

ENGLISH HELPDESK NEWSLETTER

Helping you become a global TM!



Rediscover the English Helpdesk!

BY ENGLISH HELPDESK

Welcome to June, TMs!

The rainy season in Japan is ideal for staying inside and studying English and the English Helpdesk is here to help! This month's special edition newsletter is full of resources you can use to improve your communication skills!

Our popular OPEN Workshop is back in June and this month we'll be learning how to make requests in business, in both formal and casual situations. Use the skills you learn in the workshop in both emails and virtual meetings right away! As always, OPEN is available On-Demand and you can find out more about these events on Page 2!

We were lucky enough to meet over 100 new MMJ TMs in May at our Hello Helpdesk event. Hello Helpdesk is a great way for you to rediscover the English Helpdesk and services, courses and workshops we offer to help you succeed at Micron. More about these events on Page 3!

And finally, we have more English tips for you on Page 2 (learn how to use "by" and "until") and there's more good news from this month's Helpdesk Champion on Page 4!

Let's work together in June to help you succeed at Micron!

English Helpdesk

*The latest on
this month's issue:*

PAGE 1 - WE'RE HERE TO HELP!

PAGES 2 & 3 - PRACTICE WITH US!

EVENT - JUNE OPEN WORKSHOP

**MAY OPEN WORKSHOP ON-
DEMAND**

BY OR UNTIL?

EVENT - HELLO HELPDESK

**PAGES 3 & 4 - HELPDESK SUCCESS
STORIES**

HELPDESK ORIENTATION

HELPDESK CHAMPION!

MEET THE TEAM



MAKE EFFECTIVE BUSINESS REQUESTS WITH "WOULD YOU BE ABLE TO...?"

Learn how to make natural requests in English in both business and casual situations!

Making requests plays a big part in forming relationships with others. Therefore, it's important that you know how to make natural and polite requests, both in emails and when speaking. In this month's OPEN Workshop, we'll be introducing the essential language you need to make requests, both in formal and casual situations, which will help you succeed in Micron's global environment!

June OPEN Workshop Topic: Making Effective Business Requests
English Level: All **Who can join?** Anybody, any level, for **free!**
Capacity: 15 per workshop (Attendance increased due to popular demand!)
Duration: 30 minutes **How?** Zoom

June OPEN Workshop Dates:
Monday, June 7 10:30-11:00 - **Ethan Slay**
Thursday, June 17 14:30-15:00 - **Neil McDonald**
Tuesday, June 23 11:00-11:30 - **Richard Featheringham**
Tuesday, June 29 16:00-16:30 - **Brandon Kephart**

[Book your seat early here!](#)

[See you all in June for the OPEN Workshop!](#)



BY OR UNTIL?

Read on to find out how to use these two very important words!

When talking about deadlines, there is a small, but very important difference between **by** and **until**.

Use **by** to talk about a deadline. When we use **by** we are only concerned about the deadline or the time when something or some period ends:

- The managers must submit their reports **by** Friday.
- We need to submit this **by** 5 pm.
- He must finish this **by** next week.

We use **until** to talk about the period of time from a starting point until a deadline or the end of some period of time. So, **by** only refers to the deadline, but **until** refers to all the time between now and the end of something:

- I have to work **until** 10 pm.
- We can hand in the report any day **until** Friday.
- The store is open **until** 1 am.

Now you know how to use **by** and **until**. Please come and practice at the Helpdesk **by** the end of June! You have **until** June 30 to practice at the Helpdesk!

OPEN WORKSHOP ON-DEMAND!

Study at your own pace!



Missed the May OPEN Workshop? Don't worry, we're here to help!

- Learn in your own time with an interactive summary of the OPEN Workshop
- Test your knowledge with review quizzes
- Practice speaking at the English Helpdesk to review the OPEN topic

For the May OPEN Workshop On-Demand (Master the Future - The Difference Between "Will" and "Going to") [click here!](#)

WELCOME (BACK) TO THE MICRON ENGLISH HELPDESK!

Rediscover the English Helpdesk in June with our Hello Helpdesk events!

The English Helpdesk welcomed over 100 new MMJ TMs in May in a virtual Hello Helpdesk orientation. New TMs were introduced to the English Helpdesk and the various services, training and courses that we offer to all MMJ TMs.

Our newest TMs were not shy and asked some great questions, including:

Q: Is the Helpdesk free?

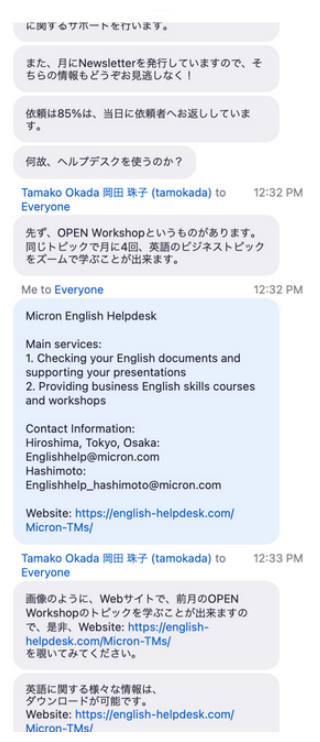
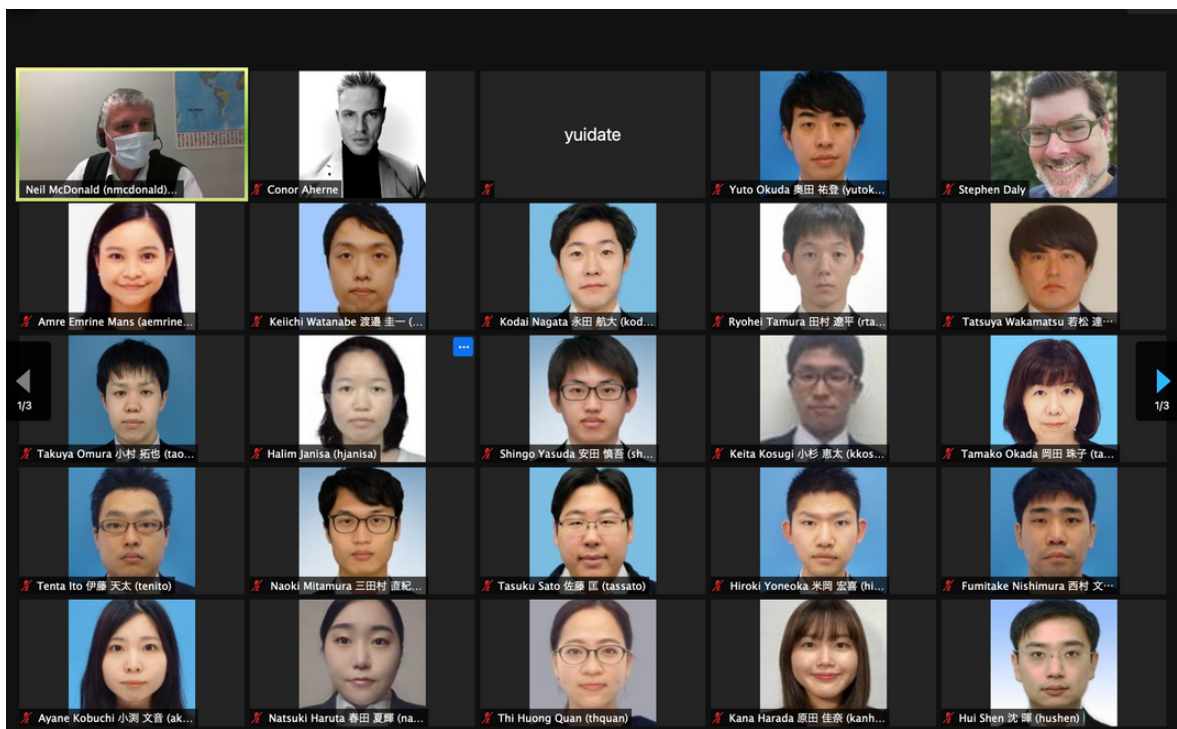
A: Yes! The Helpdesk is free for all MMJ TMs!

Q: Can I practice English conversation at the Helpdesk?

A: Of course! We'd love to help you become better communicators to help Micron succeed!

Q: Can I get support onsite?

A: We can support Red TMs at FAB-15 F2F and Blue TMs, Hashimoto, Tokyo and Osaka TMs virtually or by email!



REDISCOVER THE HELPDESK!

We're holding 2 Hello Helpdesk events in June - join us to find out how we can help you!

Find out more about the English Helpdesk and the services we offer in our Hello Helpdesk events in June:

- Tuesday 8th June - 12:30-12:45
- Wednesday 23rd June - 12:45-13:00

Agenda:

- What is the English Helpdesk?
- How can the English Helpdesk help you?
- English Helpdesk services, courses and workshops

[Book your virtual seat here!](#)



MEET THE TEAM!

Our excellent English instructors are ready to support you!



Neil McDonald is at the Hiroshima Helpdesk on Wednesdays and Thursdays. Neil is also working Fridays at the Hashimoto Virtual Helpdesk.



Brandon Kephart is at the Hiroshima Helpdesk all day on Tuesdays and Fridays.



Ethan Slay is at the Hiroshima Helpdesk all day on Mondays.



Richard Featheringham is at the Hashimoto Virtual Helpdesk on Tuesdays and Thursdays.

Micron English Helpdesk Operating Hours:

English support is available 5 days a week for Hiroshima, Hashimoto, Tokyo and Osaka TMs.

Please contact:
Englishhelp@micron.com

Hiroshima:

M-F 8:30-17:30
Red TMs - F2F available
Blue TMs - Zoom & Email Support

Hashimoto & Tokyo:

- Zoom & Email Support



HELPDESK SUCCESS STORIES!

Read on to find out how the English Helpdesk has supported this Helpdesk Champion!

Welcome to the May's Helpdesk Success Story! Each month we'll be interviewing an MMJ TM to find out how the English Helpdesk has helped them! Our thanks go to **Tadashi Ota** for his time and continuous support!



Tadashi Ota

Why do you visit the Helpdesk?

I am a member of the MMJ CAD team. Our responsibility is to support design teams. Our main job is to evaluate CAD tools, modify the tool if needed and to release. Thus, we need to convey accurate information about tool specifications, bugs, design environments and so on. If we provide inaccurate information to design teams due to language issues, we feel that we haven't given our full support to our customers. As a result, we often ask ENGLISHHELP to check documents.

Could you tell us about the support you receive?

Mainly, we ask to check documents. We sometimes ask the Helpdesk to check tool introduction presentation drafts. Helpdesk members not only check grammar but also try to understand the context for the most accurate meaning. They sometimes suggest a new sentence and use the opportunity to help me improve my English and business communication.

How does the English Helpdesk impact your work?

We received a noticeable impact from using the English Helpdesk. In particular, we believe that our design customers are less confused because misunderstandings based on language have certainly decreased. In my personal situation, I think my English ability has improved as I try to ask questions on English grammar, vocabulary and idioms in connection with checking the document. It is very convenient and I am comfortable asking for help anytime.

Want to find out how we can help you too? Great! Email us at EnglishHelp@micron.com or [visit our site to find out more!](#)