

Preliminary Training for Personnel Newly Passed the Civil Service Examinations



**Practical English for Civil Servants
- for Junior Civil Servants**

ACKNOWLEDGEMENTS

Special thanks to Allen Kan (甘怡然), Consultant at ILTEA Education Group (International Learning Teaching and Evaluation Agency) and Ambassador Rong-Chuan Wu (吳榮泉), Senior Advisor at Institute for National Policy Research, for their valuable contribution and assistance in completing this training material.

Yours sincerely,

National Academy of Civil Service

Civil Service Protection & Training Commission

Examination Yuan



CONTENTS

迎賓篇

GUEST GREETING

3

城市馬拉松開跑啦！

Welcome to the Urban Marathon

櫃臺篇

AT THE SERVICE COUNTER

11

外國駕照換領本國駕照

Applying for a Permanent Driver's License





電話篇

PHONE SERVICE

25

撥打 1999 市民服務專線

Citizen Hotline 1999, Fullerton

職務篇

AGENCIES AND POSITIONS

35

機關 / 職務工作介紹

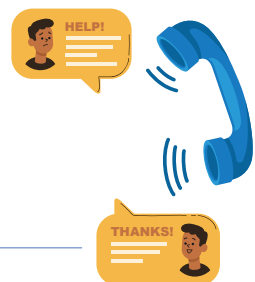
How to Introduce Your Agency and Make a Job Description

學習資源

LEARNING RESOURCES



【職務篇】之數位課程 QR Code





公務實用英語

課程目標

本課程目標係為使初任公務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、學習外賓接待之場景對話、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、學習櫃臺服務之場景對話、證件申辦之公務情境實用句型，並能於公務上熟練運用。
- 三、學習為民服務電話諮詢之場景對話、回應市政諮詢及民眾陳情之公務情境實用句型，並能於公務上熟練運用。

Practical English for Civil Servants

Course Aims

This course aims to equip newly appointed civil servants with practical English communication skills, enabling them to introduce their agencies and provide service in English while executing their official responsibilities, complying with future duty requirements, and integrating into international society.

Learning Objectives

To learn vocabulary and sentence structures for practical English conversations for the following tasks:

1. Hosting foreign guests, introducing local culture, and explaining official business.
2. Answering general service counter questions and application inquiries.
3. Answering general hotline questions and responding to inquiries and complaints from the public regarding municipal affairs.

An isometric illustration of a modern city. It features several blue buildings of varying heights, some with solar panels on their roofs. A white train with red accents is traveling on a track that curves through the city. A small blue car is on a road. In the foreground, three people are running: a woman in a yellow shirt and grey pants, a man in a blue shirt and black shorts, and another woman in a yellow shirt and blue shorts. The background is a solid orange color with a dashed white line.

迎賓篇

GUEST GREETING

城市馬拉松 開跑啦！

Welcome to the
Urban Marathon

學習目標 LESSON GOAL

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

- Hosting foreign guests.
- Introducing local culture and explaining official business.

實用句型 ● Practical Sentence Patterns

Hosting Foreign Guests and Introducing Local Culture

- | | |
|--|---|
| <p> Originally scheduled on March 1, the Fullerton City Half Marathon was postponed to October 18 due to the severity of the COVID pandemic.</p> | <p>今年度在富樂登市的半程馬拉松原訂於 3 月 1 日辦理，因受嚴重特殊傳染性肺炎疫情影響，延期至 10 月 18 日舉行。</p> |
| <p> This race has a long-standing tradition. It offers the chance to see historic monuments and to experience traditional Taiwanese food, so this event is a fan favorite.</p> | <p>這是一項具有悠久傳統的賽事，結合歷史文化古蹟及傳統特色美食兩大特色，因此深受大眾歡迎。</p> |
| <p> Please check your registration number on the official website in advance. You will need to present a form of ID when signing in.</p> | <p>報到前請先至官網查詢報到編號，並於報到時出示身分證明文件。</p> |
| <p> Sign in there and get your race supplies, such as your bib number, safety pins, a timing chip, and goodie bags with presents from our sponsors.</p> | <p>請在那邊報到並領取比賽所需物品，例如號碼布、安全別針、計時晶片以及廠商贊助的報到好禮。</p> |
| <p> The closing ceremony is a multi-sensory and interactive large-scale light show involving light and sound, providing participants with a unique and exciting experience.</p> | <p>閉幕典禮則是大型燈光秀，以視覺與聽覺創造的多感官互動體驗，讓民眾身歷其境。</p> |



During the event, there will be traffic control on the roads around the venue. Shuttle buses will be provided between the high-speed rail station and the venue at designated times and locations.



At the three exits of the venue, there will be food areas, mobile toilets, and first-aid stations.



Taiwan's traditional cuisine is unique. I especially recommend snacks from the night market. In particular, bubble tea is not to be missed.



The Lantern Festival is a lively folk cultural event. In addition to yuanxiao foods, there will be activities such as lantern displaying and riddle guessing.



Flying sky lanterns is a famous traditional activity in northern Taiwan during the Lantern Festival. People usually write their wishes on the lanterns for the coming year.

活動期間，會場周邊道路將進行交通管制，並定時定點提供接駁車往返高鐵站與活動會場。

會場於 3 個出口處設置美食區、流動廁所及救護站。

臺灣的傳統美食別具特色。我特別推薦夜市中的各式小吃，珍珠奶茶更是不容錯過。

元宵節是一個熱鬧的民俗文化節慶活動。除了吃元宵外，各地還有賞花燈及猜燈謎活動。

在臺灣北部，於元宵節施放天燈是知名的傳統活動。人們經常於天燈上寫下對來年的願望。

情境對話 • Dialogue

Welcome to the Urban Marathon

John and Catherine will be participating in the upcoming Urban Marathon. Officer Hsu is currently serving at the Bureau of Civil Affairs of Fullerton City (富樂登市政府民政局). Seeing the two seek assistance, he approaches them.

J = John = 約翰

C = Catherine = 凱薩琳

H = Mr. Hsu = 許科員



H: Good morning.
How may I help you?



J: We are here for the Urban Marathon.
I received an email that asked foreign participants to register beforehand and sign in to get our supplies three days before the event.
Where can we sign in?



H: You're at the right place.
We are just outside the gate of the Civic Center. Please go straight ahead. After entering the gate, you will see the Joint Service Center (聯合服務中心) on the first floor.
Sign in there and get your race supplies, such as your bib number, safety pins, a timing chip, and goodie bags with presents from our sponsors.



H: Do you know your registration number?

If not, you can find **your registration number on the official website in advance** or check your email for it and give it to our staff.

That way, the check-in process will go much faster!



C: We have been visiting scholars at Golden University since August this year, and we wanted to take this opportunity to visit Fullerton City. This is our first time participating in a marathon and also our first visit to Fullerton.



H: **This year's Urban Marathon was originally scheduled to be on March 1. It was postponed to October 18 due to the severity of the COVID pandemic.**

This race has a long-standing tradition. It offers the chance to see historic monuments and to experience traditional Taiwanese food, so this event is a fan favorite.



C: Speaking of food, yesterday, we were excited to try the minced pork rice, stinky tofu, beef noodle soup, and oyster omelet.



H: **Taiwan's traditional cuisine is unique.**

I especially recommend snacks from the night market. In particular, bubble tea is not to be missed.



J: That's right. Bubble tea and papaya milk are two of my favorite drinks. I also like the historic monuments in Fullerton City. We've already gone to see the Museum of Fine Arts (美術館) and the Confucius Temple (孔廟).

-  **H:** If you like historic monuments and traditional folk festivals, then you must not miss the Lunar New Year Festival and the Lantern Festival.
- Moreover, the Taiwan Lantern Festival next year will be held in Fullerton City!
- The closing ceremony is a multi-sensory and interactive large-scale light show involving light and sound, providing participants with a unique and exciting experience.**
-  **C:** My Taiwanese friend said that **the Lantern Festival is a lively folk cultural festival. In addition to yuanxiao foods, there are activities such as lantern displaying and riddle guessing.**
-  **H:** **Flying sky lanterns is a famous traditional activity in northern Taiwan during the Lantern Festival. People usually write their wishes on the lanterns for the coming year.**
-  **C:** Then we have to write, "*WORLD PEACE, END COVID*" on a sky lantern!
-  **H:** Speaking of the local traditions of the Lantern Festival, sky lanterns will be launched at Pingxi (平溪) in northern Taiwan.
- In southern Taiwan, people celebrate the Lantern Festival by setting off beehive fireworks in Yanshui (鹽水).
- Should you choose to attend the beehive fireworks activities, it is recommended that you're equipped head-to-toe protective gear and practice caution!
-  **C:** It sounds very appealing!
-  **J:** What fun to travel to Fullerton City!
-  **H:** It is definitely worth the trip!



重要詞彙 • Words & Phrases

	marathon (N.)	馬拉松
	bib number (N.)	號碼布
	timing chip (N.)	計時晶片
	sponsor (N.)	贊助廠商
	registration (N.)	報到
	historic monument (N.)	歷史古蹟
	traditional cuisine (N.)	傳統美食
	festival (N.)	節慶活動
	riddle guessing (N.)	猜燈謎
	sky lanterns (N.)	天燈
	beehive firework (N.)	蜂炮
	protective gear (N.)	防護裝備

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分發機關之所在城市為主題（例如：花蓮、桃園、宜蘭等），因辦理賽事、活動或節慶招呼外國人士，並向其介紹或導覽在地特色文化。介紹內容可包含具地方特色之觀光旅遊資訊，例如：交通接駁、民俗節慶、歷史古蹟、傳統美食等。
- Create a scenario based on a city for the trainees on the team. The exercise is based on the city/organization where the trainee is deployed (eg. Hualien, Taoyuan, Yilan, etc.) and involves hosting an event with foreign visitors. You need to introduce the event and tourist attractions, and explain the unique aspects of the local culture (eg. transportation, local folk festivities, historic monuments, traditional food, etc.) to foreign visitors.

學習資源參考 Exercise Resources and References

【交通部觀光署】
Tourism
Administration
MOTC



An isometric illustration of a city scene displayed on a smartphone screen. The city includes several tall buildings, a park with trees and a pond, and a red location pin. Above the screen, there is a traffic light and a road sign with multiple arrows. A blue taxi is shown driving on the road to the right of the phone. A dashed white line connects the top of the phone screen to the title text on the right.

櫃臺篇

AT THE SERVICE COUNTER

外國駕照換領 本國駕照

Applying for a Permanent
Driver's License

學習目標 LESSON GOAL

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

- Answering general service counter questions and application inquiries.

實用句型 • Practical Sentence Patterns

General Service Counter and Application Inquiries

 Hello, how may I help you?	您好，請問有什麼需要服務的地方？
 Please take a ticket and wait for your number to be called. Thank you.	麻煩請先抽號碼牌並等待叫號，謝謝。
 Please wear a mask in public to stop the spread of the virus.	請在公眾場合戴上口罩以並避免病毒傳播。
 We need to take your forehead temperature.	我們需要量測您的額溫。
 Please spray alcohol on your hands for disinfection.	請在雙手噴灑酒精，以利消毒。
 How long do you plan to stay in Taiwan?	您預計在臺灣停留多久呢？
 If you plan to stay for over a year, we advise you to change your U.S. driver's license to a Taiwan license.	如您預計在臺灣居留超過 1 年，我們建議將您的美國駕照換領為臺灣駕照。



If you want to apply for a driver's license, you need to submit proof of Taiwan residency of six months or longer, your foreign license, your passport and a copy of it, and three one-inch ID pictures taken within the past two years. You must also pay a 200 NTD fee and fill out the registration form.



That depends on the state that issued your license. We usually follow the reciprocal principles.



Your identification expired over a month ago. You need to reapply and pay an application fee.



The application process will take up to three working days. If you are unable to pick it up in person, you may take the application receipt to the Post Office on the first floor, fill in a proxy form for the Post Office to pick up your identification on your behalf, and prepay for a return-mail envelope to have your identification sent to you.

如果您要申請駕照，您需要檢附在臺灣居留 6 個月以上之證明件、外國駕照、護照正本及影本、本人最近 2 年內拍攝之 1 吋脫帽五官清晰正面半身彩色照片 3 張、新臺幣 200 元規費並完成登記書填寫。

這取決於您的駕照係由哪一州發行。我們係依據平等互惠原則辦理。

您的證件已經逾期一個月，需要補辦並繳交費用。

因證件申辦需要 3 個工作日，如您無法親自前來領件，可於櫃臺完成送件程序後，持收據至一樓大廳郵局代辦處，繳付郵資申請由郵局代領代寄回文件之服務。

情境對話 • Dialogue

Applying for a Permanent Driver's License

Mary will work in Taiwan for several years. She has some questions about using a foreign license to drive in Taiwan.

Today she walks into the Motor Vehicles Office (監理所). Mr. Wang, a security guard at the reception desk in the lobby, reminds her of the prevention measures against COVID-19 and checks all of the visitors' temperatures before they go into the center. Later, Desk Officer Chen offers help.

M = Mary = 瑪麗

W = Mr. Wang = 警衛王先生

C = Ms. Chen = 櫃臺服務員陳科員

I = Information desk = 服務臺



W: Good Morning. Welcome to Fullerton City.
Please wear a mask in public to stop the spread of the virus. It is for yourself and other people.

(Mary is wearing her face mask.)



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

(Mr. Wang is taking Mary's forehead temperature.)



W: 36.5 degrees Celsius. OK.



W: Please spray alcohol on your hands for disinfection in advance.
Thank you for your cooperation.

(Mary approaches to the information desk.)



M: Good morning, I have a few questions about using a foreign license to drive in Taiwan.



I: Please take a ticket and wait for your number to be called.
Thank you.

Public Address System (PA system): Guest number 34, please come to counter 6. Thank you.

Mary walks to counter 6.



C: Good morning. My name is Chen.
It's a pleasure to serve you today.
How may I help you?



M: I want to apply for an International Driving Permit.



C: How long do you plan to stay in Taiwan?



M: I am working in Taiwan.
I will be here for at least two years.



C: If you plan to stay for over a year, we advise you to change your U.S. driver's license to a Taiwan license.



M: Why?

-  **C:** This is because the International Driving Permit is for those who will be staying in Taiwan from 30 to 365 days, so it is no longer valid after a year.
-  **M:** I see.
I heard I can just exchange my U.S. license for a Taiwan license.
Is that true?
-  **C:** **That depends on the state that issued your license.**
We usually follow the reciprocal principles.
-  **M:** Oh. I have a Virginia license.
Is that OK?
-  **C:** Just a moment, please.
Let me check the list of regions and related regulations.
-  **C:** Yes, you can apply for a Taiwan driver's license with a Virginia license that you've held for at least six months. You won't have to take a road test.
You will have to pass a health exam and a written exam, though.
-  **M:** You're kidding.
I can't take a test in Chinese.
I'll never pass it.
-  **C:** Don't worry.
You can take the test in English.



M: What a relief.

What documents will I need?



C: **You will need to submit proof of Taiwan residency of six months or longer, your foreign license, your passport and a copy of it, and three one-inch ID pictures taken within the past two years. You must also pay a 200 NTD fee and fill out the registration form.**

Mary gives the necessary documents to Ms. Chen.



C: You have all the necessary documents, and

Wait.....you have a West Virginia driver's license!



M: That's correct.

(Ms. Chen is looking it up via a computer.....)



C: Good news!

A West Virginia driver's license qualifies for the reciprocity principle, which means your license will be issued without any tests!



M: That's wonderful.

I feel a lot better now.

Thanks for clearing it up.



C: You're welcome.

I hope you have a wonderful day.

重要詞彙 • Words & Phrases

	driver's license (N.)	駕駛執照
	International driving permit (N.)	國際駕駛許可
	issue (V.)	發行
	the principle of reciprocity (N.)	平等互惠原則
	road test (N.)	路考
	health exam (N.)	體檢
	written exam (N.)	筆試
	relief (N.)	釋放
	submit (V.)	遞交、檢附
	copy (N.)	影本
	one-inch picture (N.)	1 吋相片
	registration form (N.)	登記表



延伸建議 Exercises

情境延伸應用說明 Exercise Scenarios

- **如何在臺灣取得機車駕照**

延伸應用「證件申辦」公務情境主題所學，本題以外國人如何在臺灣取得機車駕照為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話包含承辦人員告知外國人士取得機車駕照所需之文件、相關資源及注意事項。

- **How to Acquire a Motorcycle License in Taiwan**

This exercise scenario for document application begins with a foreigner wanting to acquire/apply for a motorcycle license at a service counter or inquiring via the phone. The dialogue should include personnel from the Motor Vehicle Driver Information Service explaining the necessary documentation, related resources, precautions, and application procedures.

學習資源參考 Exercise Resources and References

【交通部公路局】

**The Highway Bureau
MOTC**



情境延伸應用說明
Exercise Scenarios

● **如何在臺灣取得工作許可**

延伸應用「證件申辦」公務情境主題所學，本題以外國人如何在臺灣取得工作許可為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話則包含勞動部勞動力發展署承辦人員告知外國人取得工作許可所需具備之文件及注意事項。

● **How to Acquire a Work Permit in Taiwan**

This exercise scenario for document application begins with a foreigner wanting to acquire/apply for a work permit at a service counter or inquiring via the phone. The dialogue should include personnel from the Workforce Development Agency, Ministry of Labor explaining the necessary documents, precautions, and application procedures.

學習資源參考
Exercise Resources
and References

【勞動部勞動力發展署】

Workforce
Development Agency
MOL





情境延伸應用說明 Exercise Scenarios

- **國人與外國人辦理結婚登記**

延伸應用「證件申辦」公務情境主題所學，本題以國人與外國人辦理結婚登記為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話則包含戶政事務所承辦人員告知辦理結婚登記應攜帶之文件及办理流程。

- **Marriage Registration Between a Foreigner and Taiwan Citizen**

This exercise scenario for document application begins with a foreigner and a Taiwanese citizen who are getting married and want to register at a service counter or inquire via the phone. The dialogue should include personnel from the Household Registration Office, explaining the necessary documents and application procedures.

學習資源參考 Exercise Resources and References

【內政部戶政司】

**Department
of Household
Registration
MOI**



情境延伸應用說明 Exercise Scenarios	學習資源參考 Exercise Resources and References
● 辦理圖書館借閱證及讀者服務 延伸應用「證件申辦」公務情境主題所學，本題以向市立圖書館申辦借閱證及詢問相關讀者服務為題，選擇於櫃臺服務或以電話諮詢為對話場景，對話包含申辦證件應攜帶之文件及办理流程。 ● How to Acquire a Library Card This exercise scenario for document application begins with a foreigner wanting to acquire/apply for a public library card at a service counter or via the phone. The dialogue should include personnel from the public library explaining the necessary documents and application procedures.	【市立圖書館】 Public Library 



情境延伸應用說明 Exercise Scenarios

- **小組自行擇選相關主題**

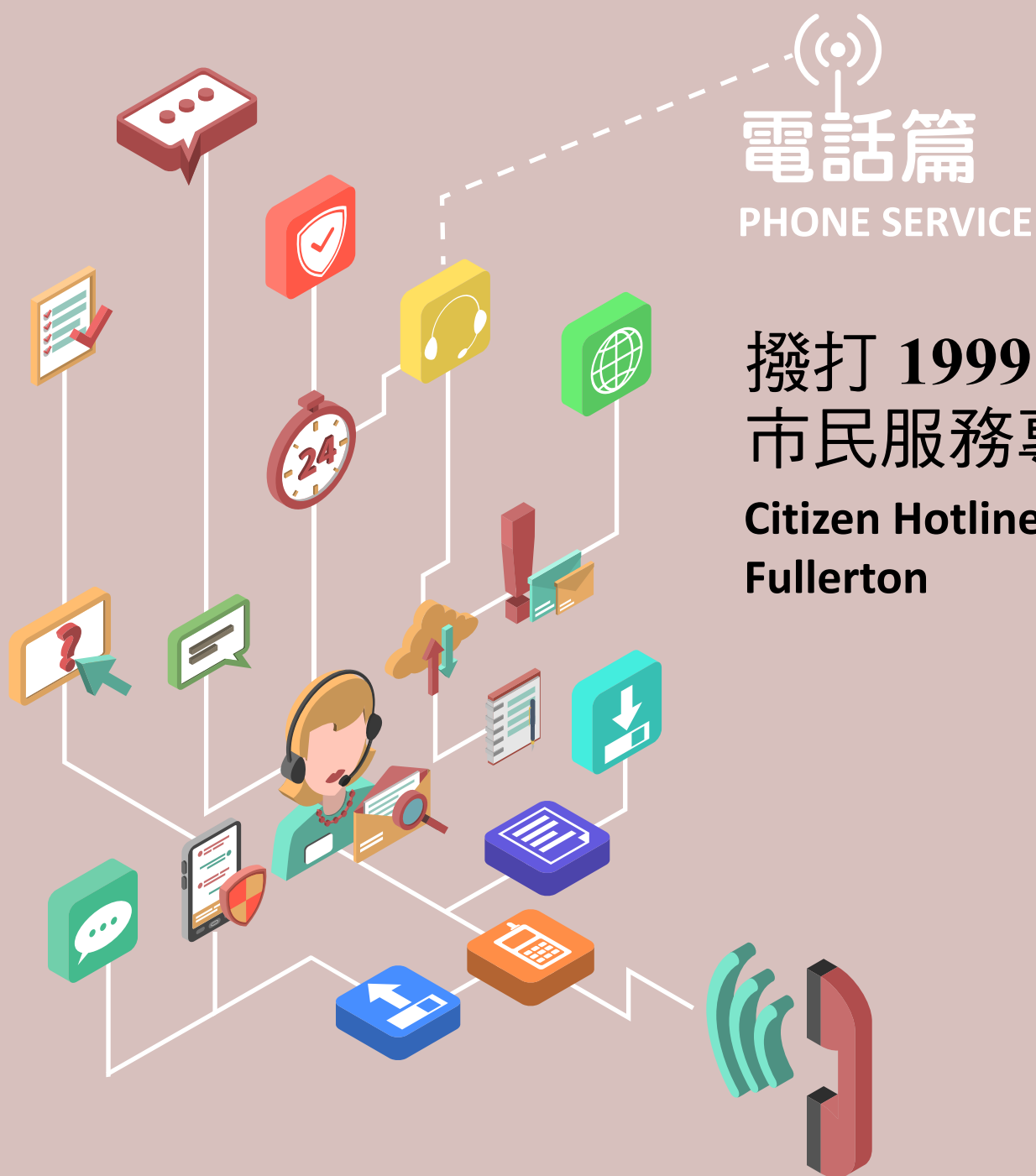
延伸應用「證件申辦」公務情境主題所學，小組自行擇定相關主題，選擇於櫃臺服務或以電話諮詢為對話場景，對話包含承辦人員告知證件申辦應攜帶之文件及办理流程。

- **Choose Your Topic**

In this exercise scenario for document application, your team can choose a topic to practice. It can be a dialogue at a service counter or an inquiry over the phone that includes the case officer explaining the necessary documents required for the application and its procedures.







撥打 1999
市民服務專線
Citizen Hotline 1999,
Fullerton

學習目標	LESSON GOAL
1. 了解「 <u>社會</u> 」的意義。	1. Understand the meaning of "society".
2. 了解「 <u>社會</u> 」與「 <u>國家</u> 」的關係。	2. Understand the relationship between "society" and "state".
3. 了解「 <u>社會</u> 」與「 <u>文化</u> 」的關係。	3. Understand the relationship between "society" and "culture".
4. 了解「 <u>社會</u> 」與「 <u>經濟</u> 」的關係。	4. Understand the relationship between "society" and "economy".
5. 了解「 <u>社會</u> 」與「 <u>政治</u> 」的關係。	5. Understand the relationship between "society" and "politics".
6. 了解「 <u>社會</u> 」與「 <u>法律</u> 」的關係。	6. Understand the relationship between "society" and "law".
7. 了解「 <u>社會</u> 」與「 <u>道德</u> 」的關係。	7. Understand the relationship between "society" and "morality".
8. 了解「 <u>社會</u> 」與「 <u>宗教</u> 」的關係。	8. Understand the relationship between "society" and "religion".
9. 了解「 <u>社會</u> 」與「 <u>藝術</u> 」的關係。	9. Understand the relationship between "society" and "art".
10. 了解「 <u>社會</u> 」與「 <u>科學</u> 」的關係。	10. Understand the relationship between "society" and "science".

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

- Answering general hotline questions.
- Responding to inquiries and complaints from the public regarding municipal affairs.

實用句型 ● Practical Sentence Patterns

Hotline and Civil Service



This is the Fullerton Citizen Hotline operator.

How may I help you?



How may I address you, sir?



Let me check.

Hold the line, please.



In order to ensure your rights as well as discourage repetitious calls or malicious reports, callers are asked to leave their legal name and contact information.



Could you provide me with your name and phone number for further contact?



Is there anything else I can help you with?

富樂登市民熱線您好！很高興為您服務！

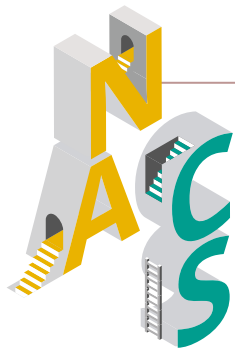
請問您如何稱呼？

我為您查詢一下，請稍候。

為維護您的權益、避免重複撥打及惡意檢舉，人民陳情反映案件應留下真實姓名及聯絡方式。

是否能請您提供您的大名及電話，以便我們進一步聯繫您嗎？

還有什麼我能效勞的地方嗎？



Our system is currently processing your case. Please do not hang up.

我們系統正在處理您的案件，請不要掛斷。



Thank you for your patience.

不好意思，讓您久等了。



Let me repeat your complaint. If you cannot confirm the content of the case then it can't be delivered to the agency in charge.

我將再次複誦您反映的案件內容。如案件未複誦確認，案件將依規定無法受理。



A case number and password will be sent to you via text message within the next 24 hours.

您的陳情案件編號及密碼，將於 24 小時內以簡訊方式通知您。



If you go to the Hello Fullerton site you will be able to sign in with your case number and password to check the status of your case.

您可以登入線上系統「Hello Fullerton」，輸入您的案號及密碼以查看處理進度。



The person in charge of your case will inform you the result by email after inspection of the dashboard camera. The relevant authorities will formally reply to you within the next 6 working days upon receipt of the report.

承辦人將會在檢視行車紀錄器的畫面後，透過您的電子郵件回覆您的檢舉結果。主管機關將會在收到檢舉的次日起 6 個工作天內回覆您。

情境對話 ● Dialogue

Citizen Hotline 1999, Fullerton

As a way to provide faster, more convenient and more efficient citizen services, the Fullerton City Government set up a community hotline, "1999" (為民服務熱線), which offers a more effective channel for inquiries and complaints.

J = John = 約翰

L = Mr. Lin, 1999 hotline operator = 1999 話務人員林先生



L: **This is the Fullerton Citizen Hotline operator.**

How may I help you?



J: I have a friend from the Netherlands. He is here visiting and would like information on sightseeing in Fullerton City. I was wondering whether non-citizens can still register to rent Full-bikes with a Full-card?

I heard that since the implementation of the name-based authentication policy (實名認證) international visitors could no longer do this.



L: **How may I address you, sir?**



J: My name is John Schmidt.



L: Hello, Mr. Schmidt. Presently, if you have an Alien Resident Certificate (ARC) you can use it to register on the official website or app.

You just need to fill in your ARC number and some basic information. Once verified you will be all set to use your Full-card for renting Full-bikes.



J: That's fantastic. In that case, I can use it to go cycling at the riverside park on weekends.

Unfortunately, my friend doesn't have an ARC. Will he still be able to use a Full-card for Full-bike rentals?



L: **Let me check. Hold the line, please.**



L: If your friend doesn't have an ARC, be sure to check "none of the above" in the appropriate field on the registration form.



J: What's the difference between registering with an ARC and not?



L: Access to public bike injury insurance is for name-based authentication only, which requires a citizen ID or ARC.



J: Thanks for your explanation. Everything is clear now.



L: Have a nice day. Good-bye.

C = Catherine = 凱薩琳

H = Mr. Hung, 1999 hotline operator = 1999 話務人員洪先生



H: This is the Fullerton Citizen Hotline operator.

What can I do for you?



C: Yes. I'd like to complain about a bus driver who didn't stop for passengers.



H: May I have your name, please?



C: I am Catherine Gardner.



H: Hi, Mrs. Gardner. Could you please give me the bus number or license plate? Also, the date and time of the incident and the name of the bus stop.



C: It happened just a little while ago. I think it must have been around a quarter to 9.

I'm on my way to the office. I didn't catch the license plate number, but it was the 602 bus.



H: What bus stop are you currently at?



C: Let's see. I'm at Greenlake Park on the route to Fullerton University.



H: **In order to ensure your rights as well as discourage repetitious calls or malicious reports, callers are asked to leave their legal name and contact information.**

Could you provide me with your name and phone number for further contact?



-  **C:** No problem, my name is Catherine Gardner and my mobile phone number is 0912-345678. My email is cgarder@gmail.com.
-  **H:** **Let me repeat your complaint. If you cannot confirm the content of the case then it can't be delivered to the agency in charge. Here we go.....**
-  **C:** Yes. Everything is correct.
-  **H:** **Our system is currently processing your case. Please do not hang up.**

Less than a minute later.....

-  **H:** **Thank you for your patience.**
A case number and password will be sent to you via text message within the next 24 hours.
-  **H:** **If you go to the “Hello Fullerton” site you will be able to sign in with your case number and password to check the status of your case. The person in charge of your case will inform you the result by email after inspection of the dashboard camera (行車紀錄器).**
The relevant authorities will formally reply to you within the next 6 working days upon receipt of the report.
-  **H:** **Is there anything else I can help you with?**
-  **C:** No, that should do it.
-  **H:** Great. Thanks for calling. Have a wonderful day.

重要詞彙 • Words & Phrases

	citizen hotline (N.)	為民服務熱線
	complaint (N.)	民眾投訴
	name-based authentication (N.)	實名制、實名認證
	public bike injury insurance (N.)	公共自行車傷害險
	malicious (Adj.)	惡意的
	hang up (V.)	掛斷電話
	inform (V.)	通知
	inspection (N.)	檢視
	dashboard camera (N.)	行車紀錄器
	reply (V.)	回復
	working day (N.)	工作日



延伸建議

Exercises

情境延伸應用說明

Exercise Scenarios

- 小組自行擇選相關主題

延伸應用「為民服務熱線」公務情境主題所學，小組自行擇定相關主題，對話包含話務人員回應外國人士市政諮詢及民眾陳情。

- Choose Your Topic

In this exercise scenario for the community service hotline, your team can choose a topic to practice. It could be a dialogue that includes call operators answering general hotline questions from foreigners and responding to inquiries and complaints from the public about municipal affairs.



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 ● Practical Sentence Patterns

Introducing Agency and Making Job Description

- | | |
|---|--|
| <p> Good morning, Sir/Madam. Welcome to Fullerton City Government.</p> | <p>早安，先生 / 女士。
歡迎蒞臨富樂登市政府。</p> |
| <p> It's a pleasure to meet you. I am Desk Officer Wu of the Cultural and Creative Development Division of the Cultural Affairs Bureau.</p> | <p>很榮幸認識您。我是文化局文創發展科吳科員。</p> |
| <p> The Bureau of Cultural Affairs is attached to Fullerton City Government and is in charge of the inheritance and development of culture and arts and the preservation and maintenance of the cultural assets of Fullerton City.</p> | <p>文化局隸屬於富樂登市政府，掌理富樂登市文化、藝術之傳承與發展及文化資產保存維護等事項。</p> |
| <p> The Director-General of the Cultural Affairs Bureau, appointed by the Mayor, takes charge of the bureau by directing and supervising subordinate agencies and staff.</p> | <p>文化局設局長 1 人，由市長指派，綜理局務，並指揮、監督所屬機關及員工。</p> |



The Bureau is comprised of seven operational units including the Cultural Parks Management Division, Arts Development Division, Cultural Establishment Division, Cultural Resources Division, Heritage Sites Operation Division, Cultural Research Division, and Cultural and Creative Development Division, as well as four supportive units including the Secretariat, Personnel Office, Accounting Office, and Civil Service Ethics Office.



The Cultural and Creative Development Division is mainly in charge of policy planning, formulation and implementation of laws and regulations, and talent cultivation and exchange for cultural and creative industry, policy and regulation formulation, marketing and promotion for the video and audio industry, and fostering the film industry.

本局內部組織包含 7 個業務單位，分別為：文化園區管理科、藝術發展科、文化建設科、文化資源科、古蹟營運科、文化研究科、文創發展科；另設秘書室、人事室、主計室與政風室 4 個幕僚單位。

文創發展科業務職掌主要包含文化創意產業政策規劃、法規制（訂）定與執行及人才培育交流；同時也包含影音產業政策與法規制（訂）定、行銷推廣及電影產業扶植。



I have worked in the Cultural and Creative Development Division for two years. I'm under the supervision and direction of the division director and section chief.

我在文創發展科工作 2 年。業務上受到科長與股長的監督指導。



I am responsible for the operations and management of the Cultural and Creative Park and the Creative Center, as well planning for the annual Design Exposition, among other tasks.

我個人業務職掌主要負責文創園區營運與管理、創意中心及設計大展等。



The Bureau has brought cultural policies and significant issues to the public's attention, and has been holding numerous cultural events to enhance the cultural life of citizens.

文化局藉由舉辦各項文化活動，以引發公眾關注文化政策與重大議題，進而提升市民文化素養。



重要詞彙 • Words & Phrases

	Cultural Affairs Bureau (N.)	文化局
	Department of Cultural Affairs (N.)	
	director-general / commissioner (N.)	局長
	division director (N.)	科長
	section chief (N.)	股長
	desk officer / staff officer (N.)	科員（一般行政機關）
	officer (N.)	軍警人員
	business unit(s) (N.)	業務單位
	supportive unit(s) (N.)	幕僚單位
	division (N.)	科（機關內單位）
	Cultural and Creative Park (N.)	文化創意產業園區

重點解析 ● Tips in Use

★ 隸屬於……機關

be attached to...

【例】文化局隸屬富樂登市政府。

 Cultural Affairs Bureau **is attached to** Fullerton City Government.

▶ 相似詞：***be affiliated with.../ be subordinate to...***

★ 機關內部組織包含……個業務單位

be comprised of + 數字 business units

【例】本局內部組織包含 7 個業務單位。

 The Bureau **is comprised of** seven **business units**.

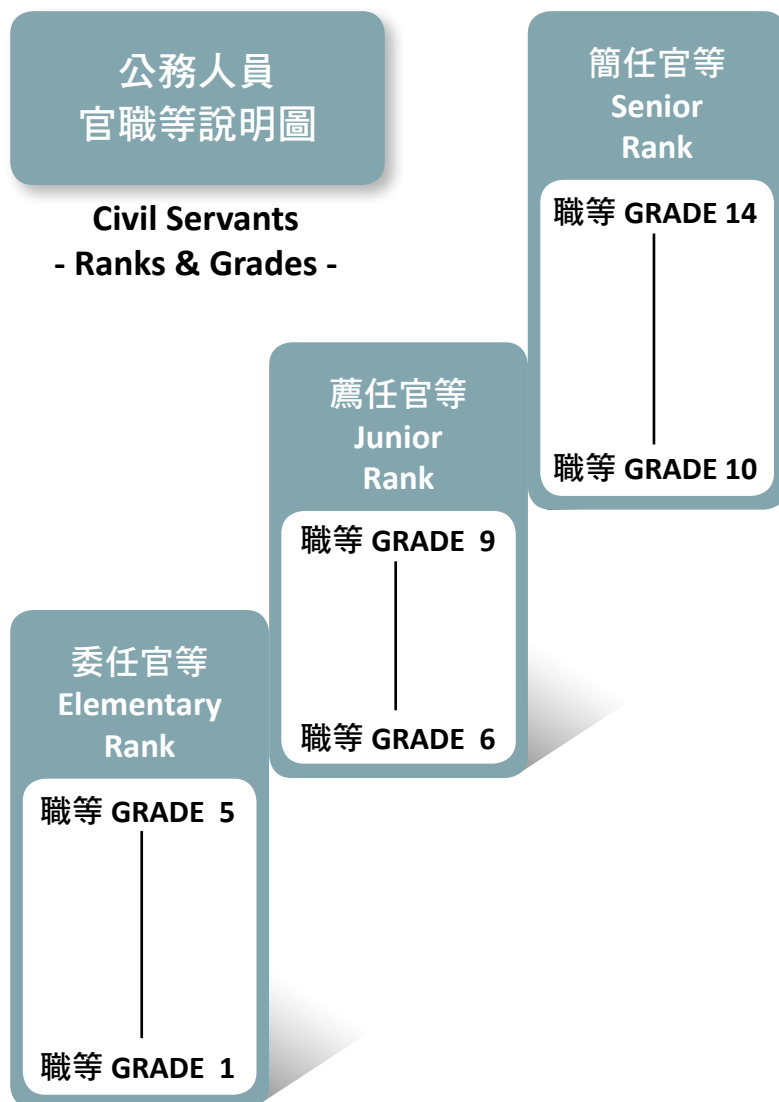
★ 主要負責……

be in charge of...

【例】文創發展科業務職掌主要包含文化創意產業政策規劃、法規制（訂）定與執行及人才培育交流。

 The Cultural and Creative Development Division **is mainly in charge of** policy planning, formulation and implementation of laws and regulations, and talent cultivation and exchange for cultural and creative industry.

▶ 相似詞：***be responsible for...***





書 名：公務實用英語（初任薦任人員）
Preliminary Training for Personnel Newly Passed
the Civil Service Examinations
Practical English for Civil Servants
—for Junior Civil Servants

出 版 者：國家文官學院

發 行 者：郝培芝

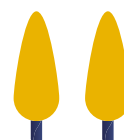
地 址：臺北市 11561 南港區忠孝東路 7 段 576 號

網 址：<http://www.nacs.gov.tw>

電 話：（02）2653-1500

出版日期：中華民國 112 年 9 月

本教材僅供國家文官學院訓練課程使用，智慧財產權屬國家文官學院，欲作上述範圍以外之利用，須徵求國家文官學院之同意。



國家文官學院



公務人員保障暨培訓委員會



國家文官學院 FB



T&D 飛訊