



## 卓越顧客服務展覽

“法定語文事務署是做什麼工作的？”  
“你們的部門是不是剛成立的？”  
“你們會不會替市民翻譯文件？”

這些都是參觀卓越顧客服務展覽的市民最愛提出的問題。

展覽由公務員事務局主辦，於二零零二年二月一日至五日在中央圖書館展覽館舉行，目的是向市民介紹各政府部門的服務。

參展部門各出奇謀，或以鮮艷奪目的展板設計作招徠，或以各式各樣精緻的紀念品為“餌”，有些更以新穎的遊戲來吸引參觀者駐足觀看。

法定語文事務署以輕鬆的故事，配以生動的漫畫，概述為客戶提供的服務。不少市民看了我們的展板後，才知道我們肩負兩大任務：一方面為政府部門提供實際的語文服務，

例如翻譯施政報告等重要文件，以及在財富論壇會議等國際會議中擔任傳譯，另一方面，也是各政府部門的語文顧問。法定語文事務署的支援是全方位、多層次的。不論是即時的援助，例如為公務員解答遣詞用字的問題，或是較深化的服務，例如舉辦語文工作坊、編製公文寫作手冊和參考資料，都是因應各部門的工作需要而設的。市民了解我們的工作後，也明白到當其他部門在“前線”為市民服務之際，法定語文事務署的同事也在幕後默默耕耘，盡其職守。



法定語文事務署的參展攤位

除了以生動活潑的形式介紹本署的工作，我們也不讓其他部門專美，安排了“語文狀元紅”、“中文打字擂台”、“模擬傳譯”等知識與趣味兼備的遊戲，讓市民體會文字工作之樂。參加遊戲不但可以“測試”一下自己的語文水平，還有機會贏取別致實用的獎品呢！

## Exhibition on Customer Service Excellence

The Official Languages Agency (OLA) took part in this year's Exhibition on Customer Service Excellence held from 1 to 5 February 2002 at the Hong Kong Central Library. The exhibition provided a good opportunity for the OLA to introduce itself to the public, whom it serves, albeit in an indirect way, through providing translation and language services to government bureaux and departments.

In presenting itself to the community, the Agency adopted a two-pronged approach. First, we gave the public a glimpse of the contributions of the OLA. Large, eye-catching comic strips were pinned on the panels of the booth to illustrate examples of situations which call for our services.

Those services which are more noticeable include translation of important publications such as the



Secretary for the Civil Service Joseph W P Wong at the booth of OLA

Policy Address, and interpretation at meetings of the local councils as well as international conferences. The OLA also provides drafting services to government bureaux and departments. We strive to lift the language standard of civil servants

through seminars, enquiry hotlines and publications in the forms of newsletter, glossaries and writing guides.

The second approach was to give the community a taste of our work. Language games were devised to tempt the bold-spirited to have a go. Many of the players, be they old or young, aspiring linguists or the uninitiated, went away with the conviction that the OLA's work was both stimulating and challenging.

FAQs about the OLA have always been: “Who are you?” “What do you do?” “How are your services related to me?” Hopefully this opportunity allowed us to answer all these questions.