

NATIONAL QUALIFICATIONS CURRICULUM SUPPORT

# Chinese Languages

## The World of Work: The Office

### Traditional Mandarin

[INTERMEDIATE 1]



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### **Acknowledgement**

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## Activity 1: Listening and comprehension

You have a summer job working in an office in Beijing. Your first job every morning is to check the voicemail on the answering machine.

Listen to the following items of voicemail, which have been left for Mr Li. After you have listened to the messages answer the following questions.

### Message 1

Wu Tingna, of Chang'an Company, leaves a message for Mr Li.

早上好。我是長安公司的吳婷娜，我給李先生留言。

我想要在星期五，早上十點半和李先生見面。可以嗎？請你回電。我的電話號碼是三七七三二一一四。謝謝，再見。

1. The caller introduces herself as Wu Tingna. Which is her surname? Tick the correct answer.

Wu       Tingna

2. What does Wu Tingna want? Complete the sentence.

I would like to meet Mr Li on \_\_\_\_\_ at \_\_\_\_\_.

3. What other information is provided by the caller? Complete the sentence.

My telephone number is \_\_\_\_\_.

**Message 2**

Here's a message for Mrs Zhu.

請給朱太太留言。

我的名字是亞當·Watt，我在Delta公司工作，我是人力資源部的經理。因為我不舒服，我想要取消我們明天早上的會面。

我下星期再打電話給您。再見。

1. What does the caller say about himself? Tick **one** correct box.

		Tick
1	I am a salesperson at Delta	
2	I am a manager at Delta	
3	I am a doctor at Delta	

2. Why did he make this phone call? Put 'T' for 'True' and 'F' for 'False' next to each statement.

		T/F
1	Because he would like to make an appointment	
2	Because he would like to cancel his appointment	
3	Because he would like to postpone his appointment	

3. When will he phone back? Complete the sentence.

I'll phone you \_\_\_\_\_.

**Message 3**

Mr McDonald calls to confirm his travel details.

我要給周先生留言。我是蘇格蘭M&S公司的麥當勞先生。

我打電話給你是為了確定我星期三，五月十二號，十三點四十分會到上海虹橋國際機場。

請你幫我預定一間房。我想住兩晚。  
謝謝！再見

1. Who is Mr McDonald calling? Tick one box.

		Tick
1	Mr Zhu	
2	Mr Zhen	
3	Mr Zhou	

2. In which country is Mr McDonald's company based? Tick one box.

England       Scotland       Ireland

3. When is he arriving at the airport? Complete the following sentence.

He arrives at the airport on \_\_\_\_\_ 12th May at \_\_\_\_\_.

4. Why is he coming to Shanghai? Tick one box.

To meet friends       To attend a conference       To study Chinese

5. What does he want done for him? Put 'T' for 'True' and 'F' for 'False' next to each statement.

		<b>T/F</b>
1	Book a room for two nights	
2	Confirm room booking	
3	Extend his room booking	

**Answers**

**Message 1**

1. The caller introduces herself as Wu Tingna. Which is her surname? Tick the correct answer.

Wu
  Tingna

2. What does Wu Tingna want? Complete the sentence.

I would like to meet Mr Li on **Friday** at **10.30am**.

3. What other information is provided by the caller? Complete the sentence.

My telephone number is **37 73 21 14**.

**Message 2**

1. What does the caller say about himself? Tick **one** correct box.

		Tick
1	I am a salesperson at Delta	✓
2	I am a manager at Delta	
3	I am a doctor at Delta	

2. Why did he make this phone call? Put 'T' for 'True' and 'F' for 'False' next to each statement.

		T/F
1	Because he would like to make an appointment	F
2	Because he would like to cancel his appointment	T
3	Because he would like to postpone his appointment	F

3. When will he phone back? Complete the sentence.

I'll phone you **next week**. Goodbye.

### Message 3

1. Who is Mr McDonald calling? Tick **one** box.

		Tick
1	Mr Zhu	
2	Mr Zhen	
3	Mr Zhou	✓

2. In which country is Mr McDonald's company based? Tick **one** box.

England     Scotland     Ireland

3. When is he arriving at the airport? Complete the following sentence.

He arrives at the airport on **Wednesday** 12th May at **1.40pm**.

4. Why is he coming to Shanghai? Tick **one** box.

To meet friends     To attend a conference     To study Chinese

5. What does he want done for him? Put 'T' for 'True' and 'F' for 'False' next to each statement.

		T/F
1	Book a room for two nights	T
2	Confirm room booking	F
3	Extend his room booking	F

## Activity 2: Language and vocabulary

Circle the correct character to complete the sentence.

1. (請清) 你幫我預定一個房間。
2. 我(訂打) 電話給你。
3. 我(想相) 要取消我們明天早上的會面。
4. 我是售貨(圓員)。
5. 我的電話號(嗎碼) 是三七七三二一一四。

### Useful business vocabulary

To confirm	确定
To cancel	取消
Free (available)	有空
Busy	忙
In a meeting	在開會
On the phone	在打電話
On a business trip	外出公幹
We have a note of that	我們已經注意了
For the attention of	收件人為...
What company do you work for?	你在哪家公司工作?
I work for Chang'an	我在長安工作

## Activity 3: Speaking

### Task 1a

After having listened to the message on the answering machine you are asked by Mr Li to telephone Miss Wu Tingna to arrange a meeting. He is busy until 11.00am. Perhaps Miss Wu Tingna could come then.

Complete the role-play as shown on the cue card.

- Say 'I would like to speak to Miss Wu Tingna'.
- Explain who you are and which company you work for. You can choose which company you work for.
- Say that you are sorry, Mr Li is busy on Friday morning at 10.30am but he is free at 11.00am.
- Say 'Goodbye'.

### Task 1b

You receive a phone call from Mr Lee's administrator regarding the meeting on Friday morning.

Complete the role-play as shown on the cue card.

1. Say that you are Miss Wu Tingna.
2. Say that 11.00 am is okay.
3. Say 'Thank you. Goodbye'.

## Activity 4: Writing

One of your friends works at a nearby hotel. You send her an email enquiring about a room for Mr McDonald.

You should ask:

- If there are any free rooms available on Wednesday 12 May and Thursday 13 May for one person.
- How much it costs.
- If breakfast is included.

## Transcripts

### Activity 1 – Listening and comprehension

#### Message 1

Good morning. I am Wu Tingna from Chang'an company, I would like to leave a message for Mr Li.

I would like to arrange an appointment with Mr Lee on Friday morning at 10.30.

Is that possible? Phone me to confirm this, please. My telephone number is 37 73 21 14. Thank you, goodbye.

#### Message 2

I have a message for Mrs Zhu. My name is Adam Watt and I work for the Delta company. I am the human resources manager.

I would like to cancel my appointment with you for tomorrow morning. I'm not feeling well.

I will phone you next week. Goodbye.

#### Message 3

I have a message for Mr Zhou. My name is Mr McDonald from the M&S company in Scotland.

I am phoning to confirm my arrival at Shanghai Hongqiao International airport at 13.40 on Wednesday the 12th of May. It's for the conference.

Could you book me a room for two nights, please. Thank you. Goodbye.