

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

**Practical English for Civil Servants
— for *Elementary* 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、學習櫃臺服務之場景對話、在地特色文化介紹之公務情境實用句型，並能於公務上熟練運用。
 - 二、學習為民服務電話諮詢之場景對話、證件申辦之公務情境實用句型，並能於公務上熟練運用。

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. Answering general service counter questions, introducing local culture, and explaining official business.
2. Answering general hotline questions and application inquiries.



櫃臺篇

AT THE SERVICE COUNTER

元宵節的 習俗活動

Traditions of the
Lantern Festival

學習目標

LESSON GOAL

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

- Answering general service counter questions, introducing local culture and explaining official business.

實用句型

Practical Sentence Patterns

General Service Counter and Introducing Local Culture

- | | |
|--|-----------------------|
| ● 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。 |
| ● No problem.
Please wait here for a moment. | ● 沒問題。
請在這邊稍待片刻。 |
| ● 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。 |
| ● Please wait while I check that for you. | ● 請稍待片刻。我幫您確認一下。 |
| ● This race has a long-standing tradition. It offers the chance to | ● 這是一項具有悠久傳統的 |

see historic monuments and to experience traditional Taiwanese food, so this event is a fan favorite.

- Taiwan's traditional cuisine is unique. I especially recommend snacks from the night market. In particular, bubble tea is not to be missed.
- The Lantern Festival is a lively folk cultural event. In addition to yuanxiao foods, there will be activities such as lantern displaying and riddle guessing.

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。

- 臺灣的傳統美食別具特色。我特別推薦夜市中的各式小吃，珍珠奶茶更是不容錯過。
- 元宵節是一個熱鬧的民俗文化節慶活動。除了吃元宵外，各地還有賞花燈及猜燈謎活動。

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情境對話

Dialogue

Traditions of the Lantern Festival

John and Catherine are planning to attend the Urban Marathon. This is their first visit to Fullerton City, so they would like to explore Fullerton city before the marathon.

They are at the Visitor Information Center (旅遊服務中心) to inquire about travel information. Mr. Wang, a security

guard at the reception desk in the lobby, reminds the prevention measures against COVID-19 and checks all visitors' temperature before they get into the center. Later, Desk Officer Hu from the Tourism and Travel Bureau of the Fullerton City Government (富樂登市觀光旅遊局) offers help.

J=John=約翰

C=Catherine=凱薩琳

H=Mr. Hu=胡科員

W=Mr. Wang=警衛王先生

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

(John and Catherine are wearing their face masks.)

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

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

W: 36.5 degrees Celsius. OK.

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

W: 35.8 degrees Celsius. OK.

W: **Please spray alcohol on your hands for disinfection** first.
 Thank you for your cooperation.

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

Public Address System (PA system): Guest number 18, please come to counter 2. Thank you.

H: Good Morning. Welcome to Fullerton City.
How may I help you?

J: We are going to participate in the Urban Marathon this Sunday and plan to stay in Fullerton City for three days. We are very interested in Fullerton's historic sites. Do you have any recommendations?

H: If you like historic sites, then you have come to the right place.

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.

H: If you are interested in historic sites, I highly recommend the Museum of Fine Arts (美術館) and the Confucius Temple (孔廟).

They are two of the most important historic buildings as well as famous landmarks in Fullerton.

C: These sights sound very attractive.

- H: The Confucian Temple has a history of over 300 years. Every September 28, a ceremony will be held in the early morning to commemorate Confucius and ask Confucius for wisdom.
- J: Where is the Confucius Temple located?
- H: It is a series of major monuments in the historic district. You can walk on the old streets and enjoy the nostalgic atmosphere there.
- C: But.....we don't have a car or motorcycle driver's license. What is the best way to get around?
- H: Then I recommend you take the sightseeing bus with audio-guide services in four languages and free Wi-Fi access.
 You can buy a 24-hour or a 48-hour ticket, and then you can catch all these tourist attractions in one go.
- J: Awesome!
- C: In addition to historic sites, we also want to try traditional cuisine.
- H: **Taiwan's traditional cuisine is unique.**
- C: I read from travel books about the minced pork rice, stinky tofu, beef noodle soup, and oyster omelet.
- H: Yes, they are all delicious.

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.

H: If you like historic monuments and traditional folk festivals, then you must not miss the Lunar New Year Festival and the Lantern Festival.

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.

J: 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

historic monument (N.)	歷史古蹟
recommend (V.)	推薦
landmark (N.)	地標
nostalgic atmosphere (N.)	懷舊氣氛
tourist attraction (N.)	觀光景點
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">● 以小組其中一位受訓人員分發機關之所在城市為主題（例如：花蓮、桃園、宜蘭等），因辦理賽事、活動或節慶招呼外國人士，並向其介紹或導覽在地特色文化。介紹內容可包含具地方特色之觀光旅遊資訊，例如：交通接駁、民俗節慶、歷史古蹟、傳統美食等。● Create a scenario based on a city for the trainees on the team. The exercise is based on the city/organization where the trainee is deployed (eg. Hualien, Taoyuan, Yilan, etc.) and involves hosting an event with foreign visitors. You need to introduce the event and tourist attractions, and explain the unique aspects of the local culture (eg. transportation, local folk festivities, historic monuments, traditional food, etc.) to foreign visitors.	<p>【交通部觀光局】 Tourism Bureau MOTC</p> 





電話篇

PHONE SERVICE

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 hotline questions.
- Application inquiries.

實用句型

Practical Sentence Patterns

Hotline Service and Application Inquiries

- | | |
|--|--|
| ● Hello, this is the service line at the Motor Vehicles Office, Ms. Chen speaking. What can I do for you? | ● 您好，這裡是監理所服務專線，敝姓陳。請問有什麼需要服務的地方？ |
| ● 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，換領為臺灣當地駕照。 |
| ● That depends on the state that issued your license. We usually follow the reciprocal principles. | ● 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。 |
| ● Our system is processing your case. Please do not hang up. | ● 我們系統正在處理您的案件，請不要掛斷。 |
| ● Thank you for your patience. | ● 不好意思，讓您久等了。 |
| ● Please call during business hours to inquire about your | ● 您可以在上班時間打電話來詢問申請進度。 |

application process.

- | | |
|--|--|
| <ul style="list-style-type: none">● This is a free 24-hour hotline.
● If you want to apply for a driver's license, you need to submit proof of Taiwan residency of six months or longer, your foreign license, your passport and a copy of it, and three one-inch ID pictures taken within the past two years. You must also pay a 200 NTD fee and fill out the registration form.
● 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">● 這是 24 小時免付費專線電話。
● 您需要檢附在臺灣居留 6 個月以上之證明件、外國駕照、護照正本及影本、本人最近 2 年內拍攝之 1 吋脫帽五官清晰正面半身彩色照片 3 張、新臺幣 200 元規費並完成登記書填寫。
● 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？ |
|--|--|

情境對話

Dialogue

Applying for a Permanent Driver's License

Mary will work in Taipei for several years. She has questions about using a foreign license to drive in Taiwan. Today she decides to call the Motor Vehicles Office (監理所) and talks to Desk Officer Chen.

M=Mary=瑪麗

C=Ms. Chen=陳科員

- C:** Good morning.
This is the service line from Motor Vehicles Office, Ms. Chen speaking.
What can I do for 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 can't I change to an International Driving Permit?
- 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: Please wait a moment.

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

A few seconds later.....

C: **Thank you for your patience.**

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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.**
- M:** Thank you for your explanation.
The rules are much clearer now.
I feel a lot better.
- C:** You're welcome.
Is there anything else I can help you with?
- M:** No, that should do it.
- C:** Great. **Thank you for calling.**
I hope you have a wonderful day.

重要字彙


Words & Phrases

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

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 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. 	<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 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. 	<p>【勞動部勞動力發展署】</p> <p>Workforce Development Agency MOL</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"> ● 國人與外國人辦理結婚登記 延伸應用「證件申辦」公務情境主題所學，本題以國人與外國人辦理結婚登記為情境，選擇以櫃臺服務或電話諮詢為對話場景，對話則包含戶政事務所承辦人員告知辦理結婚登記應攜帶之文件及办理流程。 ● Marriage Registration Between a Foreigner and Taiwan Citizen This exercise scenario for document application begins with a foreigner and a Taiwanese citizen who are getting married and want to register at a service counter or inquire via the phone. The dialogue should include personnel from the Household Registration Office, explaining the necessary documents and application procedures. 	<p>【內政部戶政司】</p> <p>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办理流程。 ● How to Acquire a Library Card This exercise scenario for document application begins with a foreigner wanting to acquire/apply for a public library card at a service counter or via the phone. The dialogue should include personnel from the public library explaining the necessary documents and application procedures. 	<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**

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.

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職務篇

AGENCIES AND POSITIONS

機關/職務 工作介紹

How to Introduce Your
Agency and Give 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

- | | |
|---|---|
| <ul style="list-style-type: none"> ● Good morning, Sir/Madam. Welcome to Fullerton 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 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. ● 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. | <ul style="list-style-type: none"> ● 早安，先生/女士。
歡迎蒞臨富樂登市政府。 ● 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。 ● 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 promotion for the video and audio industry,
- 本局內部組織包含 7 個業務單位，分別為：文化園區管理科、藝術發展科、文化建設科、文化資源科、古蹟營運科、文化研究科、文創發展科；另設秘書室、人事室、主計室與政風室 4 個幕僚單位。
- 文創發展科業務職掌主要包含文化創意產業政策規劃、法規制（訂）定與執行及人才培育交流；同時也包含影音產業政策與法規制（訂）定、行銷推廣及電影產業扶植。

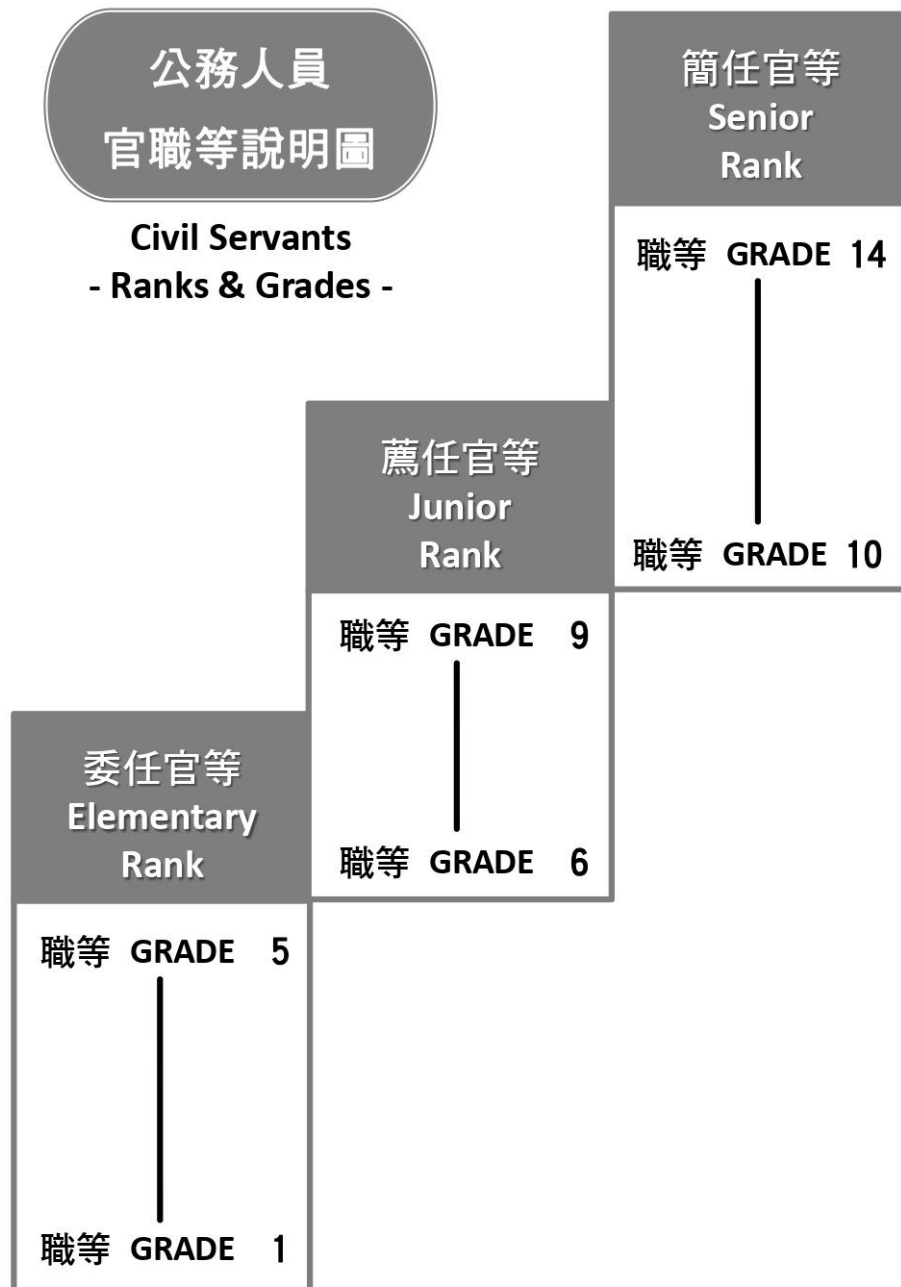
and fostering the film industry.

- | | |
|---|--|
| <ul style="list-style-type: none"> ● 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, as well planning for the annual Design Exposition, among other tasks. ● 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. | <ul style="list-style-type: none"> ● 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。 |
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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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