

第一課 電話用語

Unit 01 A Telephone Call

壹、學習目標

1. 加強日常英語口說能力
2. 實際應用辦公室接聽電話的英語能力
3. 建立良好的英語電話禮儀與溝通技巧

貳、課文朗讀

一、 Dialogue A

A foreign journalist calls the Minister of the Council for Cultural Affairs, asking for an interview about the Formosa Arts Festival.

Hill: Hello. This is Tom Hill from *The New York Times*. Could I speak to Mr. Jason Lee, please?

Secretary: I'm sorry, sir, but Mr. Lee isn't in the office today. Can I take a message?

Hill: Yes, I would like to interview him about the upcoming festival.

Secretary: Sure. Does Mr. Lee have your phone number?

Hill: No, he doesn't. I'll give you my hotel number. It's 2213-7000, room number 239.

Secretary: 2213-7000. Is that a Taipei number?

Hill: Yes, that's right. If Mr. Lee wants to give me a call at the hotel, it's better to call after 12.

Secretary: OK, Mr. Hill, I'll pass that message to Mr. Lee. Thanks for calling.

[中譯]

有名外籍記者打電話給文建會主委，要求採訪台灣藝術節的相關事宜。

希爾：您好，我是《紐約時報》的記者湯姆·希爾。請問能跟李傑聖先生談個話嗎？

秘書：先生，不好意思，李主委今天不在辦公室。我可以為您留話嗎？

希爾：好的，我想訪問他，請教即將登場的台灣藝術節。

秘書：沒問題。李主委有您的電話號碼嗎？

希爾：沒有，我給您我旅館的電話好了。電話是 2213-7000，房間號碼是 239。

秘書：2213-7000。這是台北的號碼嗎？

希爾：是的，沒錯。要是李主委想打到旅館給我的話，12點以後打比較方便。

秘書：好的，希爾先生。我會把話傳給李局長。謝謝您的來電。

二、 Dialogue B

Tom Hill still hasn't heard from Mr. Jason Lee, so he calls again the next day.

Hill: Hello. This is Tom Hill again. May I speak to Jason Lee, please?

Secretary: Good afternoon, Mr. Hill. Please hold the line while I put you through.

Hill: That's great. Thank you.

Secretary: Mr. Lee is on another line at the moment. Would you like to hold?

Hill: Sure. Could you give me your address, please? I'll probably be coming over this afternoon.

Secretary: Our address is No. 456, NeiHu Road, Section 2.

Hill: Thank you for your help.

Secretary: You're welcome. Ah! Mr. Lee can take your call now. Just a moment ...

[中譯]

湯姆·希爾還沒接到李傑聖主委的電話，所以隔天又打了一通過去。

希爾：您好，我是之前打過電話的湯姆·希爾。請問可以幫我接李主委嗎？

秘書：午安，希爾先生。我來為您轉接，請稍候。

希爾：太好了，謝謝。

秘書：李主委現在正在忙線中。您要等一下嗎？

希爾：沒問題。請問您可以給我那邊的地址嗎？今天下午我可能會過去一趟。

秘書：這邊的地址是：內湖路2段456號。

希爾：謝謝您的幫忙。

秘書：不客氣。啊！李主委現在可以接您的電話了。稍等一下……

參、 單字

一、基礎單字

1. foreign a. 外國的

We have a foreign visitor today.

我們今天會有一位外賓來訪。

2. affair n. 事務 (常用複數)
Mr. Jones has been devoted to public affairs for thirty years.
瓊斯先生投入公共事務有 30 年了。
3. interview n. & vt. 訪問；面試
The reporter will have an interview with the Commissioner of Education tomorrow.
這名記者明天要訪問教育局長。
4. festival n. 節慶
Thousands of people went to the music festival.
好幾千人參加了這場音樂節。
5. message n. 訊息
Would you like to leave a message?
您想要留話嗎？
6. number n. (電話) 號碼
May I have your phone number?
我可以跟您要電話號碼嗎？
7. pass vt. 傳達，傳遞
I'll pass the information to the Chief Secretary.
我會把這訊息傳達給主任秘書。
8. address n. 地址
Please write your name and address on the form.
請將您的姓名、地址填在表格上。
9. probably adv. 可能
It's probably the biggest proposal I have ever reviewed.
那可能是我審查過規模最大的計畫了。

二、參考單字

1. journalist n. 記者
2. minister n. 主委；部長
3. council n. 委員會
4. cultural a. 文化的

5. upcoming a. 即將來臨的
6. section n. 段；區域

肆、 課後練習

一、 課文理解

1. Who are the two speakers?
(A) A doctor and a patient.
(B) A secretary and a caller.
(C) A taxi driver and a passenger.
(D) A teacher and a student.

Answer: (B)

2. What is Tom Hill's job?
(A) A journalist.
(B) A scientist.
(C) A waiter.
(D) A photographer.

Answer: (A)

3. Why does Tom Hill want to talk to Mr. Lee?
(A) He wants to talk to Mr. Lee about a festival.
(B) He wants to go to a music festival.
(C) He wants to take Mr. Lee's photo.
(D) He needs to borrow some money.

Answer: (A)

4. Where is Tom Hill staying?
(A) In a friend's house.
(B) In an apartment.
(C) In a hotel.
(D) In his mother's house.

Answer: (C)

5. What will Mr. Hill probably do after the telephone conversation?
- (A) Go home.
 - (B) Go to NeiHu.
 - (C) Go to a restaurant.
 - (D) Go to the hotel.

Answer: (B)

[中譯]

1. 這兩個在談話的人是誰？
 - (A) 醫師和病人。
 - (B) 秘書和來電者。
 - (C) 計程車司機和乘客。
 - (D) 老師和學生。

2. 湯姆·希爾從事哪個行業？
 - (A) 記者。
 - (B) 科學家。
 - (C) 服務生。
 - (D) 攝影師。

3. 湯姆·希爾為什麼想跟李主委說話？
 - (A) 他想跟李主委談藝術節的事情。
 - (B) 他想去參加一場音樂節。
 - (C) 他想為李主委拍照。
 - (D) 他需要借點錢。

4. 湯姆·希爾目前住在哪裡？
 - (A) 朋友家。
 - (B) 公寓。
 - (C) 旅館。
 - (D) 他母親家。

5. 這段電話談話結束後，希爾先生可能會做什麼？
 - (A) 回家。
 - (B) 去內湖。
 - (C) 去一家餐廳。
 - (D) 回旅館。

二、單字練習

hold	pass	upcoming	message	number
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1. Helen isn't in the office. Can I take a ____? (message)
2. What date will the ____ concert tour start? (upcoming)
3. John is on another line at the moment. Would you like to ____? (hold)
4. I'll ____ the letter to my boss when I see him. (pass)
5. Does John have your telephone ____? (number)

[中譯]

1. 海倫不在辦公室。我可以為您留話嗎？
2. 即將登場的巡迴演唱是哪一天開始？
3. 約翰現在正在忙線中。您要等一下嗎？
4. 我看到我老闆時會把信交給他。
5. 約翰有您的電話號碼嗎？

三、片語練習

put you through	heard from	take your call
coming over	at the moment	

1. Julia can't ____ now. She's on another line. (take your call)
2. Please hold the line while I _____. (put you through)
3. I'll probably be ____ to your house this afternoon. (coming over)
4. Frank is on another line _____. (at the moment)
5. Fred still hasn't ____ the company yet. (heard from)

[中譯]

1. 茱莉亞現在沒辦法接您的電話。她在忙線中。
2. 我來為您轉接，請稍候。
3. 我今天下午可能會到您家一趟。
4. 法蘭克目前正在忙線中。
5. 佛瑞德還沒接獲公司的消息。

伍、片語

一、基礎片語

1. ask for... 要求.....

Some people find it difficult to ask for casual leave.

有些人覺得請事假難以啟齒。

2. give somebody a call 打電話給某人

If there's any problem, just give me a call.

要是有任何問題，打個電話給我就行了。

3. hear from somebody 收到某人的來電/來信

I haven't heard from my cousin for ages.

我好久沒收到我表哥的消息了。

4. the next day 隔天，翌日

She told me there would be a news briefing the next day.

她告訴我隔天有一場新聞簡報。

5. hold the line 稍等別掛斷（電話）

Mr. Wilson is busy right now. Would you like to hold the line?

威爾森先生現在在忙。您要稍等一下嗎？

6. at the moment 現在，目前

Rachel is on business in France at the moment.

瑞秋目前人在法國出差。

7. come over 順道造訪

Do you want to come over this weekend?

您這個週末要過來坐坐嗎？

二、參考片語

1. put somebody through 為某人轉接（電話）

2. be on another line 在接另一線電話

3. take one's call 接某人電話

陸、 資訊補給站

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