# Training for Promotion from Junior Rank to Senior Rank

(including Training for Police Officers Promotion from Junior Rank to Senior Rank)

# Practical English for Civil Servants

# ACKNOWLEDGEMENTS

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*Yours sincerely,*

***National Academy of Civil Service***

***Civil Service Protection & Training Commission***

***Examination Yuan***

# CONTENTS

**書信篇** WRITING A FORMAL EMAIL 5

**邀請龐德市長來訪**

**Invitation for Mayor Bond**

**簡報篇** MAKING A PRESENTATION 15

**前進智慧城市峰會論壇**

**Welcome to the Smart City Summit**

UNIT 1 開場循公式 Openings

UNIT 2 引言要吸睛 Hooks & Attention Grabbers

UNIT 3 內容有邏輯 Problem-Solution Presentation

UNIT 4 論點重條理 Emphasizing Points & Conveying Values

UNIT 5 圖表大加分 Visuals

UNIT 6 轉場如導航 Signposting

UNIT 7 結語強有力 Closing a Presentation

UNIT 8 問答神救援 Q & A

社交篇 RECEIVING GUESTS 47

友好城市參訪交流

Visiting and Exchange of Sister-Cities

職務篇 AGENCIES AND POSITIONS 55

機關 / 職務工作介紹

How to Introduce Your Agency and Make a Job Description

學習資源 LEARNING RESOURCES

【書信篇】之數位課程 QR Code

【職務篇】之數位課程 QR Code

# 公務實用英語

## 課程目標

本課程目標係為使中高階公務人員均能具備公務職務上所需之口語表達與書信寫作溝通能力。能於公務場合，應用英語介紹自身工作職務與簡報機關政策推動成果外，亦能撰寫公務書信達成有效溝通與資訊提供之目的，以符合中高階文官未來職務發展需求，增進中高階公務人員與國際接軌之能力。

## 學習指標

一、學習撰寫公務電子書信之情境實用句型，並能於公務上熟練運用。
二、學習公務簡報之情境實用句型，並能於公務上熟練運用。
三、學習公務社交之情境實用句型，並能於公務上熟練運用。

# Practical English for Civil Servants

## Course Aims

This course aims to equip mid-to-high level civil servants with practical English communication skills. By the end of the course participants should be able to write effective emails, make presentations, and receive guests as part of their official responsibilities, compliance with future duty requirements and integration into a global society.

## Learning Objectives

To learn practical English sentence structures for the following tasks:

1. Writing a formal email.
2. Making a presentation.
3. Receiving guests.

## SMART CITY SUMMIT & EXPO

富樂登市政府 (Fullerton City Government) 城市發展局 (Department of Urban Development) 王建成專門委員接獲任務指派，於今年舉行的智慧城市峰會和博覽會，規劃辦理一場論壇。

王專門委員著手論壇規劃，因此他與綜合企劃科的同仁，共同構思邀請函的撰擬，以邀請國際貴賓共襄盛舉，前來富樂登市交流參訪。

■ 參考單元：書信篇

邀請龐德市長來訪

Invitation for Mayor Bond

智慧城市峰會和博覽會報名踴躍，當日嘉賓雲集，王專門委員亦代表富樂登市，於論壇上就「智慧城市之發展策略與規劃」為題進行簡報。

■ 參考單元：簡報篇

前進智慧城市峰會論壇

Welcome to the Smart City Summit

論壇結束後，國際貴賓亦拜會富樂登市長，並進行城市交流。在參訪行程中，王專門委員隨同長官與貴賓交換名片並對話寒暄，讓嘉賓們對富樂登市留下深刻印象。

■ 參考單元：社交篇

友好城市參訪交流

Visiting and Exchange of Sister-Cities

■ 參考單元：職務篇

機關 / 職務工作介紹

How to Introduce Your Agency and Make a Job Description

# 書信篇
## WRITING A FORMAL EMAIL

# 邀請龐德市長來訪
# Invitation for Mayor Bond

**學習目標　LESSON GOAL**

- Learn how to write, organize and check an email.
  For further information, please visit the website:

## 邀請信範例 An Invitation to Mayor Bond

| | | |
|---|---|---|
| Send | To | Mayor Bond |
| | Cc | |
| Subject | | Event Invitation for Mayor Bond |

Dear Mayor Bond,

Greetings. I hope this email finds you well.

On behalf of the Fullerton City Government, I am writing to invite you to attend the Smart City Summit & Expo, which is scheduled to take place at Fullerton City Exhibition Center during September 6 and September 10 this year.

The Fullerton City Government hosts the Smart City Summit & Expo each year. Starting from 2016, mayors from around the world are invited to the annual Smart City Summit & Expo to share their experiences in smart cities. Each visiting mayor can not only exchange views with other mayors, but also exchange ideas with all participants with a variety of solutions showcased at the exhibition.

Specifically, we would like to invite you to participate in the panel discussion at 6, 10 am-12 pm, and the topic the Smart City Mayors' Summit on September is "Smart City Transformation and Innovation".

Please kindly let us know if you would be able to consider this invitation, and we will contact your office for more details.

If you require any further information, please feel free to contact us.

I look forward to hearing from you at your earliest convenience.

Yours sincerely,

Brian Kuo
Mayor of Fullerton City

Mayor's Office, Fullerton City Hall
88 Fullerton Road, Fullerton City 888, Galaxy Republic
Direct dial: +888 (0) 12345678
email: mayor@fullerton.com
website: www.fullerton.gov

## 重點解析 Tips in Use

### ■ The Format of a Formal Email

1. Subject　主旨
2. Greeting　開頭
3. Identification of Self　自我介紹 / 問候語
4. Purpose　目的
5. Describe Situation　解釋情況、需求
6. Action Plans　解釋後續規劃
7. Closing Lines　結論語句
8. Sign-offs　結尾

**Subject**

Event Invitation for Mayor Bond

致龐德市長的活動邀請

Smart City Mayors' Summit on September 6th

9 月 6 日智慧城市市長高峰論壇

Meeting Appointment: December 5th, 9:30 a.m.

會議預約：12 月 5 日，上午 9 點 30 分

■ 「主旨」是收件人在收件匣中看到的內容。如果主旨具有誤導性或錯誤資訊，對方可能不會讀取電子郵件，甚至可能被歸類為垃圾郵件。電子郵件越正式，主旨就要越詳細。但亦要注意主旨不宜太長。

## Greeting

- 「開頭」為招呼語。如不認識對方，可用「Dear Sir or Madam」，意思為「敬啟者」；如不知收件人身分，則可用「To Whom It May Concern」。
- 「Dear」幾乎適用於所有對象，可以是熟識的人、同事或上司或不熟識的人。但依據關係親疏（考量收件者的性別、場合、熟識程度、婚姻狀況等）有不同的用法：
  - 性別：如果不確定對方性別，用「Dear」加姓名即可。
  - 場合：如果對方是同事或上司，男同事可加「Mr.」，女同事則加「Ms.」。「Mr.」為「先生」，是「Mister」的簡稱；「Ms.」為「女士」，未婚或已婚均可適用。
  - 熟識程度：如果關係很熟，可以只寫名字；如彼此間不熟，則可用「Mr.」或「Ms.」加姓稱呼對方，或是連名帶姓稱呼。
  - 婚姻狀況：如果知道這位女性的婚姻狀況，已婚用「Mrs.」，未婚用「Miss」。「Mrs.」是「Mistress」的簡稱；「Miss」為「小姐」，用於未婚女性。
- 以「Michelle Obama」為例（註：「Michelle」為名；「Obama」則是姓）：
  - Dear Michelle Obama：不清楚對方性別的情況。
  - Dear Ms. Obama/Dear Ms. Michelle Obama：兩人不熟，較為正式的稱呼。
  - Dear Miss Obama：兩人認識，確認對方未婚。
  - Dear Mrs. Obama：兩人認識，確認對方已婚。
  - Dear Michelle：兩人熟識。

## Identification of Self

My name is Tony Chen. I received your email information from Mr. Bond.

我叫 Tony Chen。透過 Bond 先生取得您的電子郵件地址。

My name is Tony Chen. We met at the Conference at Taipei Nangang Exhibition Center last week.

我叫 Tony Chen。我們上週在臺北南港展覽館的會議中見過面。

■ 如果與收件者不熟，或是透過其他方式拿到對方的聯絡方式，在信件的開頭介紹自己、解釋與對方的關係是很重要的。

## Purpose

I am writing to **inform** you that / of……

我想通知您～。

I am writing to **enquire / inquire** about….

我想詢問有關～。

I am writing **about / in reference to / regarding to**…….

這封信是有關於～。

■ 「目的」係敘明寫信用意，如提出邀請、資訊告知、洽詢業務等。

## Describe Situation

The Fullerton City Government hosts the Smart City Summit & Expo each year. Starting from 2016, mayors from around the world are invited to the annual Smart City Summit & Expo to share their experiences in smart cities. Each visiting mayor can not only exchange views with other mayors, but also exchange ideas with all participants with a variety of solutions showcased at the exhibition.

富樂登市政府每年舉辦智慧城市高峰會和博覽會。從 2016 年開始，來自世界各地的市長受邀參加一年一度的智慧城市高峰會和博覽會，分享他們在智慧城市的治理經驗。每位來訪的市長不僅可以與其他市長交換意見，還可以針對會展中提出的各種解決方案與所有參與者交流想法。

■ 根據寫信目的，做扼要解釋與敘明需求。如果是邀請出席活動，說明活動詳情和需求，包括簡短說明活動的主辦單位、活動從甚麼時候開始舉辦、通常受邀與會嘉賓是哪些人、活動內容是什麼，提供具體資訊，供收信人參考。

## Action Plans

We **would like to**.....

我們希望～。

■ 係較為委婉地表達「希望」之意，其後可接原型動詞。通常是「你做了什麼或即將做什麼」或「你希望對方做什麼」，因此在社交場合中使用此類句型表達較為禮貌。

Please **let me know** if.....

若您覺得可以～，麻煩告知。

■ 此種表達可讓寫信者方便安排事宜。

**I would be grateful** if.....

若您能～的話，我將感激不盡。

■ 通常出現在信要結束的時候，這句話有向對方重述請求，並表達希望對方幫忙完成之意。當你希望對方達成任務，卻又怕太強勢而冒犯對方時，可以用較委婉的語氣，要求對方達成請求。

## Closing Lines

**【期待回覆類】**

I look forward to your reply.

期待您的回覆。

I look forward to hearing from you.

期待您的消息。

I look forward to seeing you.

期待見到您。

**【熱心服務類】**

Please advise if necessary.

若有任何建議，請您盡量提出。

If you require any further information, please feel free to contact me.

如果有任何問題，歡迎與我聯繫。

Should you need any further information, please do not hesitate to contact me.

如果有任何需要，歡迎與我聯絡。

**【感謝客氣類】**

Once again, I apologize for the inconvenience.

很抱歉，造成您的不便。

I would appreciate your immediate attention to this matter.

關於您對此事的關注，我們十分感激。

Thank you for your kind cooperation.

非常謝謝您的合作。

Thank you for your assistance.

非常謝謝您的協助。

## Sign-Offs

**Yours faithfully,**

謹啟。

- 信件最後別忘了再次問候對方，顯得更有禮貌！如果信件一開始並沒有指明收信人姓名（例如：Dear Hiring Manager），結尾就可選擇此種較有距離感的表達方式。

**Yours sincerely,**

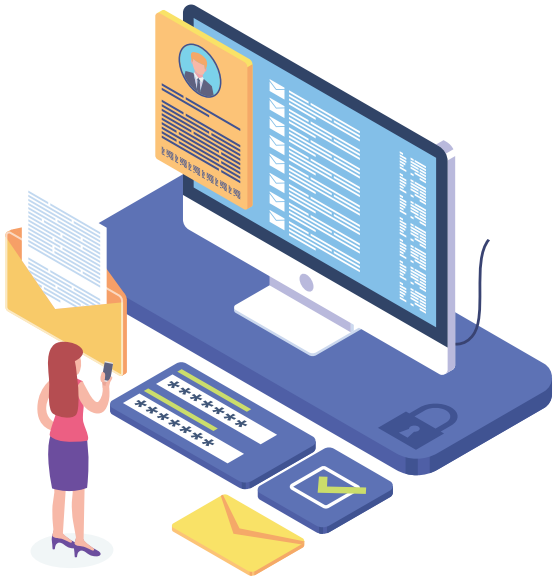
謹致 / 敬上。

- 如果信件一開頭有指明給特定人，但並不熟識的表達方式。

**Best wishes, / Best regards, / Best,**

最深的問候。

- 此種表達適用於，與收信者熟識的情形之下。



# 簡報篇
# MAKING A PRESENTATION

## 前進智慧城市峰會論壇
## Welcome to the Smart City Summit

### 學習目標　LESSON GOAL

To learn sentence structures for practical English presentations involving:

- Delivering information clearly and effectively.
- Using visuals for maximum impact.
- Developing strategies and tactics for dealing with questions.

智慧城市峰會和博覽會報名踴躍，論壇更是嘉賓雲集。王專門委員亦代表富樂登市政府，以「智慧城市之發展策略與規劃」為題，就富樂登市近年來如何善用資通訊科技，以優化城市治理及便民服務，並與市民連結的成果，上臺進行簡報。

在規劃簡報的過程中，王專門委員參考一場簡報的流程進行，規劃各段落的簡報內容及重點：

| | | | |
|---|---|---|---|
| UNIT | 1 | 開場循公式 | Openings |
| UNIT | 2 | 引言要吸睛 | Hooks & Attention Grabbers |
| UNIT | 3 | 內容有邏輯 | Problem-Solution Presentation |
| UNIT | 4 | 論點重條理 | Emphasizing Points & Conveying Values |
| UNIT | 5 | 圖表大加分 | Visuals |
| UNIT | 6 | 轉場如導航 | Signposting |
| UNIT | 7 | 結語強有力 | Closing a Presentation |
| UNIT | 8 | 問答神救援 | Q & A |

UNIT 1

# 開場循公式
# Openings

## 實用句型 Practical Sentence Patterns

### Greeting and Welcoming Participants

**Distinguished guests**, good afternoon. **Thank you all for coming. It's my pleasure to be here**.

各位貴賓，午安。感謝大家前來，很高興能夠來到這裡。

Mayor Kuo, **honorable guests, ladies and gentlemen. Thank you for attending this session**.

郭市長、各位貴賓、各位女士先生，感謝您蒞臨本場次。

### Briefly Introducing Yourself and Your Organization

**Before I carry on, let me briefly introduce myself**. My name is Jian-Cheng Wang. I am a senior executive officer ( 專門委員 ) and have been working at the Department of Urban Development ( 城市發展局 ) in Fullerton City for ten years.

在進行簡報之前，我先簡短地自我介紹。我是王建成，在富樂登市政府城市發展局服務近 10 年，目前擔任專門委員一職。

### Stating the Purpose

**My topic is particularly relevant to those of you** who wish to use information and communications technology to optimize city operations and services, and keep citizens connected.

今日的簡報主題，特別著重於如何善用資通訊科技，以優化城市治理及便民服務，並與市民連結。

**What I would like to present to you today is** the key achievements from recent years of Fullerton City's Smart City policy.

我今天要跟大家簡報的，是富樂登市近年在智慧城市政策方面的重要成果。

## Going Over the Agenda/Outline

**Here on this slide you can see an outline of my presentation**.

您可以從這頁投影片，看到我今天的簡報大綱。

**I have divided my presentation into three parts. First**, I will talk about the present challenges faced by Fullerton City and current efforts to overcome them. **Second**, I will explain how we can achieve an edge over other cities. **And finally**, I will show you the benefits to be gained for our citizens from these public services.

今日的簡報進行將分為三部分：首先，我會提及富樂登市所面臨的挑戰及我們如何努力克服；接著，我將說明，富樂登市能超越其它城市的關鍵作法；最後，我將讓您瞭解，富樂登市的市民如何從這些市政服務中獲益。

## Setting Up the Q&A Session

**I'll be speaking for** 15 **minutes with** a 10-minute Q & A at the end of my presentation.

今日的簡報預計進行 15 分鐘，並在簡報結束後有 10 分鐘的問答時間。

## 高手經驗談 The Sharing of Professional Experiences

### ■ Six Action Steps for Making a Successful Public Presentation

1. Appropriate Goal Selection
2. Precise Understanding of the Intended Audience
3. Comprehensive Gathering and Evaluation of the Information
4. Clear Organization of Ideas in a Well-Structure Outline
5. Appropriate Use of Presentational Aids
6. Repeated Practice of the Delivery

一場簡報的準備，可遵循以下六步驟進行規劃：

**一、步驟一：設定目標**

簡報需設定明確的目標，以符合「講者」、「觀眾」及「場合」，三者互動所構成的「修辭情境」(rhetorical situation)。

告知型的簡報，以「讓聽眾獲得新知及重要性」為目標。

說服型的簡報，以「觀眾願意為此目標付出行動與實踐」為目標。

**二、步驟二：瞭解觀眾**

瞭解並分析觀眾的背景資訊，依觀眾屬性調整簡報以符合需求。

**三、步驟三：蒐羅素材**

多元管道蒐羅素材，不僅是文字、聲音，甚至是視聽多媒體素材。

## 四、步驟四：組織架構

簡報除要能創造「核心訊息」，亦需組織架構，主要分成「引言」、「本體」及「結論」三部分。

「本體」可包含三至四項主要論點 (main points)。而各主要論點項下，則有次要論點 (subpoints)。

「結論」的作用在於呼應引言、並承接本體，並在最後可加上一句強而有力的簡短結尾 (clincher)，以收畫龍點睛之效。

## 五、步驟五：視聽輔助

善用多媒體數位科技輔助，在簡報中的適當位置投射出來。

## 六、步驟六：精準口語表達練習

善用語言及非語言溝通訊息，完成一場正確、適當、清晰又生動的簡報。

UNIT 2

# 引言要吸睛
# Hooks and Attention Grabbers

## 實用句型 Practical Sentence Patterns

### Asking Questions

**Does anyone know**, according to statistics reported by the Ministry of Transportation and Communications ( 交通部 ), the average number of minutes used by a driver in finding a parking space?

在座有誰知道，依據交通部統計資料，平均每位駕駛需耗費多少分鐘，才能找到停車位呢？

**Could anyone tell me** how long it took you to find a parking space this morning in Fullerton City?

有誰願意跟我分享，今天早上您花了多久時間在富樂登市找到停車位呢？

### Consider for a Moment

**Think about the situation** in Fullerton City five years from today when information and communications technologies (ICTs) will be implemented for self-help healthcare management support systems, the collection of personal health information, the remote monitoring of the health condition for patients with chronic diseases, the managing of health resources with greater efficiency, and the trimming of unnecessary expenses.

試想一下五年之後，導入資通訊科技，並在社區設置雲端自我照護支持系統的富樂登市，會是什麼樣的情景……。能夠蒐集個人健康數據、監測慢性疾病患者的健康狀況、有效管理醫療資源，以減少不必要的醫療支出。

## Showing Statistics or Data as Evidence

**A statistics report issued by** the Ministry of Transportation and Communications in 2017 **revealed that** for each driver of a car it takes more than 8.9 minutes to find a parking space.

交通部於 2017 年的統計資料顯示，平均每位駕駛至少需花費 8.9 分鐘，方可找到停車位。

**According to the** Fullerton City Government, more than 300,000 smart meters have been installed. The new meters record electricity usage in 15-minute intervals, **providing customers with a better understanding** of their electric usage and expenses.

根據富樂登市統計，今年已完成 30 萬具智慧電表的裝設。新型智慧電表平均每 15 分鐘更新一次電力資訊，使民眾更能掌握家裡的用電情形。

## 高手經驗談 The Sharing of Professional Experiences

### ■ The Psychology of the Audience

1. Basic Information (the total number of attendees as well as their age, gender, position, and social status, etc.)
2. Interests or Needs
3. Experts or Novices
4. Knowledge of the Speaker/Topic
5. Cultural Background

在接獲進行簡報的任務後，便可依照簡報準備的六步驟著手規劃。

在「確立目標」後，接著便是要「瞭解觀眾」，儘可能蒐集下列資訊進行分析：

### 一、觀眾的背景資訊

掌握觀眾人數及瞭解觀眾組成。包括：年齡、性別、社經地位等。如果簡報主題與職場有關，則觀眾的職務位階，是新進人員？還是中階主管？將會影響簡報內容的規劃。

### 二、觀眾聆聽簡報的效益以及對簡報的期待或需求

觀眾聆聽這場簡報將會帶給他們什麼效益？又希望獲得什麼樣的資訊？

### 三、觀眾對簡報主題的涉獵程度

觀眾對簡報主題的瞭解程度為何？是該領域的專家？還是一般民眾？對該簡報主題是否已持有特定立場？

### 四、觀眾對講者的瞭解程度

觀眾對講者（及其所屬機關或組織）的瞭解程度有多少？

### 五、文化差異與跨文化溝通

在以英語進行簡報時，還需要進一步瞭解文化背景差異，俾利進行跨文化溝通。

UNIT 3

# 內容有邏輯
# Problem-Solution Presentation

## 實用句型 Practical Sentence Patterns

### Defining a Problem

**The three main challenges** Fullerton City **has faced** since implementing the "Wise Fullerton Project" **are** privacy rights, a digital divide, and data accessibility.

我們在導入「智慧富樂登」計畫之際，曾面臨「隱私權的爭議」、「數位落差擴大」以及「資料可得性與共享」等三項挑戰。

**What we are finding is that**, instead of going where the new technology takes us, we should be adopting a humanitarian approach to ensure proper care is being given to every resident no matter when or where he/she is.

我們發現智慧城市的科技應用，應拋開技術驅動的思維，改採「以人為本」的取向出發，才能使每位市民無論身處於何時何地，均能獲得良善照顧。

### Explaining the root causes of the problem

**The** transportation **problems** in Fullerton City **are mainly caused by** the difficulty faced in finding a parking space and a public transportation system that attracts too few riders.

富樂登市交通的兩大問題，主要在於「市區停車一位難求」以及「公共運輸吸引力不足」。

## Offering Solutions and Suggestions

**Therefore, our suggestions are to** both implement an intelligent parking management system **and** make the public transportation system more attractive.

因此，我們提出「導入智慧停車管理系統」以及「提升大眾運輸系統吸引力」兩項建議。

**There are two alternatives at present to deal with the issue of** the application of license plate recognition technology. **First**, we can locate the technology at the ingress control point of the parking management system. **Second**, we can locate the technology in the parking fee collection system.

關於車牌辨識技術之應用，我們目前有兩種替選方案：其一是應用於停車場的門禁管理系統；另一則是應用在停車收費系統。

## Providing Examples

”Smart Health Bank Passbook” can also perform disease risk assessments. It records and tracks a person’s physical condition through the input of physiological data, **including** blood pressure, blood sugar, heart rate, height, weight, and waist circumference.

「智慧健康存摺」可協助進行疾病風險評估。藉由輸入血壓、血糖、心跳、身高、體重、腰圍等生理資料，記錄並追蹤身體狀況。

**Another advantage of** ”Smart Health Bank Passbook” **can be gained** by adding the feature of “Family Management” to the system. **For example**, elderly patients often forget what they want to ask doctors or tend to forget what the doctors have said to them on a visit. With this feature, their children can now access to their medical history through

the ”Smart Health Bank Passbook”. **Additionally**, guardians can check up on their young children's account, thereby empowering health management for the whole family.

「智慧健康存摺」的另一項好處，是提供「家庭管理」功能。例如：年長病患時常忘記要跟醫生詢問哪些身體問題，或是就醫後忘記醫囑；而子女們也可以藉由存摺瞭解父母的就醫紀錄及病史。此外，監護人亦能查看年幼子女的健康存摺，幫助全家人更積極管理健康。

## 高手經驗談 The Sharing of Professional Experiences

### ■ Presenting Your Arguments Logically

1. Topical (Categorical) Order
2. Spatial Order
3. Chronological (Temporal) Order
4. Problem-Solution Order

簡報內容雖重視創意，但也必須兼顧**結構**與**條理**。以下是在組織簡報論點時，經常使用的順序安排方式，讓您的簡報論點呈現更有層次：

**一、依「主題／類別」排序**

在組織簡報及順序安排上，此種報告安排順序最為常見。特別是運用在介紹一個專案產品，或是為民服務措施的各種面向。

**二、依「空間訊息」排序**

此種排列方式亦甚常見。例如：可運用在地理區域訊息的介紹上，由遠至近，或由近至遠依序介紹。

### 三、依「時間訊息」排序

與前開依「空間訊息」排序相似。依「時間訊息」的排列方式，可運用在年度施政回顧上，或是介紹某一政策（或地區）的過去、現在與未來。

### 四、依「問題解決歷程」排序

特別是在進行公共服務及政策簡報時，經常採用此種排序。而其排列的順序，原則上是先「**指出問題**」，再敘明「**問題癥結**」，最後則是「**提出解決方案或建議**」。

UNIT 4

# 論點重條理
# Emphasizing Points and Conveying Values

## 實用句型 Practical Sentence Patterns

### Stressing the Importance

**I would like to emphasize the importance of** stability in the communication infrastructure, **which is the critical foundation of** a smart city.

在此我想要特別強調「通訊基礎建設穩定度」的重要性。它是建設智慧城市至為關鍵的基礎。

In addition to the basic function of personal health tracking, **I would like to call your attention to the additional value-added features of** the "Smart Health Bank Passbook". **It also links for** health education information, medical visit evaluations, reminders, and push notifications.

我想請您特別注意「智慧健康存摺」的加值運用：除能追蹤自我健康之外，還可以連結衛教資訊、就醫評估、就醫提醒以及推播服務。

**I would like to take a few more minutes to highlight** the high degree of public trust earned by the National Health Insurance ( 全民健康保險 ), **which is a great advantage** when promoting Fullerton City's "Smart Health Bank Passbook" project.

我想要花一些時間強調，民眾對於全民健康保險的高度信任，是富樂登市在推動「智慧健康存摺」時的一大優勢。

**What's important here is** the coordination across governmental departments.

重點在於政府機關的跨部會整合。

## Conveying Values and Benefits

We have completed modifications to an ordinary bus for safe driverless passenger carriage and also successfully set up public transportation service with a capacity for more than 50,000 passengers at Fullerton Science Park. **This means that** the world's first bus successfully modified for driverless passenger transportation has commenced service in Fullerton City.

我們將原有公車改裝，並在富樂登科技園區載客逾 5 萬人次。這意謂著全世界第一輛成功改裝並載客的自駕公車，已經在富樂登市誕生！

**The key benefits of** "Smart Health Bank Passbook" are the ease in inputting, saving, and removing data, the comprehensive family health management, and the convenient patient-physician communication.

「智慧健康存摺」的主要好處在於，資料便利存取、整合家庭健康管理以及便利醫病溝通。

## Making a Comparison

**The difference between** our fisheye lenses **and other products is that** image processor ICs are built into our lenses. **This allows for** data-processing at the product-end and more immediate control of intersection traffic.

我們的魚眼鏡頭與其它產品的區別在於，鏡頭本身便已搭載影像處理晶片。這使得我們在產品端便能處理資料，更能即時掌握路口的車流。

**On the contrary**, other solutions without the AI image analysis technology built into the lenses will have to rely heavily on cloud computing and take more time to transmit data.

相反地，其它產品未能將鏡頭與人工智慧影像分析技術相結合，這使得它們必須極度仰賴雲端運算，以致於花費更多時間在資料傳輸上。

**Compared with** the traditional way of traffic control whereby police officers direct heavy rush hour traffic at major intersections, a combination of 360-degree fisheye lenses and AI image analysis technology for traffic monitoring can significantly improve traffic flows and lower the incidence of traffic accidents.

相較於交通警察在尖峰時間，站在十字路口指揮交通的傳統交通監控方式，360 度魚眼鏡頭結合人工智慧影像分析的新技術，能使行車更加順暢，並減少事故發生。

## 高手經驗談 The Sharing of Professional Experiences

### ■ Nonverbal Communication Channels in Presentation

1. Eye Contact and Facial Expressions
2. Gestures (Kinesics)
3. Posture and Appearance
4. Spatial Proximity: the Use of Space/Distance
5. Paralanguage

在準備英文簡報中，「非語言溝通訊息」扮演重要角色但卻經常被忽略。其通常包含以下五項：

### 一、眼神接觸及臉部表情

眼神凝視觀眾不僅可讓觀眾感受到尊重，也可以讓講者即時關注觀眾的反應，以利適時調整簡報。

### 二、手勢

善用手勢可讓觀眾感染到講者的活力及簡報的重點。惟手勢如過於頻繁，則容易使觀眾分心；如果不習慣講話時伴隨手勢，也可以將手臂放鬆自然垂放於身體兩側。

### 三、肢體姿態及外表儀容

當講者採取「開放性姿勢」(open posture)（例如：雙腳分開站立、雙臂張開、抬頭挺胸）時，會讓觀眾感受到講者的自信；相反地，講者若將手插入口袋，或將雙臂交疊於胸前，則較容易使觀眾感覺到講者緊張怯場或有所防衛。

此外，穿著正式服裝亦可讓觀眾感受到講者的專業。

### 四、空間距離的運用

透過簡報筆及無線麥克風操控簡報並面向觀眾，更能與觀眾拉近距離。

### 五、並行語言

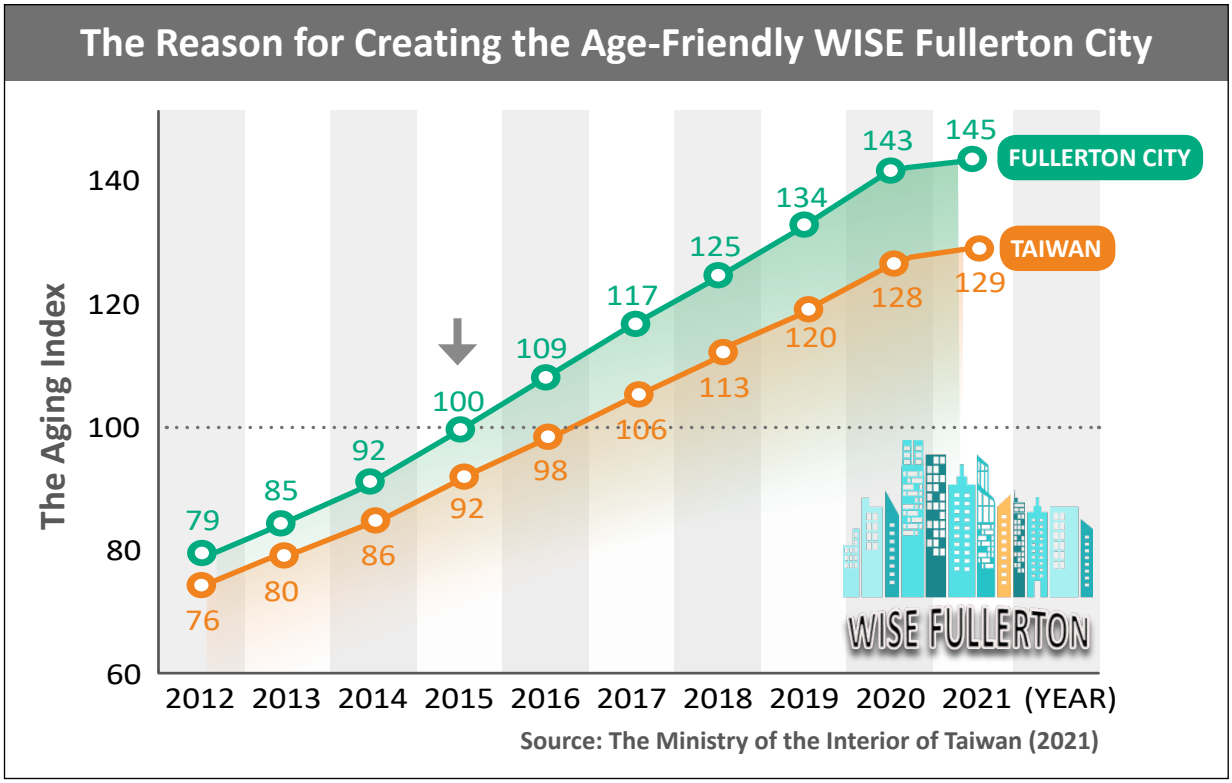
「並行語言」包含音調、音量、語速、停頓、語調、語氣等各種聲音表達。講者可善用並行語言，透過聲音及語調表達出適當的情緒反應。

UNIT 5

# 圖表大加分
# Visuals

## 實用句型 Practical Sentence Patterns

### Presenting a Line Chart




**Let me share with you a line chart** of the aging index for Fullerton City and Taiwan over the last decade.

讓我與您分享這張臺灣與富樂登市近 10 年的老化指數趨勢折線圖。

**The statistics are from** the Ministry of Interior of Taiwan.

資料來源為我國內政部。

**The X-axis shows** the timeline in years, from 2012 to the present. **The Y-axis shows** the aging index, **with the black line representing** Fullerton City **and the grey** the national average.

X 軸表示年份，Y 軸則是老化指數。黑線表示富樂登市，灰線顯示全國平均。

The aging index is **the indicator for measuring** the aging population of a given area. **It calculates the ratio of number** of people 65 years and older **divided by** those in the 0 to 14 years old bracket, **then multiplied by** 100.

老化指數是衡量一地區人口老化程度之指標。即年齡在 65 歲以上的老年人口，除以 0 至 14 歲幼年人口的百分比。

When an aging index is greater than 100, **it means** there are more seniors than young people.

當老化指數破百時，表示老年人口大於幼年人口。

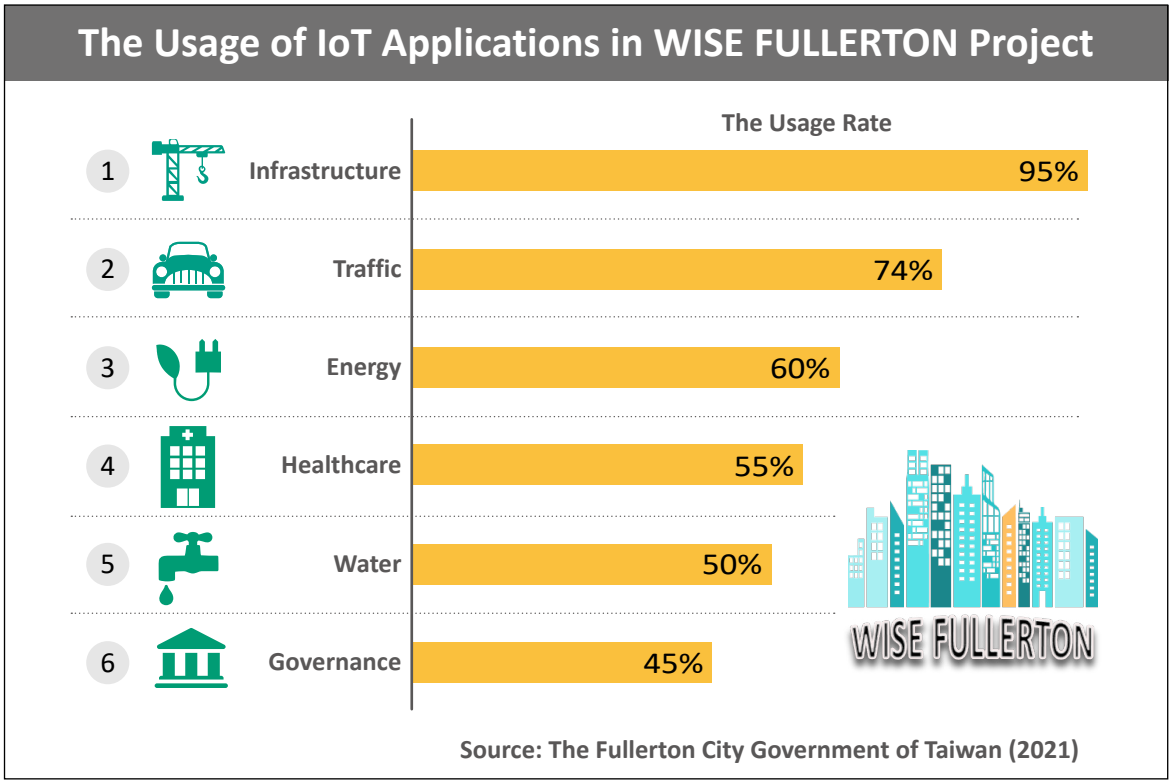
**We can see that** Taiwan's aging index **increased sharply** in the past ten years, **topping out at** 100 in 2017. **In contrast**, Fullerton City **had already reached** 100 two years earlier.

我們可以看到我國老化指數於近 10 年極速攀升，並於 2017 年破百。相較之下，富樂登市提前 2 年便已破百。

**It is alarming** that Fullerton city is set to become a “super-aging society” in the near future, which could result in social and economic burdens. **This is the main reason why we are engaged** in the delivery of smart healthcare.

令人擔憂地，富樂登市正逐漸邁向「超高齡社會」，勢必造成社會及經濟的負擔。這也是我們投入智慧健康及醫療的原因。

## Presenting a Bar Chart




**This bar chart shows** the usage rate of various WISE Fullerton Project IoT applications by residents of Fullerton City.

這張長條圖顯示了富樂登市民在各項物聯網應用的使用率。

**The data was provided by** the Department of Budget, Accounting, and Statistics in the Fullerton City Government.

該資料由富樂登市政府主計處提供。

The various applications **are listed on the left**. The usage rate of residents **as a percentage is shown on the right of the graph bars**.

圖左列出富樂登市各項物聯網智慧應用項目。圖右長條顯示的是富樂登市民於各項智慧應用的使用率。

**The chart indicates** that Smart Infrastructure and Traffic **have the highest** usage rates in Fullerton city. For example, citizens are able to check transportation information via mobile phone. **Additionally**, the sandbox experiment for public transportation in rural areas also achieves good results.

富樂登市民使用率最高的是「智慧建設」與「智慧交通」。例如：以手機查詢大眾運輸即時動態；此外，我們所推動的偏鄉運輸沙盒實驗計畫也有不錯的成效。

Notably, the usage rate for Smart Energy and water **has increased significantly due to** the promotion of green construction and the implementation of smart water meters and a smart power grid.

值得一提的是，過往在「智慧節能」上，使用率一向偏低；而今年富樂登市因推動綠能建築、設置智慧水表及智慧電網，大幅提升使用率。

**Through the use of the analysis** of the usage rate, **we can know the demand** of our citizens and **make an even more effective use of resources**.

透過使用率分析，可以讓我們知道民眾的需求及缺口，並讓資源做更有效的運用。

## 高手經驗談 The Sharing of Professional Experiences

### ■ Three Steps to Reporting Statistical Graphs or Charts in a Presentation

1. Introducing the Visual: Describe the Data
2. Explaining the Visual: Detail the Information
3. Commenting on the Visual: Discuss Trends or Future Steps

在公務簡報中最不可或缺的，便是提出數據，以強化自身論述的說服力。

此時我們便會借助「統計圖表」的力量。除了根據資料型態，選對圖表類型之外，在呈現統計圖表時，亦不能輕忽以下三步驟：

**一、步驟一：簡介圖表資料**

這一步驟包括介紹圖表類型、說明主題及資料來源，水平軸及垂直軸代表的單位意義以及圖例。

**二、步驟二：轉譯圖表資訊**

這一步驟則需要將龐雜的資料去蕪存菁，聚焦解釋圖表資料中值得注意的資訊（例如：趨勢變化），並進一步提出可能的原因或問題的癥結。

**三、步驟三：評論及行動**

這一步驟則是進一步評析，這圖表帶給我們的啟示。例如：評析未來趨勢走向或指引未來行動。

UNIT 6

# 轉場如導航
# Signposting

## 實用句型 Practical Sentence Patterns

### Introducing a Main Point

**With regard to** the industry of transportation science and technology, we believe that it should be aligned with the New Southbound Expansion Policies introduced by the central government.

針對富樂登市的交通科技產業，我們認為應該與中央政府所推動的「新南向政策」相結合。

**In particular**, Taiwan has an overwhelming number of motorcycles that is not the case for advanced countries.

特別的是，臺灣機車數量之高，令人咋舌，於其它先進國家前所未見。

**For these reasons**, Taiwan has an environment suitable for development of various applications that can be adopted by other Asian countries.

基於這些理由，臺灣可作為合宜的實驗場域，發展各種具亞洲特色的應用。

**Therefore**, it is time for Fullerton City Government to think about how data can be integrated from these spaces and how to execute a regulatory sandbox for the benefit of the entire technology industry.

因此，富樂登市政府是時候開始思考：如何整合來自不同場域的資料，以及如何善用監理沙盒的模式，來推動科技產業發展。

## Making Mini Summaries

**Just to summarize what we have said so far**.

簡要總結一下，之前我們所提到的內容。

**I hope you all remember** the four applications currently running in Fullerton City **that I just talked about**: 1) Smart Water, 2) Smart Infrastructure and traffic, 3) Smart Service and public spaces, and 4) Smart Energy, which have turned Fullerton City into a "WISE Fullerton".

我希望各位都能記住，先前所介紹富樂登市的四大應用：智慧水網、智慧交通建設、智慧服務與公共空間以及智慧能源，成就了「智慧」的富樂登市。

## Signaling That the Topic Is about to Change

**Having explored** the vision of Fullerton City, **I will now introduce in detail** the outstanding outcome achieved by the launching of Smart Water in Fullerton City.

剛才我已經介紹了富樂登市的願景。接下來，我要詳細介紹富樂登市推動智慧水網的優異成果。

**So much for the benefits of** the governance aspect for smart city, **now I would like to discuss the relative risks involved**.

剛才我們已經談了許多關於智慧城市治理所帶來的效益，接下來我想來討論它可能帶來的隱憂。

## 高手經驗談 The Sharing of Professional Experiences

### ■ The Three Types of Signposting Language

1. Transitional Words
2. Making Mini Summary
3. Signaling Change

簡報是一趟引領觀眾瞭解特定主題的旅程。在這趟旅程之中，講者便是那位導遊，但如果能再搭配 GPS、路標等導航輔助，使前面的目標更鮮明，讓旅途中的景點更清楚，勢必能夠讓這趟旅程是一個難忘的體驗。而這種導航輔助的字句，便稱為「**路標詞**」(signposting language)。

「路標詞」可以短如單字片語，亦可以長如子句。它能將想法、語氣的轉折更加結構立體。其使用的功能及情境包括：

**一、轉折**

可用在簡報的任何地方，作為思考、想法、論點的連接或轉折。

**二、小結**

當簡報即將進行至下一個段落前，針對本節重點進行小結摘要。

**三、提示**

當簡報即將進行至下一個段落前，針對下一節的重點先進行提示或預告。

UNIT 7

# 結語強有力
# Closing a Presentation

## 實用句型 Practical Sentence Patterns

### Signaling the End of a Presentation

**In conclusion**, the deregulation of laws and regulations, investments in digital infrastructure, development of cross-domain digital talent, and applications of science and technology are going to shape innovation and enrich the life experiences of residents in Fullerton City.

總之，透過鬆綁法令、投資數位基礎建設、發展跨域數位人才培育，科技應用將會為富樂登市民帶來更創新、更美好的生活體驗。

**In brief**, artificial intelligence can help people save time and simplify processes so that people can shift their attention to things around them and embrace diverse life experiences, with time left over to meditate on improvements to the quality of life.

簡言之，人工智慧幫助人們省下更多時間與流程，使人們能夠轉而關注周遭的事物，擁抱不同的生命經驗，並同時思考如何提升生活品質。

### Summarizing Key Points

**I would like to finish by briefly summarizing today's main points**.

我想要簡短摘要今日的主要重點，來做為本次簡報的總結。

**Before I finish my presentation, let's end with a quick recap** of the strategies being implemented in the "WISE Fullerton Project" adopted by Fullerton City.

在簡報結束之前，讓我扼要歸納富樂登市在推動「智慧富樂登」專案時，所採行的幾項策略。

## Calling to Action

**I hope I have made clear** the key achievements of "WISE Fullerton Project". No preparations and no actions today mean absolutely no vision and no future for tomorrow! **What are you waiting for? Let us strive together** to realize the vision for the Fullerton City of tomorrow. **Looking forward to having you join us**!

我希望今天的簡報能讓您對我們所推動的智慧富樂登專案有所瞭解。要知，今日若不付諸行動，明日富樂登願景成空！您還在等什麼？讓我們一起為富樂登市的未來城市願景努力，並期待您的加入！

## Asking Rhetorical Questions

**I would like to finish by asking you a simple question.** If we don't start implementing digital innovation in the countryside and begin turning things around now in these remote areas with regional innovation, then what future will they have in ten years?

我想藉由一個簡單的問題，來為今天的簡報作結。如果我們不推動科技下鄉，用區域創新翻轉偏鄉宿命，那十年後的偏鄉，他們的未來又會是什麼樣貌呢？

## Telling Audience Where They Can Get Further Information

**If you would like to know** our "WISE Fullerton Project" **in more detail, please feel free to contact us. You may also find further information on our webpage. This slide shows our web address and QR code.**

如果您想要進一步瞭解「智慧富樂登」專案，歡迎與我們聯繫。您可至我們的網站上獲取進一步資訊。現在於投影片上顯示了網站網址及 QR 條碼。

## 高手經驗談 The Sharing of Professional Experiences

### ■ Four Ways to End Your Presentation with Power

1. Restate briefly the goal of your presentation once again.
2. Appeal to your audience for actions.
3. Ask rhetorical questions.
4. Show the clincher to end your presentation impressively.

善用以下四種方式，可以讓您的簡報結語強而有力、令人印象深刻：

**一、依據簡報型態，回應簡報目標**

**告知型**簡報的目標是「讓聽眾瞭解新知及重要性」，因此於作結時，可告訴觀眾目標為何以及如何實現；**說服型**簡報的目標是「觀眾願意付出行動及實踐」，因此於作結時可告訴觀眾，為何我們不能僅是坐而言，而必須起而行之 ( 或依內容性質，觀眾為何不能再繼續錯誤為之 )。

**二、不僅被動接收，更要訴諸行動**

如果可能，促請觀眾不僅被動接收資訊內容，更要化為具體行動實踐。

## 三、明知卻故反問，無須回答卻發人深省

在簡報結語時，講者可拋出明知故問的「反問句」(rhetorical question) 反問觀眾。觀眾雖無須回應，卻能引發思考。

例如：美國總統歐巴馬曾於電視上發表移民政策的演說，在演說末段時，反問電視機前的民眾來作結：

*"Are we a nation that educates the world's best and brightest in our universities only to send them home to create businesses in countries that compete against us, or are we a nation that encourages them to stay and create jobs here, create businesses here, create industries right here in America?"*

難道我們美國是一個這樣的國家？在我們的大學中教導來自全世界的菁英，僅僅只是為了把他們送回自己的國家，好讓他們創業後再回過頭來與美國競爭？還是說，我們美國是一個這樣的國家？鼓勵他們留下來在我們的土地上打拼、創業、生根， 就在這裡讓美國繁榮茁壯？

## 四、金句一槌定音，敲出行動也釘入人心

「金句」(clincher) 是簡報的靈魂。打動人心的短句，往往是觀眾決定採取行動的關鍵。以本次論壇的簡報為例，王專門委員便可以使用如下「金句」，作為讓觀眾印象深刻的簡報結論喔！

*"No preparations and no actions today mean absolutely no future and no vision for tomorrow!"*

今日若不付諸行動，明日富樂登願景成空。

UNIT 8

# 問答神救援
# Q & A

## 實用句型 Practical Sentence Patterns

### Inviting Questions for the Audience

**I would like to stop here. Are there any questions?**

我想在此將簡報告一段落。有人要發問嗎？

**Thank you for your attention. If you have any questions, I will be glad to answer them now.**

感謝您的聆聽。如果您有任何疑問，我現在很樂意回答。

### Clarification Questions

**I'm afraid I didn't quite get your last point. Could you go over it again please?**

我不是很清楚您所提到的最後一點所指為何。能否請您重述一次呢？

**Did I hear you correctly?**

我有正確理解您的問題嗎？

**When you say** "literacy", **do you mean** "information technology literacy" **or** "digital literacy"?

您提及「素養」一詞。您指的是「資訊科技素養」還是「數位素養」呢？

**Perhaps I haven't made myself clear. Let me put it another way. Regarding** the word sustainability **mentioned by you, I would like to clarify the terminology first by referring to this diagram on the slide here**.

也許我剛才沒有說明清楚，現在讓我用另一種方式來說明。關於您剛才所提到的「永續性」一詞，我想先藉由投影片上的這張圖來澄清。

## Playing for Time

**That's a very interesting question.**

這是非常令人感興趣的提問。

**You have raised an important point. Let me explain more.**

您提出了一個重要的觀點。讓我再進一步解釋。

**I'm afraid I don't have enough information at my disposal to answer that. But if you leave me your contact information, I will get back to you on that.**

恐怕我現在手邊沒有足夠資訊來回答問題。但如果您能留下聯絡方式，我之後會再回覆您。

**I don't think we have enough time at our disposal to consider all the implications of this particular aspect of the problem. Perhaps we could discuss this in more detail after the session.**

關於這問題的所有應用，目前我們沒有足夠時間說明。也許我們能在場次結束後，有更進一步的討論。

## Checking Comprehension

**Have I answered your question?**

這樣有回答您的提問嗎？

## 高手經驗談 The Sharing of Professional Experiences

### ■ Stalling Strategies in Q&A Sessions

1. Complementing the Question Asked
2. Saying Nothing

「**問答時段**」的意見交流，是多數簡報者認為最具挑戰的部分。雖然事先無法得知觀眾的提問，但也不代表無從準備起。對於模糊不清的提問，如果能向提問者要求澄清，或對於自身簡報內容事先預想 (anticipate) 可能的提問並試作擬答，都讓自己在回答時更顯從容喔！如果還是無法立即回答，還可以運用以下兩種策略爭取時間，藉此來構思回答：

**一、讚美提問者的提問**

講者可以先講幾句「應酬話」讚美提問者：「您提出了一個有趣的觀點」、「您提出了一個好問題」等，爭取時間讓自己整理思緒，以便從容回應。

**二、實問虛答**

如果講者仍無法及時回答提問，還可以藉由「實問虛答」，來化解現場的尷尬。例如：以「手邊資料尚未更新」，或「希望本場簡報仍聚焦於某一主題而避免失焦」，或「將意見帶回去後審慎研究」為由，延遲回答的時間或於簡報結束後私下補充回答。

# 社交篇
## RECEIVING GUESTS

# 友好城市
# 參訪交流
# Visiting and Exchange of Sister-Cities

### 學習目標　LESSON GOAL

To learn sentence structures for practical English of receiving guests involving:

- Select an appropriate socializing topic to start a small talk .
- Guiding a visiting tour.

## 實用句型 Practical Sentence Patterns

### Reception

**Welcome to** Fullerton City Hall!

**It has been my delight and honor to invite** all of you from different countries to visit our city and to join the forum here.

歡迎來到富樂登市府大樓。很榮幸邀請來自各國的嘉賓至本市參訪座談。

I will be taking you to the meeting room on the 10th floor, where our mayor will **receive you in person**.

Now, **please follow me**, and **we will take the elevator** together to the meeting room.

稍後我將帶各位至 10 樓會議室。市長將在那裡接待各位。

現在，請跟隨我。我們一起搭乘電梯前往會議室。

**This elevator doesn't reach the 10th floor directly**. We will take another elevator to the 10th floor when we reach the 6th floor.

本電梯並無直達 10 樓，我們將在 6 樓換搭另一部電梯，再搭至 10 樓。

**Please go straight ahead and then turn left**, you will find the meeting room. **It will take about two minutes to get to** the meeting room.

會議室在前面走廊左轉處，請跟我走，大約 2 分鐘即到。

## Exchanging Business Cards

**Ladies and Gentlemen, This is** Mayor Kuo, and **next to** him, let's meet Director-General Lee of the Department of Urban Development. **Additionally**, since the planning and development of the Smart City is related to the Department of Public Works (DOPW) ( 工務局 ) and the Department of Transportation (DOT) ( 交通局 ), we have also invited Director-General Lin of DOPW and Director-General Chen of DOT, respectively.

各位貴賓，這是郭市長。旁邊這位則是城市發展局的李局長。

另外，因為智慧城市的規劃發展與工務局及交通局有關，因此旁邊這兩位，我們則邀請到工務局的林局長及交通局的陳局長。

Our Department of Urban Development **is responsible for** the overall coordination of planning for the Smart City. The Department **is supervised** and **led by** Deputy Director-General Huang and has four sections: Construction Management Division ( 建築管理科 ) led by Division Chief Zhao, Urban Design Division ( 都市設計科 ) led by Division Chief Wu, Housing Engineering Division ( 住宅工程科 ) led by Division Chief Tsai, and Comprehensive Planning Division ( 綜合企劃科 ) led by Division Chief Zhou.

我們城市發展局就是負責統籌整體智慧城市的規劃，由這位黃副局長督導。另本局下設 4 個科，分別為建築管理科趙科長、都市設計科吳科長、住宅工程科蔡科長、綜合企劃科周科長。

Please be seated as designated. Have you found your seat? Our Mayor Kuo will come to this meeting shortly.

請依座位指示入座。有找到您的座位嗎？稍後我們郭市長將蒞臨會議室。

## Conversation Openers

**We have been discussing this issue about** the Smart City and have been spending a lot on the digital governance. **For example**, the integrated application of the Citizen Card.

我們最近正在討論智慧城市這個議題，也投注不少經費在數位治理。例如：市民卡整合應用等。

**To my best knowledge**, you are from The Netherlands, and **we know that** The Netherlands has been developing the concept of the Smart City as well, **especially on** the popular application of long-term caretaking for elders. **Therefore, your professional experiences in this regard are worth our efforts to study them**.

得知您來自荷蘭，我們瞭解荷蘭也正在發展智慧城市，尤其運用在長者的長期照護方面相當普遍，值得我們學習。

As I know, Estonia **has become well-known** for effective digital governance, and Tallinn was awarded top honors as the 2020 Intelligent Community of the Year. **Since you are involved in executing this project, I wondered if you could share with us your precious experiences**.

據我所知，愛沙尼亞在數位治理方面著有成效，且塔林市又於 2020 年榮獲智慧城市評比首獎，得知您參與計畫執行，能否談談您的寶貴經驗。

## Visiting

**It is my great privilege to take you to visit** the three featured sites of this City Hall, which are the library, the citizen service joint counter, and the virtual office.

接下來將由我帶領各位參觀市政大樓的圖書館、市民洽公聯合櫃臺及虛擬辦公室等 3 個特色景點。

Fullerton City's **total area covers** 2,052 square kilometers with a population over 4.03 million. The Fullerton City Government **consists of** 22 Departments, 4 Divisions, 1 Commission, and 28 District Offices. For a view of the floor plans for each Department and Division, everyone please take a look here.

富樂登市總面積 2,052 平方公里，總人口數超過 403 萬人。富樂登市政府設有 22 局、4 處、1 個委員會以及 28 個區公所。各局處的配置圖您可以看這邊。

This is the "Citizen Square". The city teamwork group has **produced** unique landscape art **to commemorate** the 15th anniversary of the establishment of this city. This landmark is a work of art, displaying a brilliant color scheme and shape.

這裡是「市民廣場」。適逢市府成立 15 週年，市府團隊特別製作一個地景藝術以茲紀念。這地標的配色及造型相當亮眼，可稱為是一件藝術作品。

This piece of artwork **has been created by** a famous artist. **It symbolizes** the devoted and conscientious service rendered by our civil servants who have always initiated creative projects for our citizens.

本件藝術作品是由一位知名藝術家所創造。象徵的我國公務人員兢兢業業，戮力從公，能以創新精神為民服務。

Our city government moved into this city hall three years ago. The new location is not only situated at the city's center but also its transportation hub. This has added the convenience of our citizens coming here on official city business.

我們市政府搬來這棟大樓 3 年了。不僅地處於市中心的位置，也是全市的交通樞紐，因此對於前來本市府洽公的各地區市民十分便捷。

Have you noticed that there are many creative paintings hung on the wall? We hope that these paintings can **elevate the cultural literacy** of our employees **as well as significantly motivate them in sustaining high levels of creative energy**.

您有注意到我們在牆上掛了許多創意畫作嗎？我們希望這些畫作有助於提升市府員工的文化素養，並且激勵員工成為持續創新的動力。

## Seeking the Future Cooperation

Fullerton City has been awarded a championship in the category of World Smart City. We **take advantage of** digital science and technology **to integrate** the city's **resources with** citizens' **demands**, to design citizen-centered smart services, and to **drive forward** our city's development all at the same time.

富樂登市政府曾榮獲世界智慧城市首獎。我們善用數位科技，把城市的資源及民眾的需求加以融合，設計以民為本的智慧服務，進而帶動城市發展。

**In the meantime**, Fullerton City has been actively uniting various industries for the launching of more than 130 smart city plans, such as the Citizen Card, Smart Transportation, Smart Energy, and so forth. **We emphasize not only the good quality of our civic service but also the sense of satisfaction on the part of our citizens**.

同時，富樂登市一直積極結合產業，推出如：市民卡、智慧交通、智慧能源等超過 130 個智慧城市計畫，提供優質且讓市民有感的市政服務。

**We have been informed that** your city has reached multi-faceted achievements concerning digital governance. Therefore, we hope that we can **consult with your on the cooperative modes of partnership-cities in other countries** and would suggest that we **conclude the cooperative memorandum of understanding** and offer each other a mutual exchange of activities.

我們得知貴市在數位治理多方面的成就。我們希望可以參照與其他國家姊妹市合作模式，建議簽署合作備忘錄，互相提供交流活動。

## Concluding a Visit

**Your visit today will come to an end shortly. Would you please come to the front of the meeting room?** Our Mayor would like to **present you a souvenir** designed by this city—a 3D-modelled portable hard-drive.

今天的參訪即將結束，請各位到會議室前方，我們將由市長致贈各位一份本市設計的紀念品—3D 立體造型隨身硬碟。

The exterior design of this souvenir has special meaning. On its top, **it integrates the image** of the City Hall **into** the city flower of Fullerton City, which merges the idea of an intelligent city **with the notion of** living culture by means of computer generated imagery.

這個紀念品的外觀設計具有特殊意義。透過數位影像合成技術，上面融合了富樂登市的市政大樓及市花，讓智慧城市與生活文化的理念相結合。

**May I ask you to stay for a while?** We will **take a group picture** over here which we will send to you later.

請各位貴賓留步。我們將在此拍照合影，並隨即將合照致贈予各位。

**A special shuttle bus will take you back to** your hotel shortly, where we will be **holding a welcome dinner party** on the first floor at 6:00 pm. **Everyone is welcome, so please join us punctually**.

稍後將有專車接送各位貴賓至飯店下塌處。我們將於晚上 6 時於飯店 1 樓舉辦歡迎晚宴，請各位準時參加。

## 高手經驗談 The Sharing of Professional Experiences

### ■ How to Select an Appropriate Ice-Breaking Topic

1. Choose safe topics.
2. Select topics that will make guests comfortable and not lead to offense.
3. Avoid potentially negative or awkward topics.

### ■ 如何選擇適當社交話題？

**一、初級安全話題**

例如：食物、天氣、時事、當地風土民情。

**二、進階社交且不至於冒犯他人的話題**

例如：個人經驗、生活感受及人生觀點。

**三、禁忌負面話題**

例如：收入、政治、宗教、性別。

# 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

Hello, welcome to the Galaxy Republic.

您好，歡迎蒞臨銀河國 (Galaxy Republic)。

**It's a pleasure to meet you**. I am Senior Specialist Teresa Wu, Ministry of Urban Planning.

很高興認識您，我是都市計畫部的專門委員，我叫 Teresa Wu。

**I am pleased to take this opportunity to introduce my agency**.

很榮幸藉此機會跟大家介紹我的機關。

The head of Ministry of Urban Planning is the Minister. The total number of staff is around 200.

我們都市計畫部最高的長官是部長。我們整個都市計畫部的員工大約有 200 人。

I have worked in the Ministry of Urban Planning for ten years. And I assist the Director General in supervising and managing our Department.

我在都市計畫部工作 10 年，襄助司長督導管理所屬業務。

The development of intelligent nation of the Galaxy Republic is famous all over the world.

銀河國的「智慧國家」發展在國際上相當知名。

The Ministry of Urban Planning has promoted intelligent transport system, artificial intelligence (AI), and intelligent communication in recent years.

都市計畫部近幾年積極推動智慧交通、人工智慧及智慧通訊。

**As for** the intelligent transport system, we provide financial subsidies for automobile companies to support autonomous vehicle research and development.

有關智慧交通，我們獎勵補助國內汽車業者研發自動駕駛車輛。

**Concerning** the artificial intelligence (AI), we focus on talent cultivation and technology development, as well as set up an AI Research and Development Center.

關於人工智慧，我們焦點集中在人才培育及技術發展，並成立人工智慧研發中心。

**When it comes to** the intelligent communication, we have deployed the 5th generation mobile network across the country, and 5G value-added services.

智慧通訊方面，我國積極布建 5G 通訊網路及發展 5G 電信加值服務。

**In conclusion**, facing the challenges of globalization, the Ministry of Urban Planning plans to cultivate more outstanding cross interdisciplinary and internationalized talents for the need of national development.

總之，都市計畫部因應全球化帶來的挑戰，計劃培育出更多優秀的跨領域及國際化人才，促進國家發展。

## 重要詞彙 Words & Phrases

| | |
|---|---|
| Ministry of Urban Planning (*N.*) | 都市計畫部 |
| Minister (*N.*) | 部長 |
| Director General (*N.*) | 司長 |
| Senior Specialist (*N.*) | 專門委員 ( 具專業技術 ) |
| Senior Executive Officer (*N.*) | 專門委員 ( 一般行政 ) |
| intelligent nation (*N.*) | 智慧國家 |
| intelligent transport system (*N.*) | 智慧交通 |
| artificial intelligence (AI) (*N.*) | 人工智慧 |
| intelligent communication (*N.*) | 智慧通訊 |
| autonomous vehicle(*N.*) | 自動駕駛車輛 |
| talent cultivation(*N.*) | 人才培育 |
| 5th generation mobile network (*N.*) | 第五代行動通訊網路 |

## 重點解析 Tips in Use

### 初次見面用語

Nice to meet you.

It's a pleasure to meet you.

It's been a pleasure meeting you.

很高興認識您。

### 關於……；提到……；有關……

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

**As *to* (*Concerning / When it comes to*)** the intelligent transport system, we provide financial subsidies for automobile companies to support autonomous vehicle research and development.

有關交通方面，我們獎勵補助國內汽車業者研發自動駕駛車輛。

### 初次見面自我介紹

I am pleased to take this opportunity to introduce my agency.

很榮幸藉此機會跟大家介紹我的機關與職務。

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

我很榮幸有這個機會在這裡進行自我介紹。

It is my great honor to introduce myself to you.

我很榮幸在這裡向您自我介紹。

## 總之……；簡言之……；總而言之……

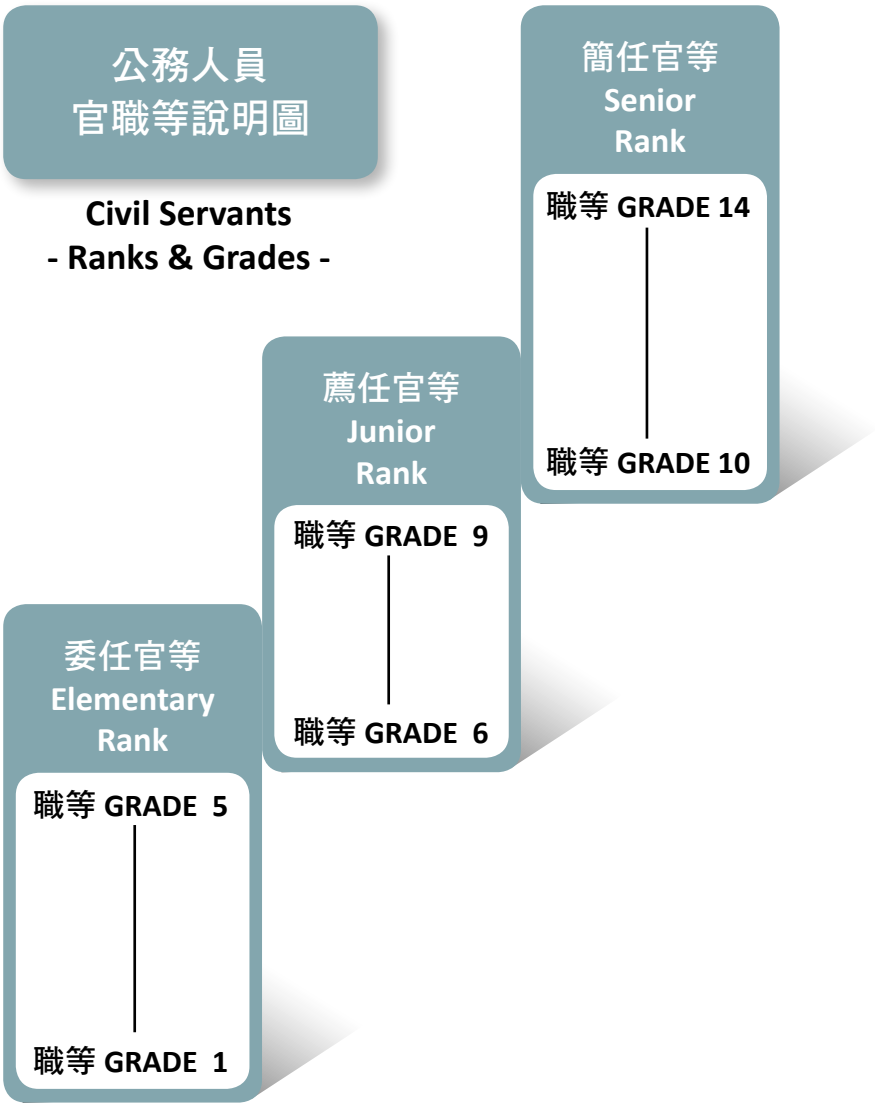
通常使用於作文最後一段的結語，或是重要論點結束時使用。

- ***In conclusion,*** + 句子
- ***In short,*** + 句子
- ***To sum up,*** + 句子

***In conclusion*** (***In short / To sum up***), facing the challenges of globalization, the Ministry of Urban Planning plans to cultivate more outstanding interdisciplinary and internationalized talents for the need of national development.

總之，都市計畫部因應全球化帶來的挑戰，計劃培育出更多跨領域及國際化的優秀人才，促進國家發展。

# 附　錄 Appendix


公務人員
官職等說明圖
Civil Servants
- Ranks & Grades -
簡任官等
Senior
Rank
職等 GRADE 14
職等 GRADE 10
薦任官等
Junior
Rank
職等 GRADE 9
職等 GRADE 6
委任官等
Elementary
Rank
職等 GRADE 5
職等 GRADE 1

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