



unit 2 為民服務案件

受理為民服務案件作業流程

受理除蜂、捕蛇等報案

A There's a snake/a beehive/a dog (cat) trapped/a fire hydrant leaking water.	民眾：這裡有一條蛇/一個蜂巢/一隻狗(貓)受困/一支消防栓在漏水，需要處理。
B Where is it?	值班：請問地點在哪裡？
A The address is ...	民眾：地點在…。
B Miss/Sir, we will send someone immediately.	值班：小姐/先生我們立刻派人前往處理。

受理電梯受困報案

A I am trapped in an elevator, please help me!	民眾：我被困在電梯裡面了，請快來救我！
B Which address are you trapped at? Which floor does the elevator stop on? Please tell me the telephone number of the maintenance company in the elevator.	值班：你受困地址在哪裡？ 電梯停在幾樓？ 請告訴我電梯內維修公司的電話？
A The address is..., and the elevator stops on the 7th floor...	民眾：地址在…，電梯停在七樓…。
B Miss/Sir, we will send someone immediately. Please do not panic!	值班：小姐/先生我們立刻派人前往協助，請勿驚慌！



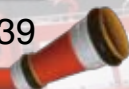


受理不明狀況報案/轉報他單位

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|---|---|
| A We need someone to handle the situation! | 民眾：這裡需要有人來協助處理！ |
| B What happened? Where is the location, please? | 值班：請問發生什麼狀況？
現場地點在哪裡？ |
| A A dispute/fight is happening, and we need police officers to be here. The address is ... | 民眾：這裡有發生糾紛/打架需要請警察人員到場處理。
地址是... |
| B OK, I will inform the police station for you.
If possible, could you please dial 110? | 值班：好的，我將為您通知警察局。
如果您方便的話，是否請您撥打警察局110專線電話。 |

協助問路

- | | |
|---|-------------------------------------|
| A Please tell me how to get to this address. (How do I get to this address? How do I get there?) | 民眾：請告訴我這地址要怎麼走？ |
| B This address is very far away. I can show you the general direction; and you might need to ask somebody else from there. | 消防員：這地址還很遠。我可以告訴你大概的方向，你到那附近再尋問路人。 |
| A Thanks a lot. You seem to be quite familiar with the area. | 民眾：非常感謝！你似乎對這地方很熟悉。 |
| B You're right! I work at Fire Bureau Taoyuan County as a firefighter. Do you need any help? | 消防員：沒錯！我是個消防員，在桃園縣政府消防局上班。還需要其他協助嗎？ |
| A No, that's all, thank you! | 民眾：不用了！謝謝你！ |





Words & Phrases

- Public service 為民服務
- address 住址
- far away 很遠
- direction 方向
- familiar with 對~很熟悉
- area 區域
- work at 在~工作
- That's all 就這樣了



Other Expressions

- How to get to this address? 向人詢問如何到達某處
也可說How do I get to this address? How do I get there?
- Do you need any help? 還需要其他協助嗎?

