



中心：\_\_\_\_\_

姓名：\_\_\_\_\_

### 1130930 高中職生英翻中短文翻譯題目

Have you ever said sorry even though you were not in the wrong? Sometimes people have to apologize in situations where they are not personally at fault. This is very common in the workplace where employees often have to handle customers' complaints. In dealing with complaints, the employee can save face or preserve the reputation of his or her company by making apologies. If the employee gets angry or denies responsibility, both the employer and the employee can lose face. The concept of saving face is extremely important in Asian cultures. It includes making apologies, rules about accepting responsibility, showing modesty, and using proper language forms in social interaction. If a person breaks these rules, he or she can lose face, and in turn lose the respect of others. This is quite a serious matter, especially where business is concerned.

apologize 道歉

fault 過錯

complaint 投訴

save face 保住面子

preserve 維護

reputation 聲譽

lose face 失去顏面

modesty 謙虛

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### 1130930 高中職生英翻中短文翻譯參考答案

你有沒有過說對不起，即使不是你的錯？有時候人們必須在不是個人過錯的情況下道歉。這在工作場合很常見，因為員工必須處理顧客的投訴。在處理投訴時，員工可以透過道歉來保住面子或維護公司的聲譽。如果員工生氣或是拒絕承擔責任，雇主和員工都會失去顏面。

保全面子的概念在亞洲文化中是非常重要的。包括道歉、承擔責任的規定、表現謙虛和在社交往來中使用適當的語言形式。如果一個人打破了這些規則，他或她會失去顏面，從而失去他人的尊重。這是一個相當嚴重的問題，尤其是在商業方面。