



# 嘉獎・表揚

## 致一名警員的感謝信

Dear Sir / Madam

I arrived into Macau today Mar 30<sup>th</sup>, we were not sure what to do about visas at the airport, however we received excellent help from Jose, the police man on duty - full name Jose Lam (#151031). Jose led my wife through the whole process, and even walked her through immigration! She was delighted!

In the meantime, to my horror, I realised that I had lost my wallet! I told Jose, who organised to have the plane searched, while the search was ongoing, Jose remained with us to calm our nerves, it was extremely pleasant & kind. Jose made sure the search was done properly - twice in fact - and eventually the wallet was found!

Jose was clearly as happy as we were with the outcome, so there was no help. This has been by far the best help I have ever received from a person of authority, and I must say it has given us a great 1<sup>st</sup> impression of Macau.

I would suggest that Jose, given his good English, and great people skills, is a man who can do very well in your organisation. Once again Jose saved our holiday, and made our stay - thank you Jose!

Yours Sincerely, ~~Michael~~ Keary

譯本

親愛的警官：

本人於今天3月30日到達澳門。雖然我們不太清楚有關機場辦理簽證的手續，但當值警員 Jose — 全名為 Jose Lam (編號 151031) 很樂意協助我們。Jose 引領我的妻子完成整個過程，甚至陪同她一齊通過出入境手續，她十分開心！

期間，我驚恐地發現我遺失了銀包，並告知 Jose，他便安排對航機進行搜查。在搜查過程中，Jose 一路在旁邊陪伴著我們，以穩定我們的情緒，而他對我們的態度很好及友善。Jose 又確保搜查是全面地進行 — 其實進行了兩次 — 最終找回了銀包！

Jose 與我們都很開心，有賴他幫助我們。我從未遇過一位權力機關的人員能提供這麼熱心的協助，這次經歷讓我對澳門留下美好的第一印象。

我認為以 Jose 的英語能力及人際溝通的技巧，相信他在 貴局能有很優秀的工作表現。再一次感謝 Jose，他讓我節省了時間，我感到十分高興。

Keary 敬上