

NATIONAL QUALIFICATIONS CURRICULUM SUPPORT

# Chinese Languages

## The World of Work: The Office

### Simplified 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。我是长安公司的吴婷娜，我给李先生留言。

我想要在星期五，早上十点半和李先生见面。可以吗？请你回电。我的电话号码是 三七七三二一一四。谢谢，再见。

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.

请给朱太太留言。

我的名字是亚当·Watt，我在Delta 公司工作，我是人力资源部的经理。因为我不舒服，我想要取消我们明天早上的会面。

我下星期再给您打电话。再见。

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 \_\_\_\_\_. Goodbye.

**Message 3**

Mr McDonald calls to confirm his travel details.

我要给周先生留言。我是苏格兰M&S公司的麦当劳先生。

我打电话给你是为了确定我星期三，五月十二号，十三点四十分会到上海虹桥国际机场。

请你帮我预定一个房间。我想住两晚。

谢谢！再见。

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** 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. (请 清) 你帮我预定一个房间。
2. 我(订 打) 电话给你。
3. 我(想 相) 要取消我们明天早上的会面。
4. 我是售货(圆 员)。
5. 我的电话号(吗 码) 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	在开会
On the phone	在打电话
On a business trip	外出公干
We have a note of that	我们已经注意了
For the attention of	收件人为...
What company do you work for?	你在哪家公司工作?
I work for Chang'an	我在长安工作

## Activity 3: Speaking

### Task 1a

After having listened to the messages 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.