

# 6

## Any questions?

### A) **Inviting questions** กระตุ้นให้ถามคำถาม

- Does have anyone have any questions?  
มีใครมีคำถามไหมคะ?
- I will be happy to answer your questions now  
ดิฉัน/ผมมีความยินดีที่จะตอบคำถามของพวกท่านในตอนนี้
- If you have any questions, please don't hesitate to ask  
ถ้ามีคำถาม กรุณาอย่าลังเลที่จะถามนะคะ
- If you have any further questions, I will be happy to talk to you at the end.  
ถ้ามีคำถามเพิ่มเติม ดิฉันยินดีที่จะพูดคุยกับท่านหลังจากนี้ค่ะ

## B) Dealing with questions (วิธีรับมือกับคำถาม)

1. Asking for clarification

ขอคำชี้แจง

2. Avoiding giving an answer

หลีกเลี่ยงที่จะตอบคำถามนั้น

3. Admitting you don't know the answer

ยอมรับว่าคุณไม่รู้คำตอบ

## 1. Asking for clarification (ขอคำชี้แจง)

If you do not understand the question, politely ask the person to repeat or explain it.

- **I'm sorry. Could you repeat your question, please?**

ฉันต้องขอโทษด้วย คุณช่วยทวนคำถามของคุณอีกครั้งได้ไหมค่ะ

- **I'm afraid I didn't quite catch that.**

ฉันเกรงว่าฉันไม่ค่อยเข้าใจ

- **I'm afraid I don't quite understand your question.**

ฉันเกรงว่าฉันไม่ค่อยเข้าใจคำถามของคุณ

## 2. Avoiding giving an answer (หลีกเลี่ยงที่จะตอบคำถามนั้น)

Sometimes you may not want to answer a question, perhaps because it's the wrong time for it or the question is irrelevant.

When avoiding giving an answer, make sure that your tone of voice is friendly and your reply is polite.

- If you don't mind, I'd prefer not to discuss that today.  
ถ้าคุณไม่รังเกียจ, ฉันไม่ต้องการพูดถึงเรื่องดังกล่าวในวันนี้
- Perhaps we could deal with this after the presentation (at some other time).  
บางทีเราอาจจะจัดการกับเรื่องนี้หลังการนำเสนอ (ในเวลาอื่น)
- I'm afraid that's not really what we're here to discuss today. ฉันเกรงว่านี่ไม่ใช่สิ่งที่เราจะมาพูดคุยกันในวันนี้

### **3. Admitting you don't know the answer (ยอมรับว่าคุณไม่รู้คำตอบ)**

If you don't know the answer to a question, be honest and say no. Offer to find out or name a person who can answer the questions.

- **Sorry, that's not my field. But I'm sure Peter Bott from Sales department could answer your question.**
- **I'm afraid I don't know the answer to your question, but I'll try to find out for you.**
- **I'm afraid I'm not in a position to answer that. Perhaps Peter Bott could help.**

## C) Asking Polite Questions

### Direct question

When do you plan to move to Geneva?

### Polite question

Could you tell me when you plan to move to Geneva?

คุณช่วยบอกฉันได้ไหมว่าคุณวางแผนที่จะย้ายไปเจนีวาเมื่อใด

### Polite question

Could you tell me when you plan to move to Geneva?

# Asking Polite Questions

## Direct question

What is the project status?

## Polite question

Do you mind if I ask what the project status is?

จะรังเกียจไหมถ้าจะถามว่าสถานะโครงการเป็นอย่างไร?

## Polite question

Do you mind if I ask what the project status is?

# Asking Polite Questions

## Direct question

What is the current project status?

## Polite question

Can you tell me what the current project status is?

คุณช่วยบอกฉันได้ไหมว่าสถานะโครงการปัจจุบันคืออะไร?

## Polite question

Can you tell me what the current project status is?



In polite questions it is often necessary to change the word order or add words like “if” or “whether”

Direct question

Is that the final decision?

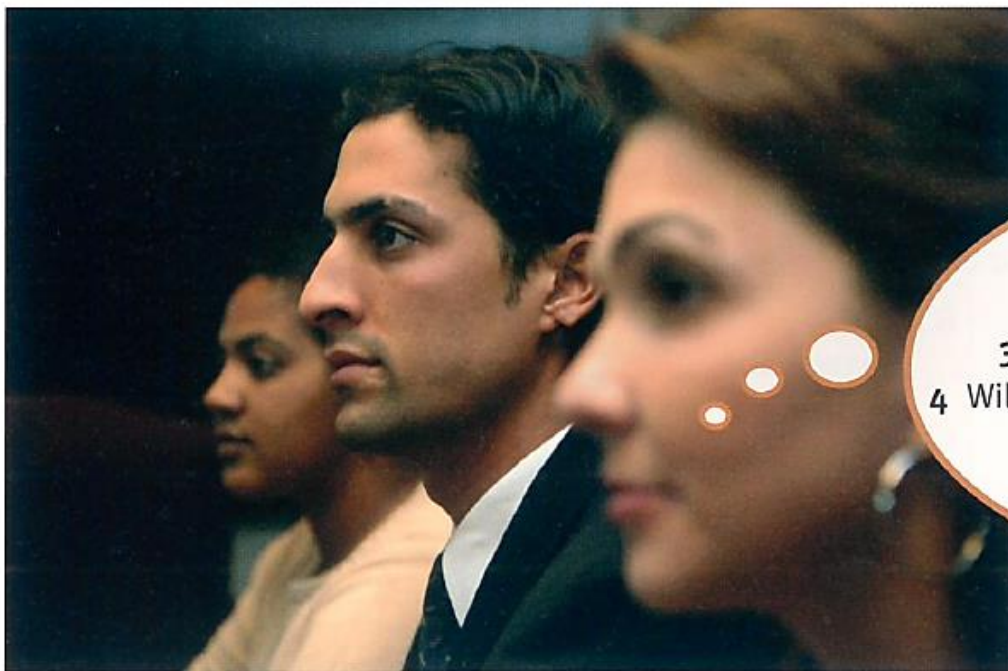
Polite question

Could you tell me if (whether) that is the final decision?  
คุณช่วยบอกฉันได้ไหมว่านั่นเป็นการตัดสินใจครั้งสุดท้ายหรือไม่?

Polite question

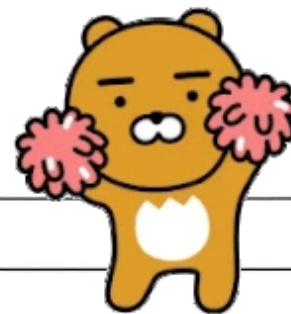
Could you tell me if (whether) that is the final decision?

**5** Look at the questions in the bubble and use the words given to make them more polite.



**What you think**

- 1 Are there any other options?
- 2 What would that mean for us?
- 3 How do we compare with other firms?
- 4 Will we cooperate with our branches in the UK?
- 5 How did she arrive at these results?
- 6 Are there any figures to back this up?



**What you ask**

- 1 May I ask if there are any other options?
- 2 Do you mind telling me what that would mean for us?
- 3 May I ask \_\_\_\_\_
- 4 Can you tell me \_\_\_\_\_
- 5 Would you mind telling me \_\_\_\_\_
- 6 Could you tell me \_\_\_\_\_

## D) Anticipating Questions

- **If you know your topic well** and know who your audience is, it is possible to anticipate most of the questions that will be asked.
- When preparing your presentation, always try to make a list of questions you expect to be asked.

Some of the most common questions will be something like:

- **What has to be done?**
- **How much does it cost?**
- **What are the alternatives?**
- **Who will be responsible?**

## E) Dealing with Interruptions

Sometimes you may be asked questions during the presentation, even if you have asked the audience to wait. Whereas some questions can and should be answered quickly. (For example, when a participant hasn't understood something you've said), you might prefer to postpone unwelcome questions or comments.

- If you don't mind, I'll deal with this question later in my presentation.
- Can we get back to that a bit later?
- Would you mind waiting with your questions until the question and answer session at the end?

## Dealing with Interruptions (*next*)

After answering questions, especially those that require a longer answer, it is sometimes necessary to remind the audience what you were talking about before the interruption. หลังจากตอบคำถาม โดยเฉพาะอย่างยิ่งคำถามที่ต้องการคำตอบที่ยาวขึ้น บางครั้งจำเป็นต้องเตือนผู้ฟังให้ทราบว่า คุณกำลังพูดถึงอะไรก่อนที่จะหยุดชะงักการนำเสนอ

- Before we continue, let me briefly summarize the points we were discussing.
- So, back to what I was saying about.....

Q&A

