

105 年度台南市政府公務人力發展中心
櫃台接待及電話禮儀英語會話班（基礎班）

甘怡然

甘怡然學、經歷彙整表

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專長	商用及辦公室英語 會議與簡報英語	全民英檢,多益認證考試 CEF 英語教學策略與實務
學歷	美國匹茲堡州立大學英語口語教育傳播學士 美國海斯堡州立大學英語口語教育傳播碩士	
重要經歷	行政院人事行政總處地方行政研習中心英語講座 行政院人事行政總處公務人力發展中心英語講座 財政部財稅人員訓練所英語講座 財政部國庫署外賓接待英語講座 法務部司法官學院英語講座 台北市政府公務人員訓練處講師 新北市政府外聘英語檢定考試講師 中華綜合發展研究院英語講師 階梯國際教育中心英語講師 ICRT 台北國際社區廣播電台新聞節目播報員 財團法人自強工業科學基金會英語講師 ILTEA 劍橋英檢小院士口試主考官	
著作發表	1. 字根字首聯想記憶 (愛迪生出版社) 2. 老外常用美國語 (愛迪生出版社) 3. 英語補給站 (地方行政 e 學中心/台北 e 大) 4. 多媒體溝通英語 (地方行政 e 學中心/巨匠美語) 5. 旅遊情境英語 (地方行政 e 學中心/巨匠美語) 6. 探索美語 (地方行政 e 學中心/勝典科技) 7. 觀光英語 EZ Go! (地方行政 e 學中心/勝典科技) 8. 英語聽診室 (地方行政 e 學中心/台灣智庫)	
證照資格	亞太地區外貿發展協會中英口譯資格 ILTEA 英國劍橋英語口試主考官資格 全球英檢、全民英檢、多益考試高級 英國 CITY & GUILD 城市協會語言職場證照合格授課講師	

TIPS ON GREETING OFFICE VISITORS YOU SHOULD KNOW

櫃台人員一定要知道的臨櫃基本用語

English Phrases for front desk staff

- Hello, welcome to Tainan city government.
- Morning / Afternoon, welcome.
- How may I help you? / What can I do for you? / Anything I can do for you?
- Sir, you have to pick up the waiting number first.
- It's very nice to meet you.
- I am so glad to meet you. / I have been expecting you.
- Please fill out the application form.
- Please sign your name on the last page.
- Please have a set / Please grab a chair / Please sit down
- XXXX will be right with you shortly. Please have a seat.
- May I see your passport?
- Where are you from / Where you come from
- May I have your name please? / How to spell you last name?
- What's your contact phone numbers?
- In case of emergency, anyone I can contact with?
- What time is convenient to give you a call tomorrow?
- My name is XX. I can be reached at this numbers. Here's my business card.
- I'll be right with you shortly.
- How long are you going to stay in Taiwan?
- It is going to take you about five working days.
- What would you like to have, coffee or tea?
- May I have your application form? Thank you.
- I am sorry. You have to fill out the form first. Then please go to the counter 5.
- Please go to counter 9. Mr. XXX will assist you.
- If you need anything please feel free to let me know. I am at your service.
- Is there anything else I can do for you? Okay, great. See you.
- Sorry to keep you waiting. The application is done. Here you are.
- The office working-hours is from 09:00 a.m. to 5:30 p.m.
- Your visa has expired. You need to extend it for another 6 months.
- Please come to pick up your permit on Friday before 5:30 p.m.
- The restroom is on the second floor.
- Go down the hall and turn left. The restroom is on your right hand side.
- Thanks for your coming. We have a small gift for you.
- Okay, you are all set. Have a nice day. Wish you a pleasant stay in Tainan.

櫃台人員對話練習

Dialogue 1: 很高興見到你

- Susan: Hi, I'm Susan. And you must be David.
David: Yes, David Han. Nice to meet you.
Susan: Nice to meet you too. Let me introduce you to Norman. He's the manager of our division.
Norman: Hey, you must be David. We've been expecting you. I'm Norman.
David: Nice to meet you.

Dialogue 2: 歡迎來到臺南市政府 / 櫃台人員對話

- Woman: Welcome to Tainan City Government. What can I do for you?
Man: Yes, I have an appointment with Ms. Chen at 10:00 a.m.
Woman: May I have your name?
Man: Yes, my name is Donald Kim. I'm from New York.
Woman: Sure. Please have a seat, Mr. Kim.
Man: Thank you.
Woman: Ms. Chen will be right with you shortly.
Man: Thanks a lot.
Woman: What would you like for drink? Coffee or tea?
Man: Tea please.
Woman: Sure. I'll be right back.
Man: Thank you.
Woman: Don't mention it.

(A little later)

- Woman: Hey, you must be Donald. I'm Ms. Chen. Nice to meet you.
Man: Nice to meet you too.
Woman: Fine. On behalf of the Tainan City Government, I sincerely extend my cordial welcome to your visiting.
Man: It really is a terrific opportunity for me.
Woman: Your working permit is ready. Here you are.
Man: Nice. Thank you so much.
Woman: My pleasure. Anything else I can do for you?
Man: No. I think that's it. Thank you so much.
Woman: Thank you for your coming. Have a nice day.

電話英語基本用語

Making contact

Hello / Good morning / Good afternoon ...

This is John Brown speaking

Could I speak to please?

I'd like to speak to

I'm trying to contact

Giving more information

I'm calling from Tokyo / Paris / New York / Sydney ...

I'm calling on behalf of Mr. X ...

Asking for a name

Who's calling please?

Who's speaking?

Where are you calling from?

Are you sure you have the right number / name?

Asking the caller to wait

Hold the line please.

Could you hold on please?

Just a moment please.

Connecting

Thank you for holding.

The line's free now ... I'll put you through.

I'll connect you now / I'm connecting you now.

Giving negative information

I'm afraid the line's engaged. Could you call back later?

I'm afraid he's in a meeting at the moment.

I'm sorry. He's out of the office today. /

He isn't in at the moment.

I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here

I'm sorry. There's nobody here by that name.

Sorry. I think you've dialed the wrong number./

I'm afraid you've got the wrong number.

訓練全方位，服務更加倍；策略培力首當先，職能提升更拔尖。

情境練習

您是否有過使用英語做電話語音留言給親朋好友？請自己設定一個情境狀況，然後寫下您想要幫同事或朋友留話的用語。

情境 1	情境 2
To: _____	To: _____
From: _____	From: _____
Message:	Message:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
Phone Number:	Phone Number:
By:	By:
Date:	Date:

THE ETIQUETTE OF TELEPHONE ENGLISH 電話禮儀英語

Tainan city government, how may I help you.

Dialogue:

- Woman: Tainan City Government, good morning. May I help you today?
- Man: Yes, please. I want to apply for a permit for running a cram school. Whom shall I talk to?
- Woman: You can contact Ms. Lin at the Education Bureau. She'll be able to assist you.
- Man: Excellent. Can I have her phone numbers?
- Woman: Of course. Her number is 555-12345, extension number 123.
- Man: Could you put me through?
- Woman: Sure. Hold the line, please. I transfer you.
- Man: Great. Thanks for all your help.
- Woman: You're welcome.

Dialogue 2

- Gina:** Tainan city government, Gina speaking. How can I help you?
- Jeff:** Hello, this is Jeff Lance. May I speak with Peter, please?
- Gina:** One moment please – I'll put you through.
- Gina:** Mr. Lance? I'm sorry, Peter's in a meeting at the moment. Would you like to leave a message?
- Jeff:** Yes, could you ask him to call me back as soon as possible?
- Gina:** Of course. Does he have your number?
- Jeff:** He has my office number, but let me also give you my cell – it's 786-0934.
- Gina:** Let me read that back to you – 786-0934.
- Jeff:** That's right.
- Gina:** And could you spell your last name for me?
- Jeff:** L as Language – A – N – C as coffee – E as English
- Gina:** Okay, Mr. Lance. I'll give him the message.
- Jeff:** Thanks a lot. Bye.

