSE ...

- One moment, please.
- Please hold on.
- Wait a minute, please.
- Just a moment, please.

- Let me check.
- Let me see.
- I will get someone to help you.

7

HOW TO RESPONSE ...

- There will be an officer to help you.
- Please sit in the waiting area, someone will be with you shortly.
- Please sit here I will get someone to help you/ talk to you/ assist you.

- When is your appointment? What time is your appointment?

- The afternoon session should start at one thirty. You can wait here or get something to eat first and comeback. Your courtroom is on the second floor.
- You are just in time, I will take you to the courtroom.

8

DIRECTION

- **Where can I find/
where is the ...?**
- Courtroom number/ no.
- Center for Rights and Liberties Protection in Criminal Cases
- Mediation room
- Bank, ATM
- Cafeteria, café, coffee shop
- Food/ something to drink/ books/ convenience store
- Restroom, toilette
- Photocopy service
- Photo service
- Parking lot
- Bus stop
- MRT (subway/underground), BTS (sky train)
- Cab/Taxi/Motorcycle
- Elevator/ Escalator
- Telephone booth/ fax machine service
- Post office

9

HELP THEM !

- You will see the blue/green/orange building.
- It is next to this building.
- It is situated/ located in this building/ the other building/ on the 3rd floor.
- It is next to the post office.
- Over there ...
- Take the stair to the ... floor, it will be on your right/ left.
- There is one near the exit/ entrance.
- The parking space is available in front of the building.
- You can park the car here.

10

DIRECTION

- Body language
- I can just take you there.
- I can accompany you.

11

BOOK, MANUAL, GUIDELINE, BOOKLET, PAMPHLET, AT THE COURT WEBSITE, LINK

- Please read this while you wait.
- There are more to read in ...
- You can learn more about your rights/this in ...
- You can learn more about the process/this in ...

- You can learn about ... in this ...
 - EM, Electronic monitoring device,
 - Legal rights of alleged offender, accused, witness, injured person
 - Criminal case process
 - Bail, provisional release
 - Taking evidence, witness examination

12

IN A COURTROOM

- No food/ drink
- No Talking
- Cannot cross your legs
- Turn off your mobile device
- No recording of the court session
- Rise when the judge is out to sit on bench and when he/she is leaving

13

สำนักงานการต่างประเทศ WWW.OIA.COJ.GO.TH/ หนังสือเผยแพร่ของสำนักงานการต่างประเทศ

- รวมชื่อภาษาอังกฤษเกี่ยวกับหน่วยงานและตำแหน่งของบุคลากรในศาลยุติธรรม
- การดำเนินคดีแพ่ง **Civil Procedure**
- **Application for provisional release to the court**
การขอปล่อยชั่วคราว
- รวมนำயประชาชนสัมพันธ์ของศาลยุติธรรม (ไทย - อังกฤษ)
- ระบุศาลยุติธรรม ตอน การดำเนินคดีอาญา **Getting to know the court of justice: the criminal procedure**
- คู่มือการใช้ภาษาอังกฤษในราชการศาล **Legal English for Court Services (Criminal case)**
- การมาเป็นพยานศาล **Guideline on being a witness in the court**

14

- คำศัพท์ไทย-อังกฤษ สำหรับติดต่อราชการและการประชุมระหว่างประเทศ สำนักงาน ก.พ.
(http://www.ocsc.go.th/ocsc/th/files/Asean_Unit/thaienglish.pdf)

15

TAKE HOME MESSAGE

Learning English is a time-consuming activity, a life-long process

16
