

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