

2020

*Preliminary Training for Personnel Newly
Passed the Civil Service Examinations*

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



ACKNOWLEDGEMENTS

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National Academy of Civil Service

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公務人員考試錄取人員基礎訓練-薦任人員

*Preliminary Training for Personnel Newly
Passed the Civil Service Examinations
– for Junior Civil Servants*

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、疫情防治措施及衛生教育宣導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 qualified civil servants with practical English communication skills to enable them to introduce and provide service in English while executing their official responsibilities, to comply with future duty requirements, and to connect internationally.

Learning Objectives

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

1. Hosting foreign guests, introducing local culture, and explaining official business.
2. Answering general service counter and application inquiries.
3. Answering general hotline and inquiries about COVID pandemic prevention and related regulations.



迎賓篇

GUEST GREETING

城市馬拉松
開跑啦！

Welcome to the
Urban Marathon

學習目標

WE WILL LEARN

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

- Welcome to the 2020 Taiwan Lantern Festival. This year's event will be held in A city.
 - Originally scheduled for the 1st of March, the A city Half Marathon was postponed to the 18th of October due to the severity of the COVID pandemic.
 - This race has had a long tradition. It offers the chance to see historic monuments and to experience traditional Taiwanese food, so this race is often a fan favorite.
 - Please report to the main entrance on the first floor, and collect the conference brochure, badge, and souvenirs.
- 歡迎參加 2020 臺灣燈會活動。今年燈會在 A 市舉行。
 - 今年度在 A 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。
 - 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。
 - 請先至一樓大門口報到，並向工作人員領取大會手冊、名牌及紀念品。

- Please check your registration number on the official website. You will need to present a formal ID when signing in.
 - We have invited an internationally renowned band to perform at our opening.
 - The closing ceremony is a large-scale light show, which creates a multi-sensory interactive experience through sight and sound, providing participants with a unique and exciting experience.
 - During the event, traffic will be restricted on the roads around the venue, and shuttle buses will be provided between the high-speed rail station and the venue at designated times and locations.
- 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。
 - 本次活動開幕邀請國際知名樂團表演。
 - 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。
 - 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。

- At three exits of the venue, there will be food areas, mobile toilets, and first-aid stations. If people feel ill or uncomfortable at the scene, our service staff will guide them to the first-aid station and our medical team will provide care and assistance.
- Taiwan's traditional cuisine is unique. I especially recommend food from the night market. In particular, bubble tea is not to be missed.
- In addition to historic monuments and traditional temples, Taiwan also has breathtaking natural landscapes, such as *Taroko National Park*, which is famous for its stunning canyon views.
- The Lantern Festival is a lively folk cultural festival. In addition to eating *yuanxiao*, there are activities such as looking at lanterns and guessing lantern riddles.
- 會場於3個出口處設置美食區、流動廁所及救護站。若現場有民眾感到身體不適，服務人員將引導至救護站，並由醫療團隊給予關懷協助。
- 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。
- 除了歷史古蹟及傳統廟宇，臺灣也有令人嘆為觀止的自然景觀，例如「太魯閣國家公園」便以令人震懾的峽谷景觀聞名。
- 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。

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 A City. Seeing that the two are seeking assistance, he approaches them.

J=John=約翰

C=Catherine=凱薩琳

H=Mr. Hsu=許科員

H: Good morning.
May I help you?

J: We are here for the upcoming Urban Marathon.
I received an email that says foreign participants are required 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 the race supplies, such as your bib number, safety pins, timing chip, and goodie-bags with presents from our sponsors.

H: Do you know your registration number?

You can check on the official website first, or check your email for it and give it to our staff. That way, check-in will go much faster!

C: We have been visiting scholars at B University since August this year, and we took this opportunity to visit A city. This is our first time participating in a marathon and also our first visit to A city.

H: This year's Urban Marathon was originally scheduled to be held on March 1st. Due to the severity of the COVID pandemic, it was postponed.

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

C: Speaking of food, yesterday we couldn't wait to try the minced pork rice, stinky tofu, beef noodle soup, and oyster omelet.

H: Taiwan's traditional cuisine is unique. I especially recommend food 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 A city. We went 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 at the beginning of next year.
- C:** My Taiwanese friend said that during the Lantern Festival, there are activities such as holding lanterns, eating *yuanxiao*, and guessing lantern riddles. Other lantern festivals are also held with fireworks all over Taiwan.
- H:** Flying sky lanterns is a famous traditional activity in northern Taiwan during the Lantern Festival. People usually write their wishes on sky lanterns for the coming new 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 are flown in northern Taiwan, and people

will celebrate the Lantern Festival by setting off beehive fireworks in Yanshui town in southern Taiwan. Should you choose to attend the beehive fireworks, it is recommended that you participate with head-to-toe protective gear and great caution!

The lanterns at the Pingxi Sky Lantern Festival are like graceful Greek poems, conveying wishes and praying for peace; the Beehive Fireworks Festival in Yanshui is like a battle between gladiators in a Roman arena, removing bad luck through the bees' blessings and welcoming the new year.

Interestingly, the original purpose of the beehive fireworks was also to get rid of the plague. Residents called upon the gods to drive out the evil spirits they blamed for the pestilence.

C: It seems that we must take proper safety precautions.

H: In addition, A city also has a lantern Festival.

With the opportunity to experience phenomenal light shows and enjoy breathtaking scenery, it is definitely worth the trip.

C: It sounds very appealing!

J: It seems we have to plan a trip to A city!

重要詞彙

Words & Phrases

festival (N.)	節慶活動
postpone (V.)	延期
historic monuments (N.)	歷史古蹟
conference brochure (N.)	大會手冊
badge (N.)	名牌
registration (N.)	報到處
venue (N.)	活動會場
brehtaking (Adj.)	令人嘆為觀止的
traditional cuisine (N.)	傳統美食
recommend (V.)	推薦
appealing (Adj.)	極吸引人的

NATIONAL ACADEMY OF CIVIL SERVICE

延伸建議

Exercises

<p>情境延伸應用說明 Exercise Scenarios</p>	<p>學習資源參考 Exercise Resources and References</p>
<ul style="list-style-type: none"> ● 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：民俗節慶、著名景點、飲食文化、交通接駁、歷史古蹟等。 ● Create a scenario based on one of the trainees on the team. The exercise begins with the city/organization (eg. Hualien, Taoyuan, Yilan, etc.) where the trainee is deployed at, is hosting an event that includes foreign guests. You need to introduce the event and tourist attractions, and explain unique aspects of local cultures (local folk festivities, traditional food, historic monuments, transportation, etc) to foreign guests. 	<p>【交通部觀光局】 Tourism Bureau MOTC</p> 



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

WE WILL LEARN

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

- Answering general service counter and application inquiries.

實用句型

Practical Sentence Patterns

General Service Counter and Application Inquiries

- | | |
|---|---|
| <ul style="list-style-type: none"> ● Hello, how may I help you? | <ul style="list-style-type: none"> ● 您好，請問有什麼需要服務的地方？ |
| <ul style="list-style-type: none"> ● Please take a number and wait for the number to be called. Thank you. | <ul style="list-style-type: none"> ● 麻煩請先抽號碼牌並等待叫號，謝謝。 |
| <ul style="list-style-type: none"> ● No problem. Please wait here for a moment. | <ul style="list-style-type: none"> ● 沒問題。請在這邊稍待片刻。 |
| <ul style="list-style-type: none"> ● Please take a seat over there. | <ul style="list-style-type: none"> ● 請到那邊稍坐一下。 |
| <ul style="list-style-type: none"> ● It is our pleasure to serve you today. | <ul style="list-style-type: none"> ● 很榮幸今天有機會為您服務。 |
| <ul style="list-style-type: none"> ● Please call during business hours to inquire about application processes. | <ul style="list-style-type: none"> ● 您可以在上班時間打電話來詢問申請進度。 |
| <ul style="list-style-type: none"> ● Do you have any identification? | <ul style="list-style-type: none"> ● 請問您有攜帶任何證明文件嗎？ |
| <ul style="list-style-type: none"> ● Please wait while I check that for you. | <ul style="list-style-type: none"> ● 請稍待片刻。我幫您確認一下。 |

- If you want to apply for a driver's license, you need to bring the following documents: identification, the original and a copy of your passport, two two-inch color ID photos, and a completed physical exam form.
 - I need two two-inch color ID photos taken in the past six months.
 - It depends on the state that issued your license.
 - 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
- 如果您要申請駕照，您需要攜帶以下證件，包括身份證明文件、護照正本及影本、2吋彩色證件照 2 張及體檢證明。
 - 我需要您 2 張近半年拍攝的 2 吋彩色證件照片。
 - 這取決於您的駕照是哪一州發出的。
 - 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。

pick up your identification on your behalf, and prepay for a return-mail envelope to have your identification sent to you.

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) and asks the staff at the reception desk in the lobby for assistance.

M = Mary = 瑪麗

I = Information desk = 服務臺

C = Ms. Chen = 櫃臺服務員陳科員

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

I: Please take a number, take a seat, and wait for the 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 International Driving Permit to a Taiwan Driver's License.
- M:** Why?
- C:** This is because the International Driving Permit is for those who will be staying in Taiwan for 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 Driver's license. Is that true?
- C:** That depends on the state that issued your license. We usually follow the reciprocity principle.
- M:** Oh. I have a Virginia license. Is that OK?
- C:** Just a moment, please. Let me check that for you.
- 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 license, passport and a copy of it, and three one-inch ID pictures taken within the past two years, pay a 200 NT fee, and fill out this registration form.

Mary gives the necessary documents to Ms. Chen.

C: You have all the necessary documents, and you have a West Virginia driver's license!

M: That's correct.

C: *(looking it up via a computer.....)*

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!

重要詞彙

Words & Phrases

issue (V.)	發行
road test (N.)	路考
written exam (N.)	筆試
health exam (N.)	體檢表
relief (N.)	釋放
traffic regulation (N.)	交通規則
traffic sign (N.)	交通號誌
registration form (N.)	申請書
proof of entry /exit record (N.)	出入境證明



延伸建議

Exercises

情境延伸應用說明 Exercise Scenarios	學習資源參考 Exercise Resources and References
<ul style="list-style-type: none"> ● 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 inquire via phone. The dialogue should include personnel from the Motor Vehicle Driver Information Service explaining the necessary documentation, related resources, precautions, and application procedures. 	<p>【交通部公路總局】 Directorate General of Highways MOTC</p> 

<p>情境延伸應用說明 Exercise Scenarios</p>	<p>學習資源參考 Exercise Resources and References</p>
<ul style="list-style-type: none"> ● 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 inquire via the phone. The dialogue should include personnel from the Workforce Development Agency, Ministry of Labor explaining the necessary documents, precautions, and application procedures. 	<p>【勞動部勞動力發展署】</p> <p>Workforce Development Agency MOL</p> 

<p style="text-align: center;">情境延伸應用說明</p> <p style="text-align: center;">Exercise Scenarios</p>	<p style="text-align: center;">學習資源參考</p> <p style="text-align: center;">Exercise Resources and References</p>
<ul style="list-style-type: none"> ● 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 Taiwan citizen are getting married and wanting to register at a service counter or inquire via phone. The dialogue should include personnel from the Household Registration Office, explaining the necessary documents and application procedures. 	<p>【內政部戶政司】</p> <p style="text-align: center;">Department of Household Registration MOI</p> 

<p>情境延伸應用說明 Exercise Scenarios</p>	<p>學習資源參考 Exercise Resources and References</p>
<ul style="list-style-type: none"> ● 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辦理流程。 ● 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 phone. The dialogue should include personnel from the public library explaining the necessary documents and application procedures. 	<p>【市立圖書館】 Public Library</p> 

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。

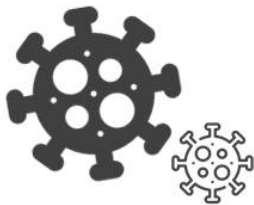
● Choose Your Topic

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

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電話篇

PHONE SERVICE



撥打1922專線： 我該居家檢疫嗎？

Hotline 1922 :
Am I Required to Undergo
Home Quarantine?

學習目標

WE WILL LEARN

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

- Answering general hotline.
- Inquiries about COVID pandemic prevention and related regulations.

實用句型

Practical Sentence Patterns

Hotline and Civil Service

- Hello, this is the 1999 24-hour hotline. Thank you for calling.
- Good morning. My name is Lin. I am glad to be of service to you.
- How may I help you?
- Please wait for a moment.
- In order to protect your rights and avoid repeated calls or malicious reports, callers are required to leave their legal name and contact information. Can you provide me with your name and contact information?
- Please call during business hours to inquire about your application process.
- This is a free 24-hour hotline.
- 您好，這裡是 1999 市民專線，感謝您的來電。
- 早安，敝姓林。很高興為您服務。
- 有什麼能為您服務的？
- 請您稍待片刻。
- 為維護您的權益、避免重複撥打及惡意檢舉，人民案件反映需留下真實姓名及聯絡方式。方便提供您的大名及電話，方便我們進一步聯繫您嗎？
- 您可以在上班時間打電話來詢問申請進度。
- 這是 24 小時免付費專線電話。

- | | |
|---|---|
| <ul style="list-style-type: none">● Our system is processing the information. Please wait.● My apologies for the long wait.● I will transfer the call to Mr. Lee in the Secretariat. His extension is 123. Please wait for a moment.● I'm sorry, Mr. Lee is currently unavailable. May I ask who is calling, please? May I take a message for you?● Thank you for calling. I hope you have a wonderful day.● Is there anything else I can help you with? | <ul style="list-style-type: none">● 我們系統正在處理您的資料，請您稍候一下。● 不好意思，讓您久等了。● 我要將您的電話轉接至秘書處的李先生，他的分機號碼是 123，請稍待片刻。● 抱歉，李先生目前不在座位上。請問您哪裡找？需要幫您留言嗎？● 感謝您的來電。祝您有個美好的一天。● 還有什麼我能效勞的地方嗎？ |
|---|---|

NATIONAL ACADEMY OF CIVIL SERVICE

情境對話

Dialogue

Hotline 1922 : Am I Required to Undergo Home Quarantine?

Matthew is a professor in Taiwan. He has just returned to Taiwan after visiting family in the United States and is ready to go back to work. Due to the Corona Virus outbreak, he decides to call the Taiwan Center for Disease Control (dial 1922) to inquire about the rules and regulations for returning travelers.

M=Matthew=馬修

L=1922 hotline operator Mr. Lee=1922 防疫專線接線人員李先生

L: Good morning. This is the CDC service line 1922, Mr. Lee speaking. What can I do for you?

M: Good morning.

I will be flying back to Taiwan from California. Am I required to undergo home quarantine upon entry to Taiwan?

L: Do you have a Taiwanese resident permit or visa?

M: Yes, I do.

L: OK. Here's what you need to do.

If you are a foreigner with a Taiwan resident permit, then you need to register online on our Quarantine System for Entry. Upon entry at the airport, whether you are symptomatic or asymptomatic, a test for the virus is required. And if you are symptomatic, you will need to be group quarantined in a designated facility; if you are asymptomatic, you will need to undergo a home quarantine.

M: Do I need to have proof of a negative COVID test within three days before boarding the flight or entry to Taiwan?

L: If you have a current residence permit, then you don't need proof of a negative COVID test.

M: I've heard that Taiwan now has a shortened home quarantine rule for business people entering the country.

Does this rule apply to my situation?

L: Please wait for a moment.

I'm going to check the list of regions and related regulations. Please do not hang up.....

A few seconds later.....

L: I'm sorry for the wait.

Currently, this regulation applies only to business people

who are entering Taiwan and staying for less than three months. It is also limited to countries or regions with a moderate or low risk of infection.

I'm sorry, but I'm afraid it does not apply to your situation. You are still required to home quarantine for 14 days.

M: I see. What are the rules and regulations for home quarantine?

L: After arriving in Taiwan, you must wear a face mask at all times and return home as soon as possible without using public transportation.

Take and record your body temperature once every morning. You will be asked to cooperate with local officials' home quarantine system and location tracking efforts (including using Taiwan's cell phone signals to implement electronic monitoring of your location).

If symptoms appear, such as fever, cough, or other discomforts, please put on a medical mask, and contact local health authorities or call the toll-free hotline at 1922 to obtain instructions on seeking medical attention.

Do not take public transportation to go to the hospital. You can refer to our website for more information.

M: Thank you for your explanation. I feel a lot better now that that's clear. I think I need to get some more masks, though.

L: You're welcome.

Although these regulations and restrictions cause minor inconveniences, they can protect everyone, and ensure we live and work in a safe environment.

M: Yes. I hope the outbreak ends soon.

L: I hope so, too.

Is there anything else I can help you with?

M: No, that should do it.

L: Great. Thank you for calling.

I hope you have a wonderful day.

The logo for the National Academy of Civil Service (NACCS) is a large, stylized watermark in the background. It features the letters 'NACCS' in a bold, sans-serif font, with a graphic element behind the letters that resembles a mountain range or a stylized 'S' shape. Below the letters, the full name 'NATIONAL ACADEMY OF CIVIL SERVICE' is written in a smaller, all-caps, sans-serif font.
NATIONAL ACADEMY OF CIVIL SERVICE

重要詞彙

Words & Phrases

free 24-hour hotline (N.)	24 小時免付費專線
malicious (Adj.)	惡意的
transfer (V.)	轉接 (電話)
extension (N.)	分機號碼
home isolation (N.)	居家隔離
home quarantine (N.)	居家檢疫
face mask (N.)	口罩
body temperature (N.)	體溫
symptom (N.)	症狀


NACS
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延伸建議

Exercises

<p>情境延伸應用說明 Exercise Scenarios</p>	<p>學習資源參考 Exercise Resources and References</p>
<ul style="list-style-type: none"> ● 地方政府民政局或里辦公處電話健康關懷居家檢疫者 延伸應用「衛生教育宣導」公務情境主題所學，本題以地方政府民政局、里長或里幹事對進行居家檢疫 14 日之外國人士進行電話健康關懷為情境，對話包含承辦人員撥打電話詢問個案健康、記錄表格並宣導注意事項。 ● Local Department of Civil Affairs or District Offices in Charge of Home Quarantine Monitoring Over the Phone This exercise scenario for hygiene promotion begins with personnel of the local Department of Civil Affairs or District Office calling a foreigner undergoing a 14-day home quarantine. The dialogue should include the personnel inquiring about his/her health status, keeping records, and promoting precautionary measures. 	<p>【衛生福利部疾病管制署】 Taiwan Centers for Disease Control MOHW</p> 

<p style="text-align: center;">情境延伸應用說明</p> <p style="text-align: center;">Exercise Scenarios</p>	<p style="text-align: center;">學習資源參考</p> <p style="text-align: center;">Exercise Resources and References</p>
<ul style="list-style-type: none"> <li data-bbox="220 513 794 839"> <p>● 地方政府衛生局防疫宣導正確洗手步驟及洗手時機</p> <p>延伸應用「衛生教育宣導」公務情境主題所學，本題以地方政府衛生局向外國人士進行防疫宣導為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話包含衛生局承辦人員告知正確洗手步驟及洗手時機。</p> <li data-bbox="220 857 794 1483"> <p>● Local Centers for Disease Control Promoting the Appropriate Timing for and Proper Handwashing Technique</p> <p>This exercise scenario for hygiene promotion begins with personnel from the local branch office of the Taiwan Centers for Disease Control promoting epidemic prevention to a foreigner at a service counter or an inquiry over the phone. The dialogue should include the personnel explaining the appropriate timing for and proper handwashing technique.</p> 	<p data-bbox="825 513 1066 543">【衛生福利部疾病管制署】</p> <p data-bbox="825 560 1051 654">Taiwan Centers for Disease Control MOHW</p> 

<p>情境延伸應用說明 Exercise Scenarios</p>	<p>學習資源參考 Exercise Resources and References</p>
<ul style="list-style-type: none"> ● 地方政府衛生局防疫宣導口罩領取程序 延伸應用「衛生教育宣導」公務情境主題所學，本題以地方政府衛生局向外國人士進行防疫宣導為題，選擇於櫃臺服務或以電話諮詢為對話場景，對話包含衛生局承辦人員告知口罩領取程序及戴口罩正確步驟。 ● Local Centers for Disease Control Promoting the Name-based Mask Distribution System This exercise scenario for hygiene promotion begins with personnel from the local branch office of the Taiwan Centers for Disease Control promoting epidemic prevention to a foreigner at a service counter or an inquiry over the phone. The dialogue should include the personnel explaining how to purchase masks on the name-based mask distribution system and the proper way to handle and wear a mask. 	<p>【衛生福利部疾病管制署】</p> <p>Taiwan Centers for Disease Control MOHW</p> 

<p>情境延伸應用說明 Exercise Scenarios</p>	<p>學習資源參考 Exercise Resources and References</p>
<ul style="list-style-type: none"> ● 地方政府衛生局進行登革熱傳染疾病衛生教育及社區防治宣導 延伸應用「衛生教育宣導」公務情境主題所學，本題以地方政府衛生局向外國人士進行傳染病防治宣導為題，對話包含衛生局承辦人員向外國人士說明登革熱的傳染途徑、症狀及社區防治工作。 ● Local Centers for Disease Control Promoting Dengue Fever Prevention and Community Prevention This exercise scenario for hygiene promotion begins with personnel from the local branch office of the Taiwan Centers for Disease Control promoting epidemic prevention to a foreigner at a service counter or an inquiry over the phone. The dialogue should include the personnel explaining the etiology, pathogenesis, symptoms, ways of spreading, prevention, and prophylaxis of Dengue Fever. 	<p>【衛生福利部疾病管制署】</p> <p>Taiwan Centers for Disease Control MOHW</p> 

情境延伸應用說明

Exercise Scenarios

● 小組自行擇選相關主題

延伸應用「衛生教育宣導」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，對話包含承辦人員向外國人士認識臺灣常見重大傳染疾病及衛生教育宣導。

● **Choose Your Topic**

This exercise scenario for hygiene promotion, your team can choose your topic to practice. It can be a dialogue at a service counter or an inquiry over the phone that includes the case officer explaining to the foreigner the commonly transmitted diseases in Taiwan, their etiology, pathogenesis, symptoms, ways of spreading, prevention, and prophylaxis.





職務篇

AGENCIES AND POSITIONS

機關/職務 工作介紹

How to Introduce Your Agency and Make Job Description

學習目標

WE WILL LEARN

- We will 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

- Good morning, Sir/Madam.
Welcome to A City Government.
 - It's a pleasure to meet you. I am Desk Officer Wu of the Cultural and Creative Development Division of the Cultural Affairs Bureau.
 - The Bureau of Cultural Affairs is attached to A City Government and is in charge of the inheritance and development of culture and arts and the preservation and maintenance of cultural assets of A City.
 - 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.
- 早安，先生/女士。
歡迎蒞臨 A 市政府。
 - 很榮幸認識您。我是文化局文創發展科吳科員。
 - 文化局隸屬於 A 市政府，掌理 A 市文化、藝術之傳承與發展及文化資產保存維護等事項。
 - 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。

- 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
- 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。

promotion for the video and audio industry; and fostering the film industry.

- 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.
 - I am responsible for the operations and management of the Cultural and Creative Park and the Creative Center, and planning for annual Design Exposition, among others.
 - 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.
- 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。
 - 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。
 - 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。

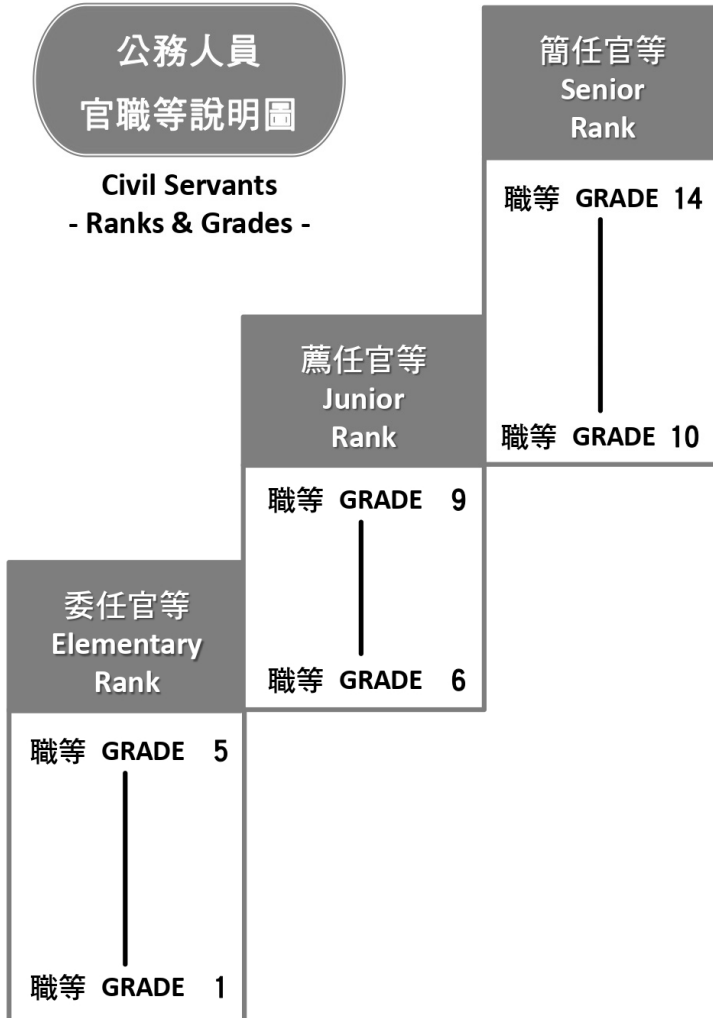
重要字彙

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

公務人員
官職等說明圖

Civil Servants
- Ranks & Grades -



重點解析

Tips in Use

★ 隸屬於……機關

be attached to...

【例】文化局隸屬 A 市政府。

- Cultural Affairs Bureau **is attached to** A 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...**

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- for Junior Civil Servants

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National Academy of
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Civil Service Protection and
Training Commission