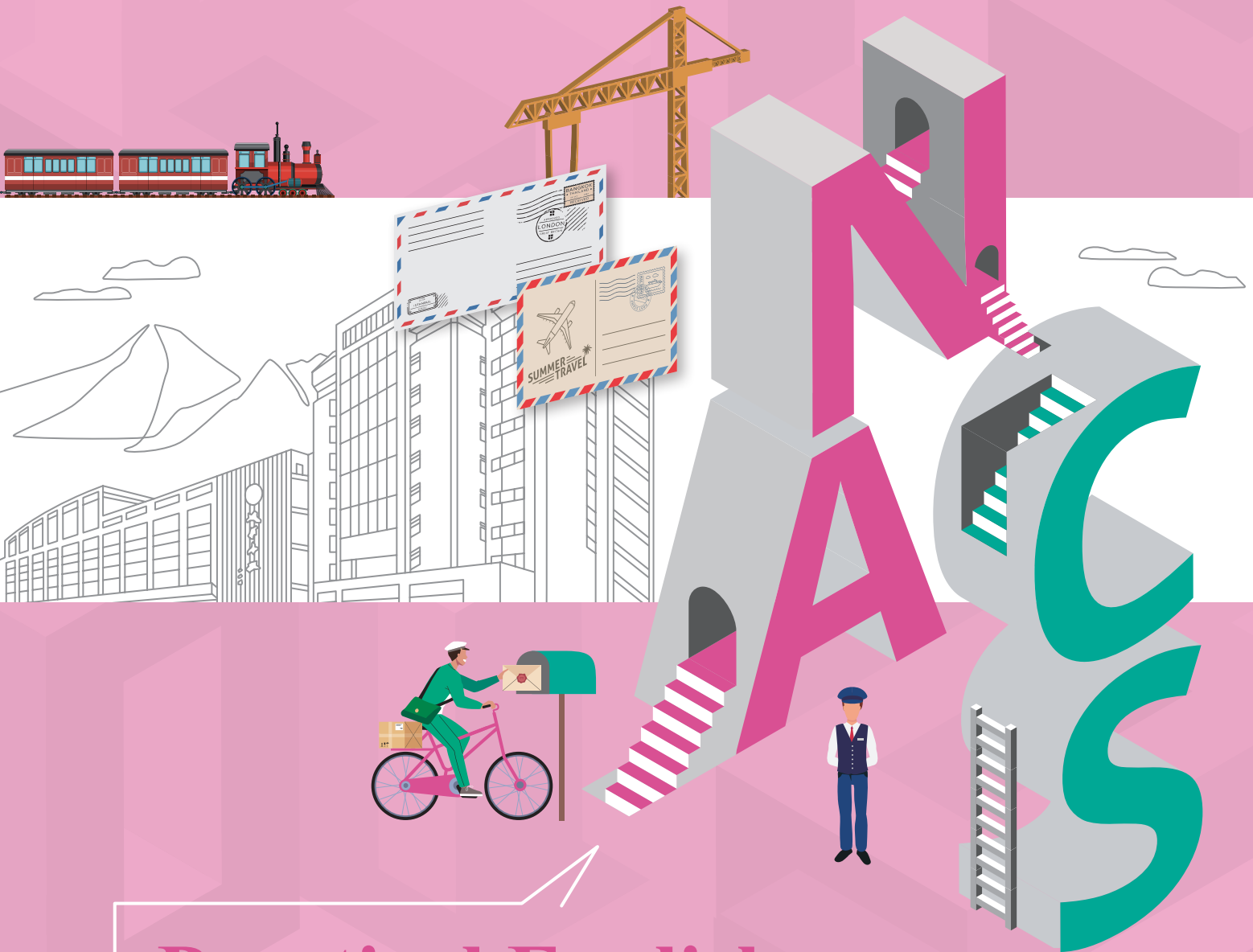


Training for Employees of Transportation Enterprises Promotion from Middle Rank to Senior Rank



Practical English
for Employees of
Transportation Enterprises

ACKNOWLEDGEMENTS

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Yours sincerely,

National Academy of Civil Service

Civil Service Protection & Training Commission

Examination Yuan



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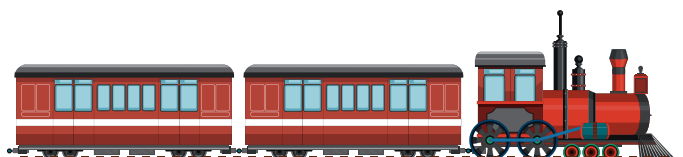
How to Introduce Your Agency and Make a Job Description

學習資源

LEARNING RESOURCES



【職務篇】之數位課程 QR Code





交通事業人員實用英語

課程目標

本課程目標係為使交通事業人員均能具備基本英語溝通能力，並能應用英語進行機關與工作職務介紹及公務接待等，以符合未來職務發展需求，增進公務人員與國際接軌之能力。

學習指標

- 一、學習鐵道觀光及旅客服務之場景對話、在地特色文化介紹之公務情境實用句型，並能於公務上熟練運用。
- 二、學習郵政櫃臺服務之場景對話及公務情境實用句型，並能於公務上熟練運用。

Practical English for Employees of Transportation Enterprises

Course Aims

This course aims to equip transportation enterprise employees with practical English communication skills. By the end of the course, participants should be able to introduce their organizations and provide service in English as part of their official responsibilities, participation in a global society, and preparations for future job requirements.

Learning Objectives

To learn vocabulary and sentence structures used in practical English conversations involving the following tasks:

1. Answering tourist service counter questions, introducing local culture, and explaining railway service.
2. Answering postal service counter questions and describing postal services.



鐵路篇

RAILWAY JOURNEY

鐵道觀光 一日遊

Fullerton Day-trip by Rail

學習目標 LESSON GOAL

To learn vocabulary and sentence structures for practical English conversations involving:

- Answering tourist service counter questions, introducing local culture, and explaining railway service.

實用句型 ● Practical Sentence Patterns

Tourist Service Counter Questions and Railway Ticket Information



Hello, how may I help you?

您好，請問有什麼需要服務的地方？



Would it be one way or round trip?

請問是單程票還是來回票？



Please remember to ask the train conductor about the availability and location of bike spaces.

請記得向列車長詢問車廂是否仍有停放腳踏車的空間以及何處可以停放。



You may take the 8:00 am train heading to Fuli from this platform. You will be able to identify the train by the animal painted on it.

您可以搭乘早上 8 點開往富里的火車。就是停靠在月臺上，車廂上有彩繪動物的那一臺！



Fullerton trains have depictions of conservation animals on them and the one to Fuli has the leopard cat and pangolin on it.

富樂登地區的列車車廂上均繪製了富樂登境內的保育類動物。例如開往富里的這一臺列車，上面便繪製了石虎與穿山甲。



You may get on the last car of the train where there is a rack to secure your bikes. You can take charge of them yourselves.

您可以至最後一節車廂搭乘，將腳踏車固定於車架上後並自行保管。



This is a historic railway station constructed out of cypress.

這是一座以檜木建造並別具歷史的車站。



It was badly damaged in the 921 Earthquake, but has kept its Japanese-style wood exterior in the restorations.

這座火車站曾於 921 地震中毀損。而完成重建後的火車站，仍保有其日式風格的木造外觀。



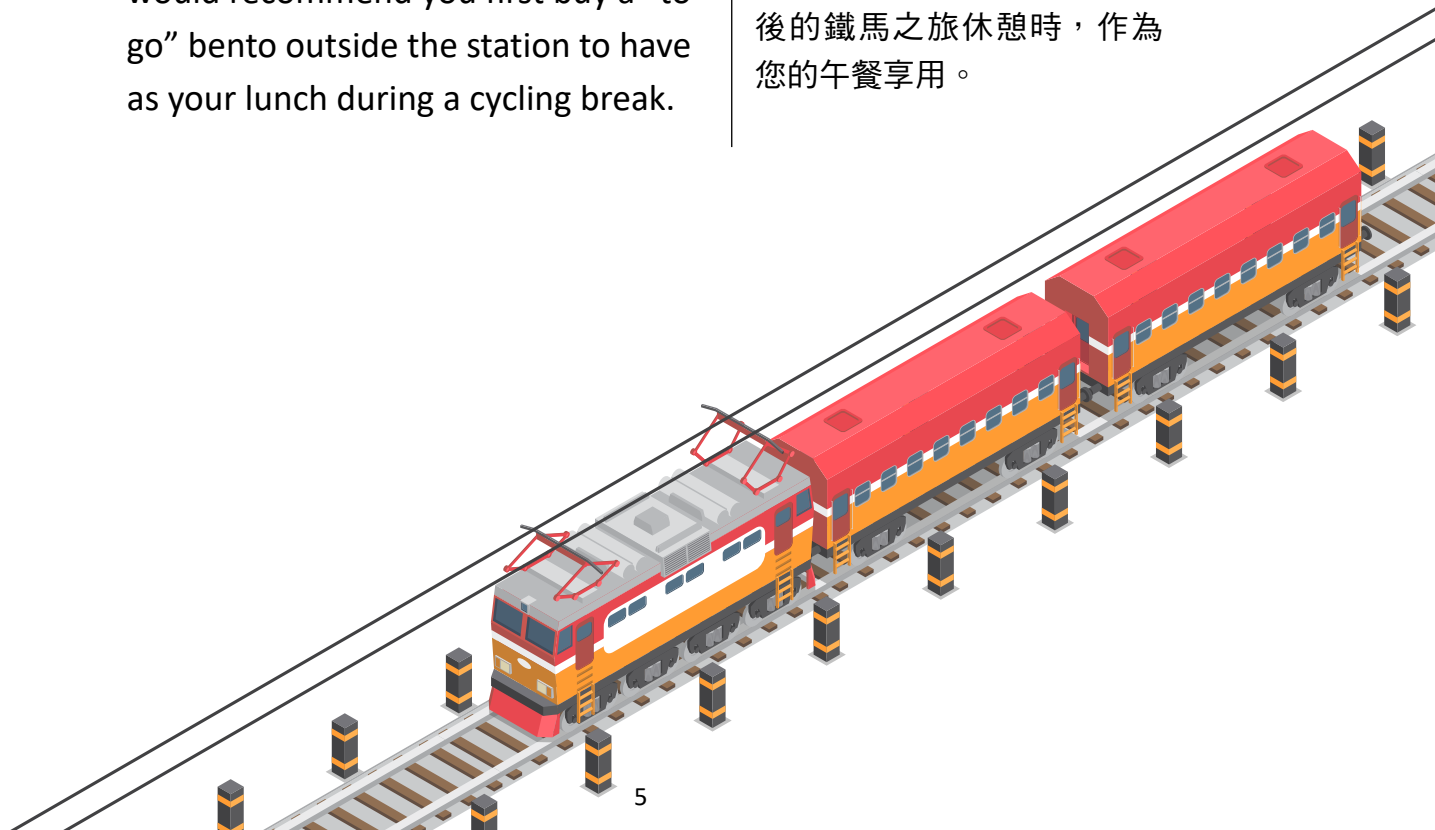
You may leave the Fuli Railway Station through this exit. Afterward go straight ahead and turn left. You will be able to make your way to the green tunnel by following the signs.

您可以從這個出口離開，出站後先向前直走，之後左轉。沿著指示一路行走，您便可以抵達綠色隧道了。



Our railway bento is both famous and delicious. It should not be missed. I would recommend you first buy a “to-go” bento outside the station to have as your lunch during a cycling break.

我們的鐵路便當十分有名，也非常美味。非常推薦您先在車站外帶便當，並可在稍後的鐵馬之旅休憩時，作為您的午餐享用。



情境對話 ● Dialogue

Fullerton Day-trip by Rail

George and Jenny will take a one-day tour originating in Fullerton City (富樂登市). In addition to seeing Fullerton's downtown sights, they also have in mind a bike trip along the town's feeder line.

They plan to go to the little town in the suburb, where they will ride on a bike to see the green tunnel (綠色隧道) and check out historical stations along a feeder line, as well as take time out on the way to enjoy the taste of an iconic railway bento meal (鐵路便當). Their first stop is the Fullerton Railway Station (富樂登車站) counter where they purchase train tickets and inquire about information and assistance.

G = George = 喬治

J = Jenny = 珍妮

C = Counter 2 = 2 號窗口

W = Station Master Mr. Wu = 吳站長

H = Vice Station Master Mr. Huang = 黃副站長



C: Good Morning. **How may I help you?**



J: Good morning. We would like to buy two train tickets from Fullerton (富樂登) to Fuli (富里), please.



C: **Would it be one way or round trip?**



J: Round trip, please.



C: Then I will recommend a one-day pass, which allows you to get on and off at all stations along the route for the day.



J: We would like to bike to the green tunnel. May I ask whether we need to pay more for bringing our bikes on the train?



C: Yes. But you can still use a one-day pass with a bike supplement. However, there are only a limited number of bike spaces on the train. **Please remember to ask the train conductor about the availability and location of bike spaces.**

That comes to NTD400 in total. Thanks.

(10 minutes later.....) George and Jenny are now on the platform. They are asking the Station Master, Mr. Wu, if they can take this train to Fuli.



W: Good morning. **How may I help you?**



G: We would like to take a train to Fuli.
Could you tell us if we are on the right platform?



W: Yes. **You may take the 8:00 am train heading to Fuli from this platform.**

You will be able to identify the train by the animal painted on it. Fullerton trains have depictions of conservation animals on them and the one to Fuli has the leopard cat and pangolin on it.



G: Could you show us how to get our bikes on the train?



W: **You may get on the last car of the train where there is a rack to secure your bikes. You can take charge of them yourselves.**

(After 30 minutes.....) George and Jenny get off the train at Fuli Station where they come across Vice Station Master Mr. Huang.

-  **J:** This station's design is really unique!
-  **H:** Yes. That's right! **This is a historic railway station constructed out of cypress. It was badly damaged in the 921 Earthquake, but has kept its Japanese-style wood exterior in the restorations.**
-  **G:** We will ride bikes to the green tunnel later.
Is this the right station exit?
-  **H:** Yes. **You may leave the Fuli Railway Station through this exit. Afterward go straight ahead and turn left. You will be able to make your way to the green tunnel by following the signs.** In fact, visitors can fully enjoy the beautiful scenery of the feeder railway while biking this route.
-  **H:** In addition, **our railway bento is both famous and delicious. It should not be missed. I would recommend you first buy a "to-go" bento outside the station to have as your lunch during a cycling break.**
-  **J:** Wow! That's a great idea! I am truly looking forward to taking this day tour!



重要詞彙 • Words & Phrases

	one-day pass (<i>N.</i>)	一日券
	platform (<i>N.</i>)	月臺
	head to (<i>V.</i>)	前往；朝……前進
	painted train (<i>N.</i>)	彩繪列車
	last car of the train (<i>N.</i>)	最後一節車廂
	rack (<i>N.</i>)	車架
	take charge of (<i>Phr.</i>)	負責；保管
	cypress (<i>N.</i>)	檜木
	exterior (<i>N.</i>)	外觀；表面
	railway bento (<i>N.</i>)	鐵路便當

延伸建議 ● Exercises

情境延伸應用說明 Exercise Scenarios

- 以小組其中一位受訓人員所在城市之車站為主題（例如：花蓮、桃園、宜蘭等），向外國人士介紹車站資訊、車站設施或導覽在地特色文化。
- Select one of the railway stations of a participating trainee (eg. Hualien, Yilan, etc.) for each team in the scenario. The exercise involves hosting an event with international visitors. Trainees will need to introduce the facilities in the station, tourist information and attractions, and describe the unique aspects of local culture as if talking to an international visitor.

學習資源參考 Exercise Resources and References

【臺灣鐵路管理局】
**Taiwan Railways
Administration**
TRA





郵政篇

THE POST

在郵局 寄明信片

**Sending Postcards
at the Post Office**

學習目標 LESSON GOAL

To learn vocabulary and sentence structures for practical English conversations involving:

- Answering post service counter questions
- Describing postal services

實用句型 ● Practical Sentence Patterns

Post Service Counter Questions and Application Inquiries

	Please mask up in public areas to stop the spread of the virus.	請在公眾場合戴上口罩以避免病毒傳播。
	We need to check your forehead temperature.	我們需要量測您的額溫。
	Please disinfect your hands with the alcohol spray .	請在雙手噴灑酒精，以利消毒。
	Please take a ticket and wait for your number to be called.	麻煩請先抽號碼牌並等待叫號。
	For international postcards, each one within Asia costs NTD10, and each one to Europe costs NTD12.	關於寄送明信片的國際郵資，寄往亞洲國家是每張 10 元；寄至歐洲各國則是每張 12 元。
	Thank you for your patience.	不好意思，讓您久等了。
	How would you like to send it? At the ordinary mail rate? Or at the prompt delivery mail rate?	您希望以何種方式寄送這封信件？是普通郵件？還是限時郵件呢？



If you need a tracking number, you'll have to send it by registered mail.

如果您需要掛號號碼以追蹤郵件資料，那您需要以掛號信件寄送。



Your mail weighs 25 grams. Then it is NTD36 by registered mail .

您此封郵件的重量是 25 克。以普通掛號寄送郵資是 36 元。



Let's put it on the scale and see how much it weighs first.

讓我們先將包裹放到磅秤上以量測重量。



May I suggest you use one of our "Ready-to-use Boxes" provided by the post office? Moreover, discount rates are available when these boxes are reused.

我會建議您使用我們郵局所提供的「便利箱」服務。不僅幫您準備好寄送的箱子，重複使用箱子也能折抵郵資。



Please fill out your mailing information here, including the zip code and sender's address.

請在此處填寫郵寄資訊，包含郵遞區號及寄件人地址。



情境對話 • Dialogue

Sending Postcards at the Post Office

George and Jenny have ridden bikes through the green tunnel, and following a visit to the railway museum want to mail postcards and gifts to their family members and friends. For this, they arrive at the post office where they ask questions and seek assistance.

G = George = 喬治

J = Jenny = 珍妮

C = Counter 6 = 6 號窗口

W = Mr. Wang = 警衛王先生



W: Good Morning. Welcome to Fullerton City.
Please mask up in public areas to stop the spread of the virus.
It's a safety measure to protect both you and others.

(George and Jenny put on their face masks.)



W: **We need to check your forehead temperature** before letting you in.

(The security guard Mr. Wang takes George's temperature.)



W: 36.5 degrees Celsius. OK.



(Mr. Wang takes Jenny's temperature.)

-  **W:** 36.8 degrees Celsius. OK.
-  **W:** Now **please disinfect your hands with the alcohol spray.** Thank you for your cooperation.
-  **W:** **Please take a ticket and wait for your number to be called.** Thank you.

Public Address System (PA system): Guest number 18, please come to counter 6. Thank you.

-  **C:** Welcome to the Fullerton post office.
Thank you for your patience.
How may I help you?
-  **J:** I would like to buy stamps for international postcards; two are addressed to Japan and five to Europe.
How much postage would I need to send these postcards?
-  **C:** **For international postcards, each one within Asia costs NTD10, and each one to Europe costs NTD12.**
That will be NTD80 in total. Thanks.
-  **G:** Hello, we would like to mail this letter to Greenlake City (翠湖市).
-  **C:** **How would you like to send it?**
At the ordinary mail rate?
Or at the prompt delivery mail rate?

-  **G:** What is the cheapest way to send it?
-  **C:** That would be by ordinary mail.
-  **G:** Would I be able to track it?
-  **C:** **If you need a tracking number, you'll have to send it by registered mail.**
-  **G:** How much does it cost?
-  **C:** Let me see..... **Your mail weighs 25 grams.**
Then it is NTD36 by registered mail.
-  **G:** Ok, registered mail is fine.
-  **J:** Besides this, can we also send our souvenir back to Greenlake City by domestic parcel?
-  **C:** Sure.
Let's put it on the scale and see how much it weighs first.
-  **C:** The weight of the parcel is 8 kilograms.
So, by ordinary postage, the rate is NTD100.
Oh! Wait a minute.....
May I suggest you use one of our "Ready-to-use Boxes" (便利箱) provided by the post office?
It only costs NTD80.
Moreover, discount rates are available when these boxes are reused.



G: That is fantastic!



C: Then **please fill out your mailing information here, including the zip code and sender's address.**



J: OK!

Here you go!

Thank you.



J: Now we will be able to cherish these wonderful “memories” back home upon their arrival.



C: Is there anything else that I can help you with?



J: No, that should do it.



C: Great!

I hope you have a wonderful day!



重要詞彙 • Words & Phrases

	mask (N.)	口罩
	check forehead temperature (V.)	量測額溫
	disinfection (V.)	消毒
	stamp (N.)	郵票
	postcard (N.)	明信片
	postage (N.)	郵資
	address (V.)	寫上地址；寄送
	ordinary mail (N.)	普通信件；平信
	prompt delivery mail (N.)	限時信件
	registered mail (N.)	掛號信件
	scale (N.)	磅秤
	parcel (N.)	包裹
	zip code (N.)	郵遞區號
	sender (N.)	寄件人

職務篇

AGENCIES AND POSITIONS

機關 / 職務 工作介紹

How to Introduce Your
Agency and Make a
Job Description

學習目標 LESSON GOAL

- Learn how to introduce your agency and describe your job in English.

For further information, please visit the website:



實用句型 1

● Practical Sentence Patterns

Introducing Agency and Making Job Description



Hello, welcome to the Nova Station. I am the Vice Station Master Paul Huang. It's my pleasure to make my job descriptions for you.

歡迎光臨新星火車站，我是副站長黃保羅。今天帶大家認識一下副站長的一天在做些什麼吧！



As the Station Master on duty, I am responsible for the safety and the efficient operation of the station on behalf of the Station Master.

平常值班時我就是值班站長，代表站長處理一切事務，必須兼顧行車運轉與客運業務，面面俱到。



I usually stay in the operation room to supervise the Centralized Traffic Control system, and ensure the normal operation of the boards and signals. And I have to make adjustments for the train information display system in time whenever there are delayed trains.

我平常待在行車室監看中央行車控制系統，注意看盤、號誌是否正常，遇到誤點要調整列車資訊顯示系統。



There is an alert advice of Centralized Traffic Control system; which helps me to tell the incoming train is northbound or southbound. And I have to supervise the incoming trains at any time.

系統設有警醒裝置，依據不同警醒提示音判斷列車方向，隨時起身到月臺進行列車監視。



In particular, I have to pay attention to the passengers getting on and off the trains on the platforms.

尤其要留心乘客是否安全上下車。



Also, it is my responsibility to signalize the train masters to close the doors. Then, I have to send signals for the drivers for departure.

如果列車要發車，我要以關門號訊通知列車長關閉車門。接著，還要顯示出發號訊通知司機員開車。



I have to be aware of the passage of trains as well. It is also my duty to supervise the passing trains.

如果有通過列車也要留意，要起身到月臺進行列車監視，注意軌道與通過列車是否有狀況。



We cannot take a break when we work a night shift. Our team has lots of assignments to complete after office hours.

夜間值班也不能休息，營業時間結束後，許多任務才要開始。



With a view to ensuring safety for passengers, we usually proceed maintenance and repairing for railway switches, signal system, and power transmission lines between midnight and dawn.



After we have confirmed the finishing of maintenance and repairs, and evacuation of all technical workers, we will restore power supply and lift lockdown. We are under high pressure since we have to complete all the assignments before arrival of the first-run train.



In the long run, we have to help solve various kinds of questions of passengers. We hope to provide customer service experiences in hospitality to all passengers. And they will travel happily and return home safely.

除了運轉人員例行的轉轍器保養，其他像配合號誌段號誌維修、電力段電車線維修等，為了維護乘客安全，多在深夜與清晨進行。

待確認維修工作結束與人員撤離，才能進行鐵道通電與解除封鎖。這些工作都必須在首班車到達前完成，時間壓力非常大。

總而言之，只要在車站內旅客的各種疑難雜症，我們都要處理，希望能讓所有乘客快樂出遊，平安回家，感受我們的服務熱誠！



重要詞彙 1 • Words & Phrases

 Vice Station Master (<i>N.</i>)	車站副站長
 Station Master (<i>N.</i>)	車站站長
 efficient (<i>Adj.</i>)	有效率的
 operation (<i>N.</i>)	操作；運轉
 supervise (<i>V.</i>)	監督；指導
 delayed (<i>Adj.</i>)	延誤的；延遲的；延期的
 northbound (<i>Adj.</i>)	北上
 southbound (<i>Adj.</i>)	南下
 passenger (<i>N.</i>)	乘客
 train master (<i>N.</i>)	列車長
 driver (<i>N.</i>)	司機員
 be aware of (<i>V phr.</i>)	注意到；察覺到；意識到
 take a break (<i>V phr.</i>)	休息
 maintenance (<i>N.</i>)	維護；保養
 railway switch (<i>N.</i>)	轉轍器
 signal system (<i>N.</i>)	號誌系統
 power transmission (<i>N.</i>)	電力傳輸
 evacuation (<i>N.</i>)	撤離；撤退；疏散
 the first-run train (<i>N.</i>)	首班車
 hospitality (<i>N.</i>)	熱情好客；殷勤招待；款待

重點解析 1 • Tips in Use

初次見面用語

【例】很高興認識您。



Nice to meet you.



It's a pleasure to meet you.



It's my pleasure of meeting you.

自我介紹姓名、職稱與機關

【例】我是副站長，我叫黃保羅。



I am Vice Station Master Paul Huang.



I am Paul Huang. I currently work as the Vice Station Master of the Nova Train Station.



I am Paul Huang. I am the Vice Station Master of the Nova Train Station.

代表；以……名義的用法

▶ **on behalf of (代表)**

【例】我代表我母親寫信給您，以表達她對您送禮物的感激之情。



I am writing on behalf of my mother, to express her thanks for your gift.



► **on one's behalf (代表……)**

【例】今天校長不能來到場，所以由我代表他發言。



The president can't be here today, so I'm going to speak on his behalf.

► **in behalf of (以……的名義)**

【例】嘉年華活動是以教會的名義計畫的。



A carnival was planned in behalf of the church.

關注；注意的用法

► **pay attention (仔細看、聽或思考) 關注；注意**

【例】你應該格外注意這個「禁止停車」的標誌。



You should pay attention to the "No Parking" sign.

【例】你從來沒有關心過我。



You never pay attention to me.

【例】許多人沒有專心參與會議。



Many people don't pay attention during meetings.

以防……用法

★ in case 是連接詞片語，用來描述「我們要預先做好某些準備，以防萬一」。

► **常用結構為「in case + 子句」。**

【例】帶把雨傘以防下雨！



Take an umbrella with you in case it rains!

【例】我們要顧好孩子們，以免他們不見了。

 We have to look after the children in case they disappear.

★ in case of: 介係詞片語，用來描述「如果 / 當事情發生時我們該做些什麼」，意思和 in case 差不多，因為 of 是介係詞，後面通常加名詞或代名詞。

► 常用結構為「in case of + 名詞 / 代名詞」。

【例】如果發生緊急事件，打電話給警察。

 In case of emergency, call the police.

【例】如果生病了，你可以去醫院。

 You can go to the hospital in case of illness.





實用句型 2 • Practical Sentence Patterns



Welcome to the Horse Road Post Office. I am Manager Peter Wu. Post offices are good neighbors for everyone. It's my pleasure to introduce our branch and make a job description for you.

歡迎光臨大馬路郵局，我是經理吳彼得。郵局是街坊的好鄰居，今天由我為大家介紹郵局和支局經理的工作內容。



I currently work as the Manager to supervise and manage all affairs of the post office. Now, let me make an introduction.

我的職務是經理，主要督導郵局的各項業務得以順利完成。接下來就來介紹一下這些業務的內容。



First of all, we are in charge of the postal services including mailing, tracking services, and so on.

首先，我們負責郵務作業，也就是大家熟悉的郵件收寄。



As for the postal savings, they include passbook, postal giro, domestic remittance service, and so on.

儲匯部分，就是大家所熟知的存簿、劃撥儲金及國內匯兌等業務。



We also provide foreign currency exchange and international remittance services.

我們也提供兌換外幣及國際匯款等外匯服務。



In addition, we provide life insurance services.



Moreover, we sell stamps, post cards, and stamp-collecting goods.



Our company regularly issues various theme stamps, stamp folios, and stamp yearbooks. They are not only beautiful, but also value-preserving.



Honoring our customers with honest and efficient services has been our optimal mission. We do appreciate your support.

此外，我們提供壽險的服務。

還有出售各種郵票、明信片、集郵票(商)品等。

我們郵局定期都會推出各種主題郵票、專冊、年度郵票冊等，不僅美觀而且有保存價值。

「以客為尊、提供誠信效率的服務」一直都是郵局的使命，希望大家能多多支持我們。





重要詞彙 2 • Words & Phrases

	neighbor (N.)	鄰居
	branch (N.)	分支機構；分部；分行
	supervise (V.)	督導；監督
	introduction (N.)	介紹；導言；引言；入門
	passbook (N.)	存摺
	postal giro (N.)	劃撥儲金
	domestic (Adj.)	國內的
	remittance (N.)	匯款
	service (N.)	服務
	foreign currency (N.)	外幣
	international (Adj.)	國際的
	life insurance (N.)	壽險
	theme (N.)	主題
	goods (N.)	商品；貨物
	stamp folio(s) (N.)	郵票專冊
	stamp yearbook(s) (N.)	年度郵票冊
	efficient (Adj.)	有效率的
	optimal (Adj.)	最佳的；最理想的

重點解析 2 ● Tips in Use

自我介紹姓名、職稱與機關

【例】我的職務是經理，主要督導郵局的各項業務得以順利完成。

 I currently work as the Manager to supervise and manage all affairs of the post office.

 I am the Manager to supervise and manage all affairs of the post office.

 I am the Manager of the post office to supervise and manage all affairs.

初次見面自我介紹

【例】很榮幸藉此機會跟大家介紹我的公司與職務。

 It's my pleasure to introduce my company and make a job description for you.

【例】我很榮幸有這個機會在這裡進行自我介紹。

 It is a great honor to have this opportunity to introduce myself.

【例】我很榮幸在這裡向您自我介紹。

 It is my great honor to introduce myself to you.

業務職掌

【例】我們負責郵務作業，也就是大家熟悉的郵件收寄。

► **be responsible for (負責……業務)**

 We are responsible for the postal services including mailing, tracking services and so on.



- ▶ **be in charge of (負責……業務)**

 We are in charge of the postal services including mailing, tracking services and so on.

- ▶ **be someone's primary duty (……為主要業務)**

 The postal services including mailing, and tracking services are our primary duties.

至於……；關於……；提到……；有關……

- ▶ **As for……, + 句子**
- ▶ **Concerning……, + 句子**
- ▶ **When it comes to……, + 句子**

【例】儲匯部分，就是大家所熟知的存簿、劃撥儲金及國內匯兌等業務。

 As for the banking services, which are well known as passbook, postal giro, domestic remittance service, and so on.

 Concerning the banking services, which are well known as passbook, postal giro, domestic remittance service, and so on.

 When it comes to the banking services, which are well known as passbook, postal giro, domestic remittance service, and so on.

此外；除……之外

★ 除……之外（稍具有「強調之意」的轉折語），通常放在句子的開頭，運用具有連接性的轉折語，能夠強化句子或是上下文的連貫性。

- ▶ **in addition 此外**
- ▶ **moreover 此外**
- ▶ **furthermore 此外**

【例】這間房子的租金很合理，除此之外，地點也很完美。

 The rent of this house is reasonable. In addition, the location is perfect.

 The rent of this house is reasonable. Moreover, the location is perfect.

 The rent of this house is reasonable. Furthermore, the location is perfect.

感謝的用法

★ appreciate 感謝：同樣是表達感謝，和 thank 相比，更有認同的涵意，認同對方的價值和努力。

► **appreciate + 名詞**

【例】我們非常感謝你做的所有努力。

 We really appreciate all your effort.

► **I would appreciate it if you ……** 「如果你……我會很感激的。」禮貌性向別人提出要求的時候

【例】如果你明天能出席會議，我將不勝感激。

 I would appreciate it if you could attend the meeting tomorrow.

► **appreciate that + 子句**

【例】我感謝他在我最需要的時候站在我這邊。

 I appreciate that he stood by me when I most needed it.

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