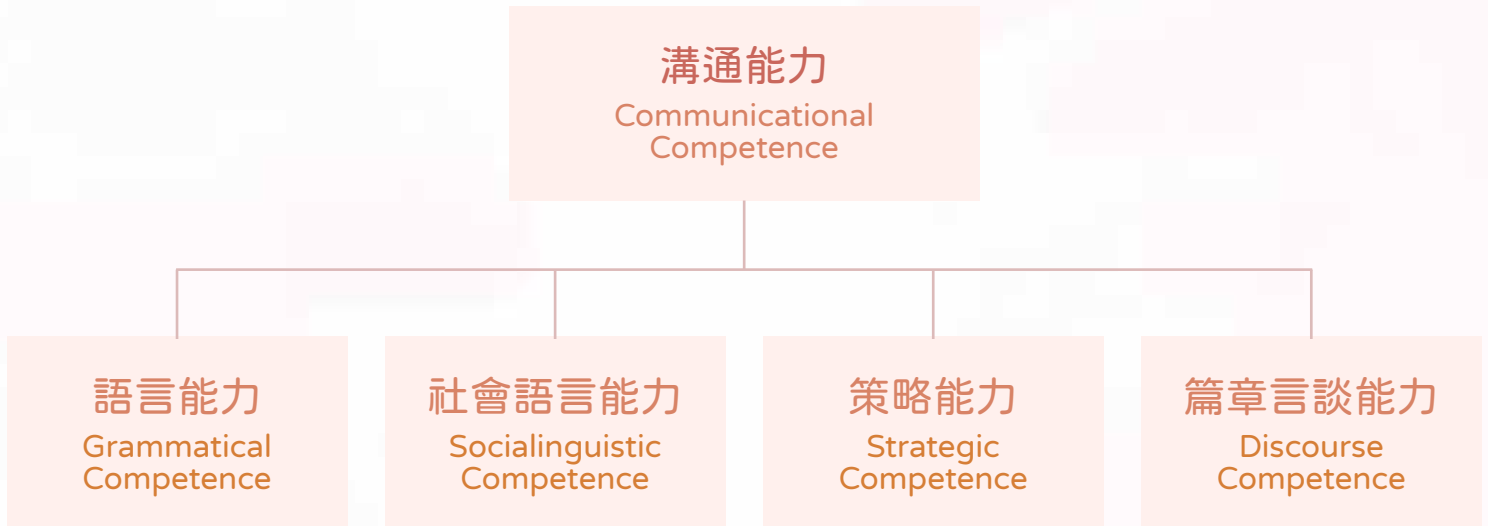


# Unit 1

## 如何用英文達成有效溝通

### I. 溝通能力模型 (Canale & Swain, 1980)



### II. 社會語言能力 (Sociolinguistic Competence)

- (1) 在社會情境中使用語言的能力
- (2) 「見人說人話，見鬼說鬼話」的能力
  1. 學習者對於社會語言能力的意識較為低落，忽略其重要性
  2. 學習者平均需要居住在英語國家十年，才能達到接近母語者的社會語言能力水平 (Cohen & Olshtain, 1993)

### III. 缺乏社會語言能力的原因

- (1) 受到母語負面的影響
  1. 誤將母語的文化套用於第二語言，導致所說話的內容或口吻不符合當地風俗。
  2. 如：日本崇尚屬謙虛，當日本人接受稱讚時，往往會以「沒有啦～才不呢！」做回應。直接翻成英文做回應說出 “That’s not true”，卻會被英文母語人士認為不禮貌。

## (2) 文法能力有限

1. 同樣一句話可以有好幾種說法。如：我可以和你借筆嗎？
  - ⇒ [一般] Can I use your pen?
  - ⇒ [較禮貌] Would you mind if I use your pen?
  - ⇒ [更禮貌] I was wondering if you could lend me your pen?

## (3) 過度概括所有情境

1. 用文化刻板印象概括所有語言使用。
2. 用單一句型概括所有情境。

## (4) 教學以及教科書造成誤解

教科書與教室教學方式未必反映自然語言使用。

## IV. 社會語言能力與文化的關聯性

1. 學習語言但不學習文化，會造成誤解，例如：西方日語學習者選擇性地不使用敬語，會造成文化上的衝突。
2. 社會語言能力的學習屬於雙向的光譜，游移在「完全同化目標文化」和「徹底保留自身文化」之間，找到自己認為舒適的位置，既能避免溝通上的尷尬和誤解，又能保留和展現自己的性格和文化。
3. 目標是「成為雙語者 (bilingual)」，而非單純模仿母語者

## Unit 2

# 跳脫 Hi, how are you 的招呼方式

### I. 英語使用者的實際打招呼過程如下：(Kakiuchi, 2005)



Hi, how are you?

招呼 + 問題

Good. How are you?



回答 + 問題



I'm Good.

回答 + 開啟話題

打招呼公式統整 (A 與 B 兩人相遇)

A: 招呼語 + 問題

B: 回答 + 問題

A: 回答 + 開啟話題

## II. 打招呼對象分級

- (1) 非正式：熟人、好朋友
- (2) 一般：不太熟的同事、同學、陌生人
- (3) 正式：上位者、上司、尊敬的角色

### III.自然的語言使用

教科書如果要更接近自然語言使用，應該先提供情境，例如二人熟識程度、地位關係以及交談情景：

◆ 對話情境：

*Emily and Paul are classmates. They are not close friends but they go to the same class every week.*

*Emily 跟 Paul 是同學。他們沒有很熟，但每週都有一樣的課。*

Emily: Hey! How are you? 嘿，最近如何？

Paul: I'm good. How are you? 不錯啊！你呢？

Emily: Good. Have you finished the reading yet? 很好啊，你的指定閱讀唸完了嗎？

	A 招呼語	A 問題	B 回答	B 問題
非正式	Hi	How's it going?	Pretty good/ Not bad	同 A 所提出的問題
	Hey	What's up! Sup!	OK/[Literal answer]	
一般	Morning	How (are) you doing?	Good	
正式	Good morning	How are you?	I'm good	
	[Title + Name]	How have you been?	[Literal answer]	

## IV. 三個現今教科書漏掉的重點

### (1) 打招呼應強調對話情境

1. 兩人之間的關係與情境會直接影響打招呼方式，合宜地鋪墊情境才不會讓對話架空。

### (2) 招呼問句往往不是真的問句

1. 招呼其實包含許多 Conversational expressions (對話用法)，也就是「說說而已」，並不是真的詢問，可不用實際回答，甚至可以把招呼問句看作“Hi”。

### (3) 招呼的目的是要開啟對話

1. 打完招呼別忘了接續一個 small talk 話題，下個單元會進一步介紹。
2. 不說 I'm fine 的原因：I'm fine: 多暗指還算過得去而已，沒那麼糟，沒有正面積極意涵

## V. How Are You 不是真的問題

How are you 這種招呼語，雖然只是 Conversational expression，但如果對方是親近的人，可以把 How are you/ How are you doing 當成 Literal question，也就是「實際的問題」，實際回答近期在做些什麼。

#### ◆ 對話情境：

Lily: Hey! How's it going? 嘿，最近還好嗎？

Allen: Good. What's up? 不錯啊，你如何？

Lily: Well, I've been kind of tired lately. Final exams are coming up.

我最近很累耶，期末考來了。

例如：只有雙方熟識到一個程度，才會把 How are you 當成真正的問題。去餐廳時，服務生帶位的過程中問到 How are you，只要回答 Good 就好，不用說明自己實際生活狀況。

## VI. 實境演練

### ◆ 對話情境 1：

*You are a student of VT University. You are back in your hometown during winter vacation. In the supermarket, by chance you see a teacher of your from ABC high school, Mr. Chen. Provide an appropriate greeting.*

你是 VT 大學的學生，寒假時回到家鄉。一天在逛超市時，你巧遇了你 ABC 高中的陳老師，請和陳老師打聲招呼。

#### 1. 打招呼：

- 不確定對方是不是他（或禮貌性明知故問）：

Excuse me, are you Mr. Chen? 不好意思，請問是陳老師嗎？

- 確定對方記得你（直接切入）：

Hello/Good morning, Mr. Chen. How are you?

嗨 / 早安，陳老師，最近過得好嗎？

- I don't know if you remember me. I'm Lily. I was one of your students from ABC high school.

不知道您還記不記得我，我是 Lily，以前是您在 ABC 高中的學生。

#### 2. Small talk 開啟話題

- How have you been? I haven't seen you since graduation.

老師最近過得好嗎？我畢業之後就沒有再見過您了。

- Do you live this area, too?

您也住在這一區嗎？

- Do you also shop for groceries here?

您也都來這裡買菜嗎？

## ◆ 對話情境 2 :

*Your good friend has been studying abroad in the United States. You decide to meet her at the airport when she returns home. You haven't seen her for a year. She comes out of the gate. Provide an appropriate greeting.*

*你的好朋友在美國讀書。當他回國時，你決定要去接機。你已經一年沒有看到她，這時她入境走進了接機大廳，請和她打聲招呼。*

## 1. 打招呼 [ 很熟識、較親近的問候 ]

- Hey, how are you? 嘿，你過得怎樣？
- Hey, what's up? 嘿，過得好嗎？
- Hey, how are you doing? 嘿，你過得如何啊？

## 2. 針對很久沒見的朋友可以這樣回：

- It's been so long. 好久不見。
- It's been ages. 也太久沒見了。
- Oh! How long has it been? 哇！我們多久沒見了嗎？
- I'm so glad to see you. 我好開心見到你。

## 3. 接機必備實用句型：

- How's your flight? 你的飛行旅途如何？
- Oh, do you need help with your stuff? 你需要我幫你提東西嗎？

## ◆ 對話情境 3 :

*You and a friend are walking down the hallway at your school, your English teacher, Professor Williams, enters the hallway and says hello. Provide an appropriate greeting.*

*你和你朋友走在學校走廊上的時候遇到你的英文老師，Williams 教授。教授和你打了招呼說嗨，你該如何回應？*

## 1. 打招呼 [ 空間限制：處於人很多、沒有時間好好聊的狀態 ]

- Good afternoon, Professor Williams. 午安，Williams 教授。
- Hi, Professor Williams. 嗨，Williams 教授。

## VII. 延伸影片：請點擊圖片觀看：請點擊圖片觀看

- ◆ Useful English Greetings and Responses  
實用的英文招呼法以及回應方式



- ◆ How to Say Hello! How are You? Greet Americans!  
如何與美國人打招呼



- ◆ 如何正確回答 How are You? 別再說 I'm Fine



- ◆ 徹底告別 I'm Fine, Thank You. And You? 20 句最地道英語寒暄



- ◆ Stop Saying "I'm Fine!" Reply This to "How are You?"  
不要再說 I'm Fine. 聽到 How are You 請這樣回



影片內容與字幕校正

14:21

黑板上字幕 "in the long tine" 改為  
"in a long time"

17:55

黑板上字幕改為 "You decide to  
meet her at the airport when she  
returns home."



# Unit 3

## 不再尬聊 - 習得寒暄技能

### I. 什麼是 Small Talk?

A conversation about things that are not important, often between people who do not know each other well. -Cambridge Dictionary  
換句話說，Small talk 就是不熟的兩人之間不重要的對話。

### II. 為何要有 Small Talk?

In short, a phatic utterance communicates not ideas but attitude, the speakers presence, and there speaker’s intention of being sociable. - Brooks Landon

Small talk 傳達的是態度而不是概念，也表達了說話者的存在與社交的意願。

### III.Small Talk 步驟一：取得注意

	不熟 / 不認識	認識
正式	Excuse me, are you Mr. Lee? Please allow me to introduce myself. I am Michael from the accounting department. 不好意思，你是李先生嗎？我來自我介紹一下，我是會計部門的 Michael	Mr. Lee, how are you? 李先生，你好嗎？ Mr. Lee, how have you been lately? 李先生，你最近還好嗎？
一般	Hi, I’m Jerry. Nice to meet you. 嗨，我是 Jerry，很開心認識你 Hey, I don’t think we’ve met yet. I’m John. Nice to meet you. 嘿，我還沒機會認識你，我是 John，很開心認識你	面對已經認識的人，請見“Lesson 2：跳脫 Hi, how are you”中所提到的招呼方式

\* 上都別忘了握手加上眼神交會 \*

## IV. Small Talk 步驟二：建立話題

### (1) 明知故問

1. It's a bit hot in the room, isn't it?

不覺得房間有點熱嗎？

2. It seems like a pretty intense course, isn't it?

這看起來像是一門很重的課，你不覺得嗎？

### (2) 認真發問

1. 與當下情境相關

- How's your night so far?

今晚參加活動開心嗎？

- What brings you here?

你怎麼會來這個活動呢？

- How did you know Jason?

你怎麼認識傑森？

- Why aren't you dancing/eating?

你為什麼不跳舞 / 吃飯？

2. 生活相關

- What's your plan for the weekend?

你週末要幹嘛啊？

- What have you been up to?

你最近在忙什麼？

- How do you like Canada so far?

你目前覺得加拿大如何？還喜歡嗎？

- How do you like the course so far?

你到目前為止還喜歡這堂課嗎？

- How's XXX?

XXX 如何？

- Hey, how's Singapore?

新加坡好玩嗎？

- Hey, how's life?  
最近過得怎麼樣？
- Oh, how's your new project going?  
最近的企劃做得如何？

### 3. 工作相關

- What do you do?  
你是做什麼的？
- How did you start out as a teacher?  
你怎麼開始當老師的？
- How long have you been working as a teacher?  
你當老師有多長的時間了？
- What is a typical day like for a teacher?  
老師的一天是什麼樣子呢？
- What motivated you to become a teacher?  
是什麼樣的動力讓你成為老師的？

### 4. 食物相關

- Have you tried the...?  
你有嘗試過 ... 嗎？
- Have you try the Japanese restaurant on 5th street?  
你有沒有去試過五街的日本料理店呢？
- Do you recommend any good XX restaurants in town?  
你要不要介紹我這個城市有什麼好吃的餐廳？

### (3) 給予稱讚

下一單元會再說明

#### ◆ 三個注意事項

1. 視線非常重要 (Sticky eyes)：展現誠懇。
2. 不要給 One-word-answer：給人被句點的感覺，應延續答案。
3. 複習以上話題，準備好自己的答案。

## V. Small Talk 步驟三：順利退場

### 1. 提出離開的理由

- I have a paper due tonight so I'll have to go very soon. But I really enjoyed talking to you.

我今天晚上有一個報告截止，所以必須要回去做功課，但跟你聊天很開心。

- I'd love to talk for longer, but I need to be in a meeting in 5 minutes.

我實在恨不得繼續聊天，不過五分鐘之後我必須要去開會。

### 2. 預告即將離開

- I have to go in a minute, but before I go, can I add you on Facebook/Instagram/Line?

我必須要先離開了，但在我離開之前，可以加你 Facebook/Instagram/Line 好友嗎？

- I have to go in a minute, but I really like your idea. Let's talk about that next time.

我必須要先離開了，但我很欣賞你的想法，我們下次來聊。

- It's been great catching up with you. Let me know how the presentation goes.

很開心可以跟你更新近況，再讓我知道你報告報得如何啊。

### 3. 利用周圍藉口

- I'm going to grab some food. It's been great talking to you. I'll see you around.

我先去弄一些吃的。很高興可以跟你聊天，等等回頭見。

- It's really nice meeting you. I'm going to walk around and talk to other people. I hope you enjoy the rest of the event.

很高興認識你，我現在要去其他地方跟別人聊天，希望你在活動玩得開心。

## VI. 延伸影片：請點擊圖片觀看

- ◆ Easy Ways to Make Small Talk with Anyone

跟任何人聊天的四種方



- ◆ 7 Greatest Conversation Starters That Actually Work

七種有效的破冰方式



- ◆ How to Make Small Talk 如何開啟聊天



- ◆ How to Master Small Talk in English with 3 Simple Rules

三招幫你完勝 Small talk



- ◆ 與老外閒聊沒得說？問這八個問題絕對不冷場



影片內容與字幕校正

影片一

3:06

下方字幕應為“sociable”

7:56

“I don't think I've met you yet.”  
沒有錯誤，但 “I don't think we've met.” 更常見

影片二

15:22

黑板上的翻譯改成「我們下次再聊」

15:27

黑板上翻譯改成「很開心可以跟你更新近況，再讓我知道你報告報得如何啊。」

17:32

黑板上的字改成：It's really nice meeting you.

## Unit 4 讚美他人的說話藝術

### I. 何謂稱讚？

#### (1) 稱讚：Complimenting v.s. Praising

1. Complimenting: 輩份或年紀相仿的人  
⇒ 建立連結、表達認同、社交技巧、話題開場
2. Praising: 上位者對下位者的肯定，或給予回饋  
⇒ That was a great paper. 那篇文章寫得不錯

### II. 不合適的稱讚情境

(1) 學生對老師說：You are wearing a lovely dress. It fits you really well.

#### (2) 不適合的原因

1. 忽略情境：稱讚較適用於平輩，如果是上下位者之間，尤其是異性，會顯得有些尷尬。
2. 錯誤搭配詞：It fits you really well. 應該改為 It suits you really well.

### III. 合適的稱讚目標

#### (1) 外表衣著：

- That's a really nice jacket. 你的外套很好看耶

#### (2) 表現：

- You did a great job! 你做得很好！

#### (3) 性格：

- You're so sweet. 你人好好！

稱讚的目標要與對象有緊密的連結，以下目標就較為不適合：

1. We have a great teacher. 我們有個很棒的老師
2. Your son is really smart. 你的兒子很聰明

## IV. 英語使用者如何稱讚別人

	句型公式	例句	中文翻譯
三種 主要 句型	名詞片語 be (really) adj.	Your dress is really beautiful.	你的裙子很美。
		The event was amazing.	活動辦得很棒。
		Oh, new shoes? They are really nice.	哇！新鞋！ 很好看耶。
	I (really) like/love 名詞片語	I really like your bag	我很喜歡你的包包。
		I really love your car.	我很愛你的車。
		I really admire your work.	我很欣賞你的作品。
		I was really impressed by your work.	我被你的作品驚豔到了。
	That's (a) (really) 形容詞 (+ 名詞片語)	That's a really nice sweater.	這件毛衣很不錯耶。
		That's a nice watch.	手錶很好看。
That's amazing!		太棒了！	
六種 次要 句型	You + 動詞 + 名詞片語	You did a great job!	你剛剛做得很好！
	You+ 動詞 + really + 副詞	You really handled that situation well.	你真的把狀況處理得很好。
	You have 形容詞 + 名詞片語	You have such beautiful hair!	你的頭髮真的好美！
		You have such great humor!	真的很有幽默感！
	What a 形容詞 + 名詞片語	What a lovely baby you have!	你的寶寶太可愛了！
		What an excellent performance!	你的表演太出色了！
	形容詞 + 名詞片語	Nice game.	(球賽) 打得真好。
		Good job.	做得好。
	Isn't 名詞片語 + 形容詞	Isn't your ring beautiful!	你的戒指真美！
Isn't your presentation fabulous!		你的簡報真棒！	

最常見用來做稱讚時「形容詞」的詞彙：Nice. Good. Pretty. Beautiful. Great

## V. 如何利用稱讚來開啟一個 Small Talk?

### (1) 衣著外型

1. Where did you get it?  
你在哪買的？
2. Where do you go shopping? I like your style.  
你都去哪逛街？我喜歡你的風格。

### (2) 能力個性

1. How long have you been working on it?  
你花多久時間才完成的啊？
2. Why are you so good at presentations?  
你為什麼這麼做報告？
3. Have you always been good at presentations?  
你一直都這麼會做報告嗎？

## VI. 如何回應別人的稱讚

### (1) 接受

1. Thanks./ Thank you. 謝謝。
2. That means a lot to me. 對我來說非常有意義。
3. I appreciate that. 感謝。
4. I'm glad you feel that way. 很開心你這麼認為。
5. That's nice of you to say. 你這麼說真好。
6. I'm glad that the hard work paid off. 很高興我的付出有成果。

### (2) 否定

1. A: You look great! 你看起來氣色真好！  
B: Nah, I feel fat. 我覺得自己滿胖的。
2. A: I like your sweater. 我喜歡你的毛衣。  
B: Well, it's not special at all. 我覺得沒什麼特別的耶。



### (3) 轉移話題

#### 1. 分享背景

- A: *Where did you get your sandals?* 你這雙涼鞋哪裡買的？
- B: *I bought it on my trip to Greece.* 我去希臘旅遊時買的。

#### 2. 轉移功勞

- A: *I really like your watch.* 我很喜歡你的錶。
- B: *My brother gave it to me.* 是我哥給我的。

#### 3. 自我降格

- A: *Your presentation was really good.* 你報告得很好耶。
- B: *That wasn't a big deal.* 噢，那沒什麼啦！

#### 4. 提出反問

- A: *You got really nice shoes.* 你鞋子很好看耶。
- B: *Wow, do you really like them?* 你真的喜歡嗎？

#### 5. 稱讚對方

- A: *I like your poster.* 我喜歡你做的海報。
- B: *I like your poster, too!* 我也喜歡你做的海報。

#### 6. 現實生活：混合版

- A: *I really like your sweater.* 我很喜歡你的毛衣。
- B: *Thank you. My mom gave it to me. It's actually pretty worn.*

謝謝！但這其實是我媽給我的，而且它有點破損。

## VII. 稱讚的社會語言小常識

### (1) 稱讚分性別

#### 1. 女性：第一、二人稱

- *I love your purse.* 我喜歡你的皮包。
- *You look great.* 你氣色真好。

#### 2. 男性：單純針對事物

- *Nice shoes.* 鞋子好看。
- *Nice bag.* 包包不錯欸。
- *Great job.* 做得好。

### 3. 文化差異

- 英文：50% 接受稱讚，3% 否定稱讚
- 中文：1% 接受稱讚，96% 否定稱讚

### 4. 稱讚語氣

“Wow! Your cooking is great!”

- 語調上揚 = 真心稱讚
- 語調下降 = 嘲諷

## VIII. 延伸影片：請點擊圖片觀看

- ◆ How to Give and Receive a Compliment  
如何接受以及給予讚美



- ◆ Over 20 Expressions to Give Compliments in English  
二十種給予稱讚的方式



- ◆ Learn the Top 10 English Compliments You Always Want to Hear  
十句你會想聽的英文讚美



- ◆ Different Ways to React to Compliments to in English  
用流利的英文回答讚美



- ◆ Give Compliments in Fluent English  
用流利的英文讚美別



影片內容與字幕校正

8:03

黑板上第二句的翻譯改成「我很愛你的車」

# Unit 5

## 邀約他人的實用寶典

### I. 邀約四步驟

- (1) A - Pre-invitation
- (2) B - Respond to the pre-invitation
- (3) A - Invitation
- (4) B - Respond to the invitation

### II. 如何四步驟用英文提出邀約

#### (1) A - Pre-invitation 測風向

##### 1. Wh- 問句 (語調往下)

- What are you up to tonight? 你今晚要做什麼？
- What are your plans for the weekend? 你週末要做什麼？
- What are your plans for Christmas? 你聖誕節要做什麼？

##### 2. Yes-no 問句 (語調上揚)

- Are you free later after work? 你下班之後有事嗎？
- Are you busy on Friday? 你禮拜五忙嗎？
- Are you doing anything on Saturday night? 你禮拜六晚上有要幹嘛嗎？

#### (2) B - Respond to the pre-invitation

##### 1. 想要被邀約

- Nothing much. 沒幹嘛。
- I don't know. 不知道耶。
- Yeah, sure. 有啊。

##### 2. 表達拒絕的意願

- I have plans already. 我有事了耶。
- I'm having dinner with Allen. 我要跟 Allen 去吃晚餐。

##### 3. 待決定、看狀況

- Why? 怎麼啦？
- Do you have anything in mind? 你有要做什麼嗎？

### (3) A - Invitation

	例句	中文翻譯
熟人或非正式場合	Do you want to/Wanna go to a movie?	你要去看電影嗎？
	Do you want to/Wanna grab some food/a coffee?	要吃點東西 / 喝咖啡嗎？
	Why don't we go hiking?	要去爬山嗎？
	How about we have dinner on Saturday night?	禮拜六晚上吃飯如何？
	Come to my house-warming party!	來我的搬家派對呀！
陌生人或正式場合	Would you like to...	
	Would you like to come to my birthday party?	你會想來我的生日趴嗎？
	I was wondering if you would like to...	
	I was wondering if you would like to come to my presentation.	不知道你會不會想來我的發表？
	I was wondering if you would like to have brunch together on the weekend.	不知道你會不會想週末一起吃早午餐？
	I was wondering if you would like to go to a movie after work.	不知道你會不會想下班後一起看電影？
	I'd love it if you could...	
	I'd love it if you could visit my new office.	希望你可以來我的新辦公室。
	I'd love it if we could have coffee sometime.	希望我們能改天一起喝杯咖啡。
I'd love it if we could go for a walk.	希望我們能去散散步。	

1. 「過去式」比「現在式」更有禮貌（將於第七課詳細介紹）
2. “Would” 比 “Will” 有禮貌；“Could” 比 “Can” 有禮貌
  - ⇒ Will you come to my party?  
聽起來像在質詢「未來這個 party 你到底會不會來？」
  - ⇒ Can you open the window?  
應該要說 Could you open the window? 會更有禮貌

#### (4) B - Respond to invitation

##### 1. 答應對方

###### ◆ 一般場合

- Sure 當然。
- Sounds good. 聽起來很棒。
- Count me in. 加一。
- I'm down. 加一。

###### ◆ 正式場合

- Thanks for the invitation. I'd love to.  
感謝你的邀請，我很樂意去。
- It's really nice of you to think of me. I'll be there.  
感謝你想到我，我會去的。

##### 2. 表達拒絕的意願

###### ◆ 一般場合

- It's alright. I'll pass.  
沒關係，不用啦。
- Oh, sorry, I can't. I have plans already.  
抱歉，我有事了耶。
- I've been quite busy lately. Maybe next weekend?  
我最近很忙，不然下禮拜？

###### ◆ 正式場合（先表達感謝 + 婉拒 + 說明理由 + 正面收尾）

- Thank you for the invitation. Unfortunately, I have plans already. My family is visiting this weekend. I hope you have a great party.  
感謝你的邀請，不過我已經有約了。我家人週末要來拜訪。希望你在 party 玩得開心。

- I wish I could go but I don't think I'll be able to make it. I won't be in town on Friday. Let's meet up some other time soon.

我也很想去但我可能沒辦法。我週五不在市區。我們下次再見吧！

### 3. 待決定、看狀況

- I'm not sure if I could make it. I'll let you know after I check my calendar.

我不確定我行不行，我看一下我的行事曆再跟你說。

- Maybe I can reschedule something. I'll get back to you soon.

我可能可以重新安排一下事情，我再跟你說。

## III. 「假意邀約」的社會功能

假意邀約 (Ostensible invitation) :

用來表達善意、禮貌、客氣的意味，如：再約、改天見

1. 表層意義：邀請對方

2. 裡層意義：為了表達友善

- We should get together sometime. 改天再一起出來。
- Let's grab coffee sometime. 改天出來喝咖啡。

## IV. 延伸影片：請點擊圖片觀看

- ◆ Learn the Top 10 Ways to Invite Someone to Something in English  
十種用英文邀請他人的方法



- ◆ How to Make Invitations in English in 15+ Ways Useful  
15 種用英文邀請他人的方法



- ◆ How to Invite Friends to Hang Out in a Polite and Cool Way  
如何禮貌又輕鬆地邀請朋友一起玩



- ◆ Invite Someone to Do Something in English  
用英文邀請他人



- ◆ 表達邀約的句型：Why Don't, Why Not, How About



影片內容與字幕校正

1:30

□誤，應為 “Respond to “the” pre-invitation”

8:43

“Would you like to join my birthday party?” 改為 “Would you like to come to my birthday party?”

## Unit 6

# 拜託你的神救援 - 如何請求協助 (一)

### » 觀察練習

(1) It'd be cool if you could close the door on your way out.

你能不能離開的時候關個門？

1. It would be... if you could... 語塊表達禮貌

- I'd be great/awesome if you could...

你可以的話就太棒了 / 太感謝你了！

2. 選擇用 "cool" 表現出輕鬆，是年輕人同輩之間用語

- 推測是同輩之間有禮貌的說話方式

(2) I was wondering if I could um... take some time off.

不知道我能不能放假一段時間？

1. I was wondering if I could... 語塊表達禮貌

- I was wondering if I could take pictures here.

不知道我能不能在這拍照？

- I was wondering if I could open the window.

不知道我能不能打開窗戶？

2. Um... 降低請求的強度

- 推測是下位者對上位者有禮貌地提出請求

(3) Would it be ok if I hand in the paper on Monday?

不知道我能不能週一再交報告？

1. Would it be...if...? 我這麼做是 ... 的嗎？

- Would it be acceptable if I...?

我這麼做是可以接受的嗎？



2. “Ok” 表示輕鬆
3. Impersonalize 去人格化：
  - 沒有指涉人稱，不說「『你』可以讓我週一再交嗎？」
  - 推測是下位者對上位者有禮貌地提出請求、口吻上較輕鬆、關係較親密。

## I. 9 個表達禮貌的語塊 (Word chunks)

### (1) Could you...? 你能不能 ...?

#### 1. Could you buy me a coffee?

你可以幫我買個咖啡嗎？

#### 2. Could you hand me the cup?

你可以拿那個杯子給我嗎？

### (2) Do you think I/you could ...? 你可以 ..... 嗎？

#### 1. Do you think you could lend me your camera?

你可以借我相機嗎？

#### 2. Do you think I could borrow a pen from you?

我可以跟你借筆嗎？

### (3) Is it possible for you to ...? 你有沒有可能幫我 ..... ?

#### 1. Is it possible for you to clean up the kitchen?

你可以清理一下廚房嗎？

#### 2. Is it possible for you to carry my bag?

你可以幫我拿一下包包嗎？

### (4) Would it be possible for you to...?

不知道你有沒有可能幫我 ..... ?

#### 1. Would it be possible for you to clean up the table?

不知道你能不能清理一下桌子？

#### 2. Would it be possible for you to buy some souvenirs for me?

不知道你能不能幫我帶一些紀念品？

(5) I wanted to ask if you/I could.... 我想問說你 / 我能不能 ... 。

1. I wanted to ask if you could give me a ride home.

我想問說你能不能載我回家？

2. I wanted to ask if you could book a ticket for me.

我想問你說能不能幫我訂票？

(6) May I...? 我能 ... 嗎？

1. May I use your pen?

請問我能用你的筆嗎？

2. May I talk to Mr. Chang?

請問我可以跟張先生說句話嗎？

(7) I'd appreciate it if you could...

如果你能 ... 就太好了。(不以問句詢問)

1. I'd appreciate it if you could lend me your notes.

如果能借你的筆記就太感謝了。

2. I'd appreciate it if you could give me some feedback.

如果可以得到你的回饋就太感謝了。

(8) It would be ... if you could...? 如果你能 ... 就太好了。

1. It would be great if you could help me put up the poster.

如果你能幫我貼海報就太好了。

2. It would be appreciated if you could offer me some advice.

如果你能給我一些建議就太感謝了。

(9) I was wondering ... if you could...? 我在想我能不能 ...?

1. I was wondering if I could take time off.

我在想我能不能放假一段時間？

2. I was wondering if you could lend me your car.

我在想你能不能借我你的車？

## II. 如何緩解請求的語氣

### (1) 緩解字詞 (Downgraders)

降低對方麻煩程度：

please, just, a little, a bit, a few, a second, kind of, or so

降低對方幫忙的可能性：

perhaps, maybe, possible, by any chance

1. Could you maybe/perhaps buy me a coffee?

你可以幫我買個咖啡嗎？

2. Do you think you could maybe lend me your camera for a bit/for a second/for a day or so?

你可以借我相機一下下就好 / 大概一天就好嗎？

3. I was just/kind of wondering if I could take some time off.

我有點在想我能不能放假一小段時間？

### (2) 助攻 (Supporting move)

1. Would you do me a favor? Could you buy me a coffee?

你能幫我個忙嗎？能不能幫我買個咖啡？ [直接預告]

2. Are you going back to Taipei? I wanted to ask if you could give me a ride home.

你要回台北嗎？不知道你能不能順便送我回家？ [明知故問]

3. This is such an awesome camera. Do you think you could maybe lend it to me for a bit?

這個相機太讚了，不知道你能不能借我一陣子？ [先讚美後請求]

4. I hope you don't think I'm being forward, but is it possible for you to clean up the kitchen?

希望這樣沒有太直接，不過你能不能打掃一下廚房呢？ [打預防針]

### III. 延伸影片：請點擊圖片觀看：

- ◆ How to Ask for Help in English 如何用英文請求協助



- ◆ Politely and Casually Asking for Help in English 禮貌與隨性地請他人幫忙



- ◆ Polite Requests and Questions 禮貌地請求和提問



- ◆ How to Properly Ask for Help 【練口說】 #5 如何有禮貌地請求協助



## Unit 7

# 伸出你的援手 - 如何請求協助 (二)

### I. 如何提出隨性的請求

⇒ 小事情、雙方地位相等

⇒ 公式：取得注意 + 助攻 (optional) + 請求 + 感謝

#### ◆ 情境 1

*During lunch time, your co-worker, Josh, is leaving the office to buy lunch. You are hoping that he could buy you some food since you are still busy with work. Provide an appropriate request.*

[小事情，雙方地位相等]

午餐時間的時候，你的同事 Josh 要出去買飯。你希望他可以幫你買東西吃，因為你工作還很忙。此時你該如何提出請求？

1. Hey. Would you do me a favor? Could you maybe help me buy lunch? I'll pay you back later. Thank you.

你可以幫我一個忙嗎？可以幫我買個午餐嗎？我等等給你錢，謝啦！

2. Josh, do you think you could just grab me some food? Thanks! Josh!

你可以幫我買個東西吃嗎？感謝！

#### ◆ 情境 2

*You missed class last week. You are hoping that your classmate, Mindy, could lend you her notes. However, you two are only acquaintances. Provide an appropriate request.*

[地位相當，小事情，但雙方不熟識]

你這週錯過了一堂課，你希望你的同學 Mandy 可以借你筆記看，但你們兩個不太熟，請問你該如何提出請求？

1. Hey. I was absent last week. Just wondering if I could borrow your notes for a bit. It won't be long. Thank you so much.

我上禮拜缺席，能不能跟你借一下筆記，不會太久的，感謝

2. Hi. Would it be possible for you to lend me your lecture notes? I missed class last week and I really need to catch up.  
可不可以跟你借上課筆記，我上禮拜沒來，很需要趕進度

◆ 情境 3

*A new semester just started, the textbook for a course is extremely expensive. One of the senior students, Ashley, took the course last year. You're hoping to use her book instead of buying a new one.*

*Provide an appropriate request.*

[ 事情中等，請求對象較年長 ]

*新學期剛開始，其中一門課的課本非常的貴，你有一個同學 Ashley 去年修過這堂課，你希望可以用她的二手書，就不用買新的。你該如何提出請求？*

1. Hey, Ashley. I wanted to ask if it is possible for you to lend me the textbook for a term or so. Brand new textbooks are so pricy! I'd really appreciate it if you're willing to lend me yours.

嘿！ Ashley 我在想能不能跟你借個教科書，買新書真的很貴。如果你能借我的話真的很感謝。

2. Ashley. Do you think I could maybe borrow your Economics 101 textbook for this term? I won't have any marks on it. Thank you so much!

Ashely 你能不能借我經濟學 101 的教科書？我不會做任何記號的，謝謝你！

## II. 如何提出慎重的請求

⇒ 事情大、對方地位比較高

⇒ 公式：取得注意 + small talk (optional) + 助攻 + 請求 + 感謝

◆ 情境 1

*You are applying for a new job and hoping that your old boss, Mr. Chang, could write you a recommendation letter. You worked for him for a year but was not very close with him. Provide an appropriate request.*

[事情大，對方地位比較高]

你在申請一個新工作，而你希望你的前老闆，張先生，可以幫你寫封推薦信。你幫他工作一年了，但你們沒有非常熟。你該如何請他幫你寫推薦信？

1. 取得注意 + Small talk

⇒ Mr. Chang, how's your Christmas holiday?

張先生，聖誕假期過得如何？

2. 助攻（預告請求）

⇒ I was thinking of applying for a new job next year.

我在想我明年要換工作。

3. 提出請求

⇒ I wanted to ask if you could write a letter of recommendation for me.

⇒ I was wondering if it is possible for you to write me a letter of recommendation.

不知道你能不能幫我寫推薦信？

4. 感謝

⇒ That would mean a lot to me.

這會對我意義重大。

⇒ I am sure that would help me with my application a lot.

相信也會對我的申請有很大的幫助。

⇒ Thank you so much.

非常感謝。

◆ 情境 2

*You are taking a psychology class and the final paper is due in 3 days. However, you are not even close to finishing the paper. You are hoping that the professor would give you a deadline extension. Provide an appropriate request.*

*你正在修的生物課有一個期末報告再 3 天就要截止了，但是你距離寫完還差得很遠。你希望教授可以讓你延期繳交，你該如何提出請求？*

1. 取得注意 + 助攻（預告請求）

⇒ Professor Chen, this final paper is taking me longer than I expected. I've been having a hard time finding necessary resources.

陳教授，期末報告花費的時間比我想像中的更久。我有點難找到需要的資源。

2. 提出請求

⇒ I was wondering if it is possible to have a deadline extension.  
不知道能不能延遲繳交？

3. 助攻 + 感謝

⇒ I will be able to hand in the paper on January 18th.  
Thank you so much.

我會在 1 月 18 日繳交。謝謝！

### III. 直接與間接請求的運用

(1) 直接請求

⇒ Clean up the kitchen.

去打掃廚房！[ 祈使句 ]

⇒ I'm asking you to clean up the kitchen.

我在叫你去打掃廚房。[ 現在進行式 ]

⇒ You'll have to clean up the kitchen.

你必須要去打掃廚房。[ 未來式 ]



## (2) 間接請求

⇒ **Is this your pen?** 這是你的筆嗎？

(暗指想要借筆)

⇒ **Are you getting lunch?** 你要買午餐嗎？

(暗指「可否順便幫我買？」)

⇒ **Don't you think it's a bit hot inside?** 你不覺得房間裡有點熱嗎？

(暗指「想不想開冷氣？」)

## (3) 情境練習

### ◆ 情境 1 鄰居聽音樂，太大聲

#### 1. 直接請求

⇒ **Turn down the volume!** 音樂關小聲點！

#### 2. 一般請求

⇒ **Can you turn down the volume? I have an exam tomorrow.**

音樂關小聲一點好嗎？我明天要考試。

#### 3. 禮貌請求

⇒ **Is it possible for you to turn down the volume a bit?**

請問可以把音量調小一點點嗎？

#### 4. 間接請求

⇒ **My mom thinks that the music is a bit loud.**

我媽媽覺得音樂有點大聲。

### ◆ 情境 2 室友不倒垃圾

#### 1. 直接請求

⇒ **You'll need to take out the trash. It's your turn.**

你必須要去倒垃圾。輪到你了。

#### 2. 一般請求

⇒ **Is it ok for you to take out the trash?**

你可以去倒垃圾嗎？

### 3. 禮貌請求

⇒ It would be great if you could take out the trash.

如果你可以倒垃圾就太好了。

### 4. 間接請求

⇒ The trash can in the kitchen is full.

廚房垃圾桶滿了耶。

## IV. 延伸影片：請點擊圖片觀看

- ◆ Making Requests & Asking for Permission 提出請求 & 尋求認可



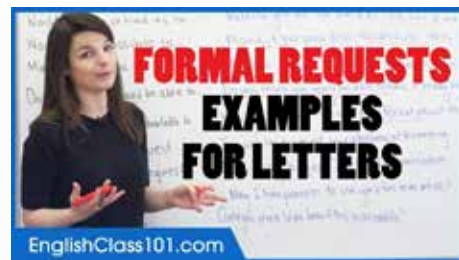
- ◆ How to Ask for Help - And Get a "Yes" TED Talk 如何尋求幫忙 – 並且得到幫助！



- ◆ May Can Could - Making Polite Requests In English  
May, Can, Could – 用這三個字禮貌地提出請求



- ◆ How to Make Formal Requests in English - English Letter Writing Examples  
如何用英文提出正式的請求 – 英文信件寫作範例



- ◆ How to: Make Polite Requests  
如何用英文禮貌地提出請求



影片內容與字幕校正

影片一

6:15 & 7:00

字幕 text book 改為 "textbook"

## Unit 8

# 比 I'm sorry 更誠心的道歉法

### I. 如何用英文真誠地道歉——五步驟

#### (1) 表達歉意

##### 1. 非正式或事態不嚴重

- ◆ I'm (so/really) sorry. (真的很) 對不起。

⇒ I'm "sooo" sorry for wasting your time.

真的非常抱歉浪費你的時間。

⇒ I'm really, really sorry for wasting your time.

真的非常抱歉浪費你的時間。

- ◆ I'm sorry for Ving .

⇒ I'm sorry for wasting your time.

抱歉浪費你的時間。

⇒ I'm sorry for breaking your glass.

抱歉打破你的杯子。

##### 2. 正式或事態嚴重

- ◆ I owe you an apology. 我欠你一個道歉。

- ◆ I need to apologize (for Ving ).

⇒ I apologize for being late.

很抱歉，我遲到了。

⇒ I need to apologize for being irresponsible.

我對我的不負責任感到很抱歉。

- ◆ I sincerely apologize. 我誠摯地道歉。

## (2) 承擔責任

### 1. 非正式或事態不嚴重

- ◆ My mistake/bad/fault. 我的錯。
- ◆ I feel bad about this. 我感覺心裡很難受。
  - ⇒ Oops, my bad, I forgot to turn off the lights.  
噢，我的錯，我忘記關燈了。
  - ⇒ Oh! My mistake. I forgot to take out the trash.  
噢，我的錯，我忘了倒垃圾。

### 2. 正式或事態嚴重

- ◆ It's (completely/entirely) my fault. 這（完全）是我的錯。
- ◆ I take full responsibility for what has happened.  
我對於所發生的一切，全權負責。
- ◆ I shouldn't have pp. 我當時不應該 ..... [ 表達後悔 ]
  - ⇒ I shouldn't have said that.  
我當時真不該這麼說話。
  - ⇒ I shouldn't have done that.  
我當時真不該這麼做。
  - ⇒ I shouldn't have been mean.  
我當時真不該這麼兇。
- ◆ I should have P.P. 我當時應該 ..... [ 表達後悔 ]
  - ⇒ I should've left the house earlier.  
早知道我該早點離開家。
  - ⇒ I should've taken better care of your stuff.  
早知道我就該好好照顧你的東西。
  - ⇒ I should've thought about this.  
早知道我就該想到這件事。

◆ I was wrong to 原 V. 是我的不對 [ 明確表達自己大錯特錯 ]

⇒ I was wrong to talk to you like that.

那樣跟你說話是我的不對

⇒ I was wrong to yell at you.

對你大吼是我的不對

3. 不完全擔負責任

◆ It was an accident. 這是個意外。

◆ I didn't mean to ... 我不是故意 .....

⇒ I didn't mean to hurt your feelings. 我不是故意要傷你的心。

◆ I didn't mean to bump into you. 我不是故意要撞到你

(3) 說明原由

⇒ I'm sorry for being late. I was stuck in traffic.

抱歉我遲到了，我塞車塞在路上。

⇒ I'm sorry for forgetting your birthday. I was really busy with work.

很抱歉我忘記你的生日，我最近工作很忙。

(4) 嘗試修復

1. 詢問對方想法

⇒ How can I make it up to you?

我可以怎麼補償你？

2. 主動提出方案

⇒ Why don't I buy you lunch on Friday?

我禮拜五請你吃午餐吧？

⇒ Would you be willing to reschedule the meeting?

你願意重新安排會議時間嗎？

⇒ I'll pay for the cleaning.

我會付清潔費。

(5) 承諾不再發生

⇒ (I promise) It won't happen again.

( 我保證 ) 不會再發生這樣的事了。

## II. 假意道歉的社會功能

### (1) 緩解「面子威脅行為」(Face-threatening acts)

在可能會威脅到對方面子、形象，讓對方感到尷尬、丟臉之前，先假意道歉，以緩和雙方情緒。

### (2) 假意道歉常用於請求、抱怨、拒絕他人之前

⇒ Sorry to trouble you, but isn't that your car parked right in front of the garage?

抱歉打擾你，車庫前那台車是不是你的？

⇒ I'm terribly sorry but you seem to have taken my suitcase by mistake.

我很抱歉，你好像不小心拿到我的行李。

⇒ I'm sorry, but I am afraid there are no more seats left for the late show.

很抱歉，晚上的場次已經沒有位子。

## III. 如何回應他人歉意

### (1) 回應不嚴重的道歉

⇒ It's ok. 沒關係。

⇒ No worries. 沒關係。

⇒ It's all good. 沒關係。

### (2) 回應慎重的道歉

⇒ It wasn't your fault. 不是你的錯。

⇒ I understand. 我理解。

## IV. 實境演練

### ◆ 情境 1 和朋友出去吃飯時，忘記訂位

*You and your friends are going out for dinner. You arrive at the restaurant and realize that you forgot to make a reservation. Now you have to wait for 20 minutes before being seated. Provide an appropriate apology.*

*你和你朋友要出去吃飯。你到了餐廳才發現自己沒有訂位，所以現在要等 20 分鐘才有位子。請向你的朋友道歉。*

⇒ Oops. My bad. I should've made a reservation.

噢，我的錯，我應該要先訂位的。

⇒ Oh! I'm so sorry. I feel bad about this. Do you want to go somewhere else instead?

噢，很抱歉，真不好意思，你們要去別家吃嗎？

◆ 情境 2 跟老師約了見面卻睡過頭，向老師道歉

(1) 表達歉意

⇒ I apologize for missing our meeting.

很抱歉錯過了會議。

(2) 說明原由

⇒ I woke up really early and fell asleep while studying. When I woke up, it was already 11:20.

我很早起來讀書，結果睡著了，醒來的時候已經 11:20 了。

(3) 表達歉意

⇒ Sorry for keeping you waiting.

抱歉讓你等這麼久。

(4) 嘗試修補

⇒ If possible, could we move our meeting to January 5th?

可以的話我們能不能改成 1/5 碰面？

(5) 感謝、承諾不再發生

⇒ Thank you and I promise this will not happen again.

謝謝！我保證不會再發生這樣的事了。

## V. 延伸影片：請點擊圖片觀看

- ◆ 不要再講 sorry 了！5 句讓人馬上原諒你的英文說法！【兩分鐘英語教室】



- ◆ How to Apologize in English 當你犯錯時該如何用英文道歉？



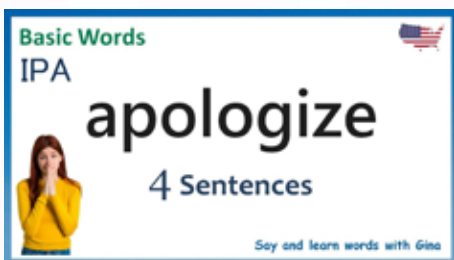
- ◆ 【萬用英文 #1】 不要只會講！！5 個超好用英文短句教會你如何日常系道歉！！  
★吸管英語★



- ◆ Stop Saying I'm Sorry: More Ways to Apologize in English 別再說「對不起」：更多用英文道歉的方式



- ◆ Apologize Sentence Examples - How to Pronounce Apologize 用“Apologize”造句



### 影片內容與字幕校正

5:00

翻譯改為「我對我的不負責任感到很抱歉」

8:00

翻譯：我當時真不該這麼說話 改成「我當時真不該那麼說」

15:34

英文字幕跑出黑板：I'm terribly sorry but you seem to have taken my suitcase



## Unit 9

# 忠言不逆耳 - 如何給建議

### I. 負面例子（你中標了嗎？）

聽聽看這些句子，這些建議出了什麼問題？（解答見講義最後）

⇒ You should bring water next time.

⇒ You should drive more carefully. You're going too fast.

### II. 如何語氣直接地給建議

#### (1) 適合上對下的位階

##### 1. 祈使句

⇒ Eat more vegetables.

你要多吃蔬菜。

##### 2. You should/you shouldn't

你應該 / 你不應該。

⇒ You should start working on your paper earlier next time.

你下次應該提早開始做報告。

##### 3. You're supposed to... 你理當要 .....

⇒ You're supposed to do the dishes.

你理當要洗碗。

##### 4. You'd better... 你最好給我 .....

⇒ You'd better be on time.

你最好給我準時。

#### (2) 這四種句型只適用於上對下給建議

##### 1. 中英文差異性

- 中文：你應該 ....., 語氣和緩
- 英文：You should..., 語氣嚴厲

##### 2. 文法書教學上忽略社會語言能力

### III.如何語氣和緩地給建議

#### ◆ 間接提出建議

情境：朋友考慮要不要辭職，你想建議他先找新工作。

(1) My advice is to + 原 V. 我的建議是 .....

⇒ My advice is to look for a new job first.

我的建議是先找一個新的工作。

(2) I think you should+ 原 V. 我想你應該 .....

⇒ I think you should look for a new job first.

我想你應該先找好新的工作。

(3) You should probably consider + Ving... 你或許可以考慮 .....

⇒ You should probably consider looking for a new job first.

你或許可以考慮先找好新的工作。

(4) I don't know if + Ving + is a good idea.

我不知道這會不會是一個好主意

⇒ I don't know if quitting your job is a good idea.

我不知道辭職會不會是一個好主意。

#### ◆ 建議改成問句

情境：朋友跟家人相處不愉快，你想建議他搬出去住。

(1) Why don't you + 原 V? 為什麼不這麼做呢？

⇒ Why don't you move out?

你為什麼不搬出去住呢？

(2) Have you thought about + Ving? 你有沒有想過 .....

⇒ Have you thought about moving out?

你有沒有想過搬出去住呢？

(3) Have you tried + Ving? 你有沒有試過 .....

⇒ Have you tried moving out?

你有沒有想過搬出去住呢？

◆ 假設語態 – 換位思考

If I were you, I would/wouldn't + 原 V. 假如果是你，我可能會 .....

⇒ If I were you, I would find a new job first.

假如我是你，我會先找新工作。

⇒ If I were you, I would quit my job.

假如我是你，我不會辭職。

⇒ If I were you, I would move out.

假如我是你，我會搬出去住。

## IV. 給予建議的文化差異

### (1) 東方文化

給予建議 = 關心

### (2) 西方文化

不管是直接或間接給予建議，都是屬於「面子威脅行為 (face-threatening acts)」

1. I think you should go to bed earlier. 早點睡。

2. If I were you, I would drink less. 少喝點。

3. Why don't you exercise more? 多運動。

- 以上三句實質是在「限縮對方自由」。
- 用英文給建議要注意說話前後文，與說話者關係。

## V. 假意建議的社會功能

### (1) 被包裝成「指示」的建議

#### 1. 大多包含 Should, Could, Would

⇒ Why don't you finish that today?

你今天怎麼不把這個做完呢？

- 意思是 "Don't go home until you finish this."

⇒ I would love it if you could do a few more of these.

如果你能夠多做幾次這東西的話就太棒了！

- 意思是 "That's not enough. Do more of those."

⇒ You could try making that more detailed.

你可以嘗試做得更詳細。

- 意思是 "That's not detailed enough. Make it more detailed."

### (2) 看前後文、說話對象判斷是建議或指示

#### 1. 本課開頭的負面例子

- 語氣過於直接："You should"
- 文化差異：在中文表示關切的字句，在英文可能表示限縮自由。

#### 2. 如何改善？

(X) You should bring water next time.

(O) Don't forget to bring water next time.

下次別忘了帶水喔！

(X) You should drive more carefully. You're going too fast.

(O) I think you should drive more carefully. I want you to stay safe.

我覺得你應該開慢點，希望你安全開車。

(X) You shouldn't eat sweets all the time. It's not good for you.

(O) If I were you, I would cut down on sweets. It's not quite healthy.

要是我是你，我會少吃一點甜食，那樣不是很健康。

## VI. 延伸影片：請點擊圖片觀看

- ◆ Learn the Top 10 Ways to Give Advice in English 十大英文給建議法



- ◆ Everyday English. Giving Advice. 日常英文 – 給予建議



- ◆ How to Give Advice in English - 如何用英文給予建議



- ◆ Giving Advice in English with "Should" 用 Should 給建議



- ◆ Giving Advice in English - Top 6 Phrases for Giving Advice 用英文給建議 – 6 個片語用來給建議



影片內容與字幕校正

15:25

That's not detailed enough- make it more detailed. 改為 That's not detailed enough. Make it more detailed.

## Unit 10

# 別再只用 Thank you 來道謝

### I. Bald Thank you

- (1) 反射性、習慣性的”thank you”
- (2) 通常用於公車司機、服務生、幫你扶住門的陌生人
- (3) 較不能夠展現誠懇

### II. 觀察練習

(請看以下網友造的句子，他們出了什麼錯?)

#### (1) 長輩，事情重大

- (X) You shouldn't do that! I'm honor to hear that.
- (X) You shouldn't have done that! I'm honored to hear that.
- (O) Thank you very much. I really like working here.

I'll continue to give it my best.

非常感謝，我很喜歡在這工作，我會繼續努力的

#### (2) 新朋友邀請你到他家作客 (不熟悉，事情小)

- (X) Thank you for dinner. I'll buy you next time. Don't waste your money next time. Here is too expensive.
- (X) Thank you for the dinner. I'll buy you dinner next time. Don't waste your money next time. It is too expensive here.
- (O) The dinner was delicious. You'll have to come for dinner at my place when we get a chance.

晚餐很好吃，下次有機會你來我家吃飯吧。

### III. 如何誠摯的感謝他人

◆ Thank you.

◆ Thanks for + Ving

⇒ Thanks for driving me. 謝謝你載我。

⇒ Thanks for buying me coffee. 謝謝你請我喝咖啡。

⇒ Thanks for doing the dishes. 謝謝你幫忙洗碗。

◆ Thanks 後增加一句話以提升誠意

(1) 一句讚美

⇒ Thanks! You're so thoughtful.

謝謝！你好貼心。

⇒ Thanks so much! It's such a beautiful color.

感謝你！這顏色真漂亮。

(2) 情感連結

⇒ Thanks for picking me up. You're such a great friend.

感謝你來接我，你真是個好朋友。

⇒ Thanks for listening to me. That means a lot to me.

感謝你聽我說，對我來說意義重大。

(3) 強調誠意

⇒ I can't thank you enough. This is exactly what I wanted.

無法再更感謝你，這完全就是我想要的。

⇒ Thanks so much. I really appreciate it.

真的很感謝你。

(4) 承諾回報

⇒ Thank you so much. I'll pay you back tomorrow.

感謝，我明天還你錢。

⇒ Thanks! I'll buy you lunch next time.

感謝你！我下次請你吃午餐。

(5) 表達驚喜

⇒ Oh my god! Thank you so much. I don't know what to say!

天啊，太謝謝你了，我不知道該說什麼！

⇒ Oh! That's really nice of you. Thanks for buying me lunch!

噢，你太好了吧，謝謝你幫我買午餐。

(6) 強調對方沒有義務

⇒ Thank you so much! You didn't have to. /You shouldn't have. /You didn't have to get me anything.

你真的沒必要這樣，謝謝你。

## (7) 誇大感謝

⇒ Thanks a ton. You're a lifesaver.

感謝你，你真是個救命恩人。

⇒ Oh! You're such an angel. Thanks for taking my shift.

噢！你真是個天使，感謝你幫我代班。

### ◆ 實境演練

#### 1. 朋友借你一百塊

- Thank you. I appreciate it.

感謝你。

- Thanks. I'll give it back to you on Monday.

謝謝，我週一再還你。

#### 2. 當你急需現金，朋友借你一萬元

- You're a lifesaver. I'll never forget it.

你真的救了我一命，我不會忘記的。

- You can't imagine what this means to me.

這無法想像這對我而言，有多意義重大。

- Wow! I don't know how to thank you. I'll return it to you as soon as I can. I really appreciate what you're doing.

哇！我不知道怎麼謝謝你，我會盡快還給你的，我真的很感謝你對我做的一切。

### ◆ 母語者和英語學習者感謝行為的差異

#### 1. 共通點

- 對方給的幫助越大，感謝的句子就會越長。

#### 2. 差異點

- 非母語者感謝句子較長。

- 文化差異：非母語者在表達感謝時往往展現出虧欠感 (indebtedness)，也就是所謂的「不好意思」，因此可能會聽到非母語者在道謝後加上：

⇒ I'm sorry for putting you through the trouble. 很抱歉讓你這麼麻煩。

⇒ I owe you a lot. 我實在欠你很多。



## IV. 如何回應別人的感謝

### (1) 正式

1. You're welcome. 不客氣。
2. Don't mention it. 不用多提。
3. The pleasure is mine. /My pleasure. 我的榮幸。
4. It was the least I could do. 這不算什麼，只是舉手之勞。

### (2) 非正式

1. No worries. 沒什麼。
2. (Sure,) No problem. 沒問題。
3. Anytime. 隨時找我。
4. (No,) Thank YOU. 我才要謝謝你。

## V. 延伸影片：請點擊圖片觀看

- ◆ 不只有 Thank You? 10 種用英文說謝謝的方式



- ◆ 10 Different Ways to Say "Thank You" in English 十種說謝謝的方式



- ◆ 如何回答 Thank you? 不要只會說 You're Welcome



- ◆ 只會用 Thank You ? 這 10 種“謝謝”學起來！



◆ 用英文怎麼表示感恩？



影片內容與字幕校正

3:40

I'm honor → I'm honored

8:26

黑板上字幕漏掉：Thanks so much!

It's such a beautiful color. 感謝你！

這顏色真漂亮

8:56

黑板上字幕漏掉：Thanks for listening to me. That means a lot to me. 感謝你聽我說，對我來說意義重大

9:42

黑板上字幕漏掉：Thanks so much. I really appreciate it. 真的很感謝你

11:04

“That's really nice of you”改回白色

13:55

黑板上字幕漏掉：Thanks. I'll give it back to you on Monday.

14:35

黑板上字幕漏掉：You're a lifesaver. I'll never forget it. You can't imagine what this means to me.

15:17

黑板上字幕漏掉：Wow! I don't know how to thank you. I'll return it to you as soon as I can. I really appreciate what you're doing.

17:10

黑板上字幕漏掉：I'm sorry for putting you through the trouble. 很抱歉讓你這麼麻煩

17:18

黑板上字幕漏掉：I owe you a lot. 我實在欠你很多

## Unit 11

# 膽大心細的表達 – 如何表達不滿

### » Complaint :

#### (1) Direct complaint: 抗議 – U11

1. 對象：直接對負責人表達
2. 例如：跟老師反應考試太難，希望能調分
3. 目的：發洩情緒、解決問題、避免未來再次發生

#### (2) Indirect complaint: 抱怨 – U12

1. 對象：對非負責人的抱怨
2. 例如：跟同學說「欸，考那麼難幹嘛，這課有夠硬，早知道不選啦！」
3. 目的：發洩情緒、產生共同話題

#### ◆ 觀察練習

| 事件：學生對期末成績不滿意

| 作為：和教授提出抗議

| 觀察：

1. 使用什麼策略表達抗議？
2. 如何讓自己的抗議被老師接受？

| 分析：

1. I wanted to talk to you about this paper that I got a “D” on.

我想和你討論我得到”D”的報告。

⇒ 說明來歷

2. I really felt the grade was unfair.

我覺得成績並不是很公平。

⇒ 抗議本身

3. I worked really hard on the paper. I’ve been researching it for the past month...

我很認真做這個報告，過去幾個月都在搜集資料。

⇒ 說明為何提出抗議（表明自己作出的努力）

» 表示抗議三步驟：

說明談話目的 + 提出抗議內容 + 期望改進與解決

## I. 說明談話目的

(1) 對象：正式、上位者

◆ 策略：委婉提出異議

1. Do you have a minute to talk about...?

你有空可以討論一下 ..... 嗎？

2. I was wondering if I could talk about... with you.

我在想能不能跟你討論一下 .....?

3. Would you mind talking about...?

你會介意討論一下 ..... 嗎？

◆ 情境練習：你想跟老闆討論一下考核 (performance review)

1. Do you have a minute to talk about my performance review?

2. I was wondering if I could talk about my performance review with you.

3. Would you mind talking about my performance review?

(2) 對象：平輩、陌生人

◆ 策略：先說不好意思，再提抗議

1. I'm sorry to say this but...?

不好意思 ..... ?

2. Excuse me, but I think there is a problem.

不好意思，好像有個問題。

3. There seems to be a problem with...

..... 好像有點問題。

◆ 情境練習：你想跟店員說結賬算錯了

4. I'm sorry to say this but I think there's a mistake with the check.

不好意思，但帳單好像有出錯耶。

5. There seems to be a problem with the check.

帳單好像有點問題。

## II. 提出抗議內容

### (1) 緩解字詞 (downgraders)

緩和情緒、表現委婉，並降低對人際關係的衝擊

1. 降低機率：maybe, perhaps, possibly
2. 降低程度：a little bit, a second, kind of
3. 加入填充字：you know, I mean, somehow

#### ◆ 情境練習：網路很慢，我很需要傳這個訊息

⇒ 直接說法：The internet is slow. I need to send this message.

網路很慢，我很需要傳這個訊息。

⇒ 緩和說法：The internet is kind of slow. You know... I need to send this message.

網路有點慢，你知道嗎，我需要傳這則訊息。

#### ◆ 情境練習：湯是冷的，送來的時候應該要是熱的吧

⇒ 直接說法：The soup is cold. It should be warm when it's served.

湯是冷的，送上來的時候應該要是溫熱的吧。

⇒ 緩和說法：The soup is a bit cold. I mean... It should be warm when it's served.

湯有一點冷，我是說……我覺得送上來的時候應該要是溫熱的吧。

#### ◆ 情境練習：訂單錯了，我收到別人的包裹

⇒ 直接說法：The order is wrong. I received someone else's package.

訂單錯了，我收到別人的包裹。

⇒ 緩和說法：Perhaps/Maybe the order is wrong. Somehow, I received someone else's package.

訂單好像出錯了，不知為何，我收到別人的包裹。

### (2) 把 “You” 改成 “We”

緩和語氣，指涉兩邊都有責任

1. We should check the receipt to make sure I wasn't overcharged.

我們應該檢查一下收據，確定我沒有被多收錢。

### (3) 增強字詞 (upgraders)

提升嚴重程度或肯定程度

1. 提升嚴重程度：such, quite, terrible, really, absolutely
2. 增強肯定程度：I'm sure, I'm positive, it's obvious

◆ 情境練習：網路很慢，我很需要傳這個訊息

⇒ 直接說法：The internet is slow. I need to send this message.

網路很慢，我很需要傳這個訊息。

⇒ 加強語氣：The internet is extremely slow. I really need to send this message.

網路真的超慢欸，我真的很需要傳這則訊息。

◆ 情境練習：湯是冷的，送來的時候應該要是熱的吧

⇒ 直接說法：The soup is cold. It should be warm when it's served.

湯是冷的，送上來的時候應該要是溫熱的吧。

⇒ 加強語氣：The soup is quite cold. It should've been warm when it's served.

這個湯都冷掉了，送上來的時候理當應該要是熱的吧。

◆ 情境練習：訂單錯了，我收到別人的包裹

⇒ 直接說法：The order is wrong. I received someone else's package.

訂單錯了，我收到別人的包裹。

⇒ 緩和說法：It's obvious that the order is wrong. I'm sure that I received someone else's package.

訂單很明顯出錯了，我很確定我收到別人的包裹。

## III. 期望改進與解決

### (1) 一般情況

1. Who should I speak to about this? 我一該跟誰反映這件事呢？
2. Could you help me with this? 你可以幫我處理嗎？
3. What can you do to help me fix this? 你要怎麼處理呢？

(2) 客氣情況（對象為上位者）

1. I would appreciate it if you could give me some feedback.

如果你可以給我一些回饋就太感激了。

2. I was hoping you could give me some feedback.

我是希望你能給我一些回饋。

◆ 實境演練

*You have been planning a trip for months and are very excited. But it's 12 hours of travel time, including two flights. Your first flight is delayed three times, which will cause you to miss your connecting flight. That means you will also miss a special event tomorrow at your destination. And you already bought tickets to the event. Talk to the airline worker about the problem.*

你計畫已久且非常期待的旅行因為一個班機延誤而即將泡湯了。在 12 小時的飛行中，你必須轉機一次，但由於第一班班機誤點了三次，你將錯過轉機的航班，這更將害你錯過第一天已經買了票而且很特別的行程。請向航空公司反應這個問題。

(1) 說明談話的目的

I'm sorry to say this but since one of my flights was delayed, I missed my connecting flight.

很抱歉要跟你反映，我的班機延誤了，所以我錯過我的轉機航班。

(2) 提出抗議內容

I planned on going to an event at the destination and it is obvious that I could not make it anymore.

我原本計畫要到目的地參加一個活動，但很明顯地，我趕不上了。

(3) 期望改進與解決

I was hoping that I could receive a reimbursement. Could you help me with this?

我希望能夠拿到一些補償。你能幫我處理這件事嗎？

## IV. 延伸影片：請點擊圖片觀看

- ◆ 8 Ways to Complain in English  
八種用英文表示抗議的方法



- ◆ How to Complain in English  
如何用英文抱怨



- ◆ How to Make Complaints in English  
如何用英文提出客訴



- ◆ How to Complain in English  
如何用英文抱怨



- ◆ 用英文提出抱怨



影片內容與字幕校正

6:36

黑板字幕“anyway”→ “any way”

20:09

黑板字幕“give”的“g”應為白色



## Unit 12

# 串起友誼的負能量 – 如何抱怨

### » Complaint :

#### (1) Direct complaint: 抗議 – U11

1. 對象：直接對負責人表達
2. 例如：跟老師反應考試太難，希望能調分
3. 目的：發洩情緒、解決問題、避免未來再次發生

#### (2) Indirect complaint: 抱怨 – U12

1. 對象：對非負責人的抱怨
2. 例如：跟同學說「欸，考那麼難幹嘛，這課有夠硬，早知道不選啦！」
3. 目的：發洩情緒、產生共同話題

## I. 如何提出抱怨

#### (1) 對象：自己

⇒ Oh no! There's no way I did this. 噢不，我不可能這樣做吧。

#### (2) 對象：對話以外的第三人

⇒ My manager drives me crazy. 我主管快逼瘋我。

#### (3) 針對特定情況

⇒ I can't stand the winter in Montreal. 我無法忍受蒙特婁的冬天。

#### ◆ 3 種實用抱怨句型 & 情境練習

抱怨實用句型	抱怨自己健忘	抱怨朋友遲到	抱怨要早起
There's no way...	There's no way I'm so forgetful.	There's no way he's late again.	There's no way I could wake up early.
I can't stand...	I can't stand myself being forgetful.	I can't stand him being late.	I can't stand myself waking up early.
I'm sick and tired of...	I'm sick and tired of being forgetful.	I'm sick and tired of him being late.	I'm sick and tired of waking up early.

## II. 如何回應他人的抱怨

### (1) 表達同感

#### ◆ 情境模擬：

A: I'm getting more and more lost.

我越來越納悶。

B: So am I.

我也是啊。

A: And yesterday he went over the homework, which is fine, but it didn't prepare us at all for this week.

他昨天有檢討作業，是不錯啦，但完全沒有幫助到這禮拜。

B: No, he's just not a good teacher.

對啊，他就不是一個很好的老師。

#### ◆ 附和方式：

⇒ I agree. 我同意。

⇒ I feel you. 我懂你。

⇒ I know the feeling. 我知道你的感受。

⇒ It happens to me too. 我也經歷過。

⇒ I know! 我知道！

### (2) 提出問題

#### ◆ 請抱怨的人詳細說明狀況，提出反問，質疑抱怨內容

#### ◆ 優點：可以激發討論不同論點

#### ◆ 缺點：不適合不熟識的人

#### ◆ 情境模擬：

A: His talk was so weak that I wonder how it got accepted for the conference.

他的演講很弱耶，真不知道怎麼可以被選上研討會。

B: Oh, really? I think he had a lot of useful things to say.

哦，是嗎？我想說他講了蠻多有用的。

### (3) 提供解決辦法（給建議）

- ◆ 適用於遇到困難後的抱怨回應
- ◆ 參考 U9 「如何給建議」
- ◆ 情境模擬：

A: An annoying thing happened to me. I took my bike in to be repaired – to align the spokes. They did a lousy job. Now I have to find the receipt and take it back.

一件很討厭的事發生了，我把腳踏車拿去修，把煞車裝好，結果他們沒修好，現在我還要把發票找出來再回去一趟。

B: You should have just bought a new wheel and not bothered to fix it.

你應該直接買新的輪胎，就不用擔心修理的問題實境演練。

#### ◆ 實境演練

*You came home from school and you are making dinner in the kitchen. Your roommate just came back from school looking upset. You two are not particularly close but are friendly with each other. He walked in the kitchen, started preparing food alongside with you when he said, "oh well, it's just not my day today."*

放學後你回到家正在準備晚餐。你的室友不久後也回來了，但看起來很不開心。你們沒有特別熟，但他走進廚房幫你一起處理食物，然後邊說「好吧，今天真的很不順欸。」

(A: 你，B: 你室友)

A: Oh! What's wrong/What happened?

噢？怎麼啦？

B: I was late to class today and there was a roll call.

我今天遲到，沒想到老師剛好點名。

#### (1) 表達同感

⇒ It happens to me too. 我之前也發生過。

(2) 提出問題

⇒ Is this your first time being absent?

這是你第一次缺席嗎？

⇒ Is the professor really strict?

教授很嚴格嗎？

(3) 提供解決方法

⇒ If I were you, I would explain why I was late to class.

我是你的話，我會解釋為何我遲到。

⇒ Why don't you talk to your professor?

你怎麼不跟教授說看看？

### III. 延伸影片：請點擊圖片觀看

- ◆ Four Simple Words to Stop a Complainer

四個簡單的字，讓人停止抱怨



- ◆ How Do I Tell My Friends to Stop Complaining?

如何請朋友停止抱怨？



- ◆ 朋友抱怨時，怎麼回應才不像敷衍他？



影片內容與字幕校正

5:38

黑板字幕第三句中文「幫助這禮拜」

→「幫助到這禮拜」

8:53

黑板字幕最後一句中文翻譯漏掉：

「你應該直接買新的輪胎，就不用擔心修理的問題」

## Unit 13

# 串起友誼的負能量 – 如何抱怨

### I. 如何反駁他人

#### (1) 表達理解

1. I see what you're saying, but...

我理解你在說什麼，但是 ..... (see = understand 理解)

2. I see your point, but in my opinion...

我懂你的想法，但我覺得 .....

3. I understand why you think that, but...

我懂你為何這麼想，但 .....

4. I see where you are coming from, but I think...

我懂你的用意，但 .....

#### ◆ 實境演練

*辦公室在討論要不要買新冰箱，你覺得舊的還堪用，但同事不這麼認為*

1. I see what you're saying, but I don't think it is necessary to buy a new fridge.

我種你的意思，但我不覺得有需要買新冰箱。

2. I understand why you think that, but I think a new fridge would cost too much.

我懂你為何這麼想，但新冰箱會很貴。

3. I see your point, but in my opinion, the old one works perfectly.

我懂你的想法，但我覺得舊的還可以用。

4. I see where you are coming from, but I think we can still use the old one.

我懂你的用意，但我覺得我們還是可以用舊的。

## (2) 假意道歉

1. I'm sorry but I don't agree.

不好意思，我不同意。

2. I'm sorry but I have to disagree with you.

不好意思，但我必須表達不一樣的意見。

3. I'm afraid I disagree.

我想我不認同。

## (3) 表現遲疑

1. I'm not sure I agree with you on this issue.

我不覺得我贊同你的想法。

2. Correct me if I'm wrong, but I remember we agreed on the terms.

如果我說錯的話請更正我，但我記得我們已經同意了。

3. As I recall, correct me if I'm wrong, you have us a better offer last time.

如果我沒記錯的話，上次的條件比較好。

## (4) 真的無法達成共識

1. I think we're going to have to agree to disagree. 我尊重你的想法。

2. Let's agree to disagree. 我尊重你的想法。

3. Let's drop it. 算了吧。

## II. 如何表達批評

### ◆ 委婉批評的開場白

(1) With all due respect 恕我直言 (通常用於下位者對上位者)

⇒ With all due respect, professor, I cannot agree with your last statement.

恕我直言，教授，我覺得我無法認同你。

(2) I've noticed that... 我注意到 .....

⇒ I've noticed that you've been coming to work late recently.

我注意到你最近常遲到。

(3) I have to be honest with you... 老實跟你說 .....

⇒ I have to be honest with you, the chicken is undercooked.

老實跟你說，雞肉其實沒有煮熟。

(4) I have to say... 我必須說 .....

⇒ I have to say, this isn't your greatest performance.

我必須說，這次的演出真的不是最高水準。

### ◆ 以「非正面最高級」來委婉表示負面意義

(X) : This is a bad performance. /This restaurant is really bad.

(O) : This isn't your greatest performance. /This isn't the best restaurant I've been to.

(5) Don't get me wrong... 不要誤會我的意思 .....

⇒ Don't get me wrong. The house is beautiful, but the location isn't ideal.

別誤會我的意思，我覺得房子很美，但地點不怎麼樣。

### ◆ 批評前先表示稱讚

#### ◆ 三明治回饋法：委婉稱讚 + 負面回饋

1. I can see that you've put in a lot of effort. 看得出來你很努力。

2. I can see what you were trying to do. 我懂你想表達什麼。

3. This is very original. 這是很獨特的想法。

4. You've been really creative here. 你很有創意。

◆ 實境演練

公司會議中，其他部門的同事提出過年後應該要請一位新人來處理雜務，但你認為這麼做會壓縮到自己部門的經費，你必須要及時提出反對，不然公司可能就會聽從同事的意見。這時候要如何提出反駁呢？

1. I see where you are coming from, but I don't think...it is necessary to open a new position.

我懂你的用意，但我不覺得需要開新的職缺。

2. I'm sorry but I don't agree. Hiring someone new means that our department would need to cut down our budget.

不好意思，我不贊同。雇用新的人代表我們的部門要減少開支。

3. I'm not sure I agree with you on hiring a new assistant. We can handle all the tasks if we try to be more efficient.

我不覺得我贊同雇用新助理。如果我們更有效率的話，就可以完成所有的事情。

◆ 實境演練

同學拿期末報告給你讀，希望你給他一些建議，但其實他完全離題，繳交時間在即，你必須要老實給他一些批評，但他又不是很有自信，有點玻璃心，這時候要如何提出批評呢？

1. I could see what you were trying to do. However, the paper is kind of off topic. My advice is to read the instruction again or talk to the professor.

我懂你想表達什麼，但是這篇報告有點離題。我會建議你重新讀一下題目，或是跟教授談一談。

2. You offer a really interesting point of view. However, I'm afraid that it's a bit off topic. Would you like to read my paper? Maybe you would have a better understanding of the topic.

你的想法很特別，但我覺得有點離題。你會想看我寫的嗎？可能你會比較懂題目的意思。



### III. 延伸影片：請點擊圖片觀看

- ◆ Criticize Politely Without Being Rude  
禮貌地用英文給予批評和回饋



- ◆ Giving Feedback  
用英文給予回饋



- ◆ The Secret to Giving Great Feedback  
給予好的回饋和批評的秘密



- ◆ Improve Performance with Sandwich Feedback  
用三明治回饋法提升員工表現



- ◆ Giving Constructive Feedback  
給予建設性回饋



## Unit 14

# 不尷尬也不失禮貌的拒絕法

### » 觀察練習

#### ◆ 拒絕朋友的生日邀請

A: Hey, Tyler! How's it going man! No kidding, I'm so glad I saw you, man!

B: Dude, what's up, man! It's been forever. Yeah!

A: Check this out. Next weekend, on Friday night, 8 o'clock, my 21st birthday party at my house. All the old crew's gonna be there. It's gonna be the, it's gonna be the bomb.

B: Oh, no way, dude! That's awesome. That's gotta show off. What day is it again?

A: Friday, at 8. My house.

B: Oh, dude, I'm going out of town this weekend.

A: Oh, man! You gotta stick around. It's my 21st. It's a big day. It's gonna be the best.

B: I know. Oh, man. Ok... I just, you know... I got this great deal on like a flight and I'm going out of town to see... you know, my family.

A: Oh, man, I understand.

B: Yeah. You know, maybe, let's make some plans. Let's get together. I'll take you out for a drink.

A: Ok. Alright. Cool.

## » 觀察練習

### ◆ 拒絕教授的建議

**Professor:** I looked over your transcript and I noticed that you've taken a lot of literature classes, but you haven't taken any linguistics classes. There's a Spanish linguistics class that I think would be very beneficial for you to take this semester.

**Student:** Yeah, I don't know. I've thought about that but I really ...I really felt that I've learned enough linguistics before in my other classes. So... I kind of felt like I wanna to take a literature class.

**Professor:** Yeah, this focus is not just on the linguistics you learned but it applies it more to Hispanic linguistics. So I think it would be really beneficial if you had some other linguistics background.

**Student:** Okay, well, I don't know. I'm really not ...I don't feel completely uh...like I need a... I guess I feel like I could get enough out of the books I've read just from previous classes. So.....so I'm still kind of unsure about it.

**Professor:** Ok. I just think that it would...it would be really beneficial.

**Student:** Ok. Well. I'll look into it. I'll think about it some more.

## I. 如何拒絕邀請

### (1) 感謝對方邀約

1. Thank you for the invite. 感謝你的邀請。
2. Thank you for the invitation to your farewell party. 感謝你邀請我到歡送會。
3. I really appreciate your invitation. 非常感謝你的邀約。

### (2) 表達參與意願

1. I'd love to go. 我很想去。
2. I wish I could attend. 真希望我能去。

### (3) 說明理由

1. Unfortunately/However/But I have plans already. 我已經有事了。
2. I'll be out of town this weekend. 我週末不在。

### (4) 正面結尾

1. Have fun at your party. 玩得開心。
2. Let's meet up some other time. 改天再約。
3. Sorry about that. 很抱歉。

## II. 如何拒絕建議

### (1) 直接 (1.~2.) / 委婉 (3.~5.) 拒絕

1. No/Nah, let's not. 不要吧！
2. Nah, I don't feel like it. 我沒有那個心情。
3. I don't think it's a good idea. 感覺不是個好主意。
4. I'm not sure that's a good idea. 感覺不是個好主意。
5. I have to think about it. 我再想想。

### (2) 解釋理由

1. I have to work early tomorrow. 我明天要早起。
2. That will take up a lot of time. 這樣會很花時間。

### (3) 其他提案

1. How about we go to karaoke next time?  
下次再找時間唱歌如何？
2. I think we should allow them to ask questions only at the end of the presentation.  
我們就等到報告結束的時候再讓他們發問。

### III.如何拒絕請求

#### (1) 直接拒絕請求

1. I just don't feel comfortable giving you my notes. I worked so hard and it doesn't seem that you've done that much.

我不太想借你筆記，我付出很多努力，但你好像沒有。

#### (2) 委婉拒絕請求

1. I would love to help but I can't. 我很想幫忙，但沒辦法。
2. I'm afraid I can't. 我沒辦法耶。

#### (3) 解釋

1. I have to review my notes tonight. 我今天晚上要複習筆記。
2. There's a quiz tomorrow. 明天有小考。

#### ◆ 實境演練

*跨年認識的朋友傳訊息來：*

*Happy new year! I really want to hang out with you more! We plan to stay in Taipei for a week. If you don't mind, could you show me around Taipei?*

*新年快樂！我很想再多跟你出去玩。我們打算在台北待一個禮拜，如果你不介意的話，可以帶我在台北逛逛嗎？*

Happy New Year! It was nice meeting you last night.

新年快樂，昨天很高興認識。 [ 正面開頭 ]

However, I'm very busy with work at the beginning of the year so I might not be able to show you around.

但新的一年剛開始，我工作很忙，所以可能沒辦法帶你出去逛。

[ 使用緩解字詞 + 解釋原因 ]

I hope you have a great time in Taipei and please let me know if you need any help.

希望你在台北玩得開心，有什麼問題都歡迎問我。 [ 正面結尾 ]

## 延伸影片：請點擊圖片觀看

- ◆ 用流利的美式英語拒絕別人  
Rejecting someone in fluent  
American English



- ◆ How to: Say "No" to Invitations  
如何用英文拒絕邀約



- ◆ Ways to Say "No" in English (Politely!)  
10 種用英文禮貌拒絕人的方式



- ◆ 委婉拒絕人的實用英文句型



- ◆ How to Refuse Indirectly in English?  
如何用英文委婉拒絕人？



影片內容與字幕校正

14:24

黑板中文翻譯「找時間唱歌」

「找時間唱歌如何？」

## Unit 15

# 聽出話中有話的諷刺美學

### » Sarcasm：說反話、反諷

A: "That guy taking a picture with the Ferrari is such a loser."

那個跟法拉利拍照的男的，真是個魯蛇。

B: "Aren't those cars everywhere?"

這種車不是到處都有嗎？

A: "I know, right? He should be taking pictures with Toyotas."

是不是？他應該要跟 Toyota 拍照才對。

B: "Yeah. Those are very rare. What else?"

對啊，很少看到 Toyota。還有呢？

## I. 什麼是 Sarcasm ？

(1) 透過說反話來挖苦自己或他人，像是中文「阿不是好棒棒」

(2) Sarcasm V.S. Irony

### 1. Irony

◆ 利用現實跟預期的反差感，達到幽默的效果（自打臉）。

◆ 可以是無意間的。往往形容一個狀況。

⇒ The situation is ironic. 這個情況很諷刺。

⇒ The marriage consultant got divorced. 婚姻諮詢師離婚了。

⇒ The trainer suffers from obesity. 健身教練有肥胖問題。

### 2. Sarcasm

◆ 用諷刺的方式來揶揄對方（說反話）。

◆ 一定是有意的。通常是一個人很愛嘲諷。

◆ 適用於輕鬆的情境，與對方有一定熟悉程度。

⇒ He's a very sarcastic person. 他是個很喜歡說反話的人。

⇒ I bet he's really good at helping married couples.

我想他一定很會幫助夫妻解決問題吧。

⇒ I wonder which gym he goes to. 真想知道他去哪間健身房。

## II. Sarcasm 使用時機與範例

### (1) 他人犯錯的時候

- ◆ 例如：朋友請你幫忙端湯，你卻不小心灑了一地，這時朋友可能會說
  - ⇒ Thanks for the help. 感謝你的幫忙。
  - ⇒ Great job. 做得好。
  - ⇒ You're really helpful. 你真是幫了個大忙。
  - ⇒ Well. No big deal. We just wasted 1 hour on that soup.  
沒差啊，我們只是浪費了一小時在那碗湯上面。

### (2) 自己出包的時候

- ◆ 例如：出門走了十分鐘終於到捷運站，卻發現忘了帶錢包不能搭車，覺得傻眼時可以說：
  - ⇒ Awesome. 好棒。
  - ⇒ This is great. 真棒。
  - ⇒ Isn't this great? 不覺得很棒嗎？
  - ⇒ This is exactly what I need. 我就是需要這種情況。

### (3) 別人說出顯而易見的事

- ◆ 例如：住加拿大的朋友發現從加拿大到美國不用搭飛機，搭車就可以到。若想用諷刺的口吻回應「這不是廢話嗎 .....？」可以說 .....：
  - ⇒ Wow. I didn't know that. 哇！我都不知道耶。
  - ⇒ Good to know. 開心知道這件事。
  - ⇒ You're so clever. 你好聰明喔！
  - ⇒ Wow! I just learned something new today. 哇！今天學到新的東西。

### (4) 不以為然的時候

- ◆ 例如：朋友為了得到台幣 100 元的首刷禮而甘願跑好幾趟銀行辦卡開卡。你覺得很傻眼，這時可以說：
  - ⇒ 100 dollar cash back. How amazing. 回饋一百塊耶！超棒的。
  - ⇒ Wow! That's a lot of money. 哇，好多錢喔。
  - ⇒ I would totally sign up for a credit card for \$100.  
我完全會為了一百塊去辦張卡。



- ◆ 例如：每年都說今年要開始認真運動的朋友再次向你報告他今年要好好運動。

此時感到不以為然、覺得他一定不會真的去運動的你可以說：

⇒ Great idea. That worked out really well last year.

很棒的想法啊，你去年超成功的。

⇒ Oh! You really don't mind wasting money, right?

哦，你完全不在意浪費錢耶。

### III. 如何分辨是反諷還是真心？

#### ◆ 尷尬案例

準備小組報告時，發現大家浪費了一個小時，討論出一個無法執行的方案，此時發生以下對話：

“Well. That's a great idea.” 真是個好主意。

“Oh, you really think so?” 哦，你真的這麼覺得？

“Oh...no. Not really.” 哦 ..... 不是真的。

#### ◆ 一句話可以有完全不同的意思

⇒ 朋友煮飯很好吃：Wow, your cooking is really good.

⇒ 朋友煮飯很難吃：Wow, your cooking is really good.

#### (1) 情境：

1. 朋友到家吃飯，並且熱情款待他

⇒ “Wow, your cooking is really good.” 即為正面真心稱讚。

2. 如果食物燒焦，朋友卻稱讚你

⇒ “Wow, your cooking is really good.” 即知道是一句反話。

#### (2) 語調：

1. 語調上揚：真心感謝

2. 語調往下：表示反話

#### (3) 無法分辨：

1. Is that sarcasm? 這是在反諷嗎？

2. Are you being sarcastic? 你現在是刻意在說反話嗎？

◆ 實境演練

*Your coworker has been staring at a blank word document for the whole afternoon. You want to mock him and be sarcastic. What can you say?*

你的同事整個下午都在盯著一個空白的 word 檔發呆，你想要酸他，這時候可以怎麼說？

⇒ You're so hardworking! 你真認真。

⇒ That's really productive. 你這樣很高產欸。

⇒ I can see that you've been working hard. 我感覺得到你很認真工作耶。

◆ 實境演練

*Your friend comes up to you, extremely excited, saying that she recently discovered how convenient Apple Pay is. It seems like she's been living under a rock. You want to mock her and be sarcastic. What can you say?*

你的朋友非常興奮地來找你跟你分享 Apple Pay 有多方便。她感覺一直都住在一顆石頭底下，完全不知道外面發生了什麼事，因此你想要嘲諷她，你該怎麼說？

⇒ Wow! That's some news. 哇，新聞耶！

⇒ I didn't know that. Can you teach me how to set it up?

我不知道耶，你可以教我設定嗎？

## IV. 延伸影片：請點擊圖片觀看

- ◆ Thanks a Lot 會被美國人打！



- ◆ 正常英文的另一種用法：諷刺你



- ◆ How to Understand Sarcasm in English with The Big Bang Theory  
看美劇「宅男行不行」了解英文諷刺美學



- ◆ How to be Funny in English with Chandler from Friends  
跟著「六人行」的錢德勒學習如何用諷刺手法來展現幽默



- ◆ Sarcasm 101 諷刺美學初級班 101



## Unit 16

# 膽大心細的表達 – 如何表達不滿

### I. Circumlocution 換句話說

化簡為繁（猜猜以下例子分別在形容什麼東西？）

1. It is something we use to put the child in and push when we go out.

這個東西我們會把小孩放進去，出門會推出門。

2. Is there someone who could help me park my car? /Can anyone help me park my car? 有沒有人可以幫我去停車呢？

3. a counter in the middle of the kitchen 廚房中間的一個平臺

4. a box where you put your dirty clothes 這個籃子是放髒衣服的

◆ 答案：

1) 嬰兒車 (stroller) 2) 代客泊車 (valet parking)

3) 廚房中島 (kitchen island) 4) 洗衣籃 (laundry basket)

### II. Approximation 近似表達

以較大的類別統稱、代替

1. 海鷗 (seagull) : bird

2. 郵輪 (cruise ship) : boat

3. 拍立得 (polaroid /instant camera) : camera

4. 高腳椅 (stool) : chair

### III. All-purpose words 通用字

東西 Stuff/Thing

1. 口罩 : the thing you use to cover your mouth with 用來蓋著嘴巴的東西

2. 防曬 : the stuff you put on your skin to protect yourself from the sun.

擦在皮膚上避免日曬的東西

### IV. Literal translation 字面翻譯

1. 椰子樹 (palm tree) : 用 coconut tree 代替

2. 皮膚色 (nude) : 用 skin color 代替

## V. Word coinage 創造新字

1. 皮膚科醫師 (dermatologist) : 用 skin doctor 代替
2. 水族館 (aquarium) : 用 fish zoo 代替
3. 熱氣球 (air balloon) : 用 air ball 代替

## VI. Time gaining strategy 爭取時間

### Unit 17 會詳細說明

#### ◆ 實境演練 1

*你到了電器行 (electronic store) 想買延長線，商場很大找不到延長線放哪裡，想問店員，但不知道「延長線」的英文怎麼說，此時你可以怎麼表達？*

#### ◆ 換句話說 (circumlocution)

⇒ Do you have a cord that comes with multiple plugs?

你有很多插座的電線嗎？

#### ◆ 非語言策略 (Non-linguistic strategy)

⇒ Just wondering, do you sell this type of cord by any chance?

請問有賣這種電線嗎？(秀出延長線的照片)

#### ◆ 正確說法：延長線 (n.) extension cord

#### ◆ 實境演練 2

*你在外面吃飯聊天到快要半夜，因為家裡有門禁，必須提早離開，感覺說明理由比較禮貌，卻不知道門禁怎麼說，此時你該如何解釋？*

#### ◆ 換句話說 (circumlocution)

⇒ I think I have to leave soon. I have to get home before midnight.

我差不多要走了，我午夜之前要回家。

⇒ I'm afraid I have to leave soon. My family is expecting me to be home around midnight.

我差不多該走了，我家人希望我午夜前回家。

#### ◆ 正確說法：門禁 (n.) curfew

◆ 實境演練 3

你到朋友家吃飯時，帶了一瓶紅酒，正想開瓶與大家分享時發現開瓶器在長桌的另一端，你想請人傳給你，卻又不知道「開瓶器」怎麼說時，該怎麼表示？

- ◆ 換句話說 (circumlocution) 、通用字 (all-purpose words)

⇒ Can you pass me the thing that you use to open bottles?

你能不能把那個用來打開瓶子的東西傳給我？

- ◆ 通用字 (all-purpose words) 、非語言策略 (non-linguistic strategy)

⇒ Can you hand me that thing over there?

可以把那個給我嗎？（左手拿著紅酒，右手指著開瓶器）

- ◆ 正確說法：開瓶器 (n.) corkscrew

## VII. 溝通策略的批評

1. 即便是母語者也需要溝通策略
2. 缺乏溝通策略反而減少學習機會

## VIII. 延伸影片：請點擊圖片觀看

- ◆ 講英文總是卡？教你五句話拯救卡詞！  
提升流暢度



- ◆ What is Circumlocution?  
什麼是「換句話說」？



## Unit 17

# 對話不卡關 – 認識其他溝通策略

### » Time gaining strategy：爭取時間的溝通策略

1. U16：如果不會說，可以怎麼補救？
2. U17：如何提升流暢度，說話無奇怪停頓點、聽起來自然

## I. Filler words 填充字 – 非正式

沒有實質意義，如中文的「然後」、「所以」

三大用意：爭取思考時間、告訴聽話者還沒說完、緩和講話的語氣

### (1) 表示思考與遲疑：Ugh, um, like...

⇒ I was thinking um... maybe we could grab lunch sometime?

我在想，嗯 ..... 要不要改天一起吃飯？

⇒ My neighbor had like... 4 dogs.

我的鄰居有 ..... 嗯 ..... 四隻狗。

⇒ He's like... cool. You know what I mean? Like... he doesn't care about anything... like that kind of cool.

他就是 ..... 很酷，你知道嗎？就是 ..... 他什麼都不在乎的那種酷。

### ◆ Like 的三種用法

#### 1. 填充字

#### 2. 「說」 or 「覺得」

#### 3. 引述詞

⇒ She was like, "Do you want to hang out?", and I was like, "Sure."

她就說，你要出來嗎？然後我就說，好啊。（was like = said）

⇒ When she first told me that story, I was like, "How is that possible?"

她第一次跟我說這個故事的時候，我想說：怎麼可能？（I was like = I thought）

(2) 取得他人注意：well, so, you see, actually, alright(y)/right...

⇒ So, should we book a flight soon?

那我們要先訂機票嗎？

⇒ Actually, go downstairs and you would see the platform.

你下樓就會看到月台了。

⇒ Alright, let's get started.

好喔！我們開始吧。

(3) 緩和說話語氣：or something (like that), y'know (what I mean)

⇒ You should study English more or something.

你應該要多唸英文吧 / 之類的。

⇒ If I were you, I would try to save some money y'know.

我要是是你，我就會多存點錢吧。

⇒ You should get a haircut or something like that.

你應該要去整理一下頭髮之類的吧。

◆ 填充字使用上的問題

1. 並非所有句子中間都適合加入填充字，有可能會用得不自然，應注意使用時機。
2. 太多填充字會影響可信度，聽起來叫不專業、沒有自信，不適合於正式場合使用。

## II. Filler words 填充字 – 正式場合

(1) 想不起一個特定的字時，選擇尋求協助

1. What's the word for it?

2. What's the word I'm looking for?

3. What's it called?

⇒ “Can you pass me that thing over there? What's it called? The paper you use to bake cookies.” 可以把那個傳給我嗎？那叫什麼？烤餅乾用的紙。

⇒ “You mean the baking sheet?” 你是說烘焙紙嗎？

(2) 一時想不起來時，選擇誠實表達

1. It's on the tip of my tongue. I'll let you know when I recall.

我一時想不起來，我想起來再跟你說。



2. I don't know the name off the top of my head. I could look it up later.

我一時記不起來這個名字，我等等查給你。

(3) 概念比較複雜，需要時間整理思緒的時候

1. How should I put this? 這該怎麼說？
2. What's a good way to put this? 這樣怎麼解釋？
3. How can I explain this? 這樣怎麼解釋？
4. Hold on. Let me think. 等等，讓我想一下。

### III. 延伸影片：請點擊圖片觀看

- ◆ 如何聽起來像 native speaker? 「填充詞技巧教學」



- ◆ English Filler Words 英文中的填充詞



- ◆ 講英文總是卡？教你五句話拯救卡詞！提升流暢度



- ◆ 八個讓遲疑聽起來也順暢的填充詞  
8 Hesitation Fillers to Speak Fluently



- ◆ 突然忘詞時超好用的 6 句英文  
6 English Filler Expressions



影片內容與字幕校正

3:37

黑板上字幕 some time → sometime

8:12

黑板上字幕 down stairs

→ downstairs

## Unit 18

# 對話不卡關 – 認識其他溝通策略

### » 英文學習情境

1. ESL : English as a Second Language 教室外也使用英文 e.g. 美國
  2. EFL : English as a Foreign Language 英文只在教室中使用 e.g. 台灣
- ◆ 在台灣的英語學習環境中，很少會遇到溝通失敗的情境，因此容易錯失溝通失敗而產生的學習機會。

### I. 請求幫助 Appeal for help

1. What is this? 這是什麼?
2. What do you call it? 這叫什麼?
3. What is it called? 這叫什麼?
4. How do you spell it? 這怎麼拼?
5. How do you pronounce it? 這怎麼發音?

- ◆ 常見錯誤：「我不知道怎麼說」

(X) : I don't know how to say.

(O) : I don't know how to say it.

(O) : I don't know what it's called.

- ◆ 搭配換句話說 circumlocution

⇒ I don't know what it's called. It's the thing you put on the floor when you do yoga.

我不知道怎麼說，那個你做瑜伽的時候放在地上的東西，那叫什麼？

### II. 請求重複 Asking for repetition

#### (1) 一般情境

1. What? 什麼?
2. Come again? 再說一次?
3. What did you say? 你說什麼?

## (2) 禮貌情境

1. Sorry? (語調上揚) 不好意思?
2. Pardon? (語調上揚) 不好意思?
3. Can you say it again, please? 你可以再說一次嗎?

## III. 請求解釋 Clarification request

### (1) 直接請求

1. What do you mean? 你的意思是?
2. What do you mean by...? 你說 ..... 是什麼意思?  
⇒ What do you mean by “call in for reference”?  
你說”call in for reference”是什麼意思?  
(在美加求職時，有些面試官會有打電話給前僱主，詢問應徵者評價的習慣)
3. Can you clarify that for me? 你可以解釋一下嗎?
4. Can you say it in another way? 你可以用別的方式說明嗎?

### (2) 間接請求

1. I'm sorry but I don't think (that) I understand.  
不好意思，我覺得我沒有很懂。
2. Sorry, I'm not sure (that) I know what you mean.  
不好意思，我覺得我沒有很懂。
3. Sorry, but I don't quite follow you.  
不好意思，我覺得我沒有很懂。
4. Sorry, I'm not following.  
不好意思，我覺得我沒有很懂。  
⇒ I'm sorry but I'm not sure I understand what you mean by “call in for reference”. 不好意思，我不是很懂”call in for reference”的意思。  
⇒ Sorry but I don't quite follow what you're saying about the new policy.  
不好意思，你說新措施的部分我不是很懂。
5. Could you be more specific? 你可以說得更具體嗎?
6. Can you give me an example? 你可以給我一個例子嗎?
7. Could you elaborate on that? 你可以詳細說明嗎?

### (3) 回應請求

1. Now I get it. Thanks! 現在我懂了，感謝你！
2. Thanks for clarifying. 感謝你的說明

## IV. 確定意義 Confirmation check

### (1) 簡單版本

1. You mean...? 你是說 .....?  
⇒ You mean you'll call my former boss? 你是說會打給我前老闆？
2. You said...? 你是說 .....?
3. Do you mean that...? 你的意思是 .....?  
⇒ Do you mean that I need to pay first? 你的意思是我要先付錢？

### (2) 更加具體

1. Let me see if I understood it correctly. You're saying that...?  
我確認一下我有沒有理解正確，你是說 .....?
2. So, what you're saying is that (that)...?  
你的意思是 ..... 嗎？ (So = 填充詞)

## V. 確定對方理解 Comprehension check

### (1) 主動確認

1. Are you following me? 你有懂我的意思嗎？
2. You know what I mean? 你有懂我的意思嗎？
3. Have you got my point? 你有懂我的意思嗎？ (較常用於上對者對下位者)

### (2) 主動解釋

1. What I'm saying is... 我的意思是 .....
2. In other words, ... 我的意思是 .....
3. Let me clarify that. 讓我解釋一下，
4. To put it another way, ... 我的意思是 .....

## VI. 延伸影片：請點擊圖片觀看

- ◆ 聽不懂時可以說十句英文 別只說 Pardon !



- ◆ 「聽不懂，可以再說一遍嗎？」英文怎麼說？



- ◆ 我聽不見了、信號不好英文怎麼說



- ◆ 商業英文 – 確認訊息



- ◆ Learn Phrases About Asking for Clarification  
如何用英文確認自己聽到的內容



影片內容與字幕校正

1:17 黑板上字幕 ex → e.g.

## Unit 19

### 溝通練習題 - 實用互動技巧 (二)

#### ◆ 真實故事

*“You have to go to the front of the station.” 你要去車站前面*

可以用以下句子來確認意義：

1. What do you mean? 你是什麼意思？
2. What do you mean by “the front of the station”?

你說「車站前面」是什麼意？

#### ◆ 實境演練 1

*You are in a bank and you want to open a new account. The bank representative is describing the different types of accounts and telling you about online banking. You are not sure you understand his explanation of online banking. Express your lack of understanding and ask for clarification.*

你來到銀行，想要開戶。銀行行員正在向你解釋各種不同的戶頭以及「網路銀行」。當下你不清楚何謂「網路銀行」，你該如何提問，請他多做說明？

1. Sorry, but I'm not sure what you mean by “online banking”. Could you explain it again?

不好意思，不過我不太懂你說的「網路銀行」，你可以再解釋一次嗎？

2. I don't think I understand what “online banking” is. Could you please give me an example?

我不是很懂什麼是「網路銀行」，你可以給我一個例子嗎？

對方解釋完後可以回覆：

1. Thanks for explaining. 感謝你的解釋。
2. Oh! Now I understand. 噢！我懂了。

◆ 實境演練 2

*You missed an important assignment in one of your university classes. Your professor is telling you about things you can do to improve your grade, but she is not giving a lot of details. Ask her for more information.*

你在大學某一門課的重要作業沒有繳交，於是你的教授來告訴你其他可以補救成績的方法，但她說得很不明確，你該如何詢問以取得更多細節？

1. Could you please be more specific on how I could improve my grade?

你可以具體一點跟我說我要如何改善我的成績嗎？

2. Could you explain how I could improve my grade?

你可以跟我解釋一下，我要如何改善我的成績嗎？

3. Sorry, I don't understand how I can improve my grade. Could/Can you elaborate on that?

不好意思，但我不是很懂我要如何改善我的成績，你可以具體說明一下嗎？

老師說明：「再額外交一個五百字的報告，就可以加分。」為了確保自己有理解正確，你可以追問：

1. Do you mean that I could improve my grade if I hand in another 500-word paper?

你是說，如果我再交一個 500 字的報告，我就能提升成績嗎？

2. you mean I could improve my grade if I do an extra 500-word paper?

你的意思是，我再交一個 500 字的報告就可以提升成績嗎？

◆ 實境演練 3

*You are at a doctor's office telling your doctor about a health problem. Your doctor gives you several suggestions to improve the problem. You think you understand but you want to make sure.*

*你到診所去向醫師反應自己的健康狀況欠佳，這時醫生在提供你一些建議和處方，你覺得你有聽懂，但還是想再次確認。這時該如何開口？*

1. Let me see if I understood you correctly. You're saying that I need to take my medication twice a day and avoid spicy food?

不知道我的理解對不對，不過你的意思是我每天要吃兩次要，然後不要吃辣是嗎？

2. So, what you're saying is that I need to get 8 hours of sleep and avoid sunlight exposure /exposing to sunlight?

你的意思是我要睡滿八小時，然後避免暴露在陽光下？

» 觀察練習

兩人自然替交談，討論關於某個名人的話題。

>> 請學員觀察填充字的使用時機和用意，第一次閱聽請嘗試理解內容，第二次再來看逐字稿。

Ben: Hey let's talk about some like<sup>1</sup> celebrities you like<sup>2</sup>, or someone you know.

我們來聊聊你知道的名人，或你認識的人 (like<sup>1</sup>：填充字；like<sup>2</sup>：喜歡 (v.))

Hana: Oh yeah. Yeah, yeah. My favorite singer is Taylor Swift.

好啊，我最喜歡的歌手是泰勒絲。

Ben: Really? 哦，是噢？

Hana: Mm-hmm. 嗯嗯。

Ben: Ok. Um. Wow, why do you like Taylor Swift?

摠，好喔，你為何喜歡泰勒絲啊？



Hana: Um. I like... First I like her songs, but mainly I like her look you know.

That red lips and white skin and blonde hair. Kind of typical American.

一開始我喜歡她的歌，但主要是他的外表，紅唇、白皮膚，還有金髮，典型美國造型。

Ben: Albino, yeah. 皮膚超白，嗯。

Hana: So... When I saw...When I saw her for the first time, I was like, “Wow, she’s gorgeous.”

對啊 ..... 我第一次看到她的時候就想說：哇，她也太美了。

( I was like, : 引述詞，如「我覺得」)

Ben: Wait, you mean, you went to...

等等，你是說，你去 .....

Ben: You saw her picture on the internet or in the news or you saw her in concert?

你是看到她網路上的照片、在新聞上，還是你去看她的演唱會？

Hana: No... um. 不是，呃 .....

Hana: No, I think it was on YouTube. Again, YouTube. Yes, yes.

我記得是在 YouTube 上看到的，對 YouTube 吧。

Ben: YouTube, okay. YouTube，好喔。

Hana: Yes. She was, at that time, she was still singing like country music, but yeah I thought she’s amazing.

對，那時候她還在唱鄉村音樂，我覺得他很棒。

(but yeah : 完全無意義，填補說話時的空白)

Ben: I have an interesting fact about her actually.

我其實知道她一件有趣的事情。

Hana: What? 什麼？

Ben: So, apparently, she’s from... um... she is from right outside of my hometown actually.

據說，她其實來自我家鄉附近。

(apparently, : As far as I know, 據說，據我所知)

Hana: Oh wow. 哦，哇～

Ben: Yeah that's where she was born and then she went... you know, was doing music around there first, and she got kind of big somehow. I don't know how but... I'm not really interested in her.

那是她出生的地方，她開始在那邊做音樂，結果變很紅，不知道為什麼，總之我沒有對他很有興趣。

Hana: Okay. 好哦

Ben: She's cute but like I don't really like her music. Uh... but yeah that's where she got started somewhere by my hometown, apparently.

她很正，但我沒有很喜歡她的音樂，總之他是我家鄉附近來的。

Hana: I mean she's like the typical woman figure you know? Girly style and nice skin and her movement and her songs is like THE girl, the American girl.

我覺得他就是典型的女生角色，很女性化的造型，皮膚很好，他的姿態跟歌都是很秀的女生的樣子，美國女生的好形象。

Ben: That's true. 是啦。

Hana: So, yeah, that's why I like her.

嗯，這就是我喜歡她的原因。

## 1. 延伸影片：請點擊圖片觀看

- ◆ How to Ask for Clarification in English  
如何用英文確認你所聽到的資訊？



- ◆ How to Clarify Understanding in English  
如何確認自己收到的資訊是否正確？



- ◆ How to Ask for Clarification  
如何用英文再次確認資訊



- ◆ Phrased about Asking for Clarification  
如何用英文確認自己聽到的內容



- ◆ 5 Common Ways to Ask for Clarification  
五種請求確認的英文說法



## Unit 20

# 尷尬退散 – 陌生人對談場合

### » 觀察者悖論

1. 觀察者本身就是干擾。在「觀察」自然情景時，被觀察者表現就不再自然了。
2. 因此本課程將採用錄音方式降低「觀察」的明顯度，蒐集真實與料，讓學員感受真實對話。

## I. 真實對話 1：電梯中與老奶奶的聊天

- ◆ Lily 在加拿大的地鐵站搭電梯時遇到一位老奶奶，兩人聊起天來。

Old lady: Are you going home or just arrived?

你要回家麻？還是剛抵達？

Lily: Um...I'm actually moving to another spot. I was staying somewhere else. I was staying in Burnaby.

嗯 ..... 我其實是要搬到另一個地方，我本來著別的地方，本來住在 Burnaby。

Old lady: Oh yeah. 哦，是噢。

Lily: I'm moving to close to Waterfront right now. So that I'm closer to the metro. I was really just out of nowhere. I couldn't even call a taxi. Service unavailable.

我要搬到靠近 Waterfront，這樣離地鐵比較近，我之前在鳥不生蛋的地方，連叫個計程車都沒辦法，沒有服務。

Old lady: Is that all the stuff you have?

這就是你全部的東西嗎？

Lily: Yeah, yeah. Just travelling for a few days.

對啊，來玩幾天而已。

### (1) 什麼時候會跟陌生人 small talk?

1. 小空間中、空間中只有少數幾個人的時候。例如辦公室、教室、電梯中。
2. 即使是不熟識的人，甚至是陌生人，都會有多少聊兩句的習慣。

### (2) 如何開啟話題

- ◆ 觀察對方有沒有讓你好奇的地方？（裝備、配飾、外觀、動作）

1. Yes/No 問句：自己做猜測。

⇒ Are you going home or just arrived?

2. Wh- 問題：What? Where? When? Why? Who? How?



⇒ What kind of camera is that? 那是哪種相機啊？

⇒ Where are you heading? 你要去哪裡？

⇒ Are you traveling here? 你來旅行嗎？

⇒ Are you looking for something? 你在找東西嗎？

⇒ Do you need any help? 你需要幫忙嗎？

⇒ Is that all the stuff you have? 你行李只有這些嗎？



### (3) 不要給 one-word answer

- ◆ 除了回答對方的問題之外，還要再自己補充其他細節，例如：

1. “Are you going home or (did you) just arrived?” 利用 Wh- 問題做發想：

⇒ Where were you? → I'm visiting from Taiwan. 我從台灣來玩。

⇒ Why are you here? → I'm just visiting some friends in town. 我來拜訪這裡的朋友。

⇒ Who are you with? → I'm just traveling by myself. 我自己一個人來旅行。

⇒ When did you arrive? → I landed not long ago. 我才剛下飛機不久。

⇒ How did you get here? → It was a really long flight. 飛行時間很長。

- ◆ “Is that all the stuff you have?” 除了回答 Yes，還可加入其他細節：
  - ⇒ Yes. I’m just travelling for a few days. 對，我只有旅行幾天而已。
  - ⇒ Yes. I’m buying most of my stuff here. 對，大部分的東西在這買。

#### (4) 如何結束尬聊

- ◆ 離開小空間之前，不要只說 OK, bye. 可以加上以下句子：
  - ⇒ Have a good one!
  - ⇒ Have a nice day! /Have a good evening.
  - ⇒ Have a nice rest of the day/evening.
- 以上句子可以回答
  - ⇒ You too.
  - ⇒ Thanks.

## II. 真實對話 2：計程車上與司機的對話

- ◆ Lily 在加拿大搭計程車，上車後和司機聊了起來

Lily: So how's your experience so far, driving Uber?

你目前開 Uber 的經驗如何？

Driver: Yeah, it's good. Good for part-time actually...not for full-time.

還不錯，兼職的話還可以，但不會做全職。

Lily: Oh yeah. So you only drive when you have free time, right?

哦，所以你只有有空的時候會開嗎？

Driver: Yeah. That's right. 嗯，沒錯。

Lily: Ok. So extra pocket money. 哦，多餘的零用錢。

Driver: I drive...3...2, 3 hours. 我開三 ..... 兩、三個小時。

Lily: Oh! 2 to 3 hours. That's too...that's not too bad.

兩三個小時，那還不賴呀。

(1) 開啟話題 / 取得注意

使用填充字”So”

(2) 沒有聽懂 / 聽清楚對方的話時該怎麼補救？

Confirmation check 確定意義 (明知故問)

- ◆ 司機應該是說 2 to 3 hours，不過她說得不是很清楚，所以可以藉由重複對方說的話來確認意義” Oh! 2 to 3 hours.”

⇒ You only drive when you have free time, right?

⇒ Do you mean you only drive Uber when you have free time?

- ◆ that's not too bad: 還不錯，還可以接受。也可說 That's not so bad.

- ◆ 也在車上的 Lily 友人一起加入話題，和司機聊天

Friend: So your daytime job is also (driving a) taxi

你白天也是開計程車嗎？

Driver: Yeah 對。

Lily: So what's the main difference? Why don't you like...switch to Uber?

所以主要的差別是什麼？你怎麼不換到 Uber ？

Driver: It's to make money faster. Two times faster than...

這樣賺錢比較快，快兩倍。

Lily: You mean (making money from) Uber is 2 times faster than...(making money from driving a) cab?

你是說開 Uber 賺錢比較快嗎？

Driver: No, no, no, no. (Making money from driving a) taxi is 2 times faster

不是，開計程車賺兩倍快

Lily: Oh really? 哦，是喔。

Friend: Even after you pay for the medallion and stuff?

即使在付了牌照費用之後也是嗎？

Driver: Yeah. 是啊。

(1) 如何讓對話很順地繼續？

接續前話發問

(2) 沒有聽懂 / 聽清楚對方的話時該怎麼補救？

- ◆ 司機只有說 two times faster 卻沒有說哪個比較快，為了確認意義可以說：

⇒ You mean making money from Uber is 2 times faster than making money from driving a cab? 你是說開 Uber 賺錢比較快嗎？

⇒ Which way do you make money faster? 開哪個賺比較快啊？

### III. 延伸影片：請點擊圖片觀看

- ◆ How to Make Great Small Talk  
如何開啟順暢的 Small talk



- ◆ How to Say Common English Expressions!  
如何使用常用句開啟順暢英文 Small Talk



- ◆ How to Keep a Conversation Going  
如何延續 Small Talk



- ◆ Basic English Conversation  
- Taking a Taxi  
基礎英文會話 - 搭乘計程車



- ◆ Taking a Taxi 搭乘計程車





## Unit 21

### 開疆闢土 – 初次見面交談

#### I. 真實對話 1：在化妝品店和化妝師閒聊

◆ Lily 在加拿大的化妝品店接受一個畫全妝的服務，過程中和化妝師聊了起來

Rebecca: Do you have plans for tonight? 今天晚上要做什麼呢？

Lily: Um...nothing much. Just going out for dinner with a friend.

嗯 ..... 沒幹嘛耶，跟朋友出去吃飯而已。

Rebecca: Nice. Where are you going? 好喔，你要去哪啊？

Lily: Um... probably for pho. 可能吃越南河粉。

Rebecca: Oh. 哦。

Lily: You know, for the weather right now. 對啊，你看現在天氣這樣。

Rebecca: Yeah, right? Where do you like to go for pho?

真的！你都去哪裡吃越南河粉？

Lily: Actually, I'm kind of traveling right now. I lived here 3. 4 years ago. So I don't really know the new places.

其實我現在在旅行，我三、四年前住在這，所以我其實不太知道新開的地方。

Rebecca: Where have you been travelling? 你去了哪些地方玩？

Lily: I'm just... only in Vancouver. So I've been staying here for the past 2 weeks. Should've picked another time.

只有溫哥華，我過去兩個禮拜都在這，真該選遠別的時間才對。

Rebecca: Oh well. 是啦。

Lily: Summer is so much nicer. 夏天好多了。

Rebecca: It's SO much nicer. 好太多了！

Lily: It's so beautiful in the summer. 夏天的時候真的很棒。

Rebecca: I know, I know. 真的，真的。

(1) 常見的開啟話題方法（適用於平輩）：

⇒ Rebecca: *Do you have plans for tonight?* 今天晚上要做什麼呢？

◆ 也可以這樣問：

1. *What are your plans (for tonight)?*
2. *What are you up to (tonight)?*

◆ 可以這樣回答：

1. *Nothing much.* 沒幹嘛。
2. *I'm just staying in.* 只是待在家。
3. *I'm hanging out with friends.* 跟朋友出去。
4. *I'm going out for dinner.* 出去吃飯。

(2) 妥當的回應方法：

⇒ Rebecca: *Do you have plans for tonight?* 今天晚上要做什麼呢？

⇒ Lily: *Um...nothing much. Just going out for dinner with a friend.*

嗯 ..... 沒幹嘛耶，跟朋友出去吃飯而已。

⇒ Rebecca: *Nice. Where are you going?* 好喔，你要去哪啊？

◆ 再接續下個問題前「先給予肯定」，避免一個問題接著一個問題發問

1. *Nice.*
2. *Cool.*
3. *Awesome.*

(3) 被句點後不敗的接續話題：

⇒ Rebecca: *Oh.* 哦。

⇒ Lily: *You know, for the weather right now.* 對啊，你看現在天氣這樣。

◆ 天氣（如同例句）

◆ 根據前文的主題做聯想

1. *Have you tried the pro on 5th street?* 你吃過五街的越南河粉嗎？
2. *Do you recommend any pho places in town?* 你有推薦哪家河粉嗎？

(4) 適當透過抱怨來建立連結 (複習 U12) :

⇒ Rebecca: Where have you been travelling? 你去了哪些地方玩？

⇒ Lily: I'm just..... only in Vancouver. So I've been staying here for the past 2 weeks. Should've picked another time.

只有溫哥華，我過去兩個禮拜都在這，真該選別的時間才對。

⇒ Rebecca: Oh well. 是啦。

◆ 其他抱怨天氣的說法

1. I can't stand the rain/ heat/ snow. 我很受不了下雨 / 熱 / 下雪。

2. I'm sick and tired of the rain. 我快受不了下雨了。

(5) 適度表達認同以鞏固連結 (複習 U12) :

⇒ Lily: Summer is so much nicer. 夏天好多了。

⇒ Rebecca: It's SO much nicer. 好太多了！

⇒ Lily: It's so beautiful in the summer. 夏天的時候真的很棒。

⇒ Rebecca: I know, I know. 真的，真的。

◆ 複習 U12 表達認同的說法

1. I agree. 我同意。

2. I feel you. 我懂你。

3. I know the feeling. 我知道你的感受。

4. It happens to me too. 我也經歷過。

5. I know! 我知道！

◆ 其他認同的說法

1. Exactly. 完全正確。

2. True. 真的。

3. Absolutely. 完全就是啊！

4. I know, right? 我知道！

5. You bet. 沒錯。

6. Tell me about it. 完全認同。(認同負面的事)(帶有諷刺意味)

⇒ A: It snows so much in Canada. 加拿大真的下很多雪。

⇒ B: Yeah, tell me about it. 真的。

## II. 真實對話 2：聚會上和新朋友閒聊

- ◆ Lily 在聚會中和新朋友聊天，兩人從天氣出發，一路聊到生活中的其他面向

Lily: I'm actually travelling here. I lived in Vancouver a couple of years ago and then I spent some time in Montreal.

我其實是來這旅行，我幾年前住在這裡過，然後我又搬到了蒙特婁一段時間。

Sean: Oh! Montreal. 哦，蒙特婁。

Lily: Yeah. 嗯啊。

Sean: So you just miss the rain here? So that's why you're here?

你是想念這裡的雨，才會回來吧？

Lily: The weather really sucks. I kind of forgot about this part and then I booked the ticket and my friends are all like...hmm you know the weather is bad right.

天氣真的很糟。我有點忘了這回事我就訂了機票，我朋友就說：你知道天氣很糟吧！

Sean: Oh. Lucky for you to come the week after. Because the week before, we had lots of snow.

只少你很幸運一個禮拜後才來，因為上禮拜一直下雪。

Lily: I've heard this 3 times already. They're all like.....you wouldn't even be able to get on your flight. Every thing's delayed.

我已經聽別人說三次了，他們都說連登機都不行，全部都延誤了。

Sean: Exactly. So how long did you stay in Vancouver?

真的，你之前住在溫哥華多久啊？

Lily: Umm...a year. Like about a year. 一年，大概一年吧。

Sean: A year? 一年？

Lily: Yeah. yeah. 嗯嗯。

Sean: So what in Montreal. What did you do in Montreal then?

那蒙特婁呢？你在蒙特婁做什麼？

Lily: I studied there for a year-ish. 我在那邊念書一年左右。

Lily: Yeah. But Montreal is definitely worse than this. Like the weather, definitely worse.

嗯，但蒙特婁比這裡更糟，我是說天氣，絕對更糟

Sean: I was in Montreal for training. 我在蒙特婁接受一個訓練

Lily: Oh! 噢！

Sean: During the wintertime. It was like, yes. 在冬天的時候。那真的，嗯。

Lily: Lily: It's really bad. \_\_\_\_\_. 那真的很糟糕

(1) 利用諷刺的幽默搭起友誼的橋樑：

⇒ Sean: So you just miss the rain here? So that's why you're here?

你是想念這裡的雨，才會回來吧？

⇒ Lily: The weather really sucks. 天氣真的很糟。

◆ 如何幽默地回應諷刺？

- 假設：你在辦公室內，外面突然下起大雨，你同事說 "Oh! I can't wait to go out in the rain." 噢！我等不及要出去淋雨了。

(X) : Oh! You like the rain? (沒聽懂)

(X) : Don't forget to bring an umbrella. (沒聽懂)

(O) : I know! I can't stand the rain. (好好講話)

(O) : Yup. What a great day! (繼續說反話)

◆ 針對 Sean 的諷刺，你可以這樣回答：

- 好好說話

1. The weather really sucks. 天氣真的很糟。

2. I hate the rain in Vancouver. 我討厭溫哥華一直下雨。

- 繼續說反話

1. Exactly. Can't miss out on the most beautiful time of the year.

真的，完全不能錯過一年當中最棒的時候。

2. Yup. I miss being in the rain for 3 months.

對，我就是想念一連下三個月的雨。

(2) 適當在回應對方後接續話題：

⇒ Sean: I was in Montreal for training. 我在蒙特婁接受一個訓練

⇒ Lily: Oh! 噢！

⇒ Sean: During the wintertime. It was like, yes. 在冬天的時候。那真的，嗯。

⇒ Lily: It's really bad. \_\_\_\_\_. 那真的很糟糕。

◆ 如何延伸話題？

- 善用 Wh- 問句

1. What kind of training was it? 是什麼樣的訓練啊？
2. When did you visit Montreal? 你什麼時候去 Montreal ？
3. Where in Montreal did you visit? 你去 Montreal 的哪裡呢？
4. How did you like Montreal? 你喜歡 Montreal 嗎？

(別問 Do you like Montreal?)

- 避開 Yes/No 問句，讓回答者更容易延續話題的問法

⇒ How do you like Taipei? 你覺得台北怎麼樣？

⇒ How do you like Vancouver? 你覺得溫哥華怎麼樣？

### III. 延伸影片：請點擊圖片觀看

- ◆ 10 個聊天最常用的英文句子！  
我要成為尬聊王



- ◆ 7 Greatest Conversation Starters That Actually Work  
七種開啟話題的方法



- ◆ Killer Conversation Starters So You Can Start A Conversation with Anyone  
實用話題開啟招式



- ◆ 3 Jokes That Make People Instantly Like You  
三個讓人立刻喜歡上你的笑話



- ◆ 4 Easy Ways to Make Small Talk With Anyone  
四個簡單的方法讓你和任何人開啟話題



## Unit 22

# 大膽破題 – 團體社交場合

### I. 真實對話 1：在社交場合中認識新朋友

- ◆ Lily 在加拿大的休閒社交場合中認識一位新朋友，聊到一半，有新的人加入話題

Rico: What's your name? 你的名字是？

Lily: Lily.

Rico: Lily.

Lily: Lily. Nice to meet you. Lily，很高興認識你。

Rico: Nice to meet you. 很高興認識你。

Lily: What's your name again? 你的名字是？

Rico: Rico.

Lily: Rico? Nice to meet you. How long have you been here?

Rico. 很高興認識你，你來這裡多久啦？

Rico: I just came 10 minutes (ago). 我十分鐘前來的。

Lily: 10 minutes ago. Oh, ok! 哦，十分鐘。

Rico: Is it your first time to come to #@\$) 這是你第一次來 #@\$) 嗎？

Lily: Yeah, yeah, first time. 嗯，第一次。

Rico: Yeah, me too. 哦，我也是。

Sean: Yup, just feel like home. This is actually a great group.

嗯，當自己家啊，這群人很不錯。

Lily: Oh! So you come very often? 哦，你常常來嗎？

Sean: Yeah. Very often. 對啊，很常。

Lily: Oh ok. 好哦。



### (1) 認識人的第一步 - 名字：

⇒ Rico: What's your name? 你的名字是？

⇒ Lily: Lily.

⇒ Rico: Lily.

⇒ Lily: Lily. Nice to meet you. Lily，很高興認識你。

⇒ Rico: Nice to meet you. 很高興認識你。

⇒ Lily: What's your name again? 你的名字是？

⇒ Rico: Rico.

⇒ Lily: Rico? Nice to meet you. 很高興認識你。

◆ 重複對方名字以幫助自己記憶，也讓對方覺得你有真的想記得他的名字

◆ 當沒聽清楚對方名字時，可以這樣解決：

#### ① 一般場合

⇒ Sorry? (語調上揚) 不好意思？

⇒ What's your name again? 你可以再說一次你的名字嗎？

#### ② 正式場合

⇒ Would you mind saying your name again? 你可以再說一次你的名字嗎？

⇒ Do you mind repeating your name? 你可以再說一次你的名字嗎？

◆ 若聽見不熟悉的名字，可以詢問對方怎麼拼，來加深印象：

#### ① 一般場合

⇒ How do you spell that? I have seen a couple of different spellings, and I want to make sure to get your name right.

你的名字怎麼拼呢？我看過幾種不一樣的拼法，我要確定我有弄對

• 有些名字有不同拼法 e.g. Christina/Kristina, Sean/Shawn

② 正式場合

⇒ Do you mind spelling your name for me? 你介意把你的名字拼給我看嗎？

◆ 也可以直接猜測拼法來回應，同時幫助自己加深印象，如例句中的 Rico：

⇒ It is spelled R-I-C-O? 請問是拼 R-I-C-O 嗎？

◆ 社交場合有名牌，卻不知道怎麼發音時：

① 一般場合

⇒ I want to make sure I get your name right—how do you say it?

我要確定我有唸對你的名字，要怎麼唸呢？

② 正式場合

⇒ Can you tell me how to properly pronounce your name?

可以跟我說你的名字怎麼念嗎？

◆ 忘記別人名字時，讓對方再說一次自己名字的方法：

1. 加對方的聯絡方式

⇒ Can I add you on Facebook/ LinkedIn?

我可以加你的 FB 或是 LinkedIn 嗎？

⇒ Can I have your email? 我可以加你的 email 嗎？

2. 介紹自己認識的人給對方

⇒ (一般) Have you met my friend Peter? 你見過我朋友 Peter 了嗎？

⇒ (正式) I'd like to introduce you to my colleague, Peter.

我要跟你介紹我的同事，Peter.

⇒ (最正式) There's someone I want you to meet. This is Peter. He's one of my colleagues. 我想要介紹你認識這個人，他是 Peter，我的同事。

3. 結束對話前，再介紹自己一次

⇒ It's nice meeting you. My name is Lily. What's yours again?

很高興認識你，我是 Lily，可以再跟我說一次你的名字嗎？

4. 再次見面時，直接重新介紹自己

⇒ Hello. I'm Lily. We met at Peter's party last week.

嗨，我是 Lily。我們上禮拜在 Peter 的 Party 有見過。

⇒ Hi, I'm Lily. Nice to see you again. 嗨，我是 Lily。很開心再見到你。

5. 誠實承認自己忘記名字

⇒ I remember you, but your name just slipped my mind.

我記得你，但是一時想不起你的名字

(2) 如何順利參與別人正在進行的對話 (Steal the conversation) :

⇒ Rico: Is it your first time to come to #@\$) 這是你第一次來 #@\$) 嗎？

⇒ Lily: Yeah, yeah, first time. 嗯，第一次

⇒ Rico: Yeah, me too. 哦，我也是。

⇒ Sean: Yup, just feel like home. This is actually a great group.

嗯，當自己家啊，這群人很不錯。

⇒ Lily: Oh! So you come very often? 哦，你常常來嗎？

◆ 在多人社交場合中，可以這樣加入他人對話：

1. Can I just say something here?

2. I need to add something here.

3. May I add something here?

4. Do you mind if I join you ? 以上都是「我可以加入嗎？」的意思。

5. Jump in (phr.) 打岔。

⇒ Can I jump in here?

⇒ Do you mind if I jump in here? 我可以打個岔嗎？

## II. 真實對話 2：社交場合中遇到很句點的人

- ◆ 在同一場社交場合中，另一位女生也加入了話題，卻很難聊 .....

Lily: So what made you move to Vancouver? 所以你怎麼會搬到溫哥華？

Anna: Lifestyle change. 生活型態改變。

Lily: Oh...so what's the main difference between Calgary and Vancouver? 哦，那卡加利根溫哥華有什麼不一樣啊？

Anna: Weather? 天氣吧？

Lily: Oh, true. That really affects the lifestyle huh. Yeah, yeah, I feel you.  
哦，真的，這樣很影響生活方式，我懂。

### (1) 如何延續很句點的回應：

- ◆ 在對方沒有進一步說明、延續話題的狀況下，可以根據他所提供的資訊繼續提出 Wh- 問句：

1. What kind of lifestyle change? 什麼樣的生活型態轉變？

2. When did you move here? 你什麼時候搬來的？

3. How do you like Vancouver so far? 你喜歡溫哥華嗎？

4. Why do you like Vancouver more? 你為何比較喜歡溫哥華？

## III. 真實對話 3：桌遊社交活動

- ◆ 桌遊場合中，Lily 隨便找了兩個沒有在認真談話的人開啟了話題

Lily: Hey guys. You recommend anything on the menu?

嘿，你們有推薦菜單上的什麼嗎？

Dan: The fries are wonderful. 薯條很讚。

Lily: Really? 是喔？

Frances: The fries is good. 薯條很好吃。

Dan: You wanna try a fry? 你要吃吃看嗎？

Lily: Yeah, sure. Of course. 好啊，當然。

Frances: The fries is good. What do you feel like <sup>(1)</sup>?

薯條好吃，你有想吃什麼嗎？

Lily: I don't know. I normally don't have bar food, but this is good. Do you guys come here often?

我不知道欸，我通常不吃酒吧的食物，但這薯條蠻好吃的。你們常來嗎？

Frances: Yeah, pretty much. And this is Dan's last night.

恩，對啊，今天是 Dan 最後一個晚上。

Lily: So it's your last time coming here? 所以你是最後一次來？

Frances: Yeah, he's leaving us. 對，他要離開我們了。

Dan: I'm moving back to the UK. 我要搬回英國去了。

Lily: Ah! really. So are you traveling here? Or?

哦，是喔，所以你是來旅遊嗎？還是？

Dan: I'm on a working holiday. 我來打工度假。

Lily: So how long did you stay in Canada? 所以你在加拿大待多久啊？

Dan: Again? 什麼？

Lily: I lived here from 2015 to 2016. So like 1 year.

我 2015 到 2016 住過這裡，所以大概一年。

Dan: And now you come back? 然後你現在回來嗎？

Lily: Um, I'm here like traveling slash working <sup>(2)</sup>. Yeah. 'Cause I freelance so I could basically be anywhere.

恩，我來這裡旅遊兼工作，恩，因為我是自由業，所以基本上在哪裡都可以。

Dan: Ah. The digital nomad <sup>(3)</sup>. My friend. Ok. I've got a friend who I've grown up with from school and through university. And he always goes like, "Oh! don't worry about it. We're gonna do whatever." And I'm like, "that's irresponsible." Now he's like working in Vietnam. He's working in Taipei.

啊，數位遊民喔，我朋友，一個跟我一起從唸書到大學，一起長大的朋友，他每次都說不用擔心，我們會找到事情做。我就覺得，這樣很不負責任。現在他在越南、台北工作。

Lily: Oh, that's so cool! I'm from Taipei. 哦，我是台北人耶。

Dan: He's earning so much more money than I am. 然後他賺得比我還多。

Lily: Hmm, so what does he do right now? 恩，所以他是做什麼的啊？

Dan: I don't know. 我不知道。

Lily: You don't know? Hahahaha 你不知道？哈哈哈哈。

Dan: He's a digital nomad. He could do whatever he wants.

他是數位遊民，想做什麼都可以。

Lily: Digital nomad. That's such a **millennial** <sup>(4)</sup> term.

數位遊民，真的是很千禧世代的詞彙。

◆ Small talk 技巧統整

(1) 尋找共同點

如：Dan 自己不是數位遊民，但他有朋友是，就提起了他朋友

(2) 從對方給的資訊中做延伸、問問題

如：聊到數位遊民，提起自己不喜歡坐辦公室

◆ 備註和筆記

(1) What do you feel like (eating / doing)? 你有沒有想吃 / 做什麼？

(2) **Slash** (n.) 意同 "and" 兼顧兩種功能：

1. The room functions as a guest bedroom **slash** study.

這個房間是臥房兼書房。

2. We went to a restaurant **slash** bar.

我們去了一間餐廳兼酒吧的地方。

(3) Digital nomad (phr.) 數位遊民：

靠著電腦遠端工作並且旅居世界各地的人。

(4) Millennial (adj.) 千禧世代：

通常指 1980-1990 年代出生的人，以及這個世代的人所熱衷的人、事、物。

## Unit 23

# 鋒迴路轉 – 溝通技巧運用

### I. 溝通策略複習

(1) 「語言能力不足」時可以使用以下策略

1. 換句話說換句話說 Circumlocution
2. 近似表達 Approximation
3. 通用字 All-purpose words
4. 字面翻譯 Literal translation
5. 創造新字 Word coinage
6. 爭取時間 Time-gaining strategy

(2) 幫助說話的雙方得到意思傳達的「互動技巧」

1. 請求幫助 Appeal for help
2. 請求重複 Asking for repetition
3. 請求解釋 Clarification request
4. 確定意義 Confirmation check
5. 確定對方理解 Comprehension check

### II. 真實對話 1：Lily 和友人聊天（請觀察兩人所使用的溝通策略）

◆ Lily 的友人詢問 Youtuber 這個行業是怎麼賺錢的

Tony: So in what ways do you make uh, money from YouTube?

所以你怎麼靠 YouTube 賺錢呀？

Lily: Like the channel right now? 你是說我現在的頻道嗎？

Tony: Yeah. 對。

Lily: Um, so, of course there is sponsorships sometimes from brands  
and also there is my online course.

嗯，所以有時候會有品牌的業配，也有我的線上課程。

Tony: Yup. 嗯。

Lily: And also there's AdSense. So AdSense is, um, YouTube will basically give you some money from the advertisement...What's... what's...what's it called? Like people who put ads on YouTube.  
然後還有 AdSense. AdSense 就是 YouTube 基本上會給你一些廣告的費用，那叫什麼？在 YouTube 上面投廣告的人？

Tony: So advertisers will pay Google. 所以廣告主會付錢給 Google

Lily: Yes, advertisers, yes. 對，廣告主，對。

Tony: And then Google will give you a commission of...

然後 Google 就會給你一部分的佣金。

Lily: Exactly 沒錯。

(1) 確認意義 Clarification request 的應用：

⇒ Tony: So in what ways do you make uh, money from YouTube?

所以你怎麼靠 YouTube 賺錢呀？

⇒ Lily: Like the channel right now? 我現在的頻道嗎？

⇒ Tony: Yeah. 對。

- ◆ 因為不確定他指的是 Youtubers 普遍是怎麼賺錢，還是針對我的頻道，所以針對這個問題去做確認。除了真實收錄內容，更完整的說法可以是：

⇒ Do you mean the channel I'm running right now?

你是說我現在這個頻道嗎？

(2) 請求幫助 Appeal for help 和 換句話說 Circumlocution 的應用：

⇒ Lily: So AdSense is, um, YouTube will basically give you some money from the advertisement...What's...what's...what's it called? Like people who put ads on YouTube.

然後還有 AdSense. AdSense 就是 YouTube 基本上會給你一些廣告的費用，那叫什麼？在 YouTube 上面投廣告的人？



⇒ Tony: So advertisers will pay Google. 所以廣告主會付錢給 Google。

⇒ Lily: Yes, advertisers, yes. 對，廣告主，對。

- ◆ 一時想不起「廣告主」怎麼說時，換句話說形容廣告主的意思，讓對方幫忙。

更完整的說法：

⇒ What do you call people who place ads on YouTube?

在 Youtube 上面投廣告的人叫什麼？

### III. 真實對話 2：在手機行購買預付卡

- ◆ Lily 剛下飛機，來到了手機行，想買有網路的預付卡

| 觀察：

預付卡怎麼說？

環境吵雜下如何溝通？

Lily: Hi. I'm looking for prepaid SIM cards just for data. 'Cause I'm travelling here. 嗨，我正在找網路的預付卡，我來這邊旅遊。

Clerk: How long are you here for? 你要在這邊待多久？

Lily: 3 weeks. 三個禮拜。

Clerk: Nothing in Canada comes just with data. @#!+\$)# 在加拿大我們 ....

Lily: Sorry? 不好意思？

Clerk: Nothing in Canada comes just with data. It's calls, texts, and data. 在加拿大我們不會只有網路的預付卡，會包含通話、簡訊以及網路。

#### (1) 手機相關詞彙：

⇒ Lily: Hi. I'm looking for prepaid SIM cards just for data. 'Cause I'm travelling here. 嗨，我正在找網路的預付卡，我來這邊旅遊。

1. 預付卡 (n.) : pre-paid SIM card

2. 手機網路 (n.) : data

⇒ Do you have data? 你手機有網路嗎？( X : internet )

3. 網路吃到飽 : unlimited data

(2) 請求重複 Asking for repetition (環境吵雜中成功溝通) :

⇒ Clerk: Nothing in Canada comes just with data. @#!+)\$#

在加拿大我們 .....

⇒ Lily: Sorry? 不好意思?

⇒ Clerk: Nothing in Canada comes just with data. It's calls, texts, and data.

在加拿大我們不會只有網路的預付卡，會包含通話、簡訊以及網路。

◆ 也可以這樣請求重複：

1. What? 什麼?
2. Sorry? 不好意思?
3. What did you say? 你剛剛說什麼?
4. Can you say it again, please? 可以請你重複一次嗎?
5. Pardon? 不好意思?

## IV. 真實對話 3：討論 YouTube 的黃標事件

- ◆ Lily 和友人聊起近期 YouTube 上熱門的主題「黃標事件」(demonetize) 去收益化

| 觀察：

如何用英文解釋 “demonetize” ?

使用了哪些策略和例子來幫助溝通?

Lily: Recently it's been very **controversial** 'cause YouTube's been demonetizing a lot of videos.

近期很有爭議的是 YouTube 對很多影片都去收益化。

Tony: Uhm. 嗯。

Lily: Like when you get **demonetize**, it means you can't make money from the ads. So if you use like, for example, **copyrighted** stuff, then you put ads, the money goes to the **copyright owner**.

如果你被去收益化，這表示你沒辦法從廣告賺錢，比如說，假設你用了有版權的東西，那收益就會歸給版權所有者。

Tony: Right. 對。

Lily: So that makes a lot of sense because you're using other people's stuff and the money generated should belong to the owner.

這樣很合理，因為你在用別人的東西，有賺到的錢也應該屬於所有者。

Tony: The original copy-write holder. 那個原本的版權所有者。

Lily: Exactly. But now if you do like, quote, quote, controversial stuff, you get demonetized too. Like for example, politics. If you talk about really controversial political issues, then you might get demonetized.

對，但現在你只要討論「有爭議性的事情」，你就可能被去收益話，比如說政治，如果你討論有爭議性的政治話題，你有可能被去收益化。

Tony: Do you ... can you give me an example of...? 可以給我一個例子嗎？

Lily: Ummm, for example, like um, okay if you talk about very conservative stuff like white supremacy.

嗯，比如說，如果你討論很保守的東西，像是白人至上主義。

Tony: Okay 嗯。

Lily: Then your video is very likely gonna be demonetize. But at the same time, if you talk about say, abortion, like pro-abortion, then you also get demonetized.

那你的影片就很有可能被去收益化，但同時，如果你討論，比如說，墮胎權，那你也可能會被去收益化。

Tony: Right. 嗯。

Lily: So it doesn't matter what your political stance is. Once you talk about things that are rather controversial, you might risk being demonetized. 所以你的政治立場不重要，一旦你討論有爭議性的話題，你就要冒被去收益化的風險。

Tony: Ok. 好喔。

Lily: So you're basically like doing work for nothing. 所以基本上就是做白工。

◆ 備註和筆記

1. **Controversial** (adj.) 具爭議性的。
2. **Demonetize** (v.) 去收益化。
3. **Copyrighted** (a.) 有版權的。
4. **Copyright owner** (n.) 版權所有者。
5. **Quote, quote/ quote, unquote** (phr.) “ ”，上下引號，空氣引號。
6. **Conservative** (a.) 保守的。
7. **White supremacy** 白人至上主義。
8. **Pro-abortion/ Pro-choice** 支持墮胎。
9. **Political stance** (n.) 政治立場。

(1) 確定對方理解 (Comprehension check)

⇒ Lily: Recently it's been very controversial 'cause YouTube's been demonetizing a lot of videos.

近期很有爭議的是 YouTube 對很多影片都去收益化。

⇒ Tony: Uhm. 嗯。

⇒ Lily: Like when you get demonetize, it means you can't make money from the ads. So if you use like, for example, copyrighted stuff, then you put ads, the money goes to the copyright owner.

如果你被去收益化，這表示你沒辦法從廣告賺錢，比如說，假設你用了有版權的東西，那收益就會歸給版權所有者。

- ◆ 因為知道對方沒有特別在接觸 YouTube，為了溝通更順暢，我自己先透過舉例說明的方式解釋了什麼是“demonetize”去收益化。

## (2) 請求解釋 (Clarification request)

⇒ Lily: Exactly. But now if you do like, quote, quote, controversial stuff, you get demonetized too. Like for example, politics. If you talk about really controversial political issues, then you might get demonetized.  
對，但現在你只要討論「有爭議性的事情」，你就可能被去收益話，比如說政治，如果你討論有爭議性的政治話題，你有可能被去收益化。

⇒ Tony: Do you ... can you give me an example of.....?

可以給我一個例子嗎？

◆ 當我提到「具有爭議的政治話題」時，確實還說得不夠清楚，於是對方請我進一步說明。請求解釋時也可以這樣說：

1. Can you give an example (of controversial political issues)?

可以給我一個「具有爭議的政治話題」的例子嗎？

2. Can you be more specific? 你可以說得更明確嗎？

3. What do you mean by controversial political issues?

你說「有爭議的政治話題」是什麼意思？

影片內容與字幕校正

0:45 字幕了→那如果剛剛講的這幾個方式

## Unit 24

# 優雅轉身 – 輕鬆表達負面意見

### » 真實對話 1：Lily 向朋友表達心中的不悅

- ◆ Lily 的朋友們到 Lily 家做客後留下一堆爛攤子沒有收拾，再次見面時，Lily 決定提起這件事

Lily: So um...the other day you guys came over to my place, right?

那天你們來我家，不是嗎？

Kent: Wait, which guy? 誰啊？

Lily: Like you and a couple friends. We hung out at my place.

你跟幾個朋友啊，來我家玩。

Kent: Oh. ok. And then what happened? 哦，好喔，然後呢？

Lily: And then...um...so um...they left without cleaning at all. So...

I don't know. 然後 ..... 嗯 ..... 他們就沒收拾就走了，就 ..... 不知道。

Kent: They left without cleaning? 他們沒收拾就走了？

Lily: Yeah. They just left everything behind. And then I woke up the other morning and I was like...

好，他們就把東西都放在那裡，我早上起來就想說 .....

Kent: But I thought that's pretty typical. Like if you go to a... house party. You're not gonna put all the red cups away.

我想說這還蠻正常的啊？你如果去一個家裡的派對，你也不會把紅色的杯子都收好。

Lily: Yeah, true. But like...I mean...you could've kind of tidy up a little bit. 是啦，但我是說，你們可以稍微收拾一下。

Kent: Tidy up a little bit? 稍微收拾？

Lily: Yeah. 嗯。

Kent: Yeah. I always try to do that but I thought that's something that's just...you know...just me.

恩，我是會想要幫忙，但我想說就只有我會這樣。

Lily: Oh yeah. Maybe next time I'll tell them to put stuff in the dishwasher before they leave.

哦，好吧，可能下次我會請他們在離開前幫我把東西都放到洗碗機。

Kent: Yeah. That'll work. 嗯，這樣也行。

## » 抗議三步驟複習：

說明談話目的 + 解釋抗議內容 + 期望改進與解決

### (1) 說明談話目的

⇒ Lily: So um.....the other day you guys came over to my place, right?

那天你們來我家，不是嗎？

⇒ Kent: Wait, which guy? 誰啊？

⇒ Lily: Like you and a couple friends. We hung out at my place.

你跟幾個朋友啊，來我家玩。

⇒ Kent: Oh. ok. And then what happened? 哦，好喔，然後呢？

### ◆ 也可以這樣說

#### ① 一般說法

⇒ Do you remember last time when you guys came over to my place?

你記得上次你們來我家嗎？

⇒ I want to talk about last time when you and your friends visited my place. 我要跟你講上次你們來我家的事情。

⇒ I'm sorry to say this, but I was a bit unhappy after you guys left my place last time. 不好意思，不過對於上次你們來我家之後我有點不開心。

#### ② 正式說法

⇒ I was wondering if I could talk about the last party with you?

我在想我能不能跟你討論上次派對的事情。

⇒ Would you mind talking about the party last time?

你會介意討論一下上次派對的事嗎？

- ◆ hung out : 和朋友聚，花時間在一起，不特別做什麼

⇒ I hung out with my friends all day yesterday. 我昨天和朋友出去一整天。

⇒ We should hang out some time. 我們應該找時間聚一聚。

## (2) 解釋抗議內容

⇒ Lily: And then...um...so um...they left without cleaning at all. So...

I don't know. 然後 ..... 嗯 ..... 他們就沒收拾就走了，就 ..... 不知道。

⇒ Kent: They left without cleaning? 他們沒收拾就走了？

⇒ Lily: Yeah. They just left everything behind. And then I woke up the other morning and I was like....

好，他們就把東西都放在那裡，我早上起來就想說 .....

- ◆ 解釋抗議內容的五個等級（最委婉到強硬）

**委婉** ① They left without cleaning at all. So... I don't know.

他們就走了但沒收拾，就 ..... 不知道。

⇒ **最委婉**

⇒ So... I don't know. 表示遲疑

② We should've cleaned up a little bit after the party.

我們派對結束之後應該要收拾的

⇒ 使用 We 緩解責備對象，**不讓對方有被指著鼻子罵的感覺**

⇒ A little bit 緩解字詞

③ Your friends left without cleaning up and it kind of bothered me.

你朋友沒收拾就走，讓我覺得有點困擾。

⇒ Kind of 緩解字詞

④ There was quite a mess after the party. 派對之後變得一團亂。

⇒ Quite 增強字詞

⑤ It's obvious that your friends didn't clean up at all.

很顯然你朋友都沒有打掃。

⇒ **最強硬**

**強硬** ⇒ Obvious, at all 增強字詞



- ◆ I was like... : I thought. 我就是在想 ..... (此時也不需直接表明自己在想什麼，因為對方一定已聽出我是在抱怨大家怎麼沒打掃)

- ◆ 插曲：對方反駁抗議內容

⇒ Kent: But I thought that's pretty typical. Like if you go to a...house party. You're not gonna put all the red cups away. 我想說這還蠻正常的啊？你如果去一個家裡的派對，你也不會把紅色的杯子都收好。

⇒ Lily: Yeah, true. But like...I mean...you could've kind of tidy up a little bit. 是啦，但我是說，你們可以稍微收拾一下

⇒ Kent: Tidy up a little bit? 稍微收拾？

⇒ Lily: Yeah. 嗯。

- ◆ 對方沒有直接面對抗議，而是先提出反駁，不贊同抗議者的觀點。
- ◆ 此時即使要進一步表達自己的不滿，還是要先表達認同 / 理解對方，再反駁。

⇒ I see what you mean, but it would take me a long time to clean up myself. 我懂你的意思，但我一個人收拾會花很多時間。

⇒ I see your point, but it would be easier if we all help out with cleaning. 我懂你的意思，但如果我們都來幫忙會輕鬆很多。

⇒ I see where you're coming from, but I think it's be nice if you all contributed a bit. 我懂你的意思，但果你們都貢獻一點會很不錯。

### (3) 期望改進與解決

⇒ Kent: Yeah. I always try to do that but I thought that's something that's just...you know...just me.

恩，我是會想要幫忙，但我想說就只有我會這樣。

⇒ Lily: Oh yeah. Maybe next time I'll tell them to put stuff in the dishwasher before they leave.

哦，好吧，可能下次我會請他們在離開前幫我把東西都放到洗碗機。

⇒ Kent: Yeah. That'll work. 嗯，這樣也行。

- ◆ 更正式地提出期望改進口吻：

⇒ I would appreciate if you help out next time. 你下次幫忙的話，我會很感激。

⇒ I was hoping that next time we can all clean up together.

我希望下次我們能一起收拾。

◆ Lily 和友人談論起對於溫哥華計程車服務的不滿

Lily: So I heard that Lyft and Uber came in Vancouver.

我聽說 Lyft 跟 Uber 進駐溫哥華了。

Darren: Yeah. So that's exciting news but... um... before that the municipal taxi services are... absolutely nightmare.

嗯，是個好消息，之前公辦的計程車服務真的是一場惡夢。

Lily: Yeah... oh yeah. I used to live here so I remember calling the cab and they just never answer. It never goes through.

恩，對，我之前住過這裡，我記得每次叫計程車都沒人接，都打不通。

Darren: The issue with them is usually, first of all, their apps are absolutely like... terrible. 他們的問題是，第一，他們 APP 真的很爛。

Lily: Uhm. 嗯嗯。

Darren: The interface basically looks like they are from the 90s or something. 介面看起來是九零年代之類。

Lily: Oh yeah, I know. 真的。

Darren: There's literally like 2 buttons and you couldn't see the driver's face. None of that stuff.

完全只有兩個案件，然後你也看不到司機的頭像，完全沒有相關資料。

Lily: Yeah, yeah, yeah. 對對對。

Darren: So... that's, but that's that. Um... you know, I don't really worry about that. The worst part is that if you call... so if it rains, even just a little bit, that basically freezes the city.

這樣就算了，我其實沒有很在意，最糟的是，如果下雨的話，就算只是小雨，整個城市完全凍結。

Lily: True. 真的。

Darren: The wait time will be 30, 40 minutes. If it starts raining, that's when you can basically forget about cab at that point. But even what's worse, you could wait for 30 minutes and...

等待時間會到三、四十分鐘，如果開始下雨，你根本可以放棄搭計程車，更糟的是你可能等了三十分鐘然後 .....

Lily: *And the cab never comes.* 然後計程車根本不來。

Darren: *The cab will never come.* 計程車根本沒來。

### (1) 表達同感 (U22)

◆ 他人抱怨時，是透過同仇敵愾產生情感連結的好機會。

⇒ Lily: *Yeah... oh yeah.*

⇒ Lily: *Oh yeah, I know.* 真的。

⇒ Lily: *True.* 真的。

◆ 其他回覆

1. *I agree.* 我同意。

2. *I feel you.* 我懂你。

3. *I know the feeling.* 我知道你的感受。

4. *It happens to me too.* 我也經歷過。

5. *I know!* 我知道！

### (2) 提出問題

◆ 在認同對方抱怨的同時，提出問題來了解他的抱怨，延伸話題

1. *Do you have other cab services?* 你們有其他計程車行嗎？

2. *Do you drive at all?* 你有開車嗎？

3. *Is it really that bad?* 真的這麼糟？

4. *Oh really? Last time it worked out for me.* 哦，是喔？上次我還能用。

### (3) 提供解決辦法

◆ 延伸話題或緩解抱怨情緒

1. *Have you tried calling a cab on the street?* 你有試過在街上攔車嗎？

2. *Is it possible to call the taxi service when the taxi doesn't come?*

計程車沒來的話可以打電話給車行嗎？

3. *I think you should ask for a refund.*

我覺得你應該要申請退款。

## Unit 25

# 完美演示 – 征服所有情境的溝通

» 九大情境總複習 - 自行作答後於下方參考答案

### I. 給建議 U9

You meet Mr. Peters, your biology professor whom you are very close to, in a bookstore. You greet each other and you ask why he is at the bookstore. It turns out that he is going to buy an expensive book called “Research Methods in the 21 Century”. Nevertheless, you happen to come across this book in another bookstore and you remember it was a lot cheaper. What suggestion would you make in this situation? (Adapted from Fa, 2014)

你在書店裡遇到了你很熟的生物學教授 Peters 先生。在互相打招呼後，你問他為什麼會在書店裡。原來教授是要買一本很貴的書叫做「21 世紀的研究方法」，但你剛好有在別家書店看過這本書，而且記得另一家賣得便宜很多。在這樣的情況下，你會如何給予教授意見？

### II. 打招呼 U2

You run into John Smith, your high school friend, at a restaurant. You haven't seen him for over 5 years. You two were pretty close back in high school but you lost touch since he moved abroad to Germany. You really want to catch up with him and see if you can reconnect. How would you greet him?

你在餐廳巧遇一個五年沒見的高中朋友 John Smith。你們在高中時期很要好，但在他搬去德國之後就失聯了。你很想要和他多聊聊以重拾友誼，你該怎麼和他打招呼？

### III. 稱讚 U4

You are at a meeting with your client, Sarah Pattinson, to discuss an important sales agreement. You really want the meeting to go well. Meanwhile, you realize that she dyed her hair purple. You two are not very close but from past interactions with her, you think she's quiet and introverted. You are guessing that it took her some courage to dye such a bold color. What would you say to compliment her?

你和你的客戶 Sarah Pattinson 正在開會討論一個重要的商務協定，你很希望這個會議可以順利進行。同時，你注意到她染了紫色的頭髮。你們沒有很熟，但依據過去來往的經驗，你看得出來他是個安靜內向的女生，所以你猜她染這個新的亮髮色是鼓起勇氣才做出的決定。你該如何讚美他的新髮色？

### IV. 邀請 U5

You are a new member of a yoga club. The 5 people in your group meet every Thursday evening after work. Everyone is friendly but since you are all tired after work, no one initiates conversations often. Last week, you talked about home cooking recipes with one of the yoga club members, Jennifer Chang. There are a few recipes she wants to try but haven't gotten the chance. You are thinking about holding a dinner party at your place so that people can get to know each other more and potentially become friends. How would you invite Jennifer?

你新加入了一個瑜伽課，班上的五個人每週四下班後都會聚在一起，雖然大家都很友善，但畢竟是剛下班，大家通常都很累，所以不常會有人開啟話題。上週你和其中一個叫 Jennifer Chang 的人提到一些家常菜食譜，其中有幾個是她想要試做但都還沒有機會的。你在想要在自己家辦一個晚餐派對，讓大家更認識彼此，甚至變成朋友。你該如何邀請 Jennifer ？

## V. 請求 U6&7

You are at the end of a history class and you are sitting next to Tom Yates. You missed last week's class and need to borrow his notes. He has been in the same program as you for one year and you see him socially about once a month in a group. You will also be taking classes together in the future. He is a good note taker and one of the best students in the class. You have borrowed his notes twice before for the same class and the last time you borrowed them he was reluctant to give them up. In two weeks you both have the final exam for your class. What would you say? (Billmyer & Varghese, 2000)

歷史課快下課了，而你坐在 Tom Yates 旁邊。你上週沒來上課，所以需要跟他借筆記。他跟你修同一堂課一年了，而課外你大概每個月會在社交場合上看到他一次，你們之後也會一起修別的課。他是一個很會寫筆記的人，而且是班上最優秀的學生之一。你之前在同一堂課上和他借過兩次筆記，而且上次跟他借的時候，他表現得有點不情願。再過兩週你們就要考期末考了，你該怎麼和他借筆記？

## VI. 道歉 U8

Last night, you came home late after a long day of work. You opened the fridge and found that there's no more food left. However, you are so hungry that you had to eat something, or else you can't fall asleep feeling hungry. You could have called delivery but you didn't, because you wanted to save money. Instead, without asking for permission, you ate your roommate's last piece of toast and fried one of his eggs.

The next morning, your roommate finds out about the missing toast and egg. He is now knocking on your door, asking for an explanation. How would you apologize?

你昨天晚上工作到很晚才回家，到家的時候你打開冰箱，發現沒有食物了。但是你真的必須吃點東西，不然會餓到睡不著。你是可以叫外送，但你想省點錢，就決定不叫了。於是你在沒有先跟室友報備的情況之下吃掉他最後一片吐司，還拿了他的蛋去煎。

隔天早上室友發現吐司跟蛋不見了，他正在敲你的門要你解釋，你該如何道歉？

## VII. 感謝 U10

You were sick so you took some time off work. You called your co-worker, Cindy Lynn, to answer your phone calls and explain to your clients that you will be back in a week. Today, you come back to work and realized that Cindy not only answered your calls but submitted some paperwork for you. She even helped clean up your desk while you were away. What would you say to express gratitude?

你前幾天生病了，只好請病假沒去上班。你打給你的同事 Cindy Lynn 想拜託她幫你回電話，和你的客戶解釋說你下週就會回去上班。今天你回去上班了，才發現 Cindy 不只幫你回了電話，還幫你繳交了一些文件，甚至清理了你的辦公桌。你該如何表達你的感謝？

## VIII. 抗議 U11

Your professor puts students into small groups for a big project. The project is 25% of your final grade. You are in a group with two other people. One is a hard worker. But the other texts people a lot and doesn't do enough work. The hard-working student is not bothered by the lazy student. But you are. Talk to the professor about the problem.

你的教授把學生們分配到小組去進行一個大型報告。這個報告佔了學期總分的25%，你的組上除了你之外還有另外兩個人。其中一個很認真，但另外一個一直在跟朋友傳訊息，都沒有做事。認真的那位並沒有因此而不爽，但你感到很不滿。你該如何向教授反應這個問題？

## IX. 批評 U13

Your friend is going to sing at a school event. It is his first time on stage and he's been working really hard preparing for the show. A week before the event, he asks you to provide constructive criticism so he could take advantage of the rest of the week to improve his performance. However, after listening to him sing, you realized that he's not a great singer and might embarrass himself. You want to be honest but don't want to hurt his feelings. How could you criticize him?

你的朋友決定要參加一個校內歌唱活動。這是他第一次上台，他也很努力地為這次表演做準備。活動前一週，他向你請教一些具有建設性的建議，想要讓演出更加進步。但在聽完他唱歌後，你意識到他不是個會唱歌的人，上台表演可能會讓自己出糗。你想要誠實以對，但不想傷了他的心。你該如何給予他評論 / 建議？



## » 參考答案

### I. 給建議 U9

建議教授用其他管道購買課本（教授和你蠻熟的，要有禮貌但不用過度恭敬）

#### (1) 直接建議

祈使句：You should / shouldn't, you're supposed to, you had better.

通常是上對下，不適合針對老師。

#### (2) 間接建議

##### ◆ 間接提出建議

⇒ Are you buying this book? I think you should check out the other bookstore on Main Street. Last time I was there, I saw that the price was a lot lower.

你要買這本書嗎？我覺得你應該要去看看 Main Street 上面的那間書店。  
上次我在那裡的時候，我看到價格比較便宜。

##### ◆ 建議改成問句

⇒ I think I've seen this book in other bookstores with a much lower price. Have you thought about checking the bookstore that's two blocks away from here?

我好像看到其他書店的價格比較低。你有想過去兩個街區之外的那間書店嗎看看？

##### ◆ 利用假設語態：If I were you...（不適合下對上）

#### (3) 假意建議

##### ◆ 表面是問句，實際上是給指令

⇒ Why don't you finish your paper today?

你今天怎麼不把報告寫完啊？

## II. 打招呼 U2

巧遇五年不見、之前在德國讀書的朋友，沒有更新到近況，請表達友善，邀請之後約見面

(1) 架構：A-B-A

(2) 藉由打招呼來開啟 Small Talk

- ◆ 一來一往地延續問題（並非一口氣丟出整段話）

⇒ Hi, John. It's been forever. How have you been? Are you back from Germany? Would you like to hang out and catch up sometime?

嗨，John. 好久不見，你近來好嗎？你從德國回來了嗎？你想改天出去更新一下近況嗎？

⇒ Hey, John! It's so good to see you here. How's Germany.? Are you back in Taiwan? We should grab lunch together!

嘿，John. 很開心看到你在這，德國還好嗎？你回台灣了嗎？我們改天一起吃午餐吧！

## III. 稱讚 U4

(1) 主題：外表、衣著、表現、個性

(2) 目的：展開 small talk

(3) 注意：

- ◆ 稱讚前要想好對方回應後該如何延續話題
- ◆ 若是異性，要避免過度稱讚外型

⇒ Wow! Sarah, I really like your new hair color. I think it suits you well and it brings out the blue in your eyes.

哇，Sarah，我真的很喜歡你的髮色，我覺得跟你很搭，也讓你眼睛的藍色更漂亮了。

⇒ What a nice color! Where did you dye your hair? I'm looking for a new salon at the moment.

哇，好美的顏色喔！你在哪裡染的頭髮？我剛好正在找一間新的髮廊。

## IV. 邀請 U5

邀約不是非常熟的瑜伽課同學出去吃飯

(1) 架構：A-B-A-B (pre-invitation + 回應 pre-invitation + 正式提出邀請 + 回應邀請)

⇒ Have you tried the recipe you talked about last time? Would you like to come to my place for a dinner party? Maybe we can cook together and invite the other people in class. 你有試過你上次提到的食譜了嗎？你會想來我家辦一個晚餐派對嗎？我們可以一起煮飯然後邀請班上的其他人。

◆ 使用 maybe 緩解字詞降低對方的壓力，不勉強她來。

⇒ What are your plans for the weekend?

Would you be interested in cooking together at my place? I'd love to invite the other people in class too.

你週末要做什麼啊？你會想一起來我家煮飯嗎？我也想邀請班上的其他人。

◆ 使用過去式 would, I'd 來表達禮貌。

## V. 請求 U6&7

情況緊急之下厚著臉皮和功課好的同學借筆記

◆ 請求策略

1. 禮貌語塊

2. 緩解字詞

3. 助攻句子

4. 表達感謝

⇒ Hey, Tom. I know I've asked for your notes last time, (助攻) but next week is the final and I really need your help. I'd buy you Starbucks next time. (表達感謝、提供補償)

嗨，Tom. 我知道我上次跟你借過筆記了，但是下禮拜是期末考，我真的很需要你的幫忙，我再請你喝星巴克。

⇒ Tom, I know it's a bit too much to ask, (助攻) but is it possible for you to (禮貌語塊) lend me your notes again? I know I should've come to class last week. (助攻) I promise I won't ask for your notes next semester.

Tom, 這很難開口，但你能不能再借我一次你的筆記呢？我知道我上禮拜應該要來上課的，我保證下學期不會再跟你借筆記了。

## VI. 道歉 U8

自己不小心吃掉室友食物，必須道歉

### ◆ 道歉策略

- |         |         |         |         |
|---------|---------|---------|---------|
| 1. 表達歉意 | 2. 擔負責任 | 3. 說明原由 | 4. 嘗試修補 |
|---------|---------|---------|---------|

⇒ I'm so sorry. My bad. I should've called delivery. I'll buy you toast and eggs today when I go grocery shopping. 我很抱歉，我的錯。我應該要叫外送的。我今天去買菜的時候再幫你買蛋跟吐司。

⇒ I'm sorry for eating your food. It's my fault. I was too hungry last night, and I didn't have food left in the fridge. It won't happen again. 我很抱歉吃了你的食物，我的錯，我昨天晚上實在太餓了，冰箱裡又沒有食物。我保證不會再發生了。

## VII. 感謝 U10

自己生病時拜託同事幫你回電話，沒想到同事幫你做了更多，要真心感謝他

### ◆ 在 Thank you 後加上一句，暖心加分

⇒ Thank you. You're so thoughtful. I'm so lucky to have a coworker like you. 謝謝，你真貼心，有你這樣的同事，我真幸運。

⇒ You shouldn't have! Thank you so much for the help. 你實在是不要這樣，太感謝你的幫忙了。

⇒ Thank you for doing all this for me. It means a lot to me. 謝謝你為我做的一切，對我來說別具意義。

## VIII. 抗議 U11

和教授反應自己的一個組員都沒做事，怕影響到自己的權益和成績，必須較強硬地抗議

### ◆ 抗議步驟

- |           |           |             |
|-----------|-----------|-------------|
| 1. 說明談話目的 | 2. 解釋抗議內容 | 3. 期望改善獲得解決 |
|-----------|-----------|-------------|

⇒ I was wondering if I could talk to you about the group project. One student from our group is **extremely** irresponsible. He hasn't done

enough work to receive the credit. This is unfair for me and the other student. I would appreciate it if you could do something about the situation. 不知道能不能跟你討論一下團體報告？我們這組有一位同學非常不負責任。他沒有做到份內的工作，不應該得到學分。這樣對於我跟其他同學很不公平。希望你能處理這個情況。

- ◆ 加強字詞：extremely

## IX. 批評 U13

朋友想上台參加唱歌表演，但你覺得這不是個好主意，要如何不傷他的心反駁這個點子？

- ◆ 批評策略

1. 委婉的開場白

2. 批評前先稱讚

⇒ I can see that you've put in a lot of work, but I have to say you might need to find a professional to help you prepare for the show. I am sure that it will help improve your singing a lot. 看得出來你很努力，但我必須說你可能需要找一位專業人士來幫你準備這場表演，我想一定能讓你的歌唱更進步。

⇒ Don't get me wrong. You've done a great job preparing for the show so far. I just think that you might need some more practice before going on stage. Have you thought about going to singing lessons? 不要誤解我的意思，我覺得你目前準備得很好，我只是覺得你可能需要再上台前再多練習。你有想過去上唱歌課嗎？

- ◆ 緩解字詞：might
- ◆ 緩解建議：Have you thought about going to singing lessons? (使用問句方式)

影片內容與字幕校正

1:46 黑版字幕翻譯第二句「我應該」→「我覺得你應該」