

# *P*reliminary Training for Personnel Newly Passed the Civil Service Examinations

**Practical English for Civil Servants  
– for *Junior* Civil Servants**





## ACKNOWLEDGEMENTS

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*Yours sincerely,*

***National Academy of Civil Service***

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

***Examination Yuan***

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## 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 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 inquiries about COVID prevention and related regulations.



### 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

- Originally scheduled on March 1, the Fullerton City Half Marathon 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.
- Please check your registration number on the official website in advance. You will need to present a form of ID when signing in.
- Sign in there and get your race supplies, such as your bib number, safety pins, a timing chip, and goodie bags with presents from
- 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。
- 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。
- 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。
- 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。



our sponsors.

- 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.
  - 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
- 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。
  - 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

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.

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	學習資源參考 Exercise Resources and References
<ul style="list-style-type: none"><li>● 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。</li><li>● 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.</li></ul>	<p>【交通部觀光局】 Tourism Bureau MOTC</p> 





## 櫃臺篇

### AT THE SERVICE COUNTER

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# 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                                     | ● 如果您要申請駕照，您需要檢附在臺灣居留6個月            |



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.

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 &amp; Phrases


driver's license (N.)	駕駛執照
International driving permit (N.)	國際駕駛許可
issue (V.)	發行
reciprocal principles (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

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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"><li>● <b>如何在臺灣取得機車駕照</b> 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。</li><li>● <b>How to Acquire a Motorcycle License in Taiwan</b> 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.</li></ul>	<p>【交通部公路總局】 Directorate General of Highways MOTC</p> 

<p>情境延伸應用說明</p> <p>Exercise Scenarios</p>	<p>學習資源參考</p> <p>Exercise Resources and References</p>
<ul style="list-style-type: none"> <li>● <b>如何在臺灣取得工作許可</b>            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。</li> <li>● <b>How to Acquire a Work Permit in Taiwan</b>            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.</li> </ul>	<p>【勞動部勞動力發展署】</p> <p><b>Workforce Development Agency MOL</b></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"> <li>● <b>國人與外國人辦理結婚登記</b> 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。</li> <li>● <b>Marriage Registration Between a Foreigner and Taiwan Citizen</b> 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.</li> </ul>	<p>【內政部戶政司】</p> <p><b>Department of Household Registration MOI</b></p> 

<p>情境延伸應用說明</p> <p>Exercise Scenarios</p>	<p>學習資源參考</p> <p>Exercise Resources and References</p>
<ul style="list-style-type: none"> <li>● <b>辦理圖書館借閱證及讀者服務</b>            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。</li> <li>● <b>How to Acquire a Library Card</b>            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.</li> </ul>	<p>【市立圖書館】</p> <p>Public Library</p> 

**情境延伸應用說明**

**Exercise Scenarios**

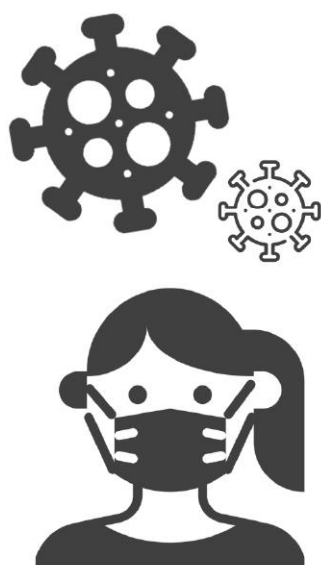
- **小組自行擇選相關主題**

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**

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.





## 電話篇

### PHONE SERVICE

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# 撥打1922專線： 我該居家檢疫嗎？

Hotline 1922 :  
Am I Required to Undergo  
Home Quarantine ?

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## 學習目標

### LESSON GOAL

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

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



## 實用句型

## Practical Sentence Patterns

## Hotline and Civil Service

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>● Hello, this is the CDC service line 1922, Mr. Lee speaking. What can I do for you?</li> <li>● In order to protect your rights and prevent 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?</li> <li>● Please call during business hours to inquire about your application process.</li> <li>● This is a free 24-hour hotline.</li> <li>● Our system is processing your case. Please do not hang up.</li> <li>● Thank you for your patience.</li> </ul> | <ul style="list-style-type: none"> <li>● 您好，這裡是 1922 防疫專線，敝姓李。請問有什麼需要服務的地方？</li> <li>● 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？</li> <li>● 您可以在上班時間打電話來詢問申請進度。</li> <li>● 這是 24 小時免付費專線電話。</li> <li>● 我們系統正在處理您的案件，請不要掛斷。</li> <li>● 不好意思，讓您久等了。</li> </ul> |
|--|--|

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>● Thank you for calling. I hope you have a wonderful day.</li><li>● Is there anything else I can help you with?</li><li>● All inbound and transit travelers to Taiwan are required to provide a negative COVID-19 test report regardless of their nationality or travel purpose.</li><li>● You need to log into the Quarantine System for Entry via your mobile phone and complete the health declaration when checking in or prior to boarding at the place of departure.</li><li>● Although these regulations and restrictions cause minor inconveniences, they can protect everyone, and ensure we live and work in a safe environment.</li></ul> | <ul style="list-style-type: none"><li>● 感謝您的來電。祝您有個美好的一天。</li><li>● 還有什麼我能效勞的地方嗎？</li><li>● 所有入境或轉機的旅客，無論其身分或來臺目的，均應提供COVID-19 核酸檢驗報告。</li><li>● 您應於啟航地機場報到或搭機前，以手機完成「入境檢疫系統」線上健康申報。</li><li>● 雖然這些規定及限制會造成輕微的不便，但卻能保護我們每一個人，在一個安全的環境下生活及工作。</li></ul> |
|--|--|

## 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 COVID 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.

What regulations must I follow before I board the flight to Taiwan?

**L:** OK. First, you need to present proof of a negative COVID test within 3 days of boarding the flight.

Then **you need to log into the Quarantine System for**

**Entry via your mobile phone and complete the health declaration when checking in or prior to boarding at the place of departure.**

Additionally, you should arrange quarantine accommodations for 14 days in a quarantine hotel in advance.

**M:** Do I need to have proof of a negative COVID test?

I have a Taiwanese residency permit.

**L:** **All inbound and transit travelers to Taiwan are required to provide a negative COVID-19 test report regardless of their nationality or travel purpose.**

**M:** What are the rules and regulations for quarantine?

**L:** After arriving in Taiwan, you must wear a face mask at all times and go to the designated quarantine hotel as soon as possible without using public transportation.

In addition, you will need to take and record your body temperature every day.

You will be asked to cooperate with local officials' quarantine system as well.

**M:** What do I do if I start to feel Covid symptoms?

**L:** If symptoms appear, such as fever, cough, or other discomfort, please put on a medical mask and contact

local health authorities. You can also call at 1922 to obtain instructions.

**This is a free 24-hour hotline.**

**M:** Thank you for your explanation.

The rules are much clearer now.

I feel a lot better.

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.**

**重要詞彙**

**Words & Phrases**

home isolation (N.)	居家隔離
home quarantine (N.)	居家檢疫
declaration (N.)	聲明
face mask (N.)	口罩
body temperature (N.)	體溫
symptom (N.)	症狀
fever (N.)	發燒
cough (N.)	咳嗽
discomfort (N.)	身體不適
free 24-hour hotline (N.)	24 小時免付費專線
outbreak (N.)	爆發

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## 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"> <li>● <b>地方政府民政局或里辦公處電話健康關懷居家檢疫者</b>              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。</li> <li>● <b>Local Department of Civil Affairs or District Offices in Charge of Home Quarantine Monitoring Over the Phone</b>              This exercise scenario for hygiene promotion begins with personnel from 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.</li> </ul>	<p>【衛生福利部疾病管制署】</p> <p><b>Taiwan Centers for Disease Control MOHW</b></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"> <li>● <b>地方政府衛生局防疫宣導正確洗手步驟及洗手時機</b> 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。</li> <li>● <b>Local Centers for Disease Control Promoting the Appropriate Timing for and Proper Handwashing Technique</b> This exercise scenario for hygiene promotion begins with personnel from the local office branch 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 and technique for proper handwashing.</li> </ul>	<p>【衛生福利部疾病管制署】 <b>Taiwan Centers for Disease Control MOHW</b></p> 



<p>情境延伸應用說明</p> <p>Exercise Scenarios</p>	<p>學習資源參考</p> <p>Exercise Resources and References</p>
<ul style="list-style-type: none"> <li>● <b>地方政府衛生局防疫宣導口罩領取程序</b> 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。</li> <li>● <b>Local Centers for Disease Control Promoting the Name-based Mask Distribution System</b> 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.</li> </ul>	<p>【衛生福利部疾病管制署】</p> <p><b>Taiwan Centers for Disease Control MOHW</b></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"> <li>● 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。</li> <li>● <b>Local Centers for Disease Control Promoting Dengue Fever Prevention and Community Prevention</b> In 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.</li> </ul>	<p>【衛生福利部疾病管制署】</p> <p><b>Taiwan Centers for Disease Control MOHW</b></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**

In this exercise scenario for hygiene promotion, 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 to the foreigner about some commonly transmitted diseases in Taiwan, their etiology, pathogenesis, symptoms, ways of spreading, prevention, and prophylaxis.

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## 職務篇

### AGENCIES AND POSITIONS

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# 機關/職務 工作介紹

How to Introduce Your  
Agency and Give a Job  
Description

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## 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

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>● Good morning, Sir/Madam. Welcome to Fullerton City Government.</li> </ul>   | <ul style="list-style-type: none"> <li>● 早安，先生/女士。<br/>歡迎蒞臨富樂登市政府。</li> </ul>                   |
| <ul style="list-style-type: none"> <li>● It's a pleasure to meet you. I am Desk Officer Wu of the Cultural and Creative Development Division of the Cultural Affairs Bureau.</li> </ul>  | <ul style="list-style-type: none"> <li>● 很榮幸認識您。我是文化局文創發展科吳科員。</li> </ul>                       |
| <ul style="list-style-type: none"> <li>● 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.</li> </ul> | <ul style="list-style-type: none"> <li>● 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。</li> </ul> |
| <ul style="list-style-type: none"> <li>● 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.</li> </ul>   | <ul style="list-style-type: none"> <li>● 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。</li> </ul>          |

- 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
- 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。

audio industry, and fostering the film industry.

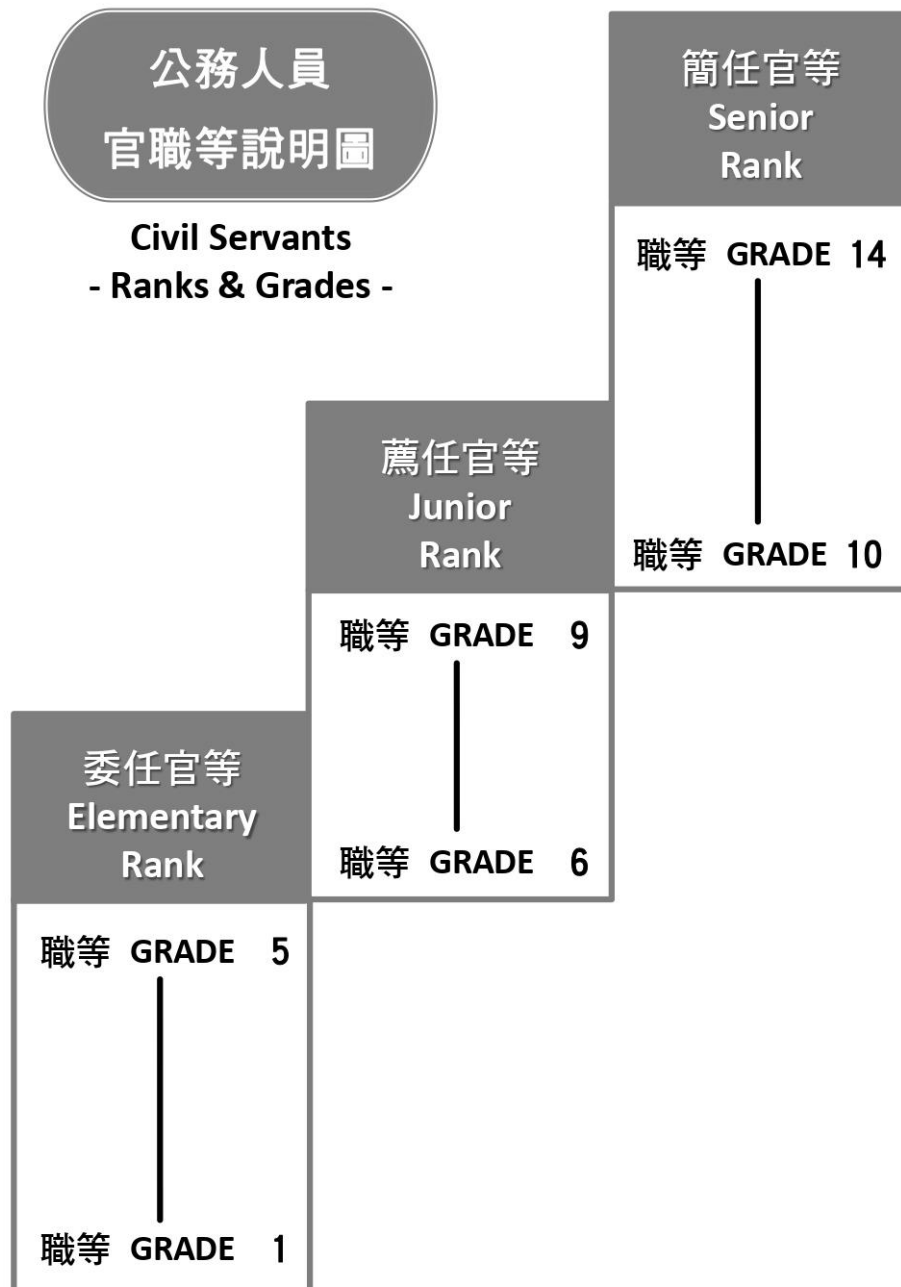
- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>● I have worked in the Cultural and Creative Development Division for two years. I'm under the supervision and direction of the division director and section chief.</li> <li>● I am responsible for the operations and management of the Cultural and Creative Park and the Creative Center, as well planning for the annual Design Exposition, among other tasks.</li> <li>● 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.</li> </ul> | <ul style="list-style-type: none"> <li>● 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。</li> <li>● 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。</li> <li>● 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。</li> </ul> |
|---|--|

**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





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...***

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