

# 強化工程英文

台灣世曦工程顧問股份有限公司  
海外中心 黃文鑑

(13:30-14:30, 14:40-15:40, 15:50-16:20)

August 8, 2019

# 課程大綱

- 緣起
  - 基礎英文是如何擁有
- 如何將英文成為溝通工具
  - 良好英文是得力的幫手
- 何謂溝通
  - 實體與虛體的溝通
- 溝通技巧
  - 考慮計畫性與目的性
- 掌握溝通
  - 會議、視訊、電郵、文書
- 英文備標與契約
  - 公司簡介、成員履歷、服務建議書、契約、完工證明
- 各類範本
  - 會議、通知、請款
- 結語
  - 讓英文溝通成為海外工程執行的利器
  - 將英文融入生活
  - 實務演練

# 緣起

- 拓展國際市場首重語言能力，英文(英語)是必備的基本項目，工程人員基本英文雖可應付觀光旅遊，對於國際工程計畫仍缺少足夠訓練，故以此訓練與同業分享。
- 英文關係著工作，能掌握英文，有更多選擇機會
  - 長榮空服員 多益600分以上
  - 中鼎工程主管 多益700分以上
  - 根據「臺灣大型企業人才國際化及外語職能管理調查報告」資料：涉外或是外派職務部份，多益分數750分~850分，才得以勝任。
- 良好的工程英文需要有好的英文基礎。

各類語言檢定證照等級對照表

CEFR 語言能力參考指標	劍橋大學英語能力認證分級測驗 Cambridge Main Suite	劍橋大學國際商務英語能力測驗 BULATS ALTE 滿分 100 分	全民英檢 GEPT	傳統多益 TOEIC 滿分 990 分	新版多益 New TOEIC 滿分 990 分	多益口說 滿分 200 分	雅思國際英語測驗 IELTS 滿分 9 分	托福 TOEFL		由 LTTC 舉辦之外語(含英、日、德、法、西語)能力測驗(FLPT)	全國大學英語考試(CET-4) College English Test (CET) 中國大陸大學英語四、六級考試	全國英語等級考試 Public English Test System (PETS) 中國大陸考試中心設計並實行之英語水準考試	
								紙筆 ITP 滿分 677 分	網路化 iBT 滿分 120 分				
<b>C2 Mastery</b>	<b>Certificate of Proficiency in English (CPE) (180-230 分)</b> 180-199: Level C1 200-212: Grade C (C2) 213-219: Grade B (C2) 220-230: Grade A (C2)	Level 5 90~100 分	優級	950 以上	---	---	8.5 分 (含)以上	630 以上	---	三項筆試 總分	口試 級分	TEM-8 (專業英語)	---
<b>C1 Effective Operational Proficiency</b>	<b>Certificate in Advanced English (CAE) (160-210 分)</b> 160-179: Level B2 180-192: Grade C (C1) 193-199: Grade B (C1) 200-210: Grade A (C2)	Level 4 75~89 分	高級	880 以上	945 分以上 聽力須達 490 閱讀須達 455	190~200 分 (Level 8)	7 分 (含)以上	560 以上	95 分以上 閱讀須達 24 聽力須達 22 口說須達 25 寫作須達 24	240~330	S-3 以上	CET-6 滿分 710 分 及格 425 分	PETS-5
<b>B2 Vantage</b>	<b>First Certificate in English (FCE) (140-190 分)</b> 140-159: Level B1 160-172: Grade C (B2) 173-179: Grade B (B2) 180-190: Grade A (C1)	Level 3 60~74 分	中高級	750 以上	785 分以上 聽力須達 400 閱讀須達 385	160~180 分 (Level 7)	5.5 分 (含)以上	527 以上	72 分以上 閱讀須達 18 聽力須達 17 口說須達 20 寫作須達 17	195~239	S-2+	CET-4 滿分 710 分 及格 425 分	PETS-4
<b>B1 Threshold</b>	<b>Preliminary English Test (PET) (120-170 分)</b> 120-139: Level A2 140-152: Pass (B1) 153-159: Merit (B1) 160-170: Distinction (B1)	Level 2 40~59 分	中級	550 以上	550 分以上 聽力須達 275 閱讀須達 275	110~120 分 (Level 5)  130~150 分 (Level 6)	4 分 (含)以上	457 以上	42 分以上 閱讀須達 4 聽力須達 9 口說須達 16 寫作須達 13	150~194	S-2	---	PETS-3
<b>A2 Waystage</b>	<b>Key English Test (KET) (100-150 分)</b> 100-119: Level A1 120-133: Pass (A2) 134-140: Merit (A2) 141-150: Distinction (A2)	Level 1 20~39 分	初級	350 以上	225 分以上 聽力須達 110 閱讀須達 115	80~100 分 (Level 4)	3 分 (含)以上	390 以上	---	105~149	S-1+	---	PETS-2
<b>A1</b>	---	---	---	---	---	0~70 分 (Level 1-3)	---	---	---	---	---	---	PETS-1

# 測試一下基本英文

- Believe 反義詞為？
  - Disbelieve (is unbelievable)
- Believe 形容詞為？
  - Believable
- Believable 同義詞為？
  - Credible
  - Authentic
  - Imaginable
  - Trustworthy
- Feasible
- Likely
- Plausible
- Probable
- Possible
  - 何者輕？何者重？
- 困難英文，不常用，少用
  - Nuances..細微之處
  - Eldritch...怪異

# 英文是否能為溝通工具？

Dear Mr. XXX,

I hope you are fine.

We, TXXX will start making method statement of underground station for XXXX MRT Line X. However in order to make it nicer, we need general design of station including diaphragm wall. Therefore, we request you to do the general (= not detailed) design work. Of course this is actual job, and we will pay for you.

So, could you please arrange your trip to XXXX?

We can discuss detailed conditions and inform you what we want, then you can start making your good quotation.

Now I have organized one team for this PJ and they will stay here until middle of July.

If possible, please come here in next week.

Best regards,

XXX

# 專業英文信

Dear all,

Please find attached TXX City's response on our recent letter (also attached). TXX is asking us to assist with an Options Analysis TC for street lighting. Namely, they want consultants to look at the current situation and give recommendations on different legal / financial / procurement options, similar to the study we did for buses. Most probably sovereign structure will be excluded by MinFin but consultants should also give them understanding on what would the project cost in case of a state loan.

There is some risk that funding such an advisory TC will not bring us investment (e.g. the winner private operator is strong financially and does not need XXXX loan), but it is still important to guide this key client in making the right decision re streetlights.

JXX, VXX,

Can we mobilize donor funds and launch a relevant TC soon? Does any donor have preference for streetlights?

Many thanks,

TXX

# 英文溝通四大項目

- 書信與文件
  - 正式書信、請款信(Invoice)、追加預算、拒絕額外工作、抱怨...
- 電子郵件
  - 日常溝通、資料分享、行事曆、工作分配...
- 電話會議
  - 面對不同口音、英美不同英文用法、縮寫名詞...
- 視訊會議
  - 相當於面對面會議、資料準備....



# 溝通 (Communications)

- 資訊交換，得到共通觀點 (Commonness)。
- 實體溝通
  - 面對面溝通
- 虛體溝通
  - 透過郵政與電信，完成溝通
- 交通部 (Ministry of Transportation Communications)，1992加入的Transportation 是畫蛇添足，交通部負責幫人們完成面對面溝通，即陸海空旅行，達到實體溝通。交通部也管理郵電，完成虛體溝通。附帶管理項目為：氣象與旅遊。

# 有效及良好溝通

- 計畫執行成功的保證
  - 根據統計：計畫經理耗費將近90%計畫時間溝通。
- 溝通為下列領域主要工作
  - 行銷(marketing), 品牌管理(brand management), 客戶關係(customer relations), 客戶行為(consumer behavior), 廣告(advertising), 公眾關係(public relations), 企業溝通(corporate communication)。
- 溝通模式
  - 一對一拜訪、電話、視訊；一對多：宣達命令、管理；多對一：抗議、擁護、多對多：分工、團隊協力

# 溝通效果

- 同意、共識：成功溝通。OK is OK?
- 雜音、分歧：無效溝通。Mix of issues
- 誤解、不同意：失敗溝通。Can't vs Can
- 雞同鴨講、無中介媒體(人)：無法溝通。
- 英文為國際語言，也是公認最能夠促進雙方溝通的工具。
  - 問題：能以當地語言溝通是否更好？
  - 回應：若有非當地人出現，應以英文溝通，避免誤解；除非對於當地語言能夠專業駕馭，建議仍以英文為主。
- 聘請專業翻譯，如果只是翻譯人員，可能還是雞同鴨講。

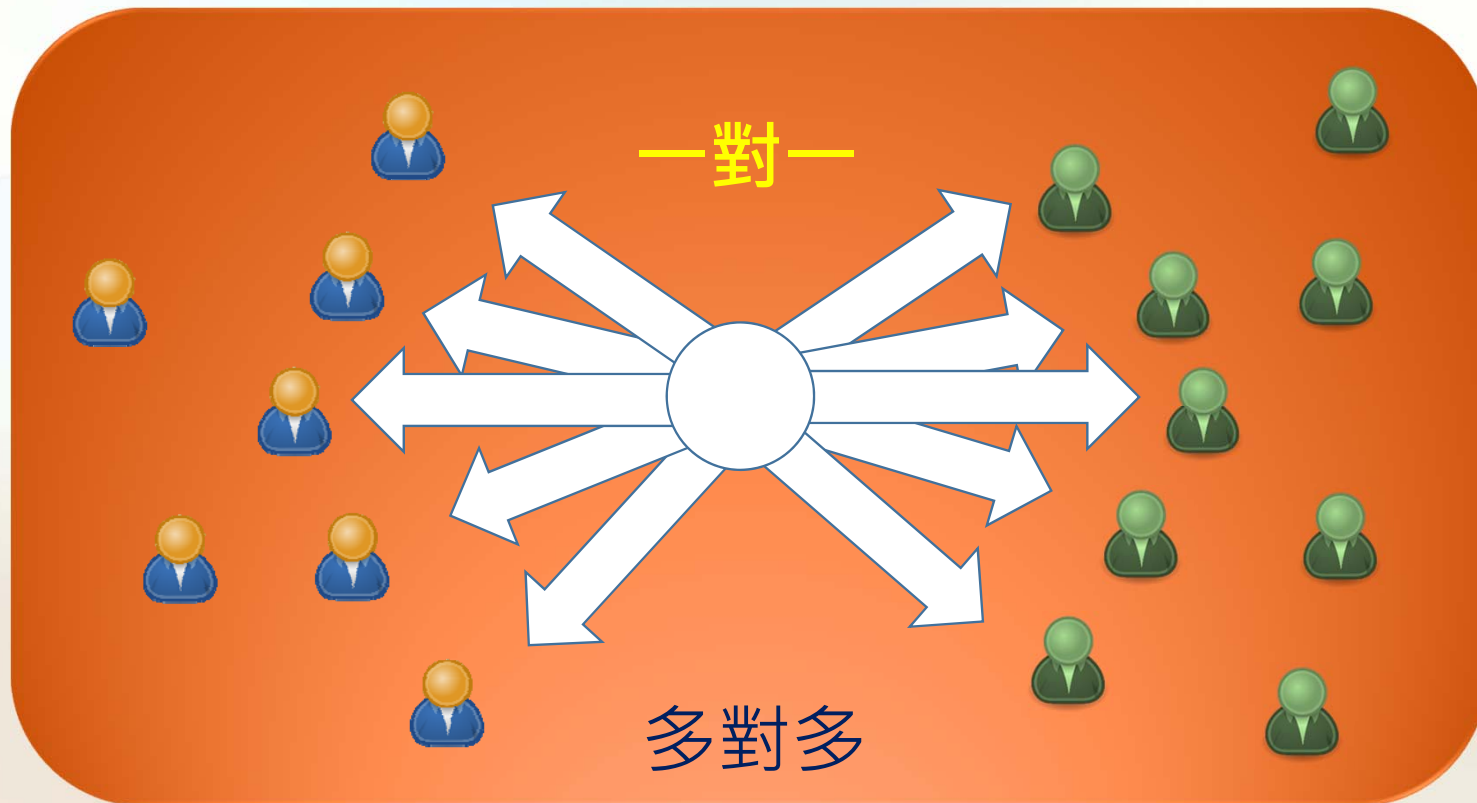


# 溝通流程



環境與干擾

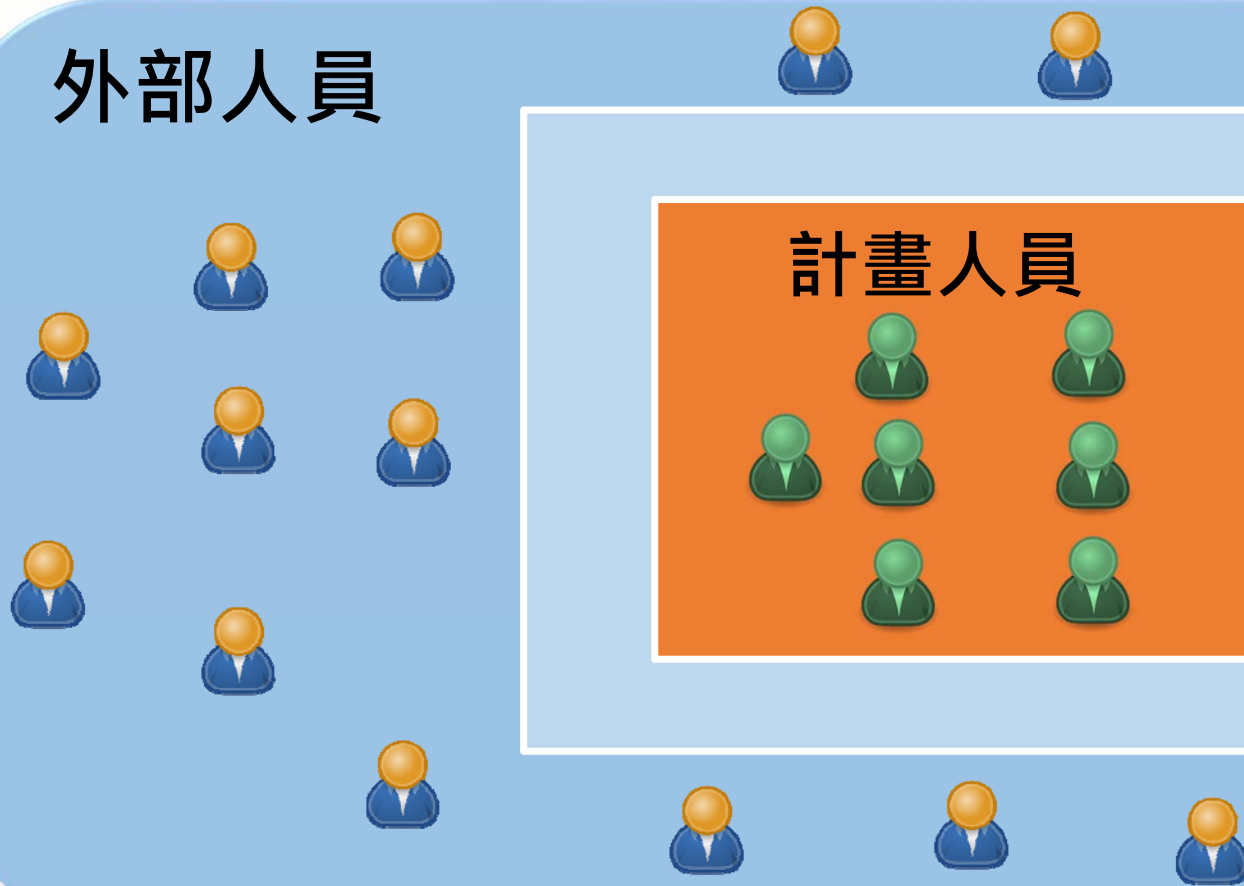
# 環境干擾



組織型態、時間、地點

# 溝通型態

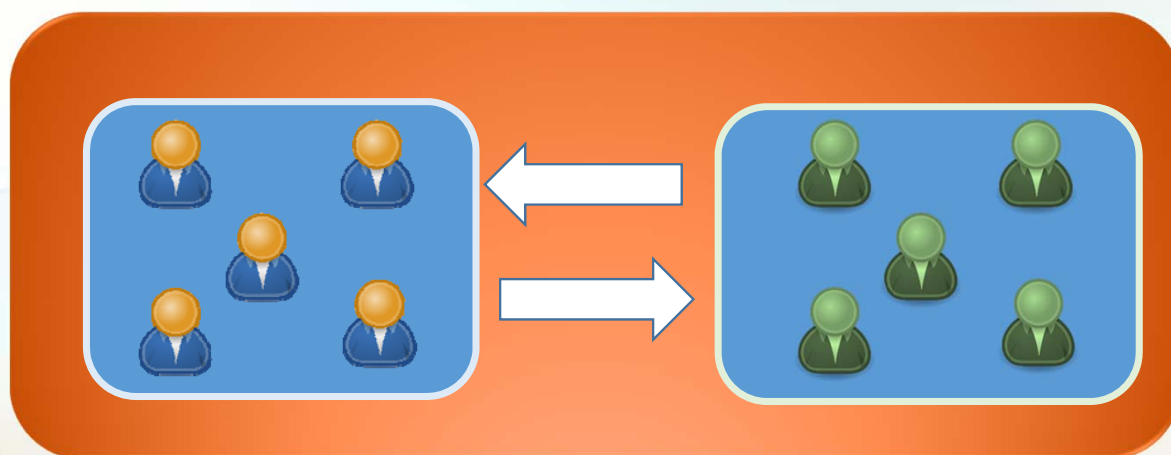
外部人員



計畫人員

其他計畫  
團隊組織

## 影響溝通因素

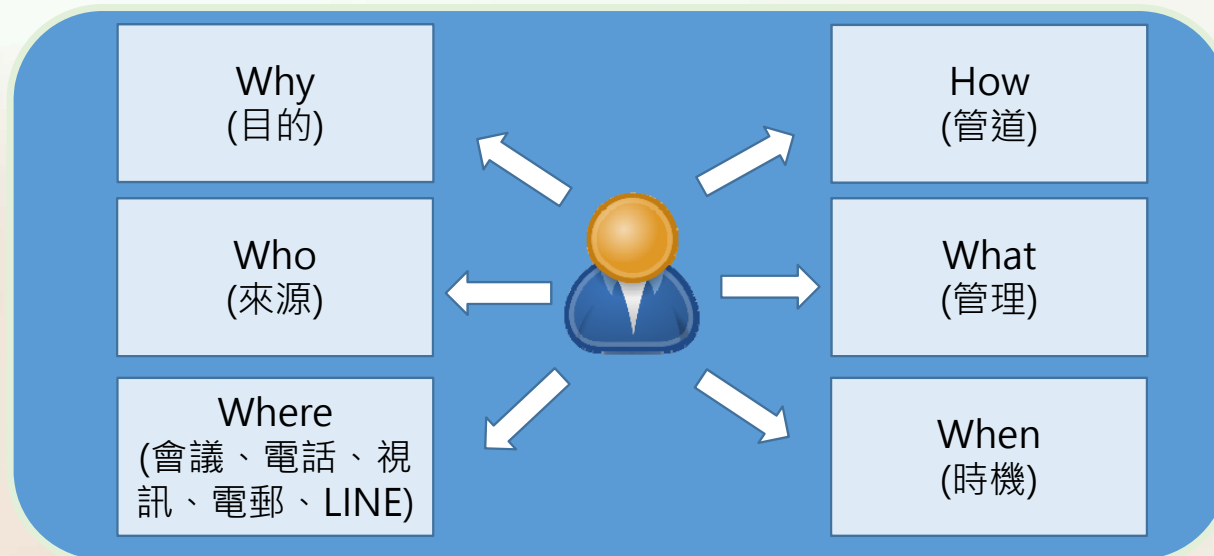


- 跨組織
- 跨部門
- 部門內
- 其他

- 政治因素：大眾利益、權力競爭、外部干擾、階級指揮。
- 文化因素：組織文化與價值、社會觀感與行為、語言表達。
- 語言因素：專有名詞、誤判、假設、多重意義、隱晦、俚語。

# 確保有效溝通

- 主動的溝通：計畫性、結構化、能掌控。
- 檢視5W：5Ws (Why, What, When, Where, Who) 及 1H (How)





# 溝通管理計畫

- 如何組織與記錄其流程、型態、溝通方式。
  - 參與人員溝通需求 (需要主持人、翻譯、書面資料...)
  - 討論主題 (勿隨意加入其他主題，除非徵得參與人同意)
  - 資訊流 (對等資訊及補充最新資訊)
  - 適當溝通方式 (有圖說或3D-BIM模型需採用視訊)
  - 不同溝通方式組合(PPT與視訊、電子白板)
  - 議題掌控與時間配合 (限定討論時間、議題逐一討論、限制鑽研細節)
  - 更新溝通管理計畫 (具有彈性及有效性)
  - 計畫內容之專有名詞與簡稱說明 (能有索引備查)

# 太多專有名詞讓人不知所云

- I come here for the **SC2GC** meeting and would like to express my little opinion. First, the contract did not require that **EC** team should get involved with the **HAVC** design. My **EC** team, however, should only focus on electrical control design using **SCADA**. Second, the **HAVC** design should be done **ASAP** by a professional team who has **ME** and **FF** expertise. This project now comes to a grinding halt because of improper project management by the **PCM** team. I request that **GC** should immediately inform the client to determine **who** should be responsible for the **HAVC** design.
- SC2GC下包會議、EC電控、HAVC空調、SCADA數位監控、ASAP儘速、ME機電、FF消防、PCM專案管理、GC統包商

# 組織有效溝通管理

- **企業環境：**

- 組織文化與架構
- 計畫需遵循之標準與規範
- 計畫所需之人力資源
- 市場環境
- 計畫管理系統

- **組織流程與資產管理：**

- 標準與特有組織政策
- 組織指導規則、工作守則及表現評核準則
- 組織內計畫項目所需之必須簽核流程、資安議題、存檔、傳輸媒體
- 金融管控與流程
- 風險管理流程
- 歷史資料與成敗案例

# 有效溝通技巧

- 詢問何種資訊需要及何時需要？
- 有計畫性的溝通才能使會議成功。
- 針對組織內計畫客製化與標準化溝通。
- 採用多重溝通管道。
- 確認溝通目的達到及信息被受到並被了解。
- 溝通需要是雙向，有去有回。
- 分析地點、文化、安全、隱私及語言對於計畫溝通之影響。
- 能備有系統儲存、維持及取得計畫資訊。

# 語言邏輯

- 東方語言與西方語言差別
  - 東方...可以天馬行空
  - 西方...需要嚴謹的邏輯
- 例如：計畫辦公室禁止飲食，以免吸引螞蟻，惟飲用水不再此限。
  - 東方：Project office cannot eat and drink for preventing ants, but drinking water is OK.
  - 西方：Except for drinking water, no food and drink is allowed in the project office to prevent attracting ants.
  - What's wrong with it? 如何避免菜英文?別太相信谷歌翻譯？

# 準備英文文件

- 口語不適合成為正式文件內容
  - Car vs Vehicle, Lousy vs Bad
- 需要了解美式或是英式(歐洲)英文，全文要一致
  - Mobilize vs Mobilise, Transport vs Transportation
- 避免打錯字，完成前先逐字唸一下，尤其有自動訂正功能
  - Conner vs Corner, Saver vs Server
- 注意人的性別，亞洲國家最常搞錯
  - He vs She, E.g. Your sister..... He...
- 複數亂加或少加S，有些字不能加S
  - Equipments
- 時態錯誤或亂用過去式
  - Lie, Lying, Lay, Lain vs Lie, Lying, Lied, Lied

# 溝通實務演練

- 正式文書
  - 有條不紊處理複雜問題、聚焦計畫管理、有計畫性連結議題、不必著急回應，可先回覆收到並在積極處理中。
- 正式溝通
  - 簡報、正式會議、演講。
- 非正式文書
  - 電郵、手稿、便籤、簡訊、LINE...
- 非正式溝通
  - 工作會議、聊天、餐會

# 溝通重點

- 掌握技巧
  - 主題、聽眾、目的
  - 注意力？有興趣？想知道？跟著做？
- 面對面
  - 最佳溝通，加上肢體語言及音調，可以了解細節
- 視訊會議
  - 節省旅行成本、面對面之替代，需注意頻寬及通訊平台效能
- 電話
  - 最快、最穩定溝通，但缺乏圖像或文字分享，逐漸淘汰
- 電子郵件
  - 迅速、最便宜跨國溝通，且可傳遞圖像與資料，切記勿誤傳或傳遞不當資料
- 手機社群(LINE、FB、WHATSAPP、IG、TWITER、WECHAT)
  - 最即時迅速、雖為非正式管道、但漸漸成為電子郵件之替代平台



# 會議溝通注意事項

- 遵守時限 (勿拖延)
- 定期會議 (習慣優於臨時)
- 小組會議 (勿常開大會)
- 訂定主題 (勿聊天空談)
- 會議議程 (解決問題)
- 會議資料 (能聚焦)
- 會前通知 (能心理準備)
- 遵守議程 (勿發散)
- 內容分工 (誰報告誰回答)
- 人員名單 (約好出席時間)
- 主席領導 (掌控全局)
- 會議規則 (發言與討論)
- 會議結論 (共識部分)
- 結論分派 (誰去執行)
- 書面紀錄 (白字黑字)
- 週知結論 (通知沒來開會)
- 簽到認帳 (來的都要負責)

# 面對面溝通注意事項

- 非口語
  - 肢體語言、面部表情、滑手機
- 發聲
  - 音調、語氣、節奏、強調、腔調、習慣語
- 傾聽
  - 理解、澄清、同意或不同意
- 注意妨礙溝通因素
  - 吵雜環境、負面評論、敵意、語言溝通、文化、平等姿態

# 電郵與書面溝通

- 重要三步驟：書寫、檢查、改善
- 第一步：構思
  - 清楚、如對話、簡要
- 避免重複或贅字
- 一致性：
  - 數字、單位、標點、引述、文法、符號、大小寫、技術名詞、縮寫
- 保守使用專業術語
- 注意常用字彙，最易出錯
  - 同義字(不完全相同)、上下文意義、勤查字典、堅持重複用字、學習新字及完整用法、勿亂引用他文
- 多特點少通常
- 分成小段、多圖表、控制長度...最好一頁

# 精簡英文用法

使用此	建議用	使用此	建議用
Currently	Now	Advance plan	Plan
Initiate	Start	Take action	Act
Indicate	Show	Equally as	Equally
Finalize	Finish	Hold a meeting	Meet
Expedite	Speed up, move along	Study in depth	Study
Utilize	Use	New innovations	Innovations
Position	Place, put	Consensus of opinion	Consensus
Basically unaware of	Did not know	At this point in time	Now
In the area of	Roughly	Until such time as	Until
In the event of	If	On a local basis	Locally

## 英文範例

Dear Mr. Allen:

I am writing in response to your letter of June 24, in which you express an interest in the pamphlet describing our line of herbicides, with particular reference to the control of dandelions in residential lawns. Unfortunately, we are all out of our pamphlet on this subject, but perhaps the following information will be of assistance.

Too long

Dear Mr. Allen:

I'm sorry that we're out of the pamphlet you asked for. Here's some information that may include what you need.

Too short

Dear Mr. Allen:

We've run out of our pamphlet on controlling dandelions. I'm sorry, and I'll send it as soon as a fresh supply gets here. Meanwhile, maybe this information will help.

# 公司簡介

- 基本資料
  - 名稱、型態、創立時間、員工數、總部、分支機構、工廠、合作夥伴、專利、產品、獎項及業績。
- 公司網頁
  - 台灣多數企業網頁中英文夾雜、點選細節直接進入中文解說或中式英文，讓外國客戶失去信心。
- 增加社群連結，雙向溝通
  - 需要專人維護，不斷更新動態，吸引客戶互動
- 注意翻譯
  - 小心使用Google翻譯，最好請英語專家評估
  - 少用自創英文，除非加入辭典：給力的 geliverable
  - 並非每個中文字都有英文對應，脫胎換骨....

# Chinglish



# 公司業績



- 業績是證明在相同業務能夠勝任
- 業績內容包含：業主、計畫範圍(地點)與金額、執行年度與長度、重要成果與成就及與業主招標計畫關聯性。
- 業績可累積：例如某國家招標500公里高速公路設計，需具備相同資格，因此累積數個公路設計，總長度達500公路以上即可等同於相同資格。
- 太老舊(5年以上)的業績一般不被採用，因此公司需不斷承接核心業務。



# 業績範例



## 2. Details of previous project experience or similar assignments undertaken in the previous five years

E3 International		
<b>Project name</b>	<b>Western Balkan Sustainable Energy Finance Facility (WeBSEFF I)</b>	
<b>Project location</b>	Bosnia and Herzegovina, Macedonia, and Serbia	
<b>Contracting Entity/Client</b>	European Bank for Reconstruction & Development One Exchange Square, London EC2A 2JN, UK	Daniela Diedrich-Ristic , Operations Leader Energy Efficiency & Climate Change, EBRD tel:+ 44 (0)20 7338 7768, diedricd@ebrd.com
<b>Project Duration:</b> 1/2009-12/2013		<b>Contract Value:</b> € 3,409,998
<p><b>Main Activities/Objectives:</b> EBRD launched the WeBSEFF facility in the Western Balkans in January 2009. The WeBSEFF provides loans for sustainable energy projects up to EUR 2 million, with a maximum investment cost of EUR 5 million, implemented in two components - Component 1 - Private sector industrial companies implementing energy efficiency projects; Private companies implementing renewable energy projects; Component 2 - Private companies implementing energy efficiency measures and/or renewable energy measures in buildings used for commercial services.</p> <p>Specific objectives include:</p>		

# 服務建議書



- 內容需符合招標需求書(RFP, TOR)所希望回應的問題。
- 服務建議書包含內容：計畫緣起、計畫目標、執行方法、預期成果、時程、人員配置，以及報價(依情況決定是否放入同一個投標信封)。
- 如果分為兩個信封又稱為兩階段開標，第一個信封先比服務建議書，選擇超過標準之廠商後，在開啟第二信封，綜合評分。

# 目標與目的



- 目標是指者大方向工作，目的則是近程的工作，因此目標多半是單一項目，目的則是多項。
- 例如改善內湖交通是目標，提高大眾運輸使用率、推動計程車共乘及鼓勵彈性上下班時間等則是目的。

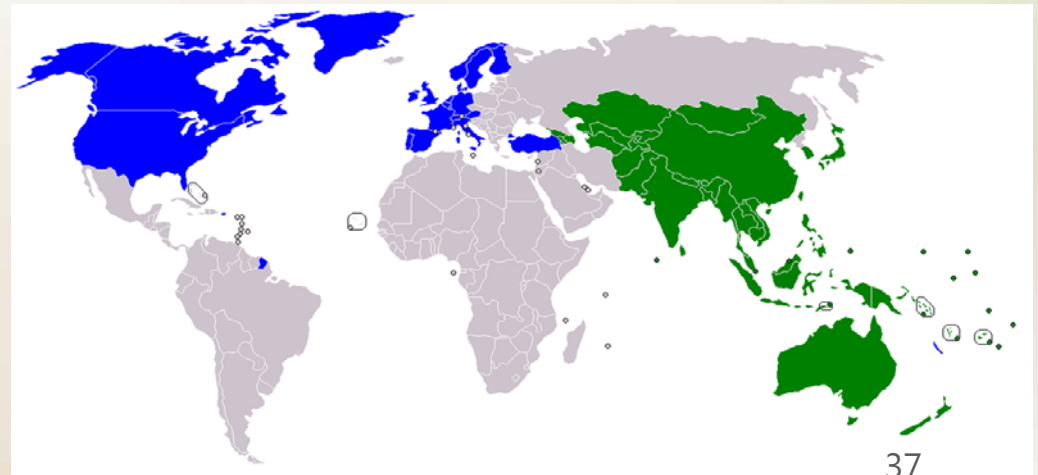
# 亞銀案例介紹 (1/2)

- **Recruitment of Consulting Firms for Technical Assistance (TA)**
- **for All Selection Methods**
  - Request For Proposal Cover [ PDF: 34kb ]
    - **Section 1:** Letter of Invitation [ PDF: 26kb ]
    - **Section 2:** Instructions to Consultants Including Data Sheet and Evaluation Criteria [ PDF: 73kb ]
      - Data Sheet [ PDF: 24kb ]
      - Summary and Personnel Evaluation Sheet for Full Technical Proposal [ Excel: 252kb | 1 page ]
      - Summary and Personnel Evaluation Sheet for Simplified Technical Proposal [ Excel: 215kb | 1 page ]
      - Summary and Personnel Evaluation Sheet for Biodata Technical Proposal [ Excel: 208kb | 1 page ]
    - **Section 3:** Technical Proposal Standard Forms [ Word: 266kb ]



## 亞銀案例介紹(2/2)

- **Section 4:** Financial Proposal Standard Forms [ PDF: 62kb ]
  - Financial Proposal Program for Users with Microsoft Access [ Access: 2MB ]
  - Financial Proposal Program for Users without Microsoft Access [ Zipped: 734kb ]
- **Section 5:** Terms and Reference [ PDF: 8kb ]
- **Section 6:** Standard Form of Contract [ PDF: 125kb ]
- **Section 7:** List of ADB member countries [ PDF: 9kb ]



# 曼谷電子票證整合服務建議書內容



- Introduction
  - Background, Study Team
- Key Findings from Previous TAs
  - Fare Options, MRT Concession Options, Technical Options of Integrated Ticketing System, Institutional Arrangements
- TA Approach
  - Objectives, Technical Approach and Methodology
    - Develop a Strategic Approach for Implementing Integrated Ticketing
    - Prepare Draft Integrated Ticketing Policy Framework
    - Determine Financing Requirements and a Funding Strategy
    - Prepare Draft Tender Documentation for Procurement of a System
    - Prepare the Government Structure and an Implementation Plan
    - Prepare Terms of Reference for Program Management Services
  - TA Outcomes

# 英文履歷CV

- 個人履歷是以書面方式呈現個人經驗與資格，用以爭取工作機會。
  - 履歷與簡歷不同，簡歷(résumé)多用以申請一般工作，履歷需提供有關教育學習科目及專業程度。
- 英文名
  - 西洋名：容易記也容易忘，更容易搞混。
  - 羅馬拼音：外國人不好唸，永遠記得。
  - 奇怪名：外國人看笑話，不夠專業。
- 生日
  - 勿將西元年與民國年混淆
  - 例如：民國77出生(1988)，民國100年大學畢業，如果誤寫2000畢業，就是12歲拿到學士...

# 增加英文CV可看性

- 學歷
  - 一般以大學以上，依照時間事序排列、系所、何時畢業與學位
- 訓練
  - 證明能勝任工作，如FIDIC契約訓練
- 證照
  - 國家考試、專業機構認證(APEC ENG, MS...)、語言能力(TOEIC...)
- 著作、獎項及專利
- 編排需字體一致、對齊、退縮、縮寫...最重要不要拼錯字
- 注意重複資料、與公司業績相符、經常更新



## curriculum vitae

### personal details:

name and surname: Piotr Cegielski  
address: ul. Nastrojowa 20/15, Lodz, Poland  
telephone number: mobile +48 696 02 80 01  
birth date: 01/february/1984  
e-mail: cegielski\_piotr@poczta.onet.pl  
cegielski.p@wp.pl  
webpage (portfolio): www.cegielski.wordpress.com  
www.pomorska21.wordpress.com  
status: bachelor / engaged  
nationality: Polish



### education

2010 Technical University of Łódź, postgraduate 1-year programme 'Energy-efficient electrical installations in buildings.'  
2003 – 2009 Technical University of Łódź (Politechnika Łódzka, Lodz, Poland), Institute of Architecture and Urban Planning.  
2006 Tampere University of Technology (TUT, Tampere, Finland), Institute of Architecture.

### achievements / workshops / scholarships

January 2010 Łódź (Poland) 2nd Prize in a polish nationwide architectural competition for Sports Centre of Technical University of Lodz. In collaboration with Lodz's design office '3d Projekt'.  
December 2009 Warsaw (Poland) 3rd Prize in a nationwide open design competition, organized by the Palace Museum in Wilanów, for the 'Research vehicle'.  
November 2009 Łódź (Poland) 3rd Prize in the competition of the Mayor of Lodz "Revitalization of the historic monuments and the protection of historic areas of the City of Lodz in the work of graduate students of Technical University of Lodz for the academic year 2008/2009"  
October 2009 Łódź (Poland) Graduation design at the Technical University of Łódź (Lodz, Poland), at the Institute of Architecture and Urban Planning. Master's degree in Architecture.  
September 2008 Łódź (Poland) Participation in 'XIVth International Design Seminar' workshop, organised by IUSS Pavia and Technical University of Łódź, in Łódź (Lodz, Polonia), titled 'Post-industrial challenges'.  
July 2008 Valencia (Spain) Participation in 'Urban Strategies - Peripheral Challenges' workshop, organised by 'NeA' architectural office, in Valencia.  
February 2008 Łódź (Poland) 3rd Prize in the competition for a design of elevation of a mansion house, located in the urban plan for the new center of Łódź (designed by Rob Krier).

October 2007 Łódź (Poland) Participation in the computer workshops teaching the Maya Autodesk software, run by arch. Tobias Schwinn ('Skidmore Owings & Merrill' – London), and in lectures of prof. Neil Leach (AA London).

August 2007 Lucca (Italy) Participation in 'XIIIth International Design Seminar' organised by IUSS Pavia in Lucca in Italy, entitled 'Urban culture and landscape renewal'. Received an award 'the Special Mention for the Coherence and Completeness of the project'.

July 2007 Chelmino (Poland) Participation in '3rd Nationwide Open Air Painting Workshops for Students of Architecture' held in Chelmino.

December 2006 Łódź (Poland) 1st Prize in the competition for the design of conference room, organised by Institute of Architecture and Urban Planning and Drahtzug Stein.

Feb.-May 2006 Tampere (Finland) Stay at the Tampere University of Technology in Finland at the Socrates-Erasmus programme.

January 2006 Łódź (Poland) Distinction in the student's competition for the design of the Christmas Crib at the cathedral square in Łódź.

February 2005 Glowno (Poland) Distinction in the competition organised by the mayor of Glowno, for the design of the Freedom Square.

July 2004 Chelmino (Poland) 1st Distinction at the '1st Nationwide Open Air Painting Workshops for Students of Architecture' held in Chelmino.

### professional experience

currently Freelance work for Lodz's design office '3d Projekt'.  
2008 – 2009 Practicing at 'NeA - Office for Architectural Networking' architectural studio in Valencia, Spain - for 6 months. ([www.nea-architects.com](http://www.nea-architects.com)).  
2007 – 2008 Employed at polish architectural office - 'Staszewscy Ziółkowsky Architekci' – 90-312 Łódź, Plac Zwycięstwa 2.

### additional skills (Driving licence, category B):

#### programmes:

Very good knowledge of: Archicad, Sketch-up + V-Ray, Photoshop.  
Medium knowledge of: Autocad, Art-lantis, Rhino 3d + V-Ray, .  
Basic knowledge of: 3d Studio Max, Maya Autodesk.

#### languages:

Polish – mother tongue  
English – advanced level ('Certificate in Advanced English', December 2002)  
Spanish – medium level  
German – basic knowledge

Niniejszym oświadczam, że wyrażam zgodę na przetwarzanie moich danych osobowych w celu przeprowadzenia procesu rekrutacji (zgodnie z ustawą z dnia 29.08.1997r. o ochronie danych osobowych Dz. U. Nr 133, poz. 883)

# 會議

- Topic: ADB BKK MRT TKT Project (Progress Meeting)
- Meeting Date: 8 August, 2019 (13:00-16:00 PM)
- Meeting Place: OTP Office
- Participants:
  - J Lynch, W Huang, F Lin
  - S. Tarathip
- Agenda

ISSUE	DETAIL
1	Background/Last meeting items
2	Contents Section 1. Introduction by W. Huang Section 2. Presentation by F. Lin Q&A Conclusions
3	Next Step To do list and next meeting

# 通知信函

- 提送期初報告
  - 寄給單位主管
  - 根據合約及會議結論
  - 提送份數
  - 副知單位
  - 提送者與簽名

**CECI**  **CECI Engineering  
Consultants, Inc., Taiwan**

July 24, 2008  
CECI Thailand Project Office  
35 Petchburi Rd., Ratchathewi  
Bangkok 10400, Thailand

ASIAN DEVELOPMENT BANK  
ATTN: Mr. Jean-Pierre Verbiest  
Country Director, Thailand Resident Mission  
23<sup>rd</sup> Floor, The Offices at Central World  
999/9 Rama 1 Road, Wangmai Pathumwan  
Bangkok 10330, Thailand

Tel: +66 2 263 5300  
Fax: +66 2 263 5301

Subject: ADB TA 7044-THA Bangkok Mass Rapid Transit Integrated Ticketing  
Project – Submission of the Inception Report

Dear Sir,

As per Clause 2 of our Contract Agreement and the reporting schedule agreed in the Contract Negotiation Meeting Minutes (Item 4: Work Program and Personnel Schedule), please find enclosed herewith 30 copies of our Inception Report for the subject project of which 10 copies are to be retained by the ADB and 20 copies shall be distributed to the Government.

Should you have questions or comments on the presentation or contents of our report, please do not hesitate to let us know.

Thank you very much for your assistance and cooperation.

Very truly yours,  
For CECI ENGINEERING CONSULTANTS, INC., TAIWAN

\_\_\_\_\_  
Wen Jing Huang  
Assistant Vice President and Team Leader

cc: M.A. Ingratubun, Procurement Specialist, COS2

# 完工證明

- 若業主未提供，可由廠商自行準備，再交由業主簽字。

## WORK COMPLETION CERTIFICATE

Provider of Services: CECI Engineering Consultants, Inc., Taiwan

Address: 28<sup>th</sup> Floor, No. 185, Sec. 2, Sinhai Rd., Taipei 10637, TAIWAN

1. Project No.: 97059 (ADB Contract No. TA 7044-THA)
2. Project Name: Bangkok Mass Rapid Transit Integrated Ticketing Project
3. Project Scope: Preparing a roadmap for introducing a single, common fare smartcard that can be used on the new Mass Rapid Transit (MRT) lines, and eventually used on other modes of public transit.
4. Service Items: <ul style="list-style-type: none"><li>• Develop a Strategic Approach for Implementing Integrated Ticketing</li><li>• Prepare Draft Integrated Ticketing Policy Framework</li><li>• Prepare Draft Tender Documentation for Procurement of a System</li><li>• Determine Financing Requirements and a Funding Strategy</li><li>• Prepare the Government Structure and an Implementation Plan</li><li>• Prepare Terms of Reference for Program Management Services</li></ul>
5. Total Services Fee: US\$662,000 only (final amount and tax included)
6. Period of Services: from June 9, 2008 to March 30, 2009
7. Quality of Services: Accepted
8. Remarks:

Certified by : James P. Lynch 

Title : Director, SEIU/SERD

Name of Client : Asian Development Bank

Date : 14 December 2009

# 請款

- 開立Invoice
- 需說明進度與請款原因
- 匯款資訊需正確
- 請領人簽名

(PROJECT NAME)

Tel./Fax,

Email :

Our Ref. No.

(City name), (month date, year)

To: (name of recipient)  
(title)

TEMPLATE

Re: Request of Payment, Foreign Currency Invoices No. (serial no.)  
(month date, year up to month date, year)  
(Project name)

Dear Sir:

We are submitting herewith the captioned Invoices No. (serial no.) (month date, year up to month date, year), for your review and approval.

The billing invoices have been prepared in accordance with the subject contract and subsequent Memorandum to cover the payment of Foreign Currency portion for our consulting services rendered from (month date, year up to month date, year) as follows:

<u>Invoice No.</u>	<u>Amount of Invoice</u>	<u>Repayment of Advance</u>	<u>Net Amount Due</u>
(serial no.)	US\$	US\$	US\$

In words: United States Dollars (amount)

We would appreciate very much your processing of the disbursement to our following account:

Name of the Bank: Mega International Commercial Bank Co., Ltd.,  
Chung-Hsiao Branch  
Address: No. 233, Sec. 4, Chung Hsiao E. Rd., Taipei, Taiwan  
Swift Code: ICBCTWTP005  
Account Name: CECI Engineering Consultants, Inc., Taiwan  
Account Number: 00553046777

Your kind approval and processing to this payment will be deeply appreciated.  
Yours Sincerely,

( Authorized signature )  
( title )

cc:

# 展延

- 述明原因
- 更動日期
- 需獲得許可

**CECI**  **CECI Engineering Consultants, Inc., Taiwan**

December 15, 2008

ASIAN DEVELOPMENT BANK  
ATTN: Mr. Jean-Pierre Verbiest  
Country Director, Thailand Resident Mission  
23<sup>rd</sup> Floor, The Offices at Central World  
999/9 Rama 1 Road, Wangmai Pathumwan  
Bangkok 10330, Thailand

Tel: +66 2 263 5300  
Fax: +66 2 263 5301

Subject: ADB TA 7044-THA Bangkok Mass Rapid Transit Integrated Ticketing Project – Request for Adjustment to the Work Program and Schedule

Dear Sir,

As you are aware, the recent unrest in Thailand forced the closure of Bangkok's airports for a period of time and consequently forced the postponement of our first workshop originally scheduled on November 28, 2008. The situation at the same time prevented key staff from the Consultant team to re-enter Bangkok and tend to project activities. Although the disturbances and situation now appear to have been resolved and under control, due to the disruption of activities, the Consultant would like to hereby request and propose an adjustment to the schedule as per Article II of the General Conditions in Appendix D of our Contract Agreement as follows:

Reports and Workshops	Original Schedule	Proposed Schedule
Ticketing Policy Workshop	Nov. 28, 2008	Dec. 22, 2008 (a.m.)
Institutional and Governance Workshop	Dec. 15, 2008	Dec. 22, 2008 (p.m.)
Procurement Procedure Workshop	Dec. 19, 2008	Jan. 12, 2009 (a.m.)
Program Management Services Workshop	Jan. 16, 2009	Jan. 12, 2009 (p.m.)
Draft Final Report	Jan. 8, 2009	Jan. 22, 2009
Final Report	Feb. 18, 2009	Feb. 27, 2009

Should you approve of such a modification, please in turn note that modification to *Item 4 – Work program and personnel schedule* in the *Minutes of Contract*

*Negotiation* should be made accordingly.

We hope that you will kindly consider this request, and as always, appreciate your continued assistance and cooperation.

Very truly yours,  
For CECI ENGINEERING CONSULTANTS, INC., TAIWAN

\_\_\_\_\_  
Wen Jing Huang  
Assistant Vice President and Team Leader

cc: M.A. Ingratubun, Procurement Specialist, COS2

## 讓英文溝通成為海外工程執行的利器

- 英文溝通仍需有基本基礎，建議能多聽英文新聞、英文歌曲，看國外影片能關掉字幕，並主動想，這句話你會怎麼說？
- 當在海外工作或參加會議，能多提問，因為提問就能引起對方回應，這樣會熟悉對方語調及用語，比較容易產生對話。
- 書面溝通應注意上下及前後邏輯，千萬不要天外飛來一筆，也不要東扯西扯，讓接受方不知道你要表達什麼。
- 英語正音也是需要，台灣民眾英文發音雖比日本民眾更為準確，但是仍有困難，特別是在國家(如比利時Belgium)、地名(如阿姆斯特丹Amsterdam)、人名(梅克爾Merkel)、商店(IKEA美加ai、歐洲yi)、Can't vs Can、L/T/D/TH/R發音

# 將英文融入生活

- 跟外國人溝通需多找共同點
  - 運動球賽，歐洲人足球、北美棒球/籃球/美式足球、高爾夫球
  - 電影、電視、明星，驚訝的是外國人都以為我們跟李小龍很像
  - 旅遊景點、旅遊經驗、航空公司、食物、風俗習慣
- 但是忌諱聊
  - 薪水、學歷、工作職位(除非主動提起)、小孩、家人、身體健康
- 工程英文雖比口語英文在專業上需求更高，但是仍需要在溝通上下功夫，如果在工作之餘、或是喝咖啡休息時刻，能與外國同事多多溝通，必能增加工作成果。



# 實務練習

You are working for TOP Engineering Consultants, a large, multinational Company. As a senior manager in the PR Department, your responsibilities include Crisis and Reputation Management.

Right before the long-planned and long-anticipated completion of a new cable-stayed bridge, reports start emerging, spread by your competitors, of problems with the overrunning cost and poor quality, which make it potentially delayed. They go as far as fabricating a story in the media, describing how a bad design could lead trouble results, causing serious safety issues to the user.

The information causes a major disruption in the project progress and considerably damages the company's reputation.

As the officer in charge of communication on this issue, what will be your actions?



感謝您，請指教

wenjing@ceci.com.tw