臺灣國際教育旅行聯盟 2.0 接待家庭手冊

Taiwan International Education Trips Association Host Family Handbook

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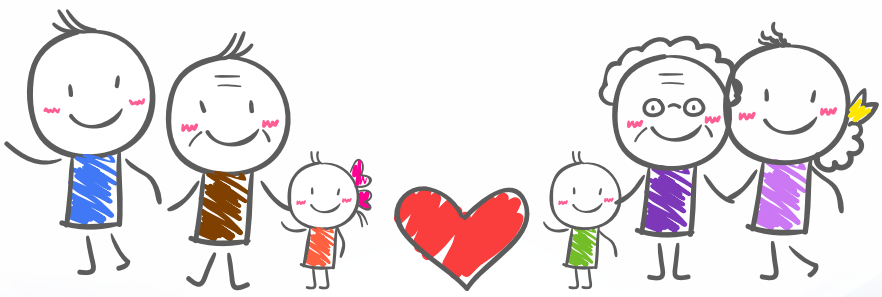


臺灣國際教育聯盟 2.0 接待家庭手冊

第一章　接待前的準備工作

1. 首先我們建議您接待之前您一定要詳讀這本手冊，或許花一個晚上的時間，和您全家人一起研讀這本手冊，以便協助準備您的家人也能準備好接待的工作。尤其是這本手冊中所談到的態度和認知。
2. 我們建議您和家人一起討論和接待學生所要做的一切活動，讓您的家人也能參與準備工作。把這項接待的活動視為一項家庭活動。
3. 您和家人須認知這是一項義務的工作，接待期間生活作息的調整或造成之不便，應盡量配合。
4. 溫習培訓課程中的講義，善加利用。
5. 對您所要接待的國際學生的國情和文化先做功課，藉此機會和家人一起學習該國的文化與風俗民情。這會幫助您和您的家人在面對所接待的國際學生時，能更快了解許多問題的癥結（文化思想差異、飲食習慣差異），進而能以更寬容的心去接納。
6. 準備好接待的環境和物品。給予適當的空間，如衣櫃的空間、浴室內個人物品放置的空間、髒衣服的存放空間、皮箱的存放空間等；再者，例如歐美浴室都採乾溼分離，浴巾也多習慣用大浴巾和洗毛巾兩種等。建議您可由家中一員來打包 2 － 3 星期旅行的物品後，再實際模擬搬進房間後所需要的空間以及準備的物品。
7. 從接待學校拿到國際學生在臺期間的行程表，清楚了解國際學生和接待家庭相處的時間。
8. 準備一份接待家庭的家用電話，每個成員的聯絡方式及接待家庭的地址（地圖）等資料，以便國際學生隨身攜帶。
9. 建議您使用本手冊之接待準備檢查表，做好接待前的準備工作。

第二章　接待期間的注意事項與職責

國際學生在接待期間的所有經歷，都將會影響他對臺灣的觀感與印象，我們也應藉此機會，幫助他能充分的體驗學習灣文化。本手冊針對接待活動中幾個方面常見的問題和狀況提出建議，未詳盡之處，可多請教有經驗之接待家庭或自行搜尋相關國情增進了解。

居住環境

1. 接待家庭應提供國際學生單獨的客房或個人的床鋪，並提供寢具及衣櫃與置物櫃空間等。
2. 居家環境應保持乾淨，避免蚊蠅孳生，造成傳染病感染。
3. 如接待時間為夏天，應視需要提供冷氣空調，冬季則應提供適當被褥保暖或暖氣設備等。
4. 如國際學生有需要清洗衣物，接待家庭應提供洗衣機並指導他們使用。
5. 一般歐美國家的浴室多採乾濕分離，臺灣則多半沒有這樣的習慣，接待家庭需要解說浴室的使用方法，避免意外發生和不必要的困擾。
6. 接待家庭應尊重國際學生的隱私權，進入學生房間前應先敲門，如接待女學生更應注意這方面的禮節，以避免誤會發生，造成雙方的困擾。
7. 國際學生如有需要撥打國際電話，接待家庭可協助其購買國際電話卡並協助撥打，或請國際學生要求其父母從國外撥到住所，避免負擔其國際電話費用。
8. 如家中有電腦與網路設備，應先與國際學生溝通使用規範。
9. 貴重物品應妥善保存，避免遺失或造成不必要的誤會，也應同時提醒國際學生如此做。

飲食方面

1. 接待家庭經常會擔心國際學生的飲食習慣，其實伙食並不需做特別的改變，只要依照家庭平常的飲食習慣準備多一人份即可，如能力許可，也可偶爾穿插幾次國際學生家鄉的料理，以紓解國際學生思鄉之情。
2. 即使國際學生無法立刻習慣中式料理，也不需過度擔心，可準備一些麵包、吐司和果醬類的食品，讓國際學生自行在飯後食用。但須特別注意，大部分的歐美國家人士是不吃動物內臟的。
3. 遇到國際學生因宗教、個人飲食習慣或偏好而出現拒食行為時，無須強制他改變，讓學生自己選東西吃。
4. 部分國家的水質往往比臺灣好，國際學生通常會直接飲用自來水，接待家庭應告知國際學生臺灣的飲水及飲食習慣，避免造成學生胃腸問題。

5. 切勿因為表示好客，強行將食物放進國際學生的碗裡，以免造成尷尬。

語言溝通

1. 進行接待活動之前，接待家庭應先對語言溝通方面的問題做好心理準備。多數國際學生不懂或不熟悉臺灣的語言。因此國際學生能否克服語言方面的問題，跟他們能否適應新環境息息相關。

2. 接待家庭的主要功用之一，正是協助國際學生克服語言溝通上的困難。利用國際學生與接待家庭成員相處的時間，將本國的語言融入生活中，讓國際學生可以輕鬆的態度在日常生活中練習中文，然而接待家庭無須將語言的教學視為本身的責任，或抱持太多得失心，而對你的家庭或國際學生造成壓力。

3. 如果本國語言或國際學生的母語都無法達到溝通與了解的目的，可請對國際學生母語相當流利的人，例如接待學校的老師或其同鄉幫忙協助溝通。千萬不要覺得不好意思求助，相反的，國際學生會因此覺得倍感親切，因為他們也希望能被了解。

4. 當國際學生嘗試練習您的語言時，不要因為他的發音或錯字而笑他，有時您雖然無心取笑對方，但會造成誤以為您在嘲笑，進而不願意繼續嘗試，也破壞您們之間的情誼。

5. 接待活動是接待家庭實際運用外語的絕佳時候，但不宜將對方當做演練對象，要注意對方的反應和精神狀況，要適時給對方休息的時間。

交通方面

1. 接待之前應和接待學校聯繫，了解國際學生在臺期間的交通工具或上下學的接送方式，如接待家庭無法接送，應事先告知接待學校。

2. 如您臨時無法接送國際學生上學或外出，請聯絡學校或請親朋好友協助接送，或視國際學生能力，協助搭乘大眾交通工具。

3. 請事先替國際學生準備中英文備忘錄（含聯絡人姓名、緊急聯絡電話、目的地等），以協助國際學生能依此順利抵達目的地。

4. 勿讓未成年的國際學生私自駕駛汽、機車等交通工具。即使該國際學生擁有國（外）際駕照，但依照本國法律規定，未滿 18 歲者仍然禁止駕駛汽車、機車

照片出處：簡子芽分享的研習資料

作息時間

1. 家庭不須特別為國際學生而大幅改變您家庭的生活作息，基本上國際學生應配合您家庭的作息時間，學習適應臺灣的家庭生活型態，進而對臺灣的生活有更多的認識。
2. 接待家庭應密切與接待學校配合，了解接待學校所安排的行程。但家中增加了一位或兩位成員也多少曾到您的家庭作息有不同程度的影響，些許的調整以順應人口的增加是不可避免的，接待家庭應保持彈性，但無須大幅改變。
3. 無須太過緊張國際學生的安全或怕照顧不周而時刻形影不離，這樣的做法是沒有必要的，接待家庭應適當的給予孩子獨處的時間，切忌緊迫盯人。
4. 如接待的國際學生屬未成年的青少年（未滿 18 歲），應明訂其門禁的時間，即使是成年學生也不應任其徹夜不歸，如有規勸不聽，應立即通知接待學校，並由接待學校會同國際學生的帶隊師長處理。

疾病處理

1. 國際學生可能會因氣候，食物或環境的不同而受到不同程度的影響，這些影響很容易反映在身體狀況上，接待家庭應細心觀察國際學生的生理與心理變化，適時給予協助。
2. 如罹患疾病，但沒有立即生命危險，接待家庭應通知接待學校，並由接待學校通知國際學生的帶隊師長會同討論是否應將國際學生送醫處理。帶隊老師通常會攜帶該國家慣用的一些藥物。
3. 記住，千萬不可私下建議國際學生服用成藥，以免造成更大的問題。
4. 如屬急症，應立即送醫並同時通知接待學校會同國際學生的帶隊師長處理。

禁止事項

1. 國際學生應避免以下的行為，如經規勸仍不見改善，接待家庭應立刻，獲通知接待學校，由接待學校會同國際學生的帶隊師長視情況因應處理。
2. 未成年國際學生不應任其駕駛汽車、摩托車、船舶、飛機等，即使是已成年且擁有國際駕照的學生，在不熟悉臺灣的交通法規及交通狀況的情形下，也不宜任其駕駛汽車、摩托車、船舶、飛機等，以避免意外事故發生，造成生命安全及責任歸屬的困擾及醫療費用上的不必要糾紛。
3. 未成年青少年禁止抽菸、飲酒，即使是成年學生也不宜任其飲用過量酒精飲料，以免造成不必要事端。
4. 未成年青少年應避免其談戀愛，且應禁止性行為，以免觸犯本國法律，即使是已成年國際學生也不應鼓勵其在短期居留期間談戀愛，以避免不必要的感情糾紛。
5. 嚴禁國際學生從事違法行為，絕對禁止使用毒品，與出入不正當場所。

緊急狀況處理

1. 因為國際學生對本國環境不甚了解，所以無論任何意外。無論任何意外情形發生，都應立即通知接待學校會同國際學生的帶隊師長處理，如事涉緊急，接待家庭應先行將學生送醫，並同時通知接待學校處理後續事宜。

2. 請務必告知國際學生，當發生地震、火災、水災、颱風等緊急災害發生時的應變方法及避難場所。

3. 同時務必要教導國際學生使用家中器材，如熱水器、瓦斯爐、電器用品等的安全方法，避免人為意外的發生，如果仍然無法避免意外發生，則應依照緊急事故的處理原則，先將國際學生送醫，同時通知接待學校會同國際學生的帶隊師長處理。

4. 提醒國際學生外出時隨身攜帶緊急連絡處所（接待家庭、學校）等資料，以便在外遇到緊急事故時可以連絡使用。

相關法律常識

接待家庭應對臺灣的一些相關法律有基本的認識，例如傷害或性騷擾事件發生時，臺灣的法律如何判決刑責問題。對於臺灣法律的認識，也可以確保當違反臺灣法律的事件發生時，接待家庭能作適當處理，同時也可避免這類事件發生，或事前採取預防措施。

以下為接待家庭與國際學生有可能面臨的幾項相關條款，提供參考：

1. 性騷擾防治法第一章第二條：

本法所稱性騷擾，係指性侵害犯罪以外，對他人實施違反其意願而與性或性別有關之行為，且有下列情形之一者：

(1) 以該他人順服或拒絕該行為，作為其獲得、喪失或減損與工作、教育、訓練、服務、計畫、活動有關權益之條件。

(2) 以展示或播送文字、圖畫、聲音、影像或其他物品之方式，或以歧視、侮辱之言行，或以他法，而有損害他人人格尊嚴，或造成使人心生畏怖、感受敵意或冒犯之情境，或不當影響其工作、教育、訓練、服務、計畫、活動或正常生活之進行。

2. 性騷擾防治法第二章第九條：「故意或過失者之損害賠償責任）

對他人為性騷擾者，負損害賠償責任。前項情形，雖非財產上之損害，亦得請求賠償相當之金額，其名譽被侵害者，並得請求回復名譽之適當處分。

3. 性騷擾防治法第四章第十六條：（申請調解）

性騷擾事件雙方當事人得以書面或言詞向直轄市、縣（市）主管機關申請調解；其以言詞申請者，應製作筆錄。

4. 性騷擾防治法第二十五條：罰則）意圖性騷擾，乘人不及抗拒而為親吻、擁抱或觸摸其臀部、胸部或其他身體隱私處之行為者，處二年以下有期徒刑、拘役或科或併科新臺幣十萬元以下罰金。前項之罪，須告訴乃論。

5. 兒童及少年保護法（註：現已改成兒童及少年福利與權益保障法）之相關條文：

本法所稱兒童及少年，指未滿十八歲之人；所稱兒童，指未滿十二歲之人；所稱少年，指十二歲以上未滿十八歲之人。兒童及少年不得為下列行為：

(1) 吸菸、飲酒、嚼檳榔。

(2) 施用毒品、非法施用管制藥品或其他有害身心健康之物質。

(3) 觀看、閱覽、收聽或使用足以妨害其身心健康之暴力、色情、猥褻、賭博之出版品、圖畫、錄影帶、錄音帶、影片、光碟、磁片、電子訊號、遊戲軟體、網際網路或其他物品。

(4) 在道路上競駛、競技或以蛇行等危險方式駕車或參與其行為。

(5) 父母、監護人或其他實際照顧兒童及少年之人，應禁止兒童及少年為前項各款行為。

(6) 任何人均不得供應第一項之物質、物品予兒童及少年。

(7) 出版品、電腦軟體、電腦網路應予分級；其他有害兒童及少年身心健康之物品經目的事業主管機關認定應予分級者，亦同。

(8) 前項物品列為限制級者，禁止對兒童及少年為租售、散布、播送或公然陳列。

(9) 第一項物品之分級辦法，由目的事業主管機關定之。

(10) 兒童及少年不得出入酒家、特種咖啡茶室、限制級電子遊戲場及其他涉及賭博、色情、暴力等經主管機關認定足以危害其身心健康之場所。

(11) 父母、監護人或其他實際照顧兒童及少年之人，應禁止兒童及少年出入前項場所。

(12) 第十項場所之負責人及從業人員應拒絕兒童及少年進入。

常見問題

1. 思鄉問題

短期國際學生初抵異國大抵還不會有這個問題，然因個性不同，新鮮感逐漸褪去後，可能就會因突然感受到離故鄉及故鄉的家人和朋友，而患上思鄉病，尤其是飲食、生活習慣或語言的不適應常會導致患上思鄉病，一旦患上思鄉病，常會急於想要回家，此時接待家庭需要更耐心的對待鬱鬱寡歡的國際學生，如情形無法改善， 應立即尋求接待學校和隨隊老師的協助。

有些人情況比較嚴重，尤其是多愁善感的人。如果能找到一同樣母語的人來跟他聊聊天會有一些幫助，或是幫他安排一些他比較有興趣的活動，讓他分散注意力，比如說球類運動或短途旅行等。

2. 歸國前的行李寄送問題

在接近回國的時候，行李若增加以致超過個人行李負載量，請與學校連絡，接待家庭沒有義務協助處理多餘或超重的行李。其寄送費用當然是由國際學生本人負擔。

3. 住宿與伙食費用問題

接待活動屬義務服務性質，接待家庭應已考量其家庭經濟與意願而同意打開家門接待遠方來的國際學生，並提供國際學生住宿及負擔其在您家中的伙食開銷，不得再另行向國際學生收費。

4. 國際學生花費問題

接待家庭不需一直買禮物給國際學生，造成不必要的花費和困擾，除了食宿以外，其餘花費應讓國際學生自行處理。千萬不要和國際學生有任何借貸行為。

第三章　相關附件

附錄一：接待準備檢查表

事前準備

☐ 國際學生個人與其家庭資料（姓名、飲食習慣、健康狀況、興趣嗜好、國外連絡通訊）

☐ 聯絡卡（接待父母姓名、聯絡電話、地址、居家附近簡易地圖、警消緊急報案電話、學校緊急連絡電話）

☐ 認識接待家庭（家庭成員姓名、稱呼、簡單介紹、家庭成員興趣與嗜好、平時與假日作息時間與習慣）

☐ 附近環境介紹與交通地圖

居住環境

☐ 房間（被褥、浴巾、行李箱、衣物置物空間、可否自行改變房間擺設、張貼海報、相片？）

☐ 浴廁使用（需自備牙膏、沐浴乳、洗髮乳嗎？盥洗用具放置位置、淋浴時間、浴廁的清潔保養）

☐ 洗衣（髒衣物放置處、洗衣機使用方法、晾衣處、洗衣時間）

☐ 燙衣服（可以借用熨斗、燙衣臺嗎？）

☐ 電話（市話、長途與國際電話）、網路的使用規定

☐ 居家禮儀（見面打招呼，使用家中物品先行問過）

飲食習慣

☐ 用餐（餐桌座位、用餐時間、用餐習慣或規定、家居餐飲介紹、廚房器材使用方法、用餐時的工作分配、廚餘、回收資源和垃圾處理方法）

附錄二：第一天問題集

通常，在抵達每個接待家庭的第一晚詢問接待家庭您覺得最重要的問題，在之後的幾天將其他問題詢問完畢。記住！有疑問時要問清楚，和接待家庭及輔導顧問相處時，必須保持坦率與誠實、良好的溝通是交換計劃成功的關鍵。

1. 我應該如何稱呼您們？
2. 您希望我做到下列哪點？每天整理床鋪？每天保持房間整？衛浴設備每次使用後都清洗？
3. 髒衣服應該如何處理？
4. 在每次洗衣日之前，我應該將髒衣服放在何處？
5. 外衣及內褲是否要自己清洗？
6. 可以自己燙衣服嗎？
7. 是否可以隨時使用熨斗、洗衣機、縫紉機？
8. 是否有固定的淋浴／泡澡時間？
9. 盥洗用具應該放在何處？
10. 是否可以使用浴室中的用品？例如牙膏、肥皂等？需要自行購買嗎？
11. 何時用餐？
12. 用餐時間，我需要幫什麼嗎？預備餐桌？清理餐桌？洗碗？倒剩菜？倒垃圾？
13. 是否可以自行取用食物、飲料？
14. 是否有絕對不能去的私人空間？（例如主臥室或書房…）
15. 我可以在房間內擺設圖畫、海報嗎？
16. 床位可以重新調整嗎？
17. 可以抽煙或喝酒嗎？

18 我可以將我的大皮箱擺在哪裏？

19. 請問平時與假日的起床時間？
20. 請問平時與假日的就寢時間？
21. 請問夜間外出是否有應注意的事項或規則？幾點前要回到家裡？
22. 是否可以與朋友在外過夜或是邀請朋友來家裡過夜？
23. 用電話時是否要先徵求同意？
24. 朋友可以來電嗎？

25. 可以打電話給朋友嗎？
26. 可以打長途電話嗎？
27. 打電話的費用如何計算？
28. 信件應該如何郵寄？信地址可以寫這裡嗎？
29. 接待家庭爸媽是否對下列事情反感？嚼口香糖？用餐時戴帽子？聽熱門音樂？抽菸？
30. 接待家庭的兄弟姊妹有什麼令他們感到反感的事情？
31. 接待家庭的成員的生日是什麼時候？
32. 如何外出：到學校？社區內？到市中心
33. 我可以隨時使用電視、錄放影機嗎？
34. 參與宗教活動時，有沒有需要注意的事項？
35. 倘若外出遲歸超過三十分鐘，我是否需要打電話回家？
36. 與接待家庭一同外出時，是否需要自負擔餐費或門票？
37. 我是否需要自己準備學校午餐？
38. 是否有支付我通學的交通費？
39. 需要出席的例會嗎？如果需要，我應該如何前往？
40. 在家是否需要幫忙除草、打掃家裡或照顧小孩？
41. 若家中佣人，如何與佣人溝、互動較為合適呢？
42. 您是否還有其他細節希望我知道的呢？
43. 我可以讓我的朋友留下過夜嗎？
44. 我可以白天邀請我的朋友來嗎？放學之後呢？家裡沒有其他人的時後呢？
45. 如果房間里有電腦，對於使用網路和 email 有什麼規定嗎？有一些時間限制或者期間限制可以使用和禁止使用的嗎？如果您沒有網路，您能告訴我在哪裡我可以找到網路以便和我的家人和朋友聯聚？

附錄三：常用之國際禮儀－基本原則篇

「國際禮儀」係指通行於現代西方文明社會社交行為規則。在此較具爭議之處是「西方」兩字，因為廿世紀是西方文化強勢主導的世紀，社會與社會之間、人與人之間社交的行為規則若發生衝突時，應應適用於西方文明社會之社交規則。中國雖然號稱「禮儀之邦」，但在國際舞台上與他國交往仍應遵循西方之社交禮儀規則。

禮儀是建立在一種共識上，即彼此應相互尊重對方的權益，也就是中國人所謂的「敬人者，人恆敬之；愛人者，人恆愛之。」

社交禮節要規範的權益有四：生命權、人格權、自由權、隱私權。且外國人交往時，若言談舉止侵犯或違背了此四項權益，那就是失禮了！心理曾就人類潛意識所關心的需求作過研究，人類潛意識有二大基本需求；生命永恆的延續、自身權利無窮的擴大、心靈的自由自在。此三項需求與社交禮節規範的四項權益不謀而合。以下逐項說明：

一、生命權

生命權與安全、健康、時間三項有關。

（一）安全：

1. 國際禮儀中最基本的規則是右尊左卑』，在日常生活中最常用到，此一由來與人類武器的發明有關。

   十七八世紀以前，人類使用的武器為刀劍，據人類學統計，使用右手與左手的比例為八比一，刀劍一般佩掛於左邊，若從後方刺殺對方較易得逞，刺殺的順序係自右而左，就如打網球之正手拍較順手有力，先刺右者，讓他一刀斃命，再刺左者，因此當時學者走左邊，卑者走右邊。尊者不許卑者立於其左側，以免有礙其出刀。

   十七八世紀以後，槍械的發明使得社交行為規則有了改變。當拿起槍枝瞄準時，從左至右掃射較順手，扣下板機後，先射左者，右者聽到槍聲立刻下，還可僥倖逃過一劫。因此，當屬下與長官同行時，長官走右邊，屬下走左邊。主人與客人同行時，客人走右邊，主人走左邊。（若在車輛靠左行駛的國家，車上座次究竟以左或右座為尊，宜先請教當地的習慣。）

2. 上下樓梯則與步行平路不同。上樓梯時，地位高、女士或老人家在前先上；下樓梯時正好相反，地位高、女士或老人家在後跟下。如此安排的考量是，預防他們不慎後仰或踩空時，下方仍有人可為其擋護。

3. 搭飛機時，地位高者後上先下，地位低者先上後下，原因是飛機為變動不居的飛行體，屬危險地帶，因此地位高者在飛機上停留時間宜較其他地位低者稍短些。

4. 宴客時，安排座位的基本原則是：主人的座位是背對門的位置，主客座位應是面對

門的位置，其目的是讓主客能充分掌握門口的動態，也是基於安全的考量。

5.「試酒是義務而非權利』，也就是說，宴客時，主人請客人吃飯前酒或餐桌上用酒，服務生將打開的酒送到主人面前，讓主人試酒，原因就是客人放心酒內沒有下毒」。酒會時碰杯之目的是故意讓自己酒杯內的酒液因碰杯而濺入主人酒杯後互混，以預防主人預先在酒液下毒。

（二）健康：

1. 喝酒：“乾杯”是受儒家思想影響深遠的東方國家在餐會上一種表示敬意的方式。但在西方的社交行為規則並無乾杯的規定，因酒喝多了不僅會傷身，也會亂性。當您與外國人喝酒時，千萬不要乾杯，也不可強迫對方喝酒，即使對方用果汁或水杯向您致敬，也要欣然接受。

2. 抽煙：社交禮節中規定，用餐過程中是不允許抽煙，若要抽煙應在上紅茶時或咖啡時，點煙之前，應向左右座的客人先作禮貌還有一點需注意的是，若您只是掏出香菸並彈出半截詢問左右的客人是否要抽，而對方表示不抽，您就逕自抽起煙來，這仍是違反禮節的，因為你並未明確確地詢問對方是否同意您抽煙。

（三）時間：

1. 約會要守時：遲到會讓等您的人把他寶貴的生命浪費在無謂的等待上，是不禮貌且不尊重對方的行為表現。禮節上規定，遲到必須說「抱歉」，而且還要說明遲到的原因，即使是善意的謊言也是可以被接受。

2. 不可插隊：插隊，是延後別人被服務的時間，也是導致對方把他寶貴的生命浪費在無謂的排隊上，虛擲人家的生命。

二、人格位權

人是講究倫理的政治動物，人一生拚命努力的目的無非是希望能提高自身的社會地位，使自己的社會人格被肯定。

（一）社交人格位權高低之決定因素有以下五點：

1. 職位：這是首要考慮的因素，職位高者高於職位低者。

2. 年齡：年長者高於年輕者。

3. 婚姻：已婚者高於未婚者。

4. 性別：女士高於男士。（在此有一點需特別提醒的是，此因素已排在社交人格權之第四順位，必需在前三項因素已考量後才考慮此一因素。）

5. 主客關係：客方高於主方，舉例來說，如在宴客時，應將客方排為尊位，主方則應

儘量往後排。客方中與主人有特殊關係者，亦可給予上座待遇。

（二）社交人格尊卑之呈現方式有以下六個指標：

1. 以右為尊。
2. 以中央為尊：當三人並行或三張桌子平排時，以中央為尊位。
3. 以前面為尊：典禮中觀禮、看表演、聽演講時，社交人格權愈高者，其座位則排在愈前面。
4. 以內為尊：愈靠內者位階愈高，愈靠外者位階愈低。
5. 以接近主人為尊。
6. 以舒適為尊。

（三）社交場合中做介紹：

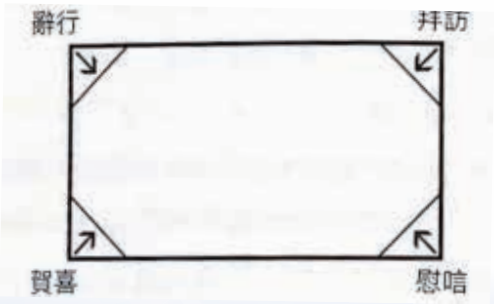
1. 應將地位低者介紹給地位高者，年輕者介紹給年長者，男士介紹給女士，未婚者介紹給已婚者，個人介紹給團體。
2. 做介紹之基本原則是：「位階高者有先被唱名的權利」，例如為張協理及王經理做介紹時應說：『張協理，這位是王經理。』
3. 為人介紹時應稱呼姓氏加上頭銜，若只稱呼『×先生』是不禮貌的。因為頭銜為社會地位與身分的象徵。若已在其本業達到登峰造極的地位時，則其所獲頭銜將跟隨著他一輩子，如教授、將軍、大使……等。
4. 社交場合中交換名片應注意以下幾點：

(1) 因名片已被人格化，名片代表著個人，所以，遞給人的名片應為平整清潔的，而不是有皺摺或髒污的。同理，接受他人的名片，看過後應立收妥，不可任意擱置或摺損。

(2) 社交場合中，通常是經過一番交談，如認為有需要作進一步聯絡時，才交換名片，以免收名片者收了一堆名片，而事後又記不起是何許人了！

(3) 拜訪他人未遇時，如欲留下摺角的名片，其四角各自代表的意義如下：

- 摺右上角：表示親自拜訪。
- 摺左上角：表示向對方辭行。
- 摺右下角：表示受訪者家中有不幸事件發生，親自前來致慰。
- 摺左下角：表示親自前來恭喜對方。



三、自由權

（一）人有免於恐懼的自由：

1. 與人站立交談時，應保持一個手臂的距離。太遠會有疏離感，太近則會給對方壓力，此一距離係為預防萬一一言不合時，不被對方拳頭打到。
2. 談話時，雙手不可插在口袋內，因為會使對方擔心您是否在口袋中暗藏武器。同理，吃西餐時，英國或法國人的禮節亦規定應將一隻手放在桌上。
3. 行進間不可在背後喊叫他人姓名，如此會使被喊叫者心跳加速，深恐是否發生什麼事。
4. 用餐時，應手持刀叉，專心用餐，儘量少作交談，若要與人談話，請先放刀叉或將持刀叉的手放低。
5. 用餐中若需使用調味料，應請靠近的人代為傳遞，千萬不可貿然伸手拿取。
6. 搭電梯時，若控制鍵前已有站人，應先告知對方自己要到的樓層，若對方未代為服務，方可自行按鍵。進入電梯後，確定樓層鍵已按妥，即應轉身面向電梯門。電梯內不得抽煙，少交談。
7. 女士參加夜間應酬時不可戴帽子。因為自暗處往明處走，易讓人有恐怖的聯想。若天氣寒冷戴著帽子，在進入社交場合或下車前即應摘下帽子。

（二）人有免於性騷擾的自由：

性騷擾因每個民族的尺度不同，成案情形不多，其灰色地帶亦較廣。但社交禮儀中仍對其有所規範，有以下三種型態：

1. 肢體騷擾：

(1) 女士在用餐後不可在餐桌上補口紅。

(2) 用自助餐等場合，如香蕉等食物不可剝了直接就吃，應將皮用刀劃開或用手剝開後，放在盤子上用刀叉，切一塊吃一塊。

(3) 禮節上規定，在合理的情況下，公共場合中，人的身體只有以下四個部位是可被碰觸的：臉、上手臂外側、背部中央、手掌。另外，在跳舞或緊急情況下才可碰觸的部位是肩膀及腰部。除此之外，其他部位均不可碰觸。

照片出處：徐英雄分享的研習資料

(4) 臉貼臉是西方的社交禮儀，先點右臉，再貼左的站右臉，再貼左臉，次數不限。在此特別提醒一點！即使對方是個大鬍子，也不可拒絕，因這是損及對方尊嚴。

(5) 握手的禮節有以下幾點：

①在介紹場合中，職位高者先伸手，職位低者才可伸手。

②無論性別，均應握全掌，只是輕重有別，男士可稍施壓力，女士則輕握即可。

③可上下輕微晃動。握手時間不可太久，約為寒喧話語講完，切忌緊抓著不放。

④除握手外，另有三個動作應特別注意：

- 自視對方：這是尊重對方及誠懇的表現。
- 面露微笑。
- 口中唸唸有詞，例如您好、久仰久仰、幸會幸會等。

2. 口語騷擾：男女同在的場合，不可講黃色笑話或談論有關性的話題。

3. 穿著騷擾：

(1) 女士穿著無袖上衣時，應將腋毛清除乾淨。禮節上只規定女性，關於這點經研究後，得到的結論是，因為男女體力上無法對等，所以弱者不要向強者挑逗。

(2) 男士穿長褲時不可露出腿毛，若襪子已彈性疲乏，請勿再穿，以免坐下時，褲管上提，腿毛就露出來了。

(3) 男士領帶長度以下不超過皮帶扣為原則，但也不可太短，讓人誤認為是兒童的口布。

四、隱私權

（一）過去中國社會，碰面時常會問對方「上那兒去？」、「吃飽沒？」等問候語，在社交場合，這些問候語是不合宜的。因為在社交場合中，常是泛泛的談話，舉凡政治、宗教等話題，皆不適宜談論。對方的職業、收入、婚姻、子女人數、身上所帶首飾價值等問題亦不可詢問。

（二）進門前應先敲門，待得到許可時才可進入，切勿敲門後即擅自進入，以免對方準備不及而造成尷尬。

（三）不可隨意翻動別人桌上或抽屜的東西。

（四）收到請柬，請勿四處嚷嚷，以避免不必要的誤會，因為考量主人並非請所有人。同理，代接他人電話時（尤其是秘書代接主管電話時），只需答覆對方不在，不宜將其去處全盤供出。

以上四種權益，如同四把尺。與人交往時，應時時以不侵犯他人上述四項權益作為準繩。

「Taiwan International Education Trips Association Host Family Handbook」

「Chapter 1 Pre-reception preparation」

1. First of all, we recommend that you read this handbook thoroughly before your reception, or perhaps spend an evening with your entire family, to help prepare your family for the reception as well. In particular, the attitudes and perceptions discussed in this brochure are important.
2. We recommend that you and your family discuss all the activities involved in hosting a student so that your family can be involved in the preparation. Think of this reception as a family event.
3. You and your family should be aware that this is a volunteer job and that you should cooperate as much as possible with any adjustments or inconveniences caused during the reception.
4. Review the lectures in the training course and make good use of them.
5. Do your homework on the country and culture of the international student you will be hosting. Take this opportunity to learn about the culture and customs of the country with your family. This will help you and your family to quickly understand the crux of many problems (cultural and ideological differences, dietary habits differences) when dealing with the international students you receive, so as to be more tolerant to them.
6. Prepare the environment and items for the reception. Give appropriate space, such as closet space, space for personal belongings in the bathroom, storage space for dirty clothes, storage space for suitcases, etc. Also, for example, in European and American bathrooms, European and American bathrooms are dry and wet separation, Bath towels are also used to use large bath towels and face towels. It is recommended that you have a member of your family pack your belongings for a 2-3 weeks trip and then simulate the space needed and the items to be prepared after moving into the room.
7. Get an itinerary from your host school for the duration of your international student's stay in Taiwan, so that you know exactly when your international student and host family will be spending time together.
8. Prepare a copy of the host family's home phone number, contact information for each member, and the host family's address (map) for international students to carry with them.
9. We recommend that you use the Reception Preparation Checklist in this handbook to prepare for your reception.

Chapter 2 Notes and Responsibilities during Reception

The experiences of international students during their stay in Taiwan will affect their perceptions and impressions of the country, and we should take this opportunity to help them fully experience the culture of Taiwan. This handbook provides advice on several common problems and situations that arise during hospitality activities; if there is anything not covered in this handbook, please consult with experienced host families or search the Internet to learn more about the country.

Living Environment

1. Host families should provide individual rooms or beds for international students, and provide bedding, closet and locker space, etc.
2. The living environment should be kept clean to avoid the breeding of flies and mosquitoes, which may cause infections.
3. If the reception is in summer, air conditioning should be provided as required, while in winter, adequate bedding and heating should be provided.
4. If international students need to wash their clothes, the host family should provide a washing machine and instruct them to use it.
5. In general, most bathrooms in Europe and the United States use wet and dry separation, but most of them in Taiwan do not have such a habit. The host family needs to explain how to use the bathroom to avoid accidents and unnecessary disturbances.
6. Host families should respect the privacy of international students and knock on the door before entering the student's room, and pay attention to the etiquette in this regard if they are hosting female students to avoid misunderstandings that may cause distress to both parties.
7. If an international student needs to make an international call, the host family can help him/her purchase an international calling card and help him/her make the call, or ask the international student to ask his/her parents to call from abroad to his/her home to avoid paying for the international call.
8. If you have a computer or internet device at home, you should communicate with your international student about the rules of use.
9. Valuable items should be kept in a safe place to avoid loss or unnecessary misunderstanding, and international students should be reminded to do the same.

Dietary

1. Host families often worry about the eating habits of international students. In fact, there is no need to make special changes to the food, as long as one more person is prepared

according to the family's usual eating habits. If you are able to, you can occasionally include a few meals from your international student's home country to ease their homesickness.

2. Even if international students are not immediately used to Chinese food, there is no need to worry too much, you can prepare some bread, toast and jam for international students to eat after their meals. However, it is important to note that most people in Europe and America do not eat animal offal.
3. If an international student refuses to eat due to religion, personal eating habits or preferences, there is no need to force him/her to change, but let him/her choose his/her own food.
4. The water quality in some countries is often better than that in Taiwan, and international students usually drink tap water directly. Host families should inform international students of the drinking and eating habits in Taiwan to avoid causing gastrointestinal problems.
5. Do not force food into the bowls of international students as a gesture of hospitality, as this may cause embarrassment.

Language Communication

1. Host families should be prepared for language communication problems before hosting an event. Most international students do not understand or are not familiar with the Taiwanese language. Therefore, the ability of international students to overcome language problems is crucial to their ability to adapt to their new environment.
2. One of the main functions of the host family is to help international students overcome their language difficulties. Use the time international students spend with host family members to integrate their own language into their lives, so that international students can practice Chinese in daily life with a relaxed attitude. However, host families do not need to see language teaching as their own responsibility, or have too much of a sense of loss or gain to put pressure on your family or international student.
3. If the purpose of communication and understanding cannot be achieved in the native language or the mother tongue of the international student, you can ask someone who is fluent in the native language of the international student, such as the teacher of the host school or his/her hometown to help communicate. Don't be afraid to ask for help. On the contrary, international students will feel at home because they want to be understood.
4. When an international student tries to practice your language, don't laugh at his or her pronunciation or mispronunciation - sometimes you don't mean to make fun of him or her, but it can lead to the misconception that you are laughing, which can discourage further attempts and damage your friendship.
5. Receptions are a great time for host families to actually use their foreign language, but it is not advisable to use the other person as a target for rehearsal. Pay attention to the other person's reaction and mental state, and give them time to rest in a timely manner.

Transportation

1. Prior to the reception, you should contact your host school to find out how international students will be transported to and from school during their stay in Taiwan, and inform your host school in advance if your host family is unable to transport you.
2. If you are temporarily unable to transport your international student to school or away from home, please contact the school or ask a friend or relative to assist with transportation, or depending on the ability of international students, assist in taking public transportation.
3. Please prepare a memorandum for international students in English and Chinese (including the name of the contact person, emergency contact number, destination, etc.) in advance to help international students arrive at their destination smoothly.
4. Do not allow underage international students to drive cars, motorcycles or other vehicles. Even if the international student has an international driver's license, it is still forbidden to drive a car or motorcycle if the student is under 18 years of age according to the laws of Taiwan.

Photo credit: Study materials shared by Chien, Tze-Ya

Schedule

1. There is no need for families to drastically change their schedules for international students. Basically, international students should learn to adapt to family life in Taiwan in accordance with your family schedule, so as to gain a better understanding of life in Taiwan.
2. The host family should work closely with the host school to understand the schedule of the host school. However, the addition of one or two members to your family can have varying degrees of impact on your family schedule. Some adjustments to accommodate a growing population are inevitable. Host families should remain flexible, but not drastically altered.
3. There is no need to be overly concerned about the safety of international students or to be in close proximity to them at all times for fear of inadequate care, this is not necessary. Host families should give their children appropriate time to be alone and should not be pressured to keep an eye on them.
4. If you are hosting an international student who is a minor (under 18 years old),the entrance guard time should be clearly specified, and even adult students should not be allowed to stay overnight. In case of disobedience, the host school shall be notified immediately and the host school shall deal with the matter jointly with the international student's head teacher.

Disease management

1. International students may be affected by climate, food or environment to varying degrees, which can easily be reflected in their physical condition. Host families should carefully observe the physical and psychological changes of international students and provide timely assistance.
2. If the illness is not immediately life-threatening, the host family should notify the host school, and the host school should notify the international student's lead teacher to discuss whether the international student should be taken to a doctor. The host teacher will usually carry some of the medications commonly used in that country.
3. Remember, international students should not be privately advised to take adult drugs to avoid bigger problems.
4. In case of emergency, the student should be taken to a doctor immediately and the host school should be notified in conjunction with the international student's head teacher.

Prohibited Items

1. International students are expected to refrain from the following behaviors, and if they do not improve after being advised to do so, the host family should immediately notify the host school, which will work with the international student's teacher to address the situation as appropriate.
2. Minor international students should not be allowed to drive cars, motorcycles, ships, aircraft, etc., and even adult students with international driver's license, if they are not familiar with Taiwan’ s traffic laws and traffic conditions, also should not be allowed to drive cars, motorcycles, ships, aircraft, etc., to avoid accidents, and the life safety and liability problems and cause for the unnecessary dispute.
3. Underage youths are not allowed to smoke or drink alcohol, and even adult students should not be allowed to consume excessive amounts of alcoholic beverages to avoid unnecessary problems.
4. Underage adolescents should be discouraged from having relationships and sexual activity should be prohibited in order to avoid violating the laws of Taiwan, and even adult international students should not be encouraged to have relationships during their short stay in order to avoid unnecessary emotional disputes.
5. International students are strictly forbidden to engage in unlawful conduct, and the use of drugs and access to inappropriate places are absolutely prohibited.

Emergency Handling

1. As international students are not familiar with the environment in Taiwan, in case of any accident, the host school should be notified immediately and the international student’ s head teacher should deal with it. In case of emergency, the host family should first take

the student to a doctor and inform the host school of any follow-up action.

2. Please make sure to inform international students about the emergency response and shelter in case of earthquake, fire, flood, typhoon, etc.
3. It is also necessary to teach international students how to use equipment at home, such as water heaters, gas stoves, electrical appliances, etc., in order to avoid human accidents; if an accident cannot be prevented, the international student should be taken to a doctor first and the host school should be notified to work with the international student's head teacher in accordance with emergency management principles.
4. International students are reminded to carry emergency contact information (host family, school) with them when they are away from home so that they can be contacted in case of an emergency.

General Legal Knowledge

Host families should have a basic understanding of the laws of Taiwan, such as how criminal liability is determined in the event of an assault or sexual harassment. An understanding of the laws of Taiwan will also ensure that host families are able to take appropriate action when incidents that violate the laws of Taiwan occur, as well as prevent such incidents from occurring, or take precautionary measures.

The following are some of the conditions that host families and international students may face:

1. Article 2, Chapter 1 of Sexual Harassment Prevention Act:

Excluding sexual assault crimes, the so-called sexual harassment in the Act refers to the sexual statements or sexual behavior violating another person's wishes and also to the following situations:

(1)If a person's obedience to or rejection of another's sexual advances become a condition of obtaining, losing or reducing their rights and interests in work, education, training, services, plans or activities.

(2)If texts, pictures, voices, images or other objects are used to inundate or intimidate; or if languages and behaviors of discrimination, and insults or other methods are adopted. - For such reasons, the other's person's dignity of character is impaired. Or if another person feels scared, feels disliked with hostility or feels offended; or if another persons' work, education, training, services, plans, activities or other normal habits are improperly influenced.

2. Article 9, Chapter 2 of Sexual Harassment Prevention Act: Sexual Harassment Prevention and Responsibility

A person who has sexually harassed another person should take the responsibility of offering compensation for damage. Although the damage is not related to money or property, a certain amount of money should be paid. If a reputation is harmed, a proper punishment of restoring reputation should be required.

3. Article 16, Chapter 4 of Sexual Harassment Prevention Act: Conciliation Procedure

Two parties directly involved in a sexual harassment incident can apply to the municipal and county (city) competent authorities where the two parties who set their domiciles for conciliation in either a written statement or verbally. If an applicant prefers to use the verbal method, a written record of statements should be made.

4. Article 25 of Sexual Harassment Prevention Act: Penalty

When a person kisses, hugs or touches the bottom, breast, or other physical private parts of the other person when the latter one cannot quickly respond or resist: this person shall be imprisoned for a definite term of less than two years, do forced labor service under detention, or separately or jointly fined not more than NT$ 100,000.

About the crime mentioned in the previous paragraph, a prosecution for such crime may be instituted only upon a complaint.

5. The relevant provisions of The Protection of Children and Youths Welfare and Rights Act:

Children and youth in this Act are people below the age of eighteen. Children are aged below twelve, and youth are regarded as between twelve and eighteen.Children and youth shall not do the following:

(1)Smoke, drink, or chew betel nuts.

(2)Use drugs, illegal or controlled medicines or other substances that might damage their physical and mental health.

(3)Watch, read, listen to, or use publications, photos, video program tapes, films, CDs, electronic signals, game software, Internet contents or other articles relating to violence, blood, sex, obscenity, or gambling.

(4)Participate in driving competitions, skill competitions, crosstalk, or other dangerous driving methods.

(5)Parents, guardians, or other people looking after children and youth shall prohibit children and youth from behaving in the ways listed in every previously mentioned subparagraph.

(6)No one shall sell, deliver, or supply children and youth the materials and articles listed in Paragraph 1.

(7)Publications, computer software and computer networks shall be classified; The same applies to other articles that are harmful to the physical and mental health of children and youth as determined by the competent authority of the target business to be classified.

(8)If the articles mentioned in the preceding paragraph are classified as restricted, it is prohibited to rent, sell, distribute, broadcast or openly display them to children and youth.

(9)The central competent agency shall enact the classification methods of articles listed in Paragraph 1.

(10)Children and youth shall not access particular kind wineshops, special coffee/tea stores, adult product retailers, X-rated electronic game arcades and other places that involve gambling, sex and violence are confirmed by authorized agencies to be harmful to the physical and mental health of children and youth.

(11)Parents, guardians, or other people looking after children and youth shall prohibit children and youth from accessing the places referred to in the preceding paragraph.

(12)The person in charge and workers of the places referred to in Paragraph 10 shall prohibit the access of children and youth

Common problems

1. Homesickness

Short-term international students usually do not have this problem when they first arrive in a foreign country. However, after the novelty wears off due to their different personalities, they may suffer from homesickness due to the sudden feeling of being away from their hometown and their family and friends in their hometown. In particular, discomfort with food, living habits or language may lead to homesickness, and once homesickness sets in, they are often eager to return home. At this time, the host family should be more patient with the unhappy international students. If the situation does not improve, immediate assistance should be sought from the host school and the accompanying teacher.

Some people are in a more serious situation, especially those who are sentimental. If you can find someone who speaks the same mother tongue to talk to him/her, it will help, or help him/her to arrange some activities that he is more interested in, so that he can distract him/herself, such as talking about ball games or short trips.

2. Sending luggage before returning home

If the luggage of an international student has increased to more than the personal baggage capacity before returning to China, please contact the school. The host family is under no obligation to assist in the disposal of excess or excess baggage. The cost of sending them will, of course, be borne by the international students themselves.

3. Accommodation and food costs

Reception is a voluntary service, host families should have agreed to open their homes to receive international students from afar, and to provide accommodation and cover the food expenses of international students in your home, taking into account their family's financial resources and wishes, and should not charge international students separately.

4. International Students' Costs

Host families do not need to buy gifts for international students all the time, which causes unnecessary expenses and hassles. Except for room and board, international students should be responsible for all other expenses. Never take out any loans with international students.

Chapter 3 Related appendix

Appendix I: Reception Preparation checklist

Advance preparation

☐ Personal and family information of international students

(Name, diet, health status, interests, foreign contacts)

☐ Contact card (name of host parent, contact phone number, address, easy map of home, police emergency phone number, school emergency contact phone number)

☐ Get to know the host family (family members' name, address, brief introduction, family members' interests and hobbies, daily and holiday hours and habits)

☐ Description of nearby environment and traffic map

Living environment

☐ Room (bedding, bath towels, luggage, storage space for clothes; Is it possible to change the room decorations, posters and photos by yourself?)

☐ Bathroom use(Is it required to bring my own toothpaste, shower gel, and shampoo? Position of washing equipment, shower time, cleaning and maintenance of bathroom)

☐ Laundry (where to put dirty clothes, how to use the washing machine, where to dry clothes, laundry time)

☐ Ironing (can an iron or ironing table be borrowed?)

☐ Telephone (local, long distance and international calls) and Internet usage rules

☐ Home etiquette (greeting each other, asking questions before using household items)

Dietary habits

☐ Meals (table seating, meal times, meal habits or regulations, introduction to home dining, use of kitchen equipment, work distribution during meals, food waste, recycling and garbage disposal methods)

Appendix II

In general, ask the questions that you feel are the most important the first night and then ask the other questions over the next few days. Remember, when in doubt ask, and always try to be open and honest with your host family and your Rotary counselor. Good communication is essential for a successful exchange.

1. What would you like me to call you? Should I call you "Mom", "Dad", or given (first) name, or something else?
2. What am I expected to do daily other than make my bed, always keep my room tidy, and clean the bathroom every time I use it?
3. What is the procedure for dirty clothes?
4. Where do I keep clothes until wash day?
5. Should I wash my own clothes and underclothes?
6. Should I iron my own clothes?
7. May I use the iron, washing machine, sewing machine at any time?
8. When is a convenient time for me to use the shower/bath (a.m, or p.m.)
9. Where may I keep my toiletries?
10. May I use the family's bathroom toiletries (toothpaste, soap, etc.) am I responsible for purchasing my own?
11. What time will meals be served?
12. What can I do to assist at mealtimes (help prepare meals, set the table, wash dishes, empty garbage)?
13. May I help myself to food and drink any time or should I ask first?
14. What areas of the house are strictly private (parents' bedroom,study/office)?
15. May I put pictures or posters in my room?
16. May I rearrange my bedroom?
17. What are your rules for me with regard to alcohol and smoking?
18. Where can I store my suitcases?
19. What time must I get up (on weekdays, on weekends)?
20. What time must I go to bed (on school night, on weekends)?
21. What are the rules for going out at night and at what time must I be home? Can

exceptions be made if I ask in advance?

22. May I have friends spend the night or visit during the day?
23. What are the rules about me using the telephone? Must I ask first?
24. May my friends call me?
25. May I call my friends?
26. May I make long-distance calls?
27. How do you want me to keep track the costs of my telephone calls?
28. What is the procedure for mailing letters? What address do i use for my incoming mail?
29. Do you have any dislikes, such as chewing gum, wearing a hat or curlers at the table, loud rock music, or smoking?
30. Do my host brothers or sisters have any dislikes?
31. What are the dates of your birthdays?
32. What are the transportation arrangements (car, bus bike, walking,etc.)
33. May I use the stereo, Tv, computer, etc., at any time? Are there restrictions on computer and Internet use?
34. What are the rules about attending religious services?
35. Would you like me to phone home if I will be more than 30 minutes late?
36. When we go out as a family, should I pay for my own entrance fee, meals,etc.?
37. What arrangements should I make for school lunch?
38. Who is paying for my school trip cost?
39. Am I to attend meetings?
40. What else can I do around the house (yard work, help clean, babysit)?
41. Please tell me how to interact with the house servants (where applicable).
42. Is there anything else you would like me to know?
43. May I have friends stay overnight?
44. Can I invite friends over during the day? After school? When no one else is home?
45. What are the rules about access to the Internet and e-mail if there is a computer in the house? Are there time limits or time periods that use is permitted or prohibited? If you are not connected to the Internet, where can I find an internet service to contact my family and friends?

Appendix III: Common International Etiquette - Basic Principles

The term "international etiquette" refers to the rules of social behavior that prevail in modern Western civilization. The word "Western" is more controversial here because the 20th century was a century dominated by Western culture, and the rules of social behavior between societies and people should be applied to the social rules of Western civilization in case of conflict. Although Republic of China is called a "nation of etiquette," it should still follow the rules of Western social etiquette when interacting with other countries in the international arena.

Etiquette is based on a consensus that we should respect each other's rights and interests, or as the Chinese say, "Those who respect others will always be respected, and those who love others will always be loved.

There are four rights to be regulated by social etiquette: the right to life, the right to personality, the right to freedom, and the right to privacy. When foreigners interact with each other, if their speech and behavior in violation of these four rights, it is rude! Psychological research on the needs of the human subconscious has shown that there are two basic needs of the human subconscious: eternal continuity of life, infinite expansion of one's rights, and freedom of the mind. These three needs coincide with the four rights of social etiquette. Each of these needs is explained below:

I. The right to life

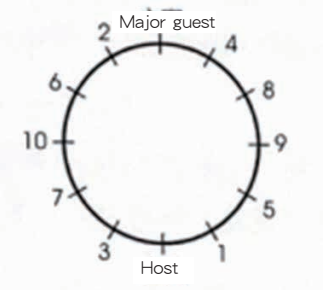
The right to life is related to safety, health, and time.

(I) Safety:

1. The most basic rule in international etiquette is "right respect and left inferiority", which is most commonly used in everyday life, and its origin is related to the invention of human weapons. Before the 17th and 18th centuries, the weapons used by humans were swords and knives. According to anthropological statistics, the ratio of right-handed to left-handed was eight to one. Swords are usually hung on the left side, if you stab the other side from the back is more likely to succeed. The order of stabbing is from the right to the left, just like playing tennis the forehand is more smooth and powerful, killing the right first, then the left. Therefore, at that time, the superior person took the left side and the inferior person took the right side. The superior did not allow the inferior to stand on his left side, so as not to obstruct his sword.

After the 17th and 18th centuries, the invention of firearms changed the rules of social behavior. When picking up a gun and aiming it, and after the trigger is pulled, the left man is shot first, and the right man could escape if he hears the shot immediately. Therefore, when the subordinate and the official walk together, the official walks on the right and the subordinate walks on the left. When the master and the guest walk together, the guest walks on the right, and the master walks on the left. (In countries where vehicles travel on the left, it is advisable to consult the local custom as to whether the left or right seat is preferred in the car.)

2. Going up and down the stairs is different from walking on a flat path. When going up the stairs, the high status, ladies or elderly people go up first; when going down the stairs, the opposite is true, with high status, women or elderly people following behind. The reason for this arrangement is to prevent them from inadvertently falling back or stepping in the air, there is still someone below to protect them.
3. When taking an airplane, people with high status should get off first then get on, while people with low status should get on first, then get off, because the airplane is an unstable flying body and is a dangerous zone; the reason is that airplanes are unpredictable flying bodies and are dangerous areas. Therefore, it is appropriate for those with high status to stay on the aircraft for a slightly shorter period of time than other people with low status.
4. The basic principles of seating arrangements for a banquet are: The host's seat is back to the door position, the major guest seat should be facing the door position, the purpose is to allow the major guest can fully grasp the dynamics of the door, but also based on security considerations.
5. "Wine tasting is an obligation, not a right", that is, when the host invites guests to eat wine before dinner or wine at the table, the waiter will open the wine to the host, so that the host to try wine, the reason is that the guests are assured that "the wine is not poisoned".



The purpose of clinking glasses at the reception is to deliberately let the liquor in one's own glass spill into the host's glass after clinking, in order to prevent the host from poisoning the liquor in advance.

(II) Health:

1. Drinking: "Cheers" is a way of paying respects at a dinner party in Eastern countries, which are deeply influenced by Confucianism. However, there is no rule of social behavior in the West, because the wine will not only hurt the body, but also disorderly sex. When you have a drink with a foreigner, do not drink a toast and do not force the

other party to drink. Even if the other party salutes you with juice or glass of water, please accept it.

2. Smoking: Social etiquette dictates that smoking is not allowed during a meal. Smoking should be done with black tea or coffee being served. Before lighting up, you should make polite requests to the guests sitting on the right and left, and only after asking for each other's consent can you smoke. It is also important to note that if you simply take out your cigarette and ask the other guest if he or she wants to smoke, and the other guest says no, it is still a breach of etiquette to go ahead and smoke, because you have not explicitly asked the other person if they agree to smoke.

(III) Time:

1. Be punctual for appointments: Being late allows the person waiting for you to waste his precious life on unnecessary waiting, and is a sign of impolite and disrespectful behavior. Etiquette dictates that you must say "sorry" and also state the reason for your tardiness, even if it is a well-intentioned lie is also acceptable.

2. Do not jump the queue: jumping the queue is to delay the time of others to be served, but also to cause the other party to waste his precious life on the unnecessary queue, wasting other people's lives.

II. Personality rights

People are ethical political animals, and the purpose of their life's work is to improve their social status and to have their social personality affirmed.

(I) The following five factors determine the level of social personality rights:

1. Position: This is the primary consideration, with the higher position being higher than the lower position.

2. Age: older is higher than younger.

3. Marriage: married people are higher than unmarried people.

4. Gender: Females are higher than males (it should be specially reminded that this factor has been ranked fourth in social personality rights, and this factor should be considered only after the first three factors have been considered).

5. Host-guest relationship: the guest side is higher than the host side. For example, at a banquet, the guest should be given a more prestigious seat, while the host should be as far back as possible. The guest with special relationship with the host can also be given the upper seat treatment.

(II) There are six indicators for the presentation of superior and inferior social personality:

1. Right side is superior.
2. The center is superior: When three people are side by side or three tables are lined up, the center is superior.
3. The front is superior: The higher the social personality right, the more front the seat during the ceremony, watching the performance, or listening to the speech.
4. The inside is superior: The more inside the higher the rank, the more outside the lower the rank.
5. One who is close to the master is superior.
6. Comfort is the superior.

(III) Introduction in social occasions:

1. The low status person should be introduced to the high-status person, the young person to the old person, the man to the woman, the unmarried person to the married person, and the individual to the group.
2. The basic principle of introduction is: "The higher ranked person has the right to be called first". For example, when introducing assistant manager Zhang and manager Wang, you should say: "assistant Zhang, this is manager Wang."
3. When introducing people, you should call them by their surname plus their title, it is impolite to call them only "Mr. X". The title is a symbol of social status and identity. If a person has reached the highest position in his profession, his title will follow him all his life, such as professor, general, ambassador... etc.
4. The following points should be noted when exchanging business cards in social situations:

   (1) Since business cards are personalized and represent the individual, they should be handed to people in a flat and clean condition, not with wrinkles or stains. Similarly, if you accept a business card from someone, you should put it away immediately after reading it, and not leave it unattended or folded.

   (2) In social situations, business cards are usually exchanged after a conversation and if it is thought that there is a need for further contact, the business cards are

exchanged so that the recipient of the card does not receive a bunch of business cards, and later cannot remember who it is!

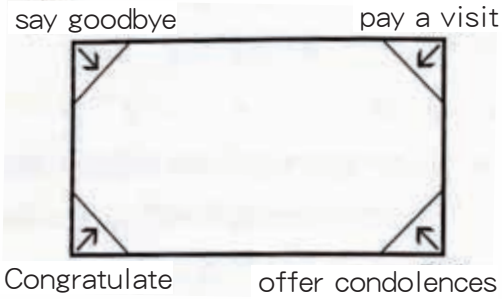
(3) If you want to leave a business card with folded corners when you visit someone you haven't met, the meaning of each of the four corners is as follows:

-Fold the upper right corner: to pay a visit in person.

-Fold the top left corner: to say goodbye to the other party.

-Fold the lower right corner: It means the respondent has a tragedy at home, and he/she comes to offer his/her condolences in person.

-Fold the lower left corner: to congratulate the other party in person.



III. Right to Freedom

(1) People have freedom from fear:

1. When standing and talking with someone, you should keep an arm's length apart. If you are too far away, you will feel alienated, and if you are too close, you will put pressure on the other person. This distance is to prevent you from being hit by the other person's fist in case of a disagreement.
2. When talking, you should not put your hands in your pockets because it will make the other person worry if you are hiding a weapon in your pocket. Similarly, when eating Western food, British or French etiquette requires that one hand be placed on the table.
3. Don't call others' names behind your back when you are on the move. This will make the callee's heart beat faster and fear that something will happen.
4. During the meal, you should hold a knife and fork, concentrate on the meal, and talk as little as possible. If you want to talk with others, please put the knife and fork first or lower the hand holding the knife and fork.
5. If you need to use seasonings in the meal, please be close to the person to transfer, do not reach out rashly to take.
6. When taking the elevator, if there is someone standing in front of the control key,

you should first tell the other party the floor you are going to, and only press the key yourself if the other party does not serve you. After entering the elevator, make sure that the floor key has been pressed, then turn around and face the elevator door. Do not smoke or less talk in the elevator.

7. Ladies are not allowed to wear hats at night parties. Because go from dark place to bright place, easy let a person have horrible association. If wearing a hat in cold weather, take it off before entering a social occasion or getting out of the car.

(II) People have the freedom from sexual harassment:

Due to the different standards of each ethnic group, the cases of sexual harassment are few and the gray area is wide. But social etiquette is still standardized, there are the following three types:

1.Physical harassment:

(1)Ladies are not allowed to apply lipstick on the table after dinner.

(2)On occasions such as buffets, food such as bananas should not be eaten directly after peeling, but should be peeled off with a knife or by hand and then placed on a plate with a knife and fork to cut a piece to eat.

(3)Etiquette states that only the following four parts of the body may be touched in public under reasonable circumstances: the face, the outside of the upper arm, the center of the back, and the palm of the hand. In addition, only the shoulders and waist may be touched during dancing or in emergency situations. Other than that, no other parts of the body should be touched.

(4) cheek kissing is a western social etiquette. The right face first, then the left face, as many times as you like. Here is a special reminder! Even if the other person is a bearded man, do not refuse, because this is to undermine the dignity of him.

(5) The following are the etiquette of the handshake:

① In an introductory meeting, the person in the higher position reaches out first, and the person in the lower position can reach out only.

②Regardless of gender, you should hold the whole palm, but the weight is different. Men can apply a little pressure, and women can hold it lightly.

③ Can shake slightly up and down. Do not shake hands for too long, about the end

of the small talk, do not hold on to it.

④ In addition to the handshake, there are three other actions that should be paid special attention to:

- Eye contact: This shows respect and sincerity.
- Smile.
- Say words in your mouth, such as hello, heard about, nice to meet you, etc.

2. Oral harassment: men and women together, do not tell dirty jokes or talk about sexual topics.

3. Dress harassment:

(1) Ladies should remove armpit hair when wearing sleeveless tops. A study on the etiquette of only women concluded that the weak should not flirt with the strong because men and women are not physically equal.

(2) Men wearing trousers should not show leg hair, if the socks have been elastic fatigue, do not wear again, so as not to sit down, and lift the trousers, leg hair will be exposed.

(3) The length of men's tie should not exceed the belt buckle, but it should not be too short, so that people mistake it for children's mouth cloth.

4. The right to privacy

(1) In the past, when we met in Chinese society, we would often ask each other "Where are you going? and "Have you eaten?" These greetings are inappropriate in social situations because they are often general conversations, and topics such as politics and religion are not appropriate. It is also inappropriate to ask about the person's occupation, income, marriage, number of children, and the value of jewelry they are wearing.

(2) Before entering, knock on the door and wait for permission to enter. Do not knock on the door and then enter without permission to avoid embarrassment caused by the other party not being ready.

(3) Do not rummage through other people's desks or drawers at will.

(4) When receiving an invitation, do not shout about it to avoid unnecessary

misunderstanding, because the host may not invite everyone. Similarly, when answering other people's phone calls (especially when the secretary is answering the phone calls of the director), the only answer is that the other party is not available, and it is not appropriate to disclose all its whereabouts.

The above four rights are like four rulers. When interacting with others, we should always take the standard of not violating the above four rights.

Photo credit: Study materials shared by Hsu, Ying-Hsiung