



# 找出事件真相 盡快盡力澄清

## 蕭澤頤：需要提高警務工作透明度

在本期《容來熙往》節目中，我們邀請到警務處處長蕭澤頤向我們介紹香港警察的一些警務工作以及其對如何改善警民關係的看法。

主持：Which you have said just now, there are lots of misunderstanding and some hatred against the police officers. And you have just said earlier on, some children who need to sign their parents' occupation, and they might not be willing to write down police as their occupation for the parents. It shows that there is some concern on this matter. Except that you have mentioned that there is a student attachment program in summer, and how will the PPRB or the Community Relations Officers be engaged more in the community, so that people have a good impression on the police on their work?

你剛才也提到，有很多關於警察的誤解和仇恨，還說到當有些孩子需要填寫父母的職業時，他們可能不願意寫出父母的職業是警察，這說明這個問題還是有些令人憂心。除了你提到的暑期學生實習計劃，警察公共關係科或是社區關係官員應該如何更多地參與到社區中去，讓人們對警察及其工作有一個良好的印象？

嘉賓：When you talk about some people still don't like police officers, if I'm asked why is that, I would say one of the major reasons is because of the fake news, fake reports. Over the past two years, there was so many fake news, fake reports trying to smear the police force. Apart from police force, of course, it also tried to smear the HK government. So what we need to do is to tackle the fake news, fake reports.

當你談到有些人仍然不喜歡警察，如果問我為什麼，我會說其中一個主要原因是假新聞、假報道。在過去的兩年裏，有太多的假新聞、假報道誣蔑警察部隊。當然，除了誣蔑警隊，他們也試圖抹黑香港政府，因此我們需要對抗這些假新聞、假報道。

As a matter of fact, we have been doing a lot,

in order to try to tackle this problem. First of all, it's about clarifying. Whenever there is any fake news, fake reports nowadays, the PPRB, they have been doing a very great job. We actually made a promise to ourselves. Whenever there is any fake news, fake reports, then we will, first of all, find out the facts, get the pulse and then clarify, make clarification within two hours.

事實上，我們一直在做很多事情以嘗試應對這個問題。首先，我們會努力澄清。每當有任何假新聞、假報道的時候，我們的公共關係科一直做得很好。我們對自己承諾，只要有任何假新聞、假報道，就會先找出事實真相，掌握實情，然後在兩小時內完成澄清。

And the other thing which I earlier mentioned about is enhancing transparency of our policing work. In fact, even some of the youngsters have suggested to me that we need to do more about this. Before the black turmoil, a lot of people wouldn't care, or they didn't know much about the policing work, but nowadays it's different. We need to do more.

還有一件事，我剛才也提到的，就是要提高我們警務工作的透明度。事實上，甚至一些年輕人也向我建議，我們需要在這方面做得更多。在黑暴之前，很多人都不關心，或者不甚了解警察的工作，但現在不同了，我們需要做得更多。

Another thing that we need to do is to continue to perform our daily duties in a professional manner, so as to let more people know what the police are doing. Our ultimate aim is to safeguard the security safeguard safety of the HK people. This is something that we need to do. We have been doing pretty well, and I can share some of the stories that I've received over the past few months.



◆蕭澤頤（右）認為只要在日常工作中專業地履行職責，就能改變那些有誤解的人。視頻截圖

當然，還有一件事需要我們做的，即繼續以專業的水準履行我們的日常職責，以便讓更多人知道警察在做什麼。我們的最終目的是要保障香港人的安全，這是我們要做的事情，而且一直以來也做得很好。我可以分享一些過去幾個月我聽到的故事。

I recall that there was a robbery case a few months ago. In fact, I received a letter of appreciation from a mother. The mother told me that there was a robbery case on one day, involving her 15-year-old girl, daughter. The robber was actually quite violent, so the girl was really frightened. I remember a few months ago, I received a letter of appreciation from a mother. The mother told me that there was a robbery case on one day, involving her 15-year-old girl, daughter. The robber was actually quite violent, so the girl was really frightened.

A report was made to the police and our officers went to deal with, to conduct the investigation on the girl. But when the mother went back home, saw our officers talking to the girl, she said she was very impressed, because our officers were not just thinking of conducting the investigation, but to

make very good efforts to try to calm down the girl and showed empathy on her.

警方接到報案後就開始去處理，當女孩的母親回到家時，看到我們的警員在與女孩交談，令她印象非常深刻。因為警員並沒有一心只想調查案件，而是努力先疏導她女兒，讓她平靜下來，並對她的遭遇表示同情。

And in fact, in that letter of appreciation, the mother actually said over the past two years, she had a bad impression on our police officers. But after this incident she has completely changed her impression on the police, so this is something that we need to do. As long as we perform our daily duties in a professional manner, we can change those who misunderstood us, I'm sure that we can do it.

在那封感謝信中這位母親寫道過去的兩年裏，她對警察有不好的印象，但這次事件後她完全改變了她的看法，這就是我們要做的事。只要我們在日常工作中專業地履行職責，我們就能改變那些對我們有誤解的人，我也相信我們可以做到這一點。

◆點新聞英文節目《Eye on U 容來熙往》，由立法會議員容海恩及梁熙主持，邀請香港社會各界包括政界、商界及專業人士，分享及討論社會熱話。

## 遇投訴別亂認 查清楚再回覆

### 英語筆欄

隔星期四見報

近日筆者在課堂中講解覆投訴信 (adjustment letter) 的寫作方法，學生以客戶角度分享說：最好解決投訴的方法就是「派錢」，即退款、提供現金優惠，以吸引對方繼續光顧。我不以為然。如果錯不在我，又或如果那是一個無理的投訴，我是否仍然要以這種方法息事寧人？如是者，我該有多少儲備？可能不消半年，我就因為賠償太多而倒閉了。

撰寫回覆投訴信，我們需要認真閱讀對方的信件，明白對方投訴的詳情，以及期望。之後，我們才需要想想一個問題：責任 (responsibility) 誰屬？如果經過調查 (investigation) 以後，責任在己，那就要看看可以如何改善 (improvement)，又或該如何賠償 (compensation)。如果錯在對方，我們就不應唯唯諾諾，又或苛斥對方，說到底我們都希望與客戶維持良好的關係 (good relationship)。

那麼，我應該在信中如何表達呢？以下是坊間建議的寫法中，我認為較有實用價值的例子，大家不妨參考一下：

#### 情景一：確認收到投訴

Thank you for your letter of XXXX (日期). We have received your letter dated XXXX (日期).

如果在此概括對方投訴事宜，可以加上 regarding / about，例如：

We have received your letter dated / Thank you for your letter of XXXX (日期) regarding / about XXXX (投訴事項) .

Thank you for your letter of 5 May 2022 regarding our quality of customer service.

#### 情景二：調查後發現錯不在我，表達歉意

We are sorry to hear your unpleasant experience, ...

We understand how frustrating it could be, ... 表達歉意後應即時指出錯不在己方，並指出痛處

but I am afraid that ... but I regret to inform you that ...

We understand how frustrating it could be, but I am afraid that you have ordered the item in the system wrongly according to our record.

#### 情景三：調查後發現錯在己方，表達歉意

We sincerely apologize for ... Please accept our apologize for ...

表達歉意後，即時說明問題所在

As a result of our investigation, we found that ... The problem was the result of ...

We sincerely apologize for the mistakes made by our company. The problem was the result of a typing error.

至於如何跟進，下回再解。

## 全熟牛扒 考起廚師

### 英該要知

隔星期四見報

程韻老師經常掛在嘴邊的一句說話：「只要你想得到，在香港就能吃得到！」

生活在香港這個美食天堂 (food paradise)，確實是一件十分幸福的事。世界各地的知名連鎖餐廳 (chain restaurants)，都會來到這彈丸之地，除了把佳餚 (cuisine) 帶進這個國際都會 (cosmopolitan) 外，也藉此擴闊業務版圖，在亞洲 (Asia) 爭取更豐厚的營業額。

#### 人手雕成洋葱花

今次，程老師就跟大家介紹去扒房 (Steakhouse) 吃飯時會見到的英文。挑選餐廳，首要找間水準有保證的 (guarantee)，然後就是點餐前開胃小吃 (appetizers)，即我們常說的前菜，常見的有炸蘑菇 (crispy fried mushrooms)、炸洋葱花球 (deep fried onion) 及牛油果蟹肉薄脆 (crab and avocado stack)，這三道可說是經典的招牌菜式 (signature dishes)。其中炸洋葱花球更是不少人熱愛的菜式，洋葱 (onion) 的花球形狀以人手雕成 (hand-carved)，炸至金黃色 (golden brown) 後，再配以餐廳的招牌辣醬 (signature spicy sauce)，實在讓人回味無窮。

如果不想前菜吃太多炸的油膩食物 (oily food)，前菜可選較清淡的冰桶甜蝦 (iced shrimps)、燒蝦凱撒沙律 (grilled shrimp Caesar salad)、藜麥雜菜沙律 (Quinoa and vegetable salad)，或程老師最喜愛的香芒燒雞肉沙律 (mango chicken salad)。啖啖的芒果肉 (mangoes) 與番茄 (tomatoes)、青瓜 (cucumbers)、雞蛋 (eggs)、燒雞肉片 (sliced grilled chicken) 和芝士 (cheese) 等混在一起，是道讓人精神為之一振的清新食物呢。

在介紹主菜 (main courses) 之前，不知各位牛扒愛

好者，在餐廳點牛扒 (steak) 時，又會點幾多成熟呢？一成 (rare)、三成 (medium rare)、五成 (medium)、七成 (medium well)，還是全熟 (well done) 呢？程老師比較害怕把血淋淋的生肉吃進肚子裏，所以基本上都是點全熟的。而我也經常跟朋友說笑，要把牛扒煮成全熟而不失美味，是很考廚師的烹飪技巧 (cooking skills) 的，更是可遇不可求的。

雖然餐廳的水準有保證，但全熟的牛扒，都確實頗「考起廚師」。在程老師最近的一次用餐體驗 (the recent dining experience)，同一塊牛扒竟需要重煮了兩次，才能煮至全熟，這也令我有少許失望 (disappointed / let me down)。可惜的是，味道依舊美味，並沒有過熱 (overcooked)。



◆牛扒是不少人最愛食物。資料圖片

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