

Introduction

常青圖書

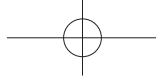
Business Chinese 20 Essential Topics Workbook is designed for learners to consolidate the knowledge and skills that are learned in the textbook. It can also be used independently as a practice book for learning Chinese or Business Chinese. It provides extensive and comprehensive exercises covering speaking, listening, reading and writing. It is a great tool to assist classroom teaching or self-learning.

Main Features

- Clear outline of learning objectives and business functions.
- Comprehensive exercises to develop the four linguistic skills.
- Pair work and group tasks cater for classroom teaching.
- Practical business communication blended with cultural understanding.
- Additional tasks for learners who are ready to take on challenges.

Topic Layout

- Sounds of Words
Speaking and Listening comprehension focuses on distinguishing tones and similar sounding words, practising key words and mimicking real-life dialogues.
- Shapes of Words
Step by step learning instructions for characters. From recognising radicals and writing single characters to understanding key character phrases and using them in common business correspondence.
- Language Focus
Essential grammar and vocabulary are revised and consolidated through a wide range of exercises highlighting different usage of synonyms and polysemy.



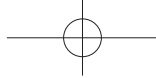
- Business Communication

Authentic materials are used in common business activities aimed at developing the four linguistic skills and subject knowledge in Business Studies.

Learning and Teaching Recommendations

- Start with the basics
 - Learn the vocabulary in the textbook and use Sounds of Words for pronunciation practice.
 - Work on the key expressions in the textbook dialogues and check understanding through the exercises in Sounds of Words and Shapes of Words.
 - Move on to learning the entire dialogues in the textbook and select exercises from Sounds of Words and Language Focus for listening and essential grammar.
- Mix and match
 - Select exercises according to learning needs.
 - Mix different types of tasks in each learning session.
 - Focus on developing a skill set (e.g. select tasks in Shapes of Words and Language Focus for reading and writing skills).
- Continuity is the key
 - Select tasks to do in class or during a learning session but also for after class.
 - Regularly revise previously completed tasks.
 - Complete previously undone challenging tasks.
- Have fun
 - Take advantage of various pair and group tasks and enjoy learning with others.
 - Fully explore the authentic materials from China and the UK to gain cultural and business knowledge.
 - Challenge yourself with all-round tasks in Business Communication.



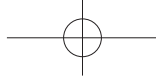


About the author

Yinghong Huang trained and qualified as a Mandarin Chinese teacher in Shanghai and holds an MA in Education Management from King's College London.

She started her teaching career at the Foreign & Commonwealth Office in the UK and has taught Mandarin and Business Mandarin at King's College London and London Business School. She is a lecturer at the Centre for Language Studies, City, University of London. She specialises in Business Chinese and has been teaching at Cass Business School since 2004. She also works as a freelance business and cross-cultural consultant and has been providing in-company Business Mandarin and cultural training since 2008.

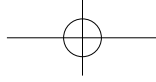




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Topic 1 Greeting People

Learning objectives

- Greeting people at different times of day
- Confirming who someone is
- Asking how someone is
- Apologizing

Business functions

- Using formal titles to address people
- Greeting colleagues and clients
- Making business acquaintances

SOUNDS OF WORDS

1. Listen and check the tones you hear. 001

- | | | |
|--|--------------------------------------|--------------------------------------|
| ① A <input type="checkbox"/> záoshang | B <input type="checkbox"/> zǎoshang | C <input type="checkbox"/> zàoshang |
| ② A <input type="checkbox"/> Qiōngsì | B <input type="checkbox"/> Qióngsi | C <input type="checkbox"/> Qiǒngsǐ |
| ③ A <input type="checkbox"/> xiǎojiě | B <input type="checkbox"/> xiǎojiè | C <input type="checkbox"/> xiāojié |
| ④ A <input type="checkbox"/> xiānsheng | B <input type="checkbox"/> xiànshēng | C <input type="checkbox"/> xiǎnshēng |
| ⑤ A <input type="checkbox"/> Shīmìsī | B <input type="checkbox"/> Shīmǐsī | C <input type="checkbox"/> Shǐmìsī |
| ⑥ A <input type="checkbox"/> xièxiè | B <input type="checkbox"/> xiēxiě | C <input type="checkbox"/> xièxie |
| ⑦ A <input type="checkbox"/> duìbuqǐ | B <input type="checkbox"/> duìbúqì | C <input type="checkbox"/> duībùqǐ |

2. Look at the pictures and read.



xiàwǔ hǎo



wǎnshang hǎo



wǎn' ān

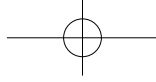


zàijiàn

3. Listen and fill in the blanks with the phrases in 2. 002

- ① _____, Huáng Líng.





- ② _____, Liú Lán.
- ③ Huáng jīnglǐ, _____.
- ④ Māma, _____.

4. Listen again and check your work. 🎧 002

5. Work in small groups. Practice greetings with the sentences in 3. You can use your own names.

6. Listen and fill in the blanks. 🎧 003

- ① A: Nín _____ Shǐmìsī _____?
B: Wǒ _____.
- ② A: Nín _____?
B: Wǒ _____.
- ③ A: Nǐ _____?
B: Wǒ _____.

7. Listen again and check your work. 🎧 003

8. Work in pairs. Practice the conversations in 6 using the pictures.



máng



búcuò

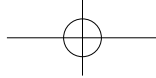


bù hǎo

Supplementary words & phrases

māma	mum, mother	máng	busy
búcuò	not bad	nǐ zěnmeyàng	how are you





9. Listen to the dialogue and fill in the blanks.  004

Huáng Líng: _____, Liú Lán. Nǐ zěnmeyàng?

Liú Lán: _____, xièxie. Nǐ ne?

Huáng Líng: _____!

Liú Lán: _____ máng ma?

Huáng Líng: _____.

10. Work in pairs. Practice the dialogue in 9 using your own names.

SHAPES OF WORDS

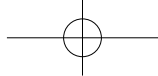
1. Look at the characters and trace the radicals.

nǐ	你	亻	亻	亻															
nín	您	心	心	心															
hǎo	好	女	女	女															
hěn	很	彳	彳	彳															
ma	吗	口	口	口															

2. Look again at the characters in 1 and write down the radicals according to the meanings.

- ① person ▶ _____
- ② heart ▶ _____
- ③ woman ▶ _____
- ④ step with the left foot ▶ _____
- ⑤ mouth ▶ _____





3. Trace the characters in the boxes.

wǒ	一 二 子 手 我 我 我
我	我 我 我 我 我 我
nǐ	ノ 亻 亻 亻 你 你 你
你	你 你 你 你 你 你
shì	丨 冂 日 日 旦 早 早 是 是
是	是 是 是 是 是 是
bù	一 丿 不 不
不	不 不 不 不 不 不
nín	ノ 亻 亻 亻 你 你 你 您 您 您
您	您 您 您 您 您 您
hǎo	丨 女 女 好 好
好	好 好 好 好 好 好
hěn	ノ 彳 彳 彳 很 很 很
很	很 很 很 很 很 很
ma	丨 冂 口 口 吗 吗
吗	吗 吗 吗 吗 吗 吗

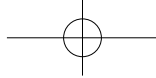
4. Match each phrase in characters to its *pinyin* version.

- | | |
|-------|-----------------|
| ① 你好吗 | a. wǒ hěn hǎo |
| ② 早上好 | b. duìbuqǐ |
| ③ 对不起 | c. xièxie |
| ④ 我很好 | d. nǐ hǎo ma |
| ⑤ 谢谢 | e. zǎoshang hǎo |
| ⑥ 您好 | f. bú xiè |
| ⑦ 不谢 | g. nín hǎo |

5. Fill in the blanks with the phrases in characters from 4.

- ① A: 早上好。
B: _____。
- ② A: _____ ?
B: 我很好。





- ③ A: 谢谢!
B: _____。
- ④ A: _____!
B: 您好。

6. Write a sentence in characters introducing yourself. Stand up and use it as your name badge to greet people and get to know others.

LANGUAGE FOCUS

1. Fill in the blanks with ^{ma} 吗 or ^{ne} 呢.

- ① A: 你是刘小姐 _____? B: 我是。
- ② A: 你忙 _____? B: 我很忙, 你 _____?
- ③ 我是经理, 您 _____?
- ④ 我很好。你好 _____?

2. Look at the pictures and use the adjectives provided to fill in the blanks.



lěng
冷



rè
热



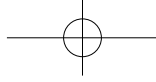
è
饿



lèi
累

- ① A: 你冷吗? B: 我 _____!
- ② A: _____? B: 我很热。
- ③ 我不 _____, 你呢?
- ④ 我很忙, 我 _____。





3. Put the words in the correct order to make sentences.

① shì / nǐ / jīnglǐ / ma
是 / 你 / 经理 / 吗

② shì / bù / wǒ / Qióngsī
是 / 不 / 我 / 琼斯

③ Liú / xiǎojiě / xièxiè
刘 / 小姐 / 谢谢

④ ma / hǎo / nǐ
吗 / 好 / 你

⑤ hěn / wǒ / hǎo
很 / 我 / 好

BUSINESS COMMUNICATION

1. Listen to three conversations. Match them to the pictures. 005

Conversation 1 _____

①



Conversation 2 _____

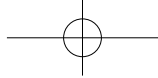
②



Conversation 3 _____

③





2. Listen again and fill in the blanks. 🎧 005

Conversation 1

L: _____, Shìmìsī jīnglǐ. 史密斯 经理。

M: _____, wǒ _____ Shìmìsī jīnglǐ, wǒ _____ Mǎkè. 我 史密斯 经理, 我 马克。

Conversation 2

H: Mǎ xiǎojiě _____ ? 马 小姐 _____ ?

L: Mǎ xiǎojiě _____ 。 马 小姐 _____ 。

Conversation 3

L: Qióngsī xiānsheng, nín _____ ? 琼斯 先生, 您 _____ ?

J: Wǒ _____ 。 我 _____ 。

3. Work in pairs. Practice the sentences in 2 using your own names.

4. Listen again and match. 🎧 005

① Nín zǎoshang máng ma? 您 早上 忙 吗?

② Duìbuqǐ, wǒ bú shì Shìmìsī jīnglǐ. 对不起, 我 不是 史密斯 经理。

③ Mǎ xiǎojiě hěn máng. 马 小姐 很 忙。

④ Wǒ xiàwǔ bù máng. 我 下午 不 忙。

⑤ Shìmìsī xiānsheng shì jīnglǐ. 史密斯 先生 是 经理。

a. Miss Ma is very busy.

b. I'm not busy in the afternoon.

c. Are you busy in the morning?

d. Sorry, I'm not Manager Smith.

e. Mr. Smith is the manager.





Topic 2 Getting to Know Each Other

Learning objectives

- Finding out a person's surname or full name
- Telling one's name
- Introducing someone
- Making suggestions

Business functions

- Meeting clients for the first time
- Introducing someone with a job title
- Exchanging business pleasantries
- Giving business cards

SOUNDS OF WORDS

1. Listen and check the tones you hear. 🎵 006

- | | | |
|--|--|--|
| ① A <input type="checkbox"/> míngzi | B <input type="checkbox"/> mìnɡzi | C <input type="checkbox"/> mīngzi |
| ② A <input type="checkbox"/> zónɡ jīnglǐ | B <input type="checkbox"/> zōng jīnglǐ | C <input type="checkbox"/> zǒng jīnglǐ |
| ③ A <input type="checkbox"/> mǐngpiàn | B <input type="checkbox"/> mīngpián | C <input type="checkbox"/> míngpiàn |
| ④ A <input type="checkbox"/> gāoxìng | B <input type="checkbox"/> gáoxīng | C <input type="checkbox"/> gāoxīng |
| ⑤ A <input type="checkbox"/> gónɡsì | B <input type="checkbox"/> gǒngsī | C <input type="checkbox"/> gōngsī |
| ⑥ A <input type="checkbox"/> rènshi | B <input type="checkbox"/> rěnshi | C <input type="checkbox"/> rénshi |

2. Listen and match the business cards to the voices you hear.

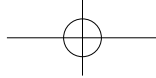
🎵 007

Voice 1 _____

①

Zhōnghuá Kējì Gōngsī
 中华 科技 公司
 Ānà
 安娜
 zhǔguǎn
 主管





2

Yīngdá Gùwèn Gōngsī
英达 顾问 公司

Mǎkè
马克
zhùlǐ
助理

Voice 2 _____

3

Táihuī Kuàiji Gōngsī
台辉 会计 公司

Lǐ Lín
李琳
mìshū
秘书

Voice 3 _____

Supplementary words & phrases

zhùlǐ	assistant	mìshū	secretary
zhǔguǎn	supervisor	bú kèqì	you're welcome

3. Work in pairs. Introduce yourself and your job title.

Example: Nín hǎo, wǒ xìng _____, wǒ jiào _____, wǒ shì _____.

4. Listen to the conversations and note down the answers you hear. 🎧 008

① A: Nín guì xìng?

B: _____

② A: Chén xiǎojiě jiào shénme?

B: _____

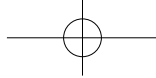
③ A: Zhāng zǒng jīnglǐ jiào shénme míngzi?

B: _____

④ A: Nǐ de jīnglǐ xìng shénme?

B: _____





5. Listen again and repeat. 🎧 008

6. Listen to the dialogue and fill in the blanks. 🎧 009

Anna: Liú _____, zhè wèi shì Qióng sī _____.

Liú Lán: _____! Wǒ _____ Liú, wǒ _____ Liú Lán,
hěn gāoxìng rènshi nín.

Adam: Wǒ yě hěn gāoxìng rènshi nǐ! Zhè shì _____ míngpiàn.

Liú Lán: _____, Qióng sī _____.

Adam: Bú kèqǐ, _____ wǒ Adam ba.

7. Listen again and repeat. 🎧 009

8. Work in groups of three. Practice the conversation in 6. You can use your own names.

Student A: You are Anna.

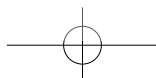
Student B: You are Liu Lan.

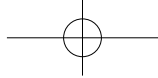
Student C: You are Adam Jones.

SHAPES OF WORDS

1. Look at the characters and trace the radicals.

de	的	白	白	白															
rèn	认	讠	讠	讠															
zhè	这	辶	辶	辶															
zì	字	宀	宀	宀															
guó	国	口	口	口															





2. Look again at the characters in 1 and write down the radicals according to the meanings.

- | | |
|------------|---------|
| ① white | ▶ _____ |
| ② speech | ▶ _____ |
| ③ walk | ▶ _____ |
| ④ roof | ▶ _____ |
| ⑤ surround | ▶ _____ |

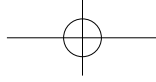
3. Trace the characters in the boxes.

de	丶 丨 自 自 自 自 的 的 的
的	的 的 的 的 的 的 的
men	丿 丨 个 介 们
们	们 们 们 们 们 们 们
xìng	丨 女 女 女 女 如 姓 姓
姓	姓 姓 姓 姓 姓 姓 姓
jiào	丨 丩 丩 丩 叫
叫	叫 叫 叫 叫 叫 叫 叫
míng	丿 夕 夕 夕 夕 名 名
名	名 名 名 名 名 名 名
zì	丶 丨 宀 宀 字 字
字	字 字 字 字 字 字 字
guó	丨 冂 冂 冂 冂 同 国 国
国	国 国 国 国 国 国 国
tā	丿 丨 亻 他 他
他	他 他 他 他 他 他 他

4. Match each phrases in characters to its *pinyin* version.

- | | |
|-----------|-----------------------------|
| ① 这是我的名片 | a. hěn gāoxìng rènshi nín |
| ② 他的名字叫马国 | b. tā de míngzi jiào Mǎ Guó |
| ③ 我姓马，叫马国 | c. nín shì zǒng jīnglǐ ma |
| ④ 很高兴认识您 | d. zhè shì wǒ de míngpiàn |
| ⑤ 您是总经理吗 | e. wǒ xìng Mǎ, jiào Mǎ Guó |





5. Look at the pictures and choose one of the phrases in characters from 4 for each picture.

①



②



③



6. Fill in the blanks with the words provided.

这 名字 高兴 姓 名片 也 叫

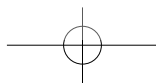
A: 您好! 我 _____ 王, 我 _____ 王理。

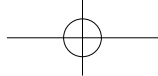
B: 您好! 我的 _____ 叫张京, 很 _____ 认识您!

A: 我 _____ 很高兴认识您!

_____ 是我的 _____。

B: 谢谢!





LANGUAGE FOCUS

1. Fill in the blank boxes.

Singular	Meaning	Plural	Meaning	Possessive	Meaning	Possessive Plural	Meaning
wǒ 我	I, me	wǒmen 我们	we	wǒ de 我的	my, mine		our, ours
nǐ 你	you		you	nǐ de 你的	your, yours	nǐmen de 你们的	your, yours
tā / tā 他 / 她	he / she	tāmen 他们 / tāmen 她们	they		his / her	tāmen de 他们的 / tāmen de 她们的	their / theirs

2. Read the sentences and delete the unnecessary ^{de} 的.

- Zhè shì wǒ de zhùlǐ de míngpiàn.
① 这是我的助理的名片。
- Wǒmen de Zhāng jīnglǐ de míngzì jiào Zhāng Jīng.
② 我们的张经理的名字叫张京。
- Tā de gōngsī de míngzì jiào Zhōnghuá.
③ 他的公司的名字叫中华。
- Zhè shì tāmen de zǒng jīnglǐ de zhùlǐ.
④ 这是他们的总经理的助理。

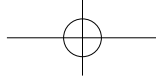
3. Read the sentences and identify four incorrect sentences.

- Tā shì zǒng jīnglǐ de JFY gōngsī. ()
- Zhè shì wǒmen gōngsī de míngpiàn. ()
- Wǒ bú shì jiào Anna. ()
- Jiào wǒ Mǎkè ba. ()
- Zhè wèi gōngsī jiào JFY. ()
- Shénme shì nǐ de míngzì? ()

4. Fill in the blanks with ^{guì xìng} 贵姓 or ^{xìng} 姓.

- Nín _____ shénme? 您 _____ 什么?





- ② Wǒ _____ Zhāng.
我 _____ 张。
- ③ Tā de jīnglǐ bú _____ Zhāng.
他的经理不 _____ 张。
- ④ Qǐng wèn, nín _____ ?
请问, 您 _____ ?

BUSINESS COMMUNICATION

1. Listen to three conversations. Match them to the pictures. 010

Conversation 1 _____

①



Conversation 2 _____

②



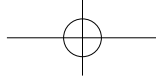
Conversation 3 _____

③



Supplementary words

介绍	jièshào	to introduce
一下	yíxià	once/briefly
已经	yǐjīng	already
认识	rènshi	meet
坐	zuò	to sit
见	jiàn	to see
这边	zhèbiān	this way
请	qǐng	please



2. Listen again and match. 🎧 010

① Wǒ lái jièshào yíxià.
我来介绍一下。

② Wǒ lái jiàn Zhāng jīnglǐ.
我来见张经理。

③ Nín zhèbiān qǐng.
您这边请。

④ Qǐng zuò ba.
请坐吧。

⑤ Wǒmen yǐjīng rènshi le.
我们已经认识了。

a. Please take a seat.

b. Let me introduce briefly.

c. I come to see Manager Zhang.

d. We have already met.

e. This way please.

3. Listen to the conversations again and put them in the right order. 🎧 010



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4. Work in groups of three. Role play to practice the conversations using the pictures in 3.

Student A: You are a secretary.

Student B: You are a client.

Student C: You are a manager.

