

從真實生活情境學英文
好簡單 好實用

365行英文輕鬆學 完勝日常英語 *So Easy!*

娛樂

餐飲

保健

住宅

辦公室

新聞

購物

旅行

角色任務



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前言 Preface

身在國際化時代潮流裡，各行各業都可能接觸來自世界各地的人。為了讓讀者面對外國人士時，不再有「話到嘴邊，卻說不出正確、相應英文」的情況，本手冊參考多益普及英語測驗（TOEIC Bridge）的測驗情境，選出生動、貼近各行各業職場和日常生活的八大情境，包含娛樂、餐飲、保健、住宅、辦公室、新聞、購物、旅行，365 行都能輕鬆學習可靈活運用在日常生活中的英文。

而 108 課網上路後，教學現場更加重視英語能力在生活上的運用。TOEIC Bridge 測驗的閱讀題型幾乎都來自生活，如便條紙、信件及對話等；聽力題型也配合生活上的活用，正好呼應以能力為導向的素養教學。

本手冊提供各情境的重點字彙、練習題以及主題字彙表，讀者能了解如何使用單字，透過情境的運用，容易將單字內化，可以輕鬆地把實用英語運用至工作、生活中，完勝日常英語 So Easy！

GEAT 台灣全球化教育推廣協會執行長

陳超明 *Chen Chao Ming*



《365 行英文輕鬆學 完勝日常英語 So Easy！》

作者：李海碩、張迪、蕭婉珍、廖莉雅、多益普及團隊

編輯：楊正敏、王彤方

美術設計：李漪雯、鄭韓真

編審：陳超明

發行人：GEAT台灣全球化教育推廣協會

網址：www.englishcareer.com.tw

手冊使用方式

How to Use

① 情境設定

本手冊包含日常生活中八大情境

③ 職務設定

各行各業可能會遇到需要使用英語的狀況，並以一段英文內容呈現工作任務

④ 情境字彙

在設定的情境中必學的單字、片語

② 內容難易度

CEFR 歐洲語言能力分級分成三等級：

A1 入門級

A2 基礎級

B1 進階級

TOEIC Bridge (LR)

分數分成三階段：

35-59 分

60-83 分

84-100 分

詳見 P.4

博物館 Museum

CEFR A1, TOEIC Bridge (LR) 35-59 分

博物館參觀資訊公告包括票價、開放時間和禁止事項，若是沒標示清楚，遊客可能會撲空、帶食物進入場館；身為遊客也要看得懂標示。

Welcome You All to
New York Modern Art **Museum**

Admission:
Ticket: \$10 / \$6 (Students)
Free for **Children under 12**

Opening:
Tuesdays - Fridays 10:00-18:00
Saturdays & Sundays 09:00-20:00
Closed on Mondays, December 25, January 1.

For a better visit, food, drinks, or pets are **NOT allowed** in the museum. Thank you!



■ 重點字彙 ■

museum (n.) 博物館

allow (v.) 允許

admission (n.) 入場費；入學許可

children under 12 未滿 12 歲兒童

■ 練習題 ■

1. How much should people pay for a ticket?

(A) A student pays \$10.

(B) Two old men pay \$12.

(C) It's free for a ten-year-old kid.

2. When is the museum open?

(A) Friday, 3 p.m. (B) Monday, 10 a.m. (C) December 25

解答：1. (C) ■ 2. (A)

⑤ 英文小練習

實際運用各篇所學的單字、片語

關於多益普及英語測驗 About the TOEIC Bridge Tests



新版多益普及英語測驗 TOEIC Bridge 測驗專為英語初、中階學習者所設計，內容以日常生活情境為主，能夠評量「聽、讀、說、寫」四項英語技能，有助於完整檢視英語學習成效！

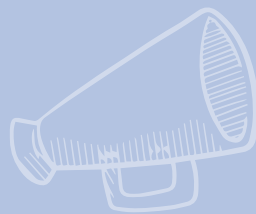
TOEIC Bridge 測驗針對日常生活情境而設計，題材多元且生活化，包括廣播、公告、電子信件、手機簡訊、網站等。

多益普及英語測驗能力論述

TOEIC Bridge 測驗分為聽、讀、說、寫四個部分，分數各為 15-50 分。以下能力論述讓考生了解，自己的 TOEIC Bridge 測驗分數代表能夠做到的英語相關活動及程度，並設立下一階段的英語學習目標。

TOEIC Bridge				CEFR	能力論述
聽	讀	說	寫		
39 分	45 分	43 分	43 分	B1 進階級	1. 可聽懂車站廣播或看懂發車時刻等資訊 2. 能說明自己的日常生活、一天的行程 3. 能理解餐廳的菜單並且點餐 4. 能寫便條給朋友告知集合地點或時間
26 分	34 分	37 分	32 分	A2 基礎級	1. 能聽懂對方的自我介紹 2. 能說明自己家的成員 3. 若對方慢慢說，能理解到達目的地（例如：車站、超市）的路線 4. 能看懂簡單的指示招牌
16 分	19 分	23 分	20 分	A1 入門級	1. 能聽懂簡單的打招呼用語（例如：How are you?） 2. 能聽懂英文月份、日期、星期及時間 3. 能數英文數字

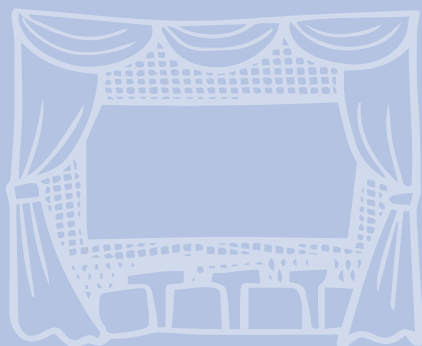
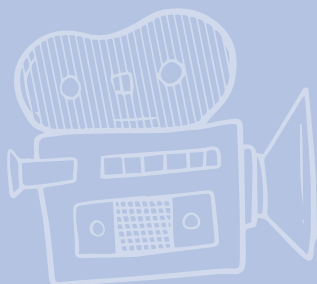
* 歐洲語言學習、教學、評量共同參考架構 (CEFR)，是國際認可的語言能力分級參考標準。



娛樂情境 Entertainment

包含多種娛樂活動情境，
熟悉本情境英文字彙有助於提升相關行業的服務品質。

- 博物館 Museum
- 植物園 Botanical Garden
- 電影院 Cinema
- 藝文活動 Art Activities



博物館 Museum

各種場館參觀資訊公告包括票價、開放時間和禁止事項等，要有英文標示，才能服務外國遊客。以下範例學起來，能提供更好的服務。

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■ 重點字彙 ■

museum (n.) 博物館

allow (v.) 允許

admission (n.) 入場費；入學許可

children under 12 未滿 12 歲兒童

■ 練習題 ■

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- (B) Two old men pay \$12.
- (C) It's free for a ten-year-old kid.

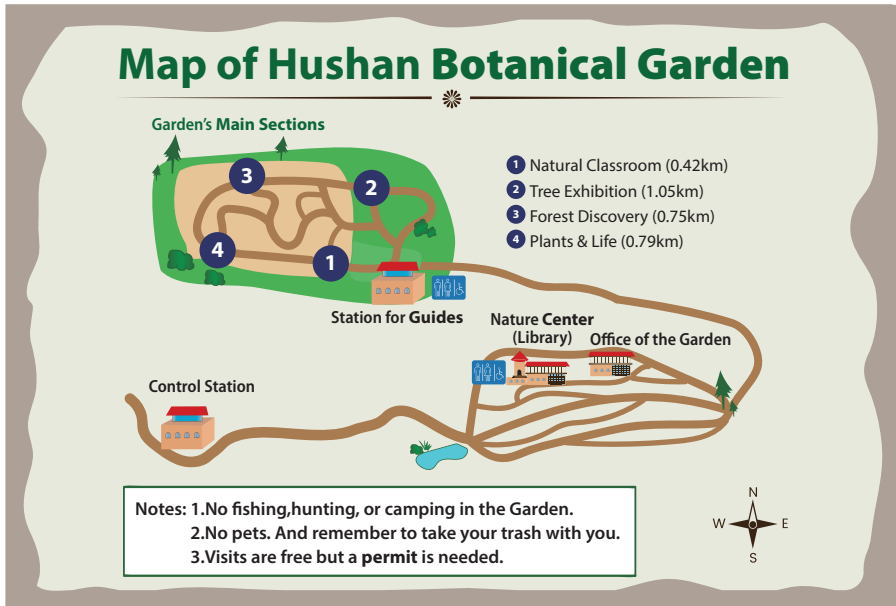
2. When is the museum open?

- (A) Friday, 3 p.m. (B) Monday, 10 a.m. (C) December 25

解答：1. (C) ■ 2. (A)

植物園 Botanical Garden

負責製作導覽地圖，該如何設計得淺顯易懂？掌握主要區域、注意事項的英文單字，路線清楚，讓遊客一目了然。



■ 重點字彙 ■

guide (n./v.) 指導

botanical garden 植物園

center (n.) 中心

main section 主要部分

permit (n.) 許可 (證)

■ 練習題 ■

1. Which has the longest trail in the main sections?
(A) Natural Classroom (B) Tree Exhibition (C) Forest Discovery
2. What can people do in the Garden?
(A) Go fishing and camping (B) Study different trees and plants
(C) Take a walk with their pets

解答：1. (B) ■ 2. (B)

電影院 Cinema

在電影院工作，遇到外國遊客詢問票價，卻不知如何回答嗎？看下表就能學會運用簡單的英文單字說明身分、票種、票價。



★ Movie ticket prices ★	
3D Movies	
Children (ages 2-12)	\$14.69
Adults (ages 13 & up)	\$17.69
Seniors (ages 60+)	\$15.69
Student Discount (Only On Thursdays)	\$15.69
Military Discount (After 4 P.M.)	\$15.69

■ 重點字彙 ■

3 Dimensions (n.) 3D 的全名

children (n.) 小孩

adult (n.) 成人

senior (n.) 老年人

discount (n.) 折扣

military (n.) 軍人

■ 請將適合的字彙填入空格中 ■

Most men in Taiwan still need to do compulsory _____ service.

大多數的台灣男性都還需要服義務兵役。

We can get a student _____ for the movie on Thursday.

我們週四去看電影可以拿到學生折扣。

解答：military ■ discount

藝文活動 Art Activities

如何用英文宣傳表演活動，吸引外國觀眾呢？依照下面的範例，學會活動內容、時間、票價的寫法，達成宣傳任務一點都不難。

Upcoming Performance

The Boston **Ballet** is pleased to **announce** that the a dance **troupe** made up of Russian ballet students will be visiting Boston and will be giving six performances free of **charge** as part of a **cultural exchange** with Russia.

Everyone is welcome and **encouraged** to attend the free performance. Following each performance, there will be a chance to meet and talk with the students.

Performances will be every night from March 11 through 16 and will begin at 7:30 each evening.



■ 重點字彙 ■

upcoming (adj.) 即將到來

ballet (n.) 芭蕾舞

announce (v.) 宣布

encourage (v.) 鼓勵

troupe (n.) 舞團

charge (n.) 收費

cultural exchange 文化交流

■ 請將適合的字彙填入空格中 ■

The teacher strongly _____ us to join the upcoming workshop on history.
老師強烈鼓勵我們參與即將到來的歷史工作坊。

We are very happy to _____ that the service will be free of charge.
我們很開心宣布這次服務將免費。

解答：encourage ■ announce



餐飲情境 Dining Out

包含用餐時可能遇到的情境，
熟悉相關英文字彙有助於提升餐飲服務品質。

- 外送服務 Delivery
- 食譜 Recipe
- 餐廳優惠券 Coupon
- 預約餐廳 Reservation

外送服務 Delivery

外送、自取已是現代餐飲業的常用英語，可以多加練習，遇到外國客人點餐，就能應對自如。



■ 重點字彙 ■

service (n.) 服務	delivery address/self-pickup 配送地址／(到店) 自取
select (v.) 挑選	help yourself to + 物 自行取用 (某物)
extra fee 額外費用	receipt (n.) 收據

■ 練習題 ■

- How many restaurants does the service offer?
(A) Two (B) Twenty (C) Fifty
- What do people NOT do to order food?
(A) Enter their address (B) Choose the date of delivery
(C) Pay for their order

解答：1. (C) ■ 2. (B)

食譜 Recipe

在西餐廳工作，少不了研究外國料理，學會添加、混和、攪拌等食譜常用的英文單字，精進廚藝不求人。

Tips for making Yum Yum corn soup:

Things to prepare

- Yum Yum Corn Soup **Mix** (1 bag)
- 2 eggs
- 4 bowls of hot water (750 ml)

How to make the soup

- Step 1** Put the hot water in a pot and **add** the mix.
- Step 2** Stir and heat the soup until it boils.
- Step 3** Add the **whisked eggs**. Keep the soup boiling for 1 min.



It takes you only 3 minutes to have delicious soup on the table.

Yum Yum always makes cooking easy and fun!

Visit us online for more 3-minute recipes: #YourYumSoup



■ 重點字彙 ■

prepare (v.) 準備

step (n.) 步驟

add (v.) 添加

recipe (n.) 食譜

mix (n./v.) 混合

whisked eggs 攪拌的蛋糊

■ 練習題 ■

1. What do people need to make the corn soup?

(A) Eggs (B) Soda (C) Cake Mix

2. Which picture shows Step 2?

(A)



(B)



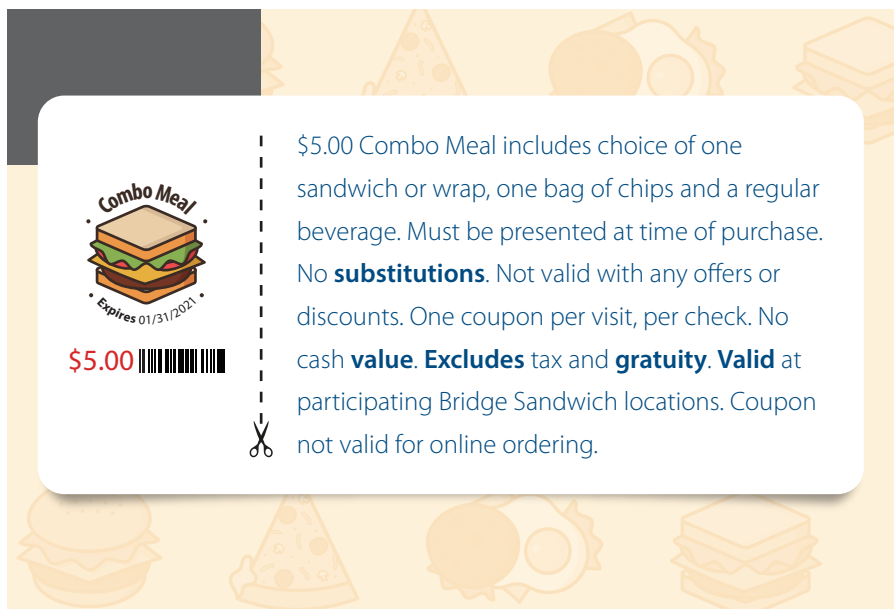
(C)



解答：1. (A) ■ 2. (A)

餐廳優惠券 Coupon

打折吸客，一定要把優惠條件列清楚。掌握有效期間、使用期限等關鍵英文單字設計優惠券，就能吸引外籍客人上門，達到促銷目標。



Combo Meal
Expires 01/31/2021

\$5.00

\$5.00 Combo Meal includes choice of one sandwich or wrap, one bag of chips and a regular beverage. Must be presented at time of purchase. No **substitutions**. Not valid with any offers or discounts. One coupon per visit, per check. No cash **value**. **Excludes** tax and **gratuity**. **Valid** at participating Bridge Sandwich locations. Coupon not valid for online ordering.

■ 重點字彙 ■

expire (v.) 到期

value (n.) 價值

valid (adj.) 有效的；正式認可的

exclude (v.) 不包括

substitution (n.) 代用物

gratuity(n.) 小費

■ 請將適合的字彙填入空格中 ■

It's your _____. No one can make it for you.

這是你的選擇。沒人能替你做。

The car has a _____ of \$10,000 because it is still in good condition.

因為狀況仍良好，這輛車價值 10,000 元。

解答：choice ■ value

預約餐廳 Reservation

服務生常會接到許多預約電話，在餐廳服務先學會訂位相關字彙，才能準確了解客人要求，溝通更順暢。



■ 重點字彙 ■

restaurant (n.) 餐廳

waiter (n.) 男服務生

waitress (n.) 女服務生

reserve (v.) 預約；保留

reservation (n.) 預約；訂位

■ 練習題 ■

1. Why is the woman calling?

(A) To say hi (B) Buy a chair (C) Reserve a table

2. When will she come?

(A) On Monday morning (B) On Tuesday night (C) At Wednesday noon

解答：1. (C) ■ 2. (B)



保健情境 Health

包含可能遇到的醫療情境，
熟悉相關英文字彙能為外國旅客提供良好的醫療服務。

- 病史 Medical History
- 症狀 Symptom
- 診所預約 Clinic Appointment



病史 Medical History

在診所櫃台工作，遇到外國人上門求診，要能用英文詢問病史等資料，做為醫師診斷參考。熟悉過敏、血壓等常用醫療相關字彙，諮詢服務才會到位。



Midwest Clinic
Medical History

Personal medical history

☐ No

☐ Smoking ☐ **Alcoholic** ☐ High blood pressure ☐ **Diabetes**

☐ Heart **disease** ☒ **Allergies:** seafood

☐ Other: _____

Drug allergies:

☐ No; ☐ Yes, please **specify:** _____

■ 重點字彙 ■

alcoholic (n.) 嗜酒者

allergy (n.) 過敏

diabetes (n.) 糖尿病

specify (v.) 詳細說明

disease (n.) 疾病

■ 請將適合的字彙填入空格中 ■

Lars has an _____ to pollen.

Lars 對花粉過敏。

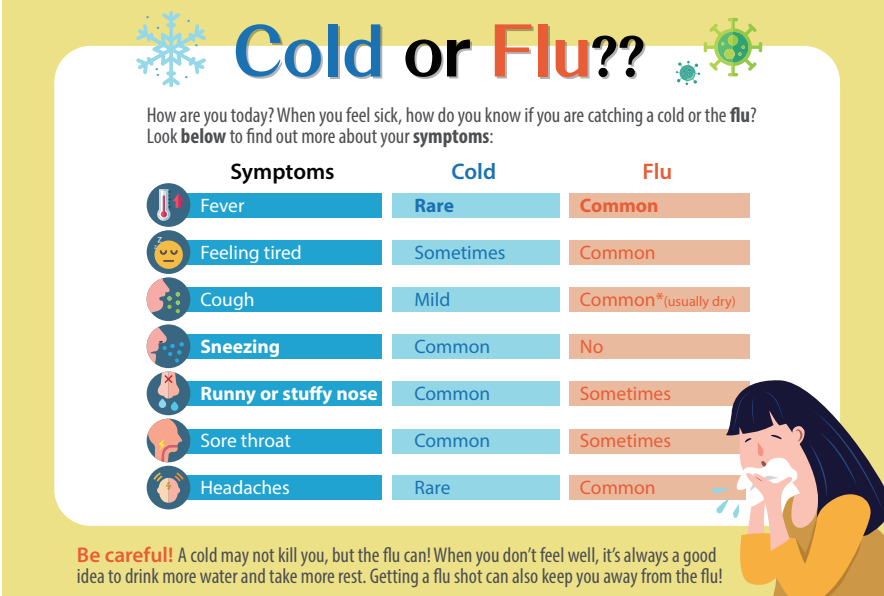
Please _____ your needs when placing your order.

下訂單時請詳細說明你的需求。








解答：allergy ■ specify

症狀 Symptom

在藥妝店上班，有外國客人想買感冒藥時，該如何與對方溝通呢？學會感冒、流感症狀的英文單字，就能給出適當的建議。



How are you today? When you feel sick, how do you know if you are catching a cold or the **flu**? Look **below** to find out more about your **symptoms**:

Symptoms	Cold	Flu
 Fever	Rare	Common
 Feeling tired	Sometimes	Common
 Cough	Mild	Common* (usually dry)
 Sneezing	Common	No
 Runny or stuffy nose	Common	Sometimes
 Sore throat	Common	Sometimes
 Headaches	Rare	Common

Be careful! A cold may not kill you, but the flu can! When you don't feel well, it's always a good idea to drink more water and take more rest. Getting a flu shot can also keep you away from the flu!

■ 重點字彙 ■

below (adv.) 在下面 flu (n.) 流行性感冒 (influenza 的簡稱)
 symptom (n.) 症狀 common (adj.) 常見的；一般的
 rare (adj.) 罕見的 sneezing/runny or stuffy nose 打噴嚏／流鼻水或鼻塞

■ 練習題 ■

- Which symptom does the flu often show?
 (A) Sneezing a lot (B) Having a dry cough (C) Having a sore throat
- What can we know from the information?
 (A) People with a cold must die. (B) There's no good way to fight the flu.
 (C) A cold seldom comes with a fever or headache.

解答：1. (B) ■ 2. (C)

診所預約 Clinic Appointment

外國病人要取消已預約的門診，重新掛號，這時該如何應對呢？利用以下的對話，就能幫病人重新約診。



A doctor's appointment

Hello! Healthy Clinic.

Hi, my name is Boris Chang. I have an appointment with Dr. Jones at 3:00 PM today. But I am so busy now. May I **cancel my appointment** today?

Sure, no problem. Would you like to change it to another time?

Yes, can I **make** an appointment at 6:00 PM tomorrow? Thanks a lot.

■ 重點字彙 ■

make (v.) 製造；使得 make/cancel an appointment 進行／取消預約
cancel (v.) 取消

■ 練習題 ■

- Why does the man call?
(A) To change an appointment (B) To complain (C) Just to say hi
- When is his new appointment?
(A) At 3:00 PM today (B) At 6:00 PM today (C) At 6:00 PM tomorrow

解答：1. (A) ■ 2. (C)



住宅情境 Housing

包含住宿方面可能遇到的情境，
熟悉相關英文單字，有助於到海外工作時適應環境。

- 租屋 Apartment for Rent
- 停電通知 Power Outage Notification
- 電費帳單 Electric Bill



租屋 Apartment for Rent

房屋仲介想做外國人生意，不知如何用英文說明，生意就飛了。押金、租金、設備等相關單字並不難，學起來無論是出租或找房子，都能派上用場。

Nova: Hi, I am calling about the one bedroom apartment. Is it still available?

Realtor: Yes.

Nova: Great! Is there a security **deposit**?

Realtor: It's \$1500. You will get it back when you move out if there is no **damage** and you don't owe me any **rent**.

Nova: OK, that makes sense. Are there **laundry facilities**?

Realtor: Sure. There is a laundry room in the basement.



■ 重點字彙 ■

deposit (n.) 押金

rent (n.) 租金

damage (n.) 損壞

laundry (n.) 待洗衣物；洗衣設備

facility (n.) 設備；設施

■ 請將適合的字彙填入空格中 ■

Oil spills has caused a serious _____ to the environment.

漏油已經對環境造成嚴重損害。

The _____ for this house is NT\$8,000 per month.

這個房子一個月租金是 8,000 元。

解答：damage ■ rent

停電通知 power outage notification

大樓裡有外國住戶，要用英文通知停水、停電怎麼辦？掌握以下的關鍵句型與單字，無論是寫公告，或是口頭通知都沒問題。

Dear users:

This is a message from **ABC Gas and Electric Company**. We are sorry to tell you that because of some repair work, our service will be stopped briefly next Tuesday from 2:00PM to 6:00PM.

We would like to apologize for the inconvenience. In return, we will offer a 5% discount on your **utility bill** next month.

Sincerely,



ABC Gas and Electric Company

■ 重點字彙 ■

gas (n.) 瓦斯；汽油

gas and electric company 瓦斯與電力公司

electric (adj.) 電的

utility bill 水電瓦斯費

■ 練習題 ■

1. What date is mentioned?

- (A) Next Tuesday (B) This Tuesday (C) Last Tuesday

2. When will the service be stopped?

- (A) From 2:00PM to 4:00PM (B) From 2:00PM to 6:00PM
(C) From 4:00PM to 6:00PM

解答：1. (A) ■ 2. (B)

電費帳單 Electric bill

電費未繳被斷電了，但帳單上好多個日期，哪一個才是繳費截止日？看懂帳單就不會逾期繳費；也能了解使用狀況，節省能源和開支。

Bill Jones
467 South Road
Rochester, MN 55901

Power Usage	Billing Detail
Meter readings:	Basic charge: \$3.50
- Current: 17865	Power charge: \$30.90
- Previous: 17659	County tax: \$2.00
Usage 206	State tax: \$2.75
	Total Charges: \$39.15

Billing **Period:** January 30 – February 27, 2021

Billing Date: March 3, 2021 Payment due date: March 21, 2021



■ 重點字彙 ■

reading (n.) 讀數

usage (n.) 用量

current (adj.) 當下的；現在

tax (n.) 稅

previous (adj.) 之前的

period (n.) 期間

■ 請將適合的字彙填入空格中 ■

What's the _____ health status of Mr. Jones?

Mr. Jones 的健康狀況如何？

Children nowadays often have too much _____ of Internet.

現今的小孩通常網路都用太多了。

解答：current ■ usage



辦公室情境 Offices

包含上班族可能遇到的辦公情境，
熟悉相關字彙有助於提升英語能力，為職涯加值。

- 會議通知 Meeting Notice
- 影印機問題 Copy Machine Problem
- 辦公室用品 Office Supplies

會議通知 Meeting Notice

看不太懂會議通知，走錯會議室，幸好同事提醒，才沒誤了大事。會議通知不難理解，掌握日期、時間、地點、出席人員等關鍵資訊，就能準時與會。

Attention!

The **company** will hold a **business** meeting on next Tuesday. It will be held from 11:00 AM to 01:00 PM at Meeting Room 301. All managers need to come to the event. And free lunch will be served at noon.

When: Next Tuesday from 11:00 AM to 01:00 PM

Where: Meeting Room 301

Who: All managers



■ 重點字彙 ■

business (n.) 商業；商務；生意 do business 做生意

company (n.) 公司 company/business meeting 公司／商務會議

■ 練習題 ■

1. When is the meeting?

(A) Last Tuesday (B) This Tuesday (C) Next Tuesday

2. Where is the meeting?

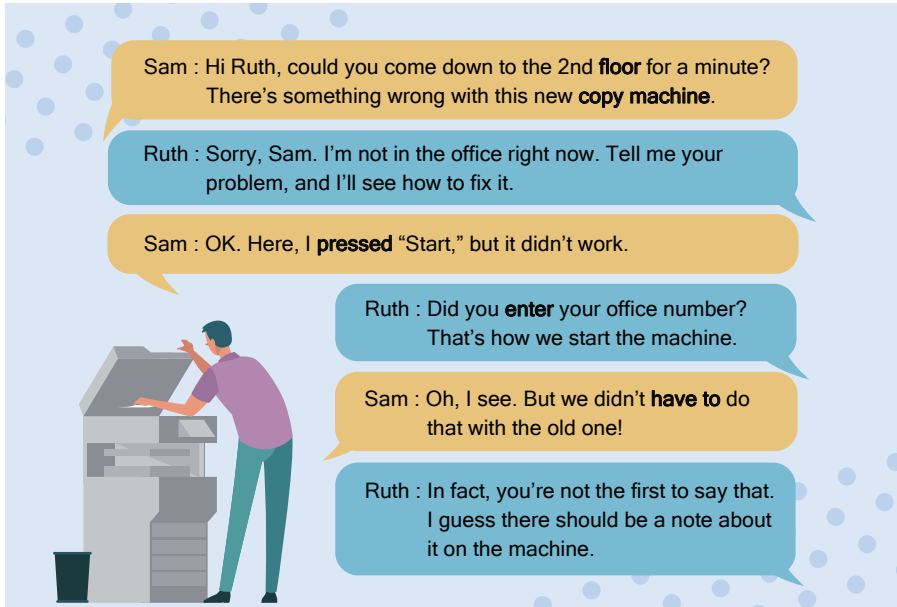
(A) At Meeting Room 103 (B) At Meeting Room 301

(C) At Meeting Room 310

解答：1. (C) ■ 2. (B)

影印機問題 Copy Machine Problem

狂按影印機啟動鍵，機器動都不動，卻又不知如何開口求助。從以下範例可以學到基本的辦公室對話，需要幫忙時不再害怕開口，職場溝通更順暢。



■ 重點字彙 ■

floor (n.) 樓層；地板 have to 必須
enter (v.) (按鍵) 輸入 press (v.) 按壓；press the button 按壓按鈕
copy machine 影印機；亦作 copying/Xerox machine 或 copier


■ 練習題 ■

- Who are Sam and Ruth?
(A) Brother and sister (B) People at work (C) Teacher and student
- What is true about Sam?
(A) He is not on the second floor.
(B) Only he didn't know how to use the machine.
(C) He got help from Ruth in the end.

解答：1. (B) ■ 2. (C)

辦公室用品 Office Supplies

辦公室用品不夠時，該如何訂購？又如何請廠商給折扣呢？以下的信件中有訂購品項、數量及折扣的英文用法，即使是一般的購物，也派得上用場喔！




Hi Kathy,

I'm Benson Chang from GoGlobal. We'd like to **place an order** of 100 boxes of A4 paper. It's **twice** as much as our last year's order. I'm **wondering** if there's a 20% off on it. Also, we need DXP-201 red, blue, and black **ink cartridges**, 10 of each color. Please let us know if the price is still the **same** as last year's.

Thank you.

Benson



■ 重點字彙 ■

twice (n.) 兩倍；兩次

same (adj.) 相同的

place an order 下訂單

wonder (v.) 想知道；納悶

ink cartridge 墨水匣

■ 練習題 ■

1. What is the email for?

- (A) Buying things for offices (B) Selling paper and ink cartilages
(C) Asking about special sales

2. How much paper did GoGlobal order last year?

- (A) 100 boxes (B) 50 boxes (C) 200 boxes

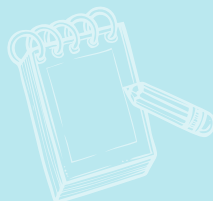
解答：1. (A) ■ 2. (B)



新聞情境 News

包含新聞資訊情境，
熟悉相關英文字彙，在國內可以了解國際情勢；
到國外出差時也可快速掌握當地狀況。

- 新聞 News
- 電視氣象報告 TV Weather Report



新聞 News

新聞報導知名連鎖咖啡店漲價 10%，為了省錢，得少喝點咖啡了。了解英文新聞，得知世界脈動，就能掌握最新訊息，及時應變，找出對策。

Star Coffee Is Getting More Expensive Again



Star Coffee will **raise the prices** again on many of its popular **drinks**.



In a so-called small price change, the café is planning to raise the prices by 10%. The prices will change **due to** high coffee costs recently.

For example, the price of a small cup of coffee will be raised from NT\$90 to NT\$100.

■ 重點字彙 ■

raise (v.) 提高；舉起

drink (v./n.) 喝；飲料

raise the price(s) 漲價

price (n.) 價錢

due to 由於

■ 練習題 ■

1. What will the cafe do?

(A) Raise the price (B) Cut the price (C) Give free drinks

2. How much will the prices be raised?

(A) By 5% (B) By 10% (C) By 15%

解答：1. (A) ■ 2. (B)

電視氣象報告 TV Weather Report

看不懂英文氣象報告，突來的大雨讓全身都淋濕了。國外的氣候與台灣不同，掌握氣象報告常見單字，不論下雨、颱風，都能隨時做好應對。



■ 重點字彙 ■

typhoon (n.) 颱風	across the country 遍及全國
reach (v.) 到達；達到	be expected to + V (事／物) 預期……
weather report 氣象報告	

■ 練習題 ■

- How will the weather be tomorrow morning?
(A) Sunny (B) Cool (C) Rainy
- When may people need their umbrellas?
(A) Very late tonight (B) Tomorrow evening (C) Tomorrow morning

解答：1. (A) ■ 2. (B)



購物情境 Shopping

包含購物時可能遇到的情境，
熟悉相關英文字彙，從業人員能給予顧客更好的服務。

- 收據 Receipt
- 百貨公司 Department Store
- 退貨 Refund

收據 Receipt

無論是在百貨公司、超市服務都會遇到客人的結帳問題。看懂收據很重要，掌握商品名稱和常用單字，日常購物也很便利。



Sunny Day Supermarket

Let your shopping day be a Sunny Day!

50 Green Street, San Francisco, CA 94016

FARMER'S White Bread	x 3	5.37
GOOD LIFE Vegetable Oil	x 1	13.69
JOY Cola (pack of 6 cans)	x 2	10.80
BEST BUY Beef (1.2kg)	x 1	24.49

Total		54.35
--------------	--	-------

We give you fresh food every day **at the best prices**.
Join Sunny Day **Club** to save more on your shopping!

■ 重點字彙 ■

pack (n.) (一) 包；捆

club (n.) 俱樂部；社團

total (n.) 總額

at ... prices 以……價格

■ 練習題 ■

1. How many cans of cola did Joe buy?

(A) Two (B) Twelve (C) Six

2. Which is the most expensive?

(A) Bread (B) Vegetable oil (C) Beef

解答：1. (B) ■ 2. (C)

百貨公司 Department Store

在百貨公司的服務台工作，遇到顧客想去 3C 賣場，如何告訴他怎麼走呢？
學會美食廣場、停車場等常用單字，溝通更順暢。

Welcome to Rhitt's Department Store

2351 Park Street, Amber City (882) 6655-3344
Opening Hours: 10:30-21:30 (B1 Food Court: closed 22:00)

Floor Plan We offer free parking to all the shoppers with a receipt.

6F	Gardens & Grace's Meat-Free Eats
5F	Movies
4F	Computers & Smartphones
3F	Books, Toys, & Playground
2F	Men's & Women's Wear
1F	Cosmetics & Homes
B1	Food Court
B2-B3	Parking



*To know more, please call or visit our front desk.

■ 重點字彙 ■

garden (n.) 花園 offer (v.) 提供
floor plan 樓層配置圖 receipt (n.) 收據；「發票」則是 invoice
food court 美食廣場；court 原指棒球、籃球等「場地」

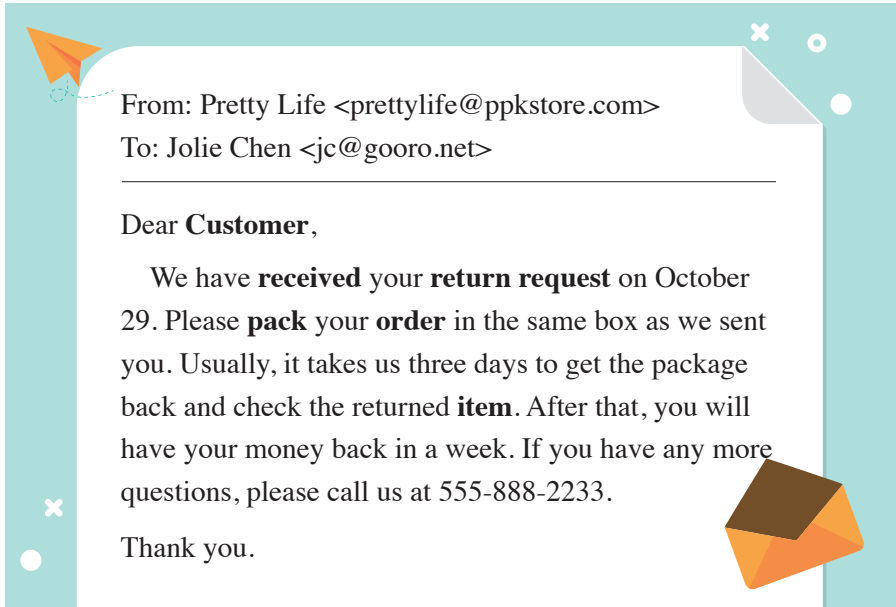
■ 練習題 ■

- When can people visit Rhitt's?
(A) Before 10 p.m. (B) Anytime (C) After 10 a.m.
- Where do people buy tables and chairs?
(A) B1 (B) 1F (C) 3F

解答：1. (A) ■ 2. (B)

退貨 Return

顧客申請退貨，身為商店客服，如何用英文郵件說明退貨流程？懂得運用收貨、打包等關鍵單字就不難。



From: Pretty Life <prettylife@ppkstore.com>
To: Jolie Chen <jc@gooro.net>

Dear **Customer**,

We have **received** your **return request** on October 29. Please **pack** your **order** in the same box as we sent you. Usually, it takes us three days to get the package back and check the returned **item**. After that, you will have your money back in a week. If you have any more questions, please call us at 555-888-2233.

Thank you.

■ 重點字彙 ■

customer (n.) 顧客

item (n.) 物件；品項

receive (v.) 接收

pack (n.) 打包；將……裝箱

return request 退貨申請

order (v./n.) 訂購；訂購的商品

■ 練習題 ■

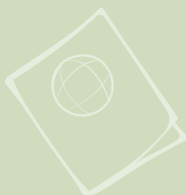
1. What is Jolie asked to do?

- (A) Send back her package (B) Use the same box to pack
(C) Place more orders

2. When may Jolie get her money back?

- (A) On October 29 (B) On November 1 (C) On November 8

解答：1. (B) ■ 2. (C)



旅行情境 Travel

包含觀光旅遊時，交通、住宿可能遇到的情境，
熟悉相關英文字彙，從業人員能給予旅客適切的協助。

- 訂房間 Book A Room
- 時刻表 Timetable
- 機場廣播 Announcement



訂房間 Book a Room

接到訂房電話，但客人想要的房型已客滿，該怎麼辦？學會以下對話，熟悉旅館各種房型說法，就能推薦不同的選擇；自己旅行時，也用得上。

Conversation

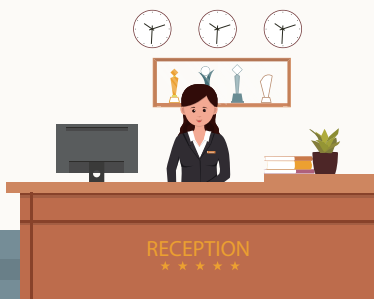
Clerk: ABC Hotel. May I help you?

Zoe: Hi, I need to **book** a **single room** for 2 nights next weekend.

Clerk: I'm sorry! We don't have any single room **available**.

Zoe: Do you have any empty room?

Clerk: We still have a suite available.
It is a little more expensive, but
it has a nice view.



■ 重點字彙 ■

book (v.) 預訂

available (adj.) 可獲得的；有空的

book a room 訂房

single room 單人房；double room 雙人房；suite 套房

■ 練習題 ■

1. When does Zoe need a room?

(A) Next weekend (B) This weekend (C) Last weekend

2. What does she need?

(A) A single room (B) A double room (C) A suite

3. What does the clerk offer her?

(A) A cheap single room (B) A nice suite (C) A double room

解答：1. (A) ■ 2. (A) ■ 3. (B)

時刻表 Timetable

外國旅客問去台中要搭哪班車，不知道如何回答嗎？掌握出發地及目的地等單字就能用英文說明，做好旅客服務了。



New Train Timetable

This is the newest **timetable** for train services.
 The train **goes from** Taipei **to** Kaohsiung **every half hour**.
 We wish you a nice trip!

Taipei	→ Taichung	→ Kaohsiung
9:00	10:00	11:00
9:30	—	11:30
10:00	11:00	12:00

■ 重點字彙 ■

timetable (n.) 時刻表

railroad (n.) 鐵路

every half hour 每半小時

go from 地點 to 地點 從某一地到某一地

■ 練習題 ■

- How often do trains go from Taipei?
 (A) Every hour (B) Every half hour (C) Every quarter hour
- Which train does not stop in Taichung?
 (A) The 9:00 train (B) The 9:30 train (C) The 10:00 train
- When is the earliest train to Kaohsiung?
 (A) The 10:00 train (B) The 9:30 train (C) The 9:00 train

解答：1. (B) ■ 2. (B) ■ 3. (C)

機場廣播 Announcement

搭飛機總會聽到機長用英文廣播，擁有飛行夢，一定要會用英文溝通。學會起飛、降落等用字，從事旅遊相關行業、旅行時就能暢行無阻。



■ 重點字彙 ■

fly (v.) 飛行

flight (n.) 飛行

captain (n.) 機長；隊長；艦長

take off 起飛；離開；下班

land (v.) 降落；登陸；卸貨

■ 練習題 ■

1. What time is it?

(A) 11:30PM (B) 11:30AM (C) 2:30PM

2. Where is the plane?

(A) Taipei (B) Taoyuan (C) Tokyo

解答：1. (B) ■ 2. (B)

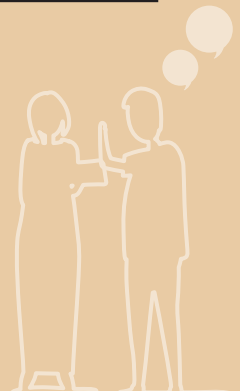


角色任務 Mission

口說
練習

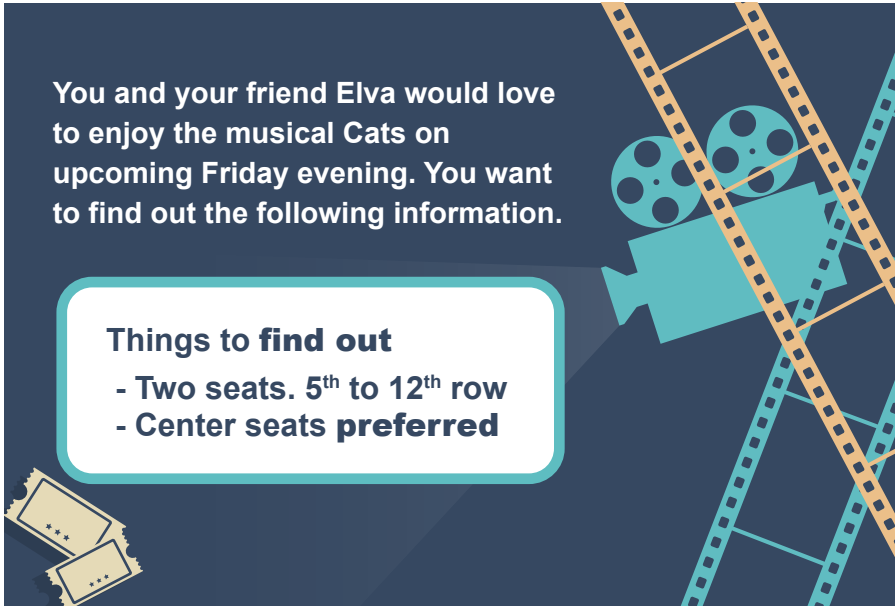
這個單元融合多種情境對話，
可以跟著提示，完成指定角色任務。
提供基礎、進階參考句型，
幫助你提升口說力，隨時都能開口說英語。

- 音樂劇 Musical
- 派對 Party
- 餐廳預約 Reservation
- 診所預約 Clinic Appointment
- 待辦事項 To-Do List
- 搭飛機 Take the Plane



音樂劇 Musical

劇院票務人員接到訂票電話，一定要聽懂客人要求，才能提供令人滿意的服務。這個句型學起來，幫你理解、滿足客人需求。



You and your friend Elva would love to enjoy the musical *Cats* on upcoming Friday evening. You want to find out the following information.

Things to find out

- Two seats. 5th to 12th row
- Center seats **preferred**

■ 重點字彙 ■

find out 找出；查明；得知

prefer (v.) 寧可；更喜愛

■ 練習口說任務 ■

基礎版：利用提示的文字構成句子，達成溝通目標。

Hi, I am calling to ask if there are still seats for two this Friday evening for *Cats*. We want seats from row five to twelve, and we prefer seats in the center. Thank you.

進階版：先描述目的，接下來敘述座位排數及期待的位置，最後請對方提供建議並感謝，有禮而適切。

Hi, I am calling to reserve seats for *Cats* this Friday evening. Are there still seats available from row 5 to 12? It would also be great if we can have our seats in the center. Please kindly advise. Thank you very much!

派對 Party

參加派對前沒有跟主人確認時間地點，結果跑錯地方，真糗。以下句型及敘述方式，教你詢問參加派對的注意事項，職場、社交場合都好用。



■ 重點字彙 ■

detail (n.) 細節；消息

■ 練習口說任務 ■

基礎版：利用提示的文字構成句子，達成溝通目標。

Hi, Leo! I want to know about the time and place of your birthday party. Please also let me know about things to bring to the party. Thank you.

進階版：以感謝和期待表達情意，詢問部分改為關係副詞，文字更簡潔。最後不忘告知確定出席。

Hi, Leo! Thank you for the invitation. I can't wait to join your birthday party. Please let me know when and where the party will be. I also want to know what to bring to the party to add some fun. Let me know. I'll be there! See you!

餐廳預約 Reservation

訂好位才發現忘了交代餐廳家人對海鮮過敏，只好趕緊致電留言，這時該如何說明呢？若你是餐廳人員也要能聽懂留言，提供優質服務。



■ 重點字彙 ■

allergic (adj.) 過敏的

■ 練習口說任務 ■

基礎版：無困難字且僅有關鍵資訊。

Hi, I need to reserve for six people at 6:30 p.m. next Friday. We do not want seafood. Thank you.

進階版：主要差別為 reserve “a table for six” 的用法，並使用 avoid（避免）這個字，並加上了禮貌的情意素養元素。

Hi, I would love to reserve a table for six people at 6:30 p.m. next Friday. As some guests are allergic to seafood, it would be considerate to avoid it. Thank you very much.


診所預約 Clinic Appointment

國外看診一定要先預約，以下的單字、句型，在各種需要預約的場合都好用。而服務業從業人員，更要充分運用掌握，才能應對得宜。

You want to make an **appointment with your dentist tomorrow afternoon at 14:00 as you have toothache.**

Your dentist appointment

- 14:00 tomorrow afternoon
- Parking **available**?



■ 重點字彙 ■

appointment (n.) 預約

available (adj.) 可獲得的；有空的

■ 練習口說任務 ■

基礎版：運用提示的內容提出問題。

Hi, can I make an appointment tomorrow afternoon at 14:00? I also want to know if there is a place to park. Thank you.

進階版：一開始就表明目的，並詢問空位與車位，最後提供電話請對方回撥確認。

Hi, I am calling to make an appointment. Is there still an opening tomorrow afternoon at 14:00? I also want to know if there are parking spaces. Please call me back at 555-1234. Thank you very much!

待辦事項 To-Do List

請同事到機場接機，卻因沒交代清楚而搞錯時間！如何用英語準確說明要求？掌握以下句子與訣竅，順利完成工作任務。

Tell your colleague Roy to finish these two items on the to-do list.

To-do List

- **Send out** the next meeting **agenda**
- Pick up President Leon at the airport. The flight lands at 14:00.



■ 重點字彙 ■

agenda (n.) 議程；待辦事項

send out 寄出；發出

■ 練習口說任務 ■

基礎版：重述資訊。

Hi Roy. There are two things you need to do. Please send out the next meeting agenda and pick up President Leon at the airport. The flight lands at 14:00. Thank you.

進階版：問候後說明工作摘要，以問句提出要求；最後再確認是否需要協助。

Hi Roy. How are you doing? I need your help with two upcoming matters. Would you please send out the next meeting agenda? We want participants to get prepared. Also, President Leon's flight will land at 14:00. Please kindly arrange the pick-up. Let me know if you need any help. Thank you.

搭飛機 Take the Plane

出差或旅遊時難免會臨時改行程，一定要懂得用英語提出需求；任職航空或相關服務業，更要掌握以下的表達方式，工作才能上手。

You are about to travel to India next week, and you want to call the airplane to make the following changes. The operator system has **confirmed** your flight and **identity**. You only need to leave a message to make the following two changes.



Things to change

- seat: window to **aisle**
- meal: **vegetarian**

■ 重點字彙 ■

identity (n.) 身分

confirm (v.) 確認

aisle (n.) 走道

vegetarian (n.) 素食主義者

■ 練習口說任務 ■

基礎版：僅快速說明自己的需求。

Hi, I am calling to change my seat and meal. I want to have an aisle seat and a vegetarian meal. Thank you very much.

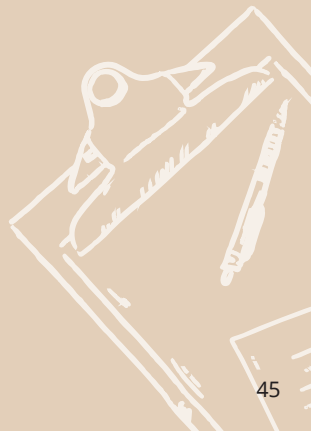
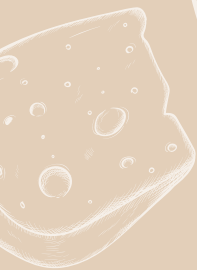
進階版：完整陳述所需的協助及需求，並用更進階的英語表達謝意。

Hi. I am calling to make two changes. I had a window seat, and it would be great if I can change it to an aisle seat. I also want to have vegetarian meals if possible. Please call me back to let me know if there is an issue. Your help will be much appreciated.



字彙表 Vocabulary

- 娛樂情境 Entertainment
- 餐飲情境 Dining Out
- 保健情境 Health
- 住宅情境 Housing
- 辦公室情境 Offices
- 新聞情境 News
- 購物情境 Shopping
- 旅行情境 Travel
- 角色任務 Mission



**娛樂 Entertainment**

admission (n.) 入場費；入學許可

adult (n.) 成人

allow (v.) 允許

announce (v.) 宣布

ballet (n.) 芭蕾舞

botanical garden 植物園

center (n.) 中心

charge (n.) 收費

children (n.) 小孩

children under 12 未滿 12 歲兒童

cultural exchange 文化交流

3 Dimensions (n.) 3D 的全名

discount (n.) 折扣

encourage (v.) 鼓勵

guide (n./v.) 指導

main section 主要部分

military (n.) 軍人

museum (n.) 博物館

permit (n.) 許可 (證)

senior (n.) 老年人

troupe (n.) 舞團

upcoming (adj.) 即將到來

餐飲 Dining Out

add (v.) 添加

delivery address/self-pickup
配送地址／(到店) 自取

exclude (v.) 不包括

expire (v.) 到期

extra fee 額外費用

gratuity (n.) 小費

help yourself to + 物 自行取用 (某物)

mix (n./v.) 混合

prepare (v.) 準備

recipe (n.) 食譜

receipt (n.) 收據

reservation (n.) 預約；訂位

reserve (v.) 預約；保留

restaurant (n.) 餐廳

select (v.) 挑選

service (n.) 服務

step (n.) 步驟

substitution (n.) 代用物

valid (adj.) 有效的；正式認可的

value (n.) 價值

waiter (n.) 男服務生

waitress (n.) 女服務生

whisked eggs 攪拌的蛋糊

保健 Health

alcoholic (n.) 嗜酒者

allergy (n.) 過敏

available (adj.) 可獲得的；有空的

below (adv.) 在下面

cancel (v.) 取消



common (adj.) 常見的；一般的

diabetes (n.) 糖尿病

disease (n.) 疾病

flu (n.) 流行性感冒 (influenza 的簡稱)

make (v.) 製造；使得

make/cancel an appointment
進行／取消預約

rare (adj.) 罕見的

sneezing/runny or stuffy nose
打噴嚏／流鼻水或鼻塞

specify (v.) 詳細說明

symptom (n.) 症狀

住宅 Housing

current (adj.) 當下的；現在

damage (n.) 損壞

deposit (n.) 押金

electric (adj.) 電的

facility (n.) 設備；設施

gas (n.) 瓦斯；汽油

gas and electric company 瓦斯與電力公司

laundry (n.) 待洗衣物；洗衣設備

period (n.) 期間

previous (adj.) 之前的

reading (n.) 讀數

rent (n.) 租金

tax (n.) 稅

usage (n.) 用量

utility bill 水電瓦斯費

辦公室 Offices

business (n.) 商業；商務；生意

company (n.) 公司

company/business meeting
公司／商務會議

copy machine 影印機

do business 做生意

enter (v.) (按鍵) 輸入

floor (n.) 樓層；地板

have to 必須

ink cartridge 墨水匣

place an order 下訂單

press (v.) 按壓；press the button 按壓按鈕

same (adj.) 相同的

twice (n.) 兩倍；兩次

wonder (v.) 想知道；納悶

新聞 News

across the country 遍及全國

drink (v./n.) 喝；飲料

due to 由於

be expected to + V (事／物) 預期……

price (n.) 價錢

raise (v.) 提高；舉起

raise the price(s) 漲價

reach (v.) 到達；達到

typhoon (n.) 颱風

weather report 氣象報告

購物 Shopping

at ... prices 以……價格

club (n.) 俱樂部；社團

customer (n.) 顧客

floor plan 樓層配置圖

food court 美食廣場

garden (n.) 花園

item (n.) 物件；品項

offer (v.) 提供

order (v./n.) 訂購；訂購的商品

pack (n.) (一) 包；捆

pack (v.) 打包；將……裝箱

receipt (n.) 收據；「發票」則是 invoice

receive (v.) 接收

return request 退貨申請

total (n.) 總額

旅行 Travel

available (adj.) 可獲得的；有空的

book (v.) 預訂

book a room 訂房

captain (n.) 機長；隊長；艦長

double room 雙人房

every half hour 每半小時

flight (n.) 飛行

fly (v.) 飛行

go from 地點 to 地點 從某一地到某一地

land (v.) 降落；登陸；卸貨

railroad (n.) 鐵路

single room 單人房

suite (n.) 套房

take off 起飛；離開；下班

timetable (n.) 時刻表

角色任務 Mission

agenda (n.) 議程；待辦事項

aisle (n.) 走道

appointment (n.) 預約

available (adj.) 可獲得的；有空的

allergic (adj.) 過敏的

confirm (v.) 確認

detail (n.) 細節；消息

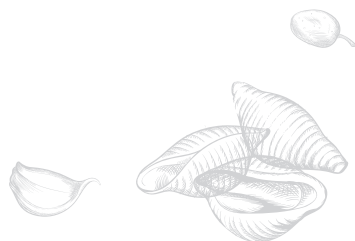
find out 找出；查明；得知

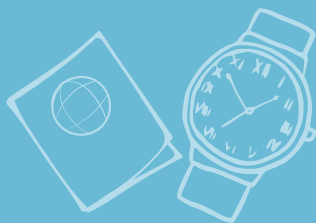
identity (n.) 身分

prefer (v.) 寧可；更喜愛

send out 寄出；發出

vegetarian (n.) 素食主義者





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