



## teach yourself phone mandarin chinese

kan qian



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Recorded at Alchemy Studios, London

Cast: Kan Jia, Peng Cong, Sarah Sherborne, Sun Chen,  
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*British Library Cataloguing in Publication Data:* a catalogue record for this title is available from the British Library.

*Library of Congress Catalog Card Number:* on file.

First published in UK 2008 by Hodder Education, part of Hachette Livre UK, 338 Euston Road, London, NW1 3BH.

First published in US 2008 by The McGraw-Hill Companies, Inc.

This edition published 2008.

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Typeset by Graphicraft Ltd., Hong Kong.

Printed in Great Britain for Hodder Education, an Hachette Livre UK Company, 338 Euston Road, London NW1 3BH.

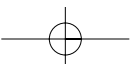
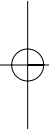
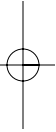
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Impression number 10 9 8 7 6 5 4 3 2 1

Year 2012 2011 2010 2009 2008

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# Track listing

1

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## Call 1: Making contact with friends

### Part 1: Calling a friend

- John** 喂，是林林吗？  
Wèi, shì Línlin ma?
- Mother** 不是，我是她妈妈。请问你是谁？  
Bú shì, wǒ shì tā māma. Qǐng wèn nǐ shì shéi?
- John** 我叫约翰，是林林大学的同学。她在家吗？  
我是从英国打的电话。  
Wǒ jiào Yuēhàn, shì Línlin dàxué de tóngxué. Tā zài jiā ma? Wǒ shì cóng Yīngguó dǎ de diànhuà.
- Mother** 在家。我马上去叫她。我听林林说起过你。  
Zài jiā. wǒ mǎshàng qù jiào tā. Wǒ tīng Línlin shuōqǐ guò nǐ.
- John** 谢谢。  
Xièxie.
- [Pause]
- Linlin** 约翰，你打来电话，真是惊喜！  
Yuēhàn, nǐ dǎ lái diànhuà, zhēn shì ge jīngxǐ!
- John** 林林，告诉你一个好消息 - 我要去北京工作了！  
Línlin, gàosu nǐ yī ge hǎo xiāoxi - wǒ yào qù Běijīng gōngzuò le!
- Linlin** 真的！太好了。什么时候来？  
Zhēnde! Tài hǎo le. Shénme shíhòu lái?
- John** 下个月十九号到。想麻烦你帮我找房子。  
Xiàge yuè shíjiǔ hào dào. Xiǎng máfán nǐ bāng wǒ zhǎo fángzi.
- Linlin** 没问题。给我发个电子邮件，告诉我你的要求。  
Méi wèntí. Gěi wǒ fā ge diànzǐ yóujiàn, gàosu wǒ nǐde yāoqiú.
- John** 我把你的电子邮件地址弄丢了。所以今天给你打电话。  
Wǒ bǎ nǐde diànzǐ yóujiàn dìzhǐ nòng diū le. Suǒyǐ jīntiān gěi nǐ dǎ diànhuà.
- Linlin** 我还有你的地址。我先给你发一个。  
Wǒ hái yǒu nǐde dìzhǐ. Wǒ xiān gěi nǐ fā yī ge.
- John** 好的。  
Hǎode.

- John** *Hello, is that Linlin?*
- Mother** *No. I'm her mother. Who's speaking please?*
- John** *I'm John. I'm Linlin's university friend. Is she in?  
I'm calling from Britain.*
- Mother** *Yes, she is in. I'll go to get her now. I've heard Linlin  
talking about you.*
- John** *Thank you.*
- [Pause]
- Linlin** *Hello, John. What a lovely surprise to hear from you!*
- John** *Linlin, here's some good news – I'm going to go to  
work in Beijing!*
- Linlin** *Really! That's wonderful. When are you coming?*
- John** *19th next month. I wonder if I could trouble you to look  
for accommodation for me.*
- Linlin** *No problem. Send me an email and tell me your  
requirements.*
- John** *I've lost your email address. That's why I'm calling you  
today.*
- Linlin** *I've still kept your email address. Will send you one  
first.*
- John** *Great!*

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## Part 2: Getting hold of a friend's telephone number

- John** 喂，请问这是飞宏广告公司吗？  
Wèi, qǐng wèn zhè shì Fēihóng Guǎnggào Gōngsī ma?
- Secretary** 是啊，你找谁？  
Shì a, nǐ zhǎo shéi?
- John** 找张爱萍。她在吗？  
Zhǎo Zhāng Àipíng. Tā zài ma?
- Secretary** 她已经离开我们公司，去北京晚报工作了。  
Tā yǐjīng líkāi wǒmen gōngsī, qù Běijīng Wǎnbào gōngzuò le.
- John** 你有她现在的工作电话吗？  
Nǐ yǒu tā xiànzài de gōngzuò diànhuà ma?
- Secretary** 对不起，我没有。你可以打咄咄四电话导行问一下。  
Duìbuqǐ, Wǒ méi yǒu. Nǐ kěyǐ dǎ yāo yāo sì diànhuà dǎoháng wèn yíxià.
- John** 谢谢。  
Xièxie.
- [John has dialled 114]
- Operator** 咄咄四电话导航为您服务。您需要什么帮助？  
Yāo yāo sì diànhuà dǎoháng wéi nín fúwù. Nín xūyào shénme bāngzhù?
- John** 请告诉我北京晚报的号码。  
Qǐng gàosu wǒ Běijīng Wǎnbào de hàomǎ.
- Operator** 请稍等。请记录：八五二零四零零零。  
Qǐng shāo děng. Qǐng jìlù: bā wǔ èr líng sì líng líng líng.

## Call 2: Speaking to the switchboard or the receptionist

### Part 1: Transferring a call

- Switchboard** 您好，长城饭店。  
Nín hǎo, Cháng Chéng Fàndiàn.
- Jane** 请接前台。  
Qǐng jiē qiántái.



**John** *Hello, is this Feihong Advertising Firm?*

**Secretary** *Yes, it is. Who would you like to speak to?*

**John** *I'd like to speak to Zhang Aiping. Is she in?*

**Secretary** *She's already left our firm and has gone to work for Beijing Evening News.*

**John** *Do you have her current work telephone number?*

**Secretary** *Sorry, I don't have it. You can call 114 to enquire about it.*

**John** *Thank you.*

*[John has dialled 114]*

**Operator** *114 telephone directory at your service. Can I help you?*

**John** *Please tell me the number for Beijing Evening News.*

**Operator** *Just a second. Please write it down. 85204000.*

**Switchboard** *Hello, this is the Great Wall Hotel.*

**Jane** *Please put me through to the reception.*

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- Receptionist** 您好，前台。  
Nín hǎo, qián tái.
- Jane** 请问有一位姓琼斯的英国姑娘离店了吗？  
Qǐng wèn yǒu yī wèi xìng Qióng sī de Yīngguó gūniang lí diàn le ma?
- Receptionist** 她的英文名字是什么？  
Tā de yīngwén míngzì shì shénme?
- Jane** Amy Johnson.
- Receptionist** 还没有离店。应该是明天早上离店。  
Hái méiyǒu lí diàn. Yīnggāi shì míngtiān zǎoshang lí diàn.
- Jane** 那么，麻烦你给我转她的房间。  
Nàme, máfán nǐ gěi wǒ zhuǎn tā de fángjiān.
- Receptionist** 好的。她住三二零房间。  
Hǎode. Tā zhù sān yāo líng fángjiān.
- Jane** 谢谢。  
Xièxie.

## Part 2: Understanding a recorded message and leaving a message

- Recorded message** 欢迎拨打上海交通大学。请拨分机号。查号请拨零。  
Huānyíng bōdǎ Shànghǎi Jiāotōng Dàxué. Qǐng bō fēnjī hào. Chá hào qǐng bō líng.

[After dialling 0]

- Operator** 你好，上海交大总机。  
Nǐ hǎo, Shànghǎi Jiāodà zǒngjī.
- John** 留学生办公室的分机号是多少？  
Liú xuéshēng bàngōngshì de fēnjīhào shì duō shǎo?
- Operator** 二七九。需要现在转吗？  
Èr qī jiǔ. Xūyào xiànzài zhuǎn ma?
- John** 好的，谢谢。  
Hǎode, xièxie.
- Staff member** 你好，留学生办公室。请问找谁？  
Nǐ hǎo, liú xuéshēng bàngōngshì. Qǐng wèn zhǎo shéi?
- John** 王老师在吗？  
Wáng lǎoshī zài ma?

**Receptionist** *Hello, this is reception.*

**Jane** *Will you please tell me if a British girl with the surname Johnson has checked out?*

**Receptionist** *What's her English name?*

**Jane** *Amy Johnson.*

**Receptionist** *No, she hasn't checked out yet. (She) should check out tomorrow morning.*

**Jane** *In that case, can I trouble you to transfer this call to her room?*

**Receptionist** *Okay. She is in Room 310.*

**Jane** *Thank you.*

**Recorded message** *Welcome to Shanghai Transportation University. Please dial the extension. Dial zero if you need to find out the extension number.*

*[After dialling 0]*

**Operator** *Hello, Shanghai Transportation University's switchboard.*

**John** *What's the extension number for the Overseas Students' Office?*

**Operator** *279. Would you like me to put you through?*

**John** *Okay, thanks.*

**Staff member** *Hello, Overseas Students' Office. Who do you want to speak to?*

**John** *Is Professor Wang there?*

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- Staff member** 不在，他去开会了。下午回来。你要留言吗？  
Bú zài, tā qù kāihuì le. Xiàwǔ huílái. Nǐ yào liú yán ma?
- John** 请告诉他今天给我回个电话。我叫约翰，电话是...  
Qǐng gàosu tā jīntiān gěi wǒ huí ge diànhuà. Wǒ jiào Yuēhàn, diànhuà shì . . .

## Call 3: Making a booking (1)

### Part 1: Booking a hotel room

- Receptionist** 您好！订房部。  
Nín hǎo! Dìngfáng Bù.
- Tom** 你好！我想订一间房。你们今晚有房间吗？  
Nǐ hǎo! Wǒ xiǎng dìng yī jiān fáng. Nimen jīnwǎn yǒu fángjiān ma?
- Receptionist** 要单人房间还是双人房间？  
Yào dānrén fángjiān hái shì shuāngrén fángjiān?
- Tom** 最好是双人间。  
Zuìhǎo shì shuāngrén jiān.
- Receptionist** 有房间。你要住几天？  
Yǒu fángjiān. Nǐ yào zhù jǐ tiān?
- Tom** 多少钱一天？  
Duō shǎo qián yī tiān?
- Receptionist** 双人间四百元一天。  
Shuāngrén jiān sì bǎi yuán yī tiān.
- Tom** 有卫生间吗？  
Yǒu wèishēngjiān ma?
- Receptionist** 有但，只有淋浴，没有浴缸。  
Yǒu dàn, zhǐ yǒu línǜ, méi yǒu yùgāng.
- Tom** 四百元包括早餐吗？  
Sì bǎi yuán bāokuò zǎocān ma?
- Receptionist** 包括。  
Bāokuò.
- Tom** 那，我住三天。  
Nà, wǒ zhù sān tiān.
- Receptionist** 好的，请问贵姓？  
Hǎode, qǐng wèn guì xìng?

**Staff member** *No, he's gone to a meeting. He'll be back in the afternoon. Would you like to leave him a message?*

**John** *Please tell him to call me back today. My name is John, and my telephone number is . . .*

**Receptionist** *Hello! Reservation desk.*

**Tom** *Hello! I'd like to book a room. Do you have rooms for tonight?*

**Receptionist** *A single room or a double room?*

**Tom** *Ideally a double room.*

**Receptionist** *Yes, we do have rooms. How many nights do you need it for?*

**Tom** *How much is it per night?*

**Receptionist** *400 yuan for a double.*

**Tom** *Does it have a bathroom?*

**Receptionist** *Yes, but it only has a shower. There's no bath.*

**Tom** *Does the price include breakfast?*

**Receptionist** *Yes, it does.*

**Tom** *In that case, I'll stay for three nights.*

**Receptionist** *Fine. Please may I take your surname?*

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- Tom** 姓史，英文是‘Smith’。几点可以办理入住手续？  
Xìng Shǐ, yīngwén shì ‘Smith’. Jǐ diǎn kěyǐ bànlǐ rùzhù shǒuxù?
- Receptionist** 下午两点。请记住您的预订号，史密斯先生。  
Xiàwǔ liǎngdiǎn. Qǐng jìxià nín de yùdìng hào, Shǐmìsī xiānsheng.

## Part 2: Booking a youth hostel room

- Manager** 光明青年旅社，您好。  
Guāngmíng Qīngnián lǚshè, nín hǎo.
- Jane** 你好！我是英国留学生，想订个房间。中文说得不好，请见谅。  
Nǐ hǎo! Wǒ shì Yīngguó liúxué shēng, xiǎng dīng ge fángjiān. Zhōngwén shuō de bù hǎo, qǐng jiànliàng.
- Manager** 你的中文不错。你想什么时候入住？  
Nǐ de Zhōngwén bú cuò. Nǐ xiǎng shénme shíhòu rùzhù?
- Jane** 今天晚上，三个人。  
Jīntiān wǎnshàng, sān ge rén.
- Manager** 对不起。今晚全满了，一间房间都没有。  
Duìbuqǐ. Jīnwǎn quán mǎn le, yī jiān fángjiān dōu méi yǒu.
- Jane** 你能给我推荐其他便宜些的旅店吗？  
Nǐ néng gěi wǒ tuījiàn qítā piányí xiē de lǚdiàn ma?
- Manager** 可以。我们旁边有一家叫‘海星’的。他们可能有房间。  
Kěyǐ. Wǒmen pángbiān yǒu yī jiā jiào ‘hǎixīng’ de. Tāmen kěnéng yǒu fángjiān.
- Jane** 他们的电话号码是多少？  
Tāmende diànhuà hàomǎ shì duōshǎo?
- Manager** 六八八七二二三四。  
Liù bā bā qī èr èr sān sì.
- Jane** 请再说一遍。  
Qǐng zài shuō yíbiàn.
- Manager** 六八八七二二三四。  
Liù bā bā qī èr èr sān sì.
- Jane** 谢谢。  
Xièxie.

**Tom** *My surname is Shi. It is 'Smith' in English. What time can I check in?*

**Receptionist** *2pm. Please write down your reservation number, Mr Smith.*

**Manager** *Hello, this is Guangming Youth Hostel.*

**Jane** *Hello. I'm an overseas British student. I'd like to book a room. My Chinese is not very good. Please bear with me.*

**Manager** *You speak quite good Chinese. When do you need the room?*

**Jane** *Tonight, for three people.*

**Manager** *Sorry. We are fully booked today, I haven't got a room at all.*

**Jane** *Can you recommend me other low-budget hotels?*

**Manager** *Of course I can. Near us, there's one called 'Haixing'. They may have rooms.*

**Jane** *What is their telephone number?*

**Manager** *68872234.*

**Jane** *Please say it again.*

**Manager** *68872234.*

**Jane** *Thank you.*

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- Manager** 不客气。  
Bú kèqì.
- [Jane calls the Youth Hostel]
- Jane** 喂！你是海星青年旅社吗？  
Wèi! Nǐ shì Hǎixīng Qīngnián Lǚshè ma?
- Receptionist** 是的。有什么事儿？  
Shìde. Yǒu shénme shìr?
- Jane** 我和另外两个朋友想住店。今晚有房间吗？  
Wǒ hé língwài liǎng ge péngyǒu xiǎng zhù diàn.  
Jīnwǎn yǒu fángjiān ma?
- Receptionist** 有。要住几天？要什么样的房间？  
Yǒu. Yào zhù jǐ tiān? Yào shénme yàng de fángjiān?
- Jane** 一个星期。能不能给我们一间有三张单人床的  
房间？  
Yí ge xīngqī. Néng bù néng gěi wǒmen yī jiān yǒu  
sān zhāng dānrén chuáng de fángjiān?
- Receptionist** 没问题。现在就可以入住。  
Méi wèntí. Xiànzài jiù kěyǐ rùzhù.
- Jane** 请告诉我你们的地址。我们马上就来。  
Qǐng gàosu wǒ nimen de dìzhǐ. Wǒmen mǎshàng jiù  
lái.

## Call 4: Making a booking (2)

### Part 1: Booking a private room at a restaurant

- Receptionist** 您好！唐朝酒楼。  
Nín hǎo! Tángcháo Jiǔlóu.
- Tom** 你好！我想预定一个包间。想问一下价格。  
Nǐ hǎo! Wǒ xiǎng yùdìng yī ge bāo jiān. Xiǎng wèn  
yīxià jiàgé.
- Receptionist** 我们有豪华包间和普通包间。  
Wǒmen yǒu háohuá bāojiān hé pǔtōng bāojiān.
- Tom** 你们收包间费吗？  
Nimen shōu bāo jiān fèi ma?
- Receptionist** 豪华包间的包间费是二百元，可以坐二十人，有卡  
拉OK设备。普通包间达到最低消费就不收费。  
Háohuá bāo jiān de bāo jiān fèi shì èr bǎi yuán, kěyǐ  
zuò èrshí rén, yǒu kǎlā OK shèbèi. Pǔtōng bāo jiān  
dádào zuìdī xiāofèi jiù bù shōu fèi.



**Manager** *You are welcome.*

[Jane calls the Youth Hostel]

**Jane** *Hello! Is this Haixing Youth Hostel?*

**Receptionist** *Yes. Can I help you?*

**Jane** *My two friends and I need accommodation. Have you got rooms for tonight?*

**Receptionist** *Yes, I do. For how many days? And what type of rooms?*

**Jane** *For one week. Could you give us a room with three single beds?*

**Receptionist** *No problem. You can check in now.*

**Jane** *Please tell me your address. We'll come straight away.*

**Receptionist** *Hello, this is Tang Dynasty Restaurant.*

**Tom** *Hello, I'd like to reserve a private room and would like to find out about the price.*

**Receptionist** *We have got luxurious private rooms and ordinary private rooms.*

**Tom** *Do you charge a private room fee?*

**Receptionist** *It's 200 yuan for luxurious rooms. They can seat up to 20 people and there are karaoke facilities. For ordinary rooms, if you spend more than the minimum amount, there is no room fee.*

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- Tom** 普通包间的最低消费是多少？  
**Pútōng bāo jiān de zuìdī xiāofèi shì duō shǎo?**
- Receptionist** 三百元以上。  
**Sān bǎi yuán yǐshàng.**
- Tom** 那好，我这个周六晚上要一个普通包间。六点半开始。  
**Nà hǎo, wǒ zhè ge zhōuliù wǎnshàng yào yī ge pútōng bāo jiān. Liù diǎn bàn kāishǐ.**
- Receptionist** 好的。多少人就餐？  
**Hǎode. Duō shǎo rén jiùcān?**
- Tom** 十二个人。  
**Shí'èr ge rén.**
- Receptionist** 请问贵姓？...  
**Qǐng wèn guì xìng? . . .**

## Part 2: Booking a table in a restaurant

- Waiter** 这是明湖海鲜楼，您好。  
**Zhè shì Míng hú Hǎixiān Lóu, nín hǎo.**
- Jane** 你好！我是英国人，想订个包间。中文说得不好，请见谅。  
**Nǐ hǎo! Wǒ shì Yīngguó rén, xiǎng dìng ge bāo jiān. Zhōngwén shuōde bù hǎo, qǐng jiànliàng.**
- Waiter** 说得不错。你想什么时候用餐？  
**Shuō de bú cuò. Nǐ xiǎng shénme shíhòu yòngcān?**
- Jane** 今天晚上六点。  
**Jīntiān wǎnshàng liù diǎn.**
- Waiter** 对不起。今晚包间全订满了。在大厅吃行吗？  
**Duìbuqǐ. Jīnwǎn bāo jiān quán dìng mǎnle. Zài dàtīng chī xíng ma?**
- Jane** 那好吧。大厅里有不吸烟区吗？  
**Nà hǎo ba. Dàtīng lǐ yǒu bù xīyān qū ma?**
- Waiter** 有。  
**Yǒu.**
- Jane** 请给我们一张在不吸烟区的桌子。  
**Qǐng gěi wǒmen yī zhāng zài bù xīyān qū de zhuōzi.**
- Waiter** 请问几位用餐？  
**Qǐng wèn jǐ wèi yòngcān?**
- Jane** 请再说一遍。  
**Qǐng zài shuō yībiàn.**

**Tom** *What is the minimum you must spend for the ordinary rooms?*

**Receptionist** *Above 300 yuan.*

**Tom** *Okay. I'll have an ordinary private room for this Saturday evening, starting at half past six.*

**Receptionist** *Fine. For how many people?*

**Tom** *Twelve.*

**Receptionist** *Please can I take your surname?*

**Waiter** *Hello, Minghu Seafood Restaraunt.*

**Jane** *Hello! I am British. I'd like to book a private room. My Chinese is not very good. Please excuse me.*

**Waiter** *Your Chinese is pretty good. When would you like to dine here?*

**Jane** *6 o'clock this evening.*

**Waiter** *I'm sorry. All the private rooms are booked. Would you like to eat in the communal hall?*

**Jane** *Okay then. Is there a no-smoking area in the hall?*

**Waiter** *Yes.*

**Jane** *Please give us a table in the no-smoking area.*

**Waiter** *Please let me know how many of you will dine.*

**Jane** *Say it again please.*

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- Waiter** 你要几个人的桌子？  
**Nǐ yào jǐ ge rén de zhuōzi?**
- Jane** 噢，八个人。  
**Ào, bā ge rén.**
- Waiter** 好的。请问贵姓，电话。  
**Hǎode. Qǐng wèn guì xìng, diànhuà.**
- Jane** 姓史，‘历史’的‘史’。手机号是：零三九八  
八五七六二三五。  
**Xìng Shǐ, ‘lìshǐ’ de ‘shǐ’。 Shǒujī hào shì: líng yāo sān  
jiǔ bā bā wǔ qī liù èr sān wǔ.**

## Call 5: Requesting a service when staying at a hotel

### Part 1: The wake-up call

- Operator** 你好！你需要什么帮助？  
**Nǐ hǎo! Nǐ xūyào shénme bāngzhù?**
- John** 你好！这是五二六八房间。明天早上需要叫醒  
服务。  
**Nǐ hǎo! Zhè shì wǔ èr liù bā fángjiān. Míngtiān  
zǎoshang xūyào jiàoxǐng fúwù.**
- Operator** 几点？  
**Jǐ diǎn?**
- John** 六点半。  
**Liù diǎn bàn.**
- Operator** 好的，六点半叫醒服务。还有别的事吗？  
**Hǎode, liù diǎn bàn jiàoxǐng fúwù. Hái yǒu biéde shì  
ma?**
- John** 有，今天晚上十点半以后如果有人给我来电话，  
请不要接到我的房间。可以接到前台留言。  
**Yǒu, jīntiān wǎnshang shí diǎn bàn yǐhòu rúguǒ yǒu  
rén gěi wǒ lái diànhuà, qǐng bú yào jiēdào wǒde  
fángjiān. Kěyǐ jiēdào qiántái liú yán.**
- Operator** 知道了。  
**Zhīdào le.**
- John** 谢谢。  
**Xièxie.**
- Operator** 不客气。晚安。  
**Bú kèqì. Wǎn'ān.**

- Waiter** *A table for how many people?*
- Jane** *Oh, eight people.*
- Waiter** *Okay. Please tell me your surname and telephone number.*
- Jane** *My surname is 'Shi', as in 'lishi' ['lishi' means 'history']. My mobile number is 019388576235.*

- Operator** *Hello, can I help you?*
- John** *Hello. This is room 5268. I'd like a wake-up call for tomorrow morning.*
- Operator** *What time?*
- John** *Six thirty.*
- Operator** *Okay. A 6.30 wake-up call is booked. Is there anything else I can do?*
- John** *Yes, there is. If there are any calls for me after 10.30 tonight, please don't put them through to my room. You can put it through to the reception to leave a message.*
- Operator** *Alright.*
- John** *Thank you.*
- Operator** *You are welcome. Good night.*

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## Part 2: Calling housekeeping

- Manager** 客房部，你好。  
Kéfáng Bù, nǐ hǎo.
- Jane** 我是二二零三房间。这儿的电吹风坏了。  
Wǒ shì èr yāo líng sān fángjiān. Zhèr de diànchuīfēng huài le.
- Manager** 你检查一下电源，看是不是插上了。  
Nǐ jiǎnchá yíxià diànyuán, kàn shì bú shì chā shàng le.
- Jane** 对不起，我听不懂。  
Duìbuqǐ, wǒ tīng bù dǒng.
- Manager** 别着急，我马上过来看看。  
Bié zháojí, wǒ mǎshàng guòlái kànkàn.
- Jane** 还有一件事，麻烦你再给我送一条毯子，行吗？  
Hái yǒu yī jiàn shì, máfán nǐ zài gěi wǒ sòng yī tiáo tānzi, xíng ma?
- Manager** 没问题。我带过来。  
Méi wèntí. Wǒ dài guòlái.
- Jane** 谢谢。  
Xièxie.

## Call 6: Placing orders

### Part 1: Booking a mini-bus

- Jane** 喂！周师傅，我是珍妮，前天坐过您的车。  
Wèi! Zhōu shīfu, wǒ shì Zhēnní, qiántiān zuòguo nín de chē.
- Mr Zhou** 你好，珍妮。有事吗？  
Nǐ hǎo, Zhēnní. Yǒu shì ma?
- Jane** 明天早上我和几个同学要离开北京，需要一辆面包车。您能送我们去飞机场吗？  
Míngtiān zǎoshang wǒ hé jǐ ge tóngxué yào líkāi Běijīng, xūyào yī liàng miànbāo chē. Nín néng sòng wǒmen qù fēijīchǎng ma?
- Mr Zhou** 一共几个人？  
Yīgòng jǐ ge rén?
- Jane** 一共五个人。  
Yīgòng wǔ ge rén.

- Manager** *Hello, Housekeeping.*
- Jane** *This is room 2103. The hairdryer has broken down.*
- Manager** *Please check the power supply. Find out if it is plugged in.*
- Jane** *Sorry, I can't understand.*
- Manager** *Don't worry. I'll come around in a minute.*
- Jane** *There's something else. Could you send me another blanket?*
- Manager** *No problem. I'll bring it with me.*
- Jane** *Thank you.*
- 
- Jane** *Hello, Mr Zhou. This is Jane. I took your taxi the day before yesterday.*
- Mr Zhou** *Hello, Jane. Can I help?*
- Jane** *Tomorrow morning, several of my schoolfriends and I are leaving Beijing. We'll need a mini-bus. Could/Can you take us to the airport (please)?*
- Mr Zhou** *How many of you altogether?*
- Jane** *Five in total.*

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- Mr Zhou** 明天刚好有一辆七人座的车。  
**Míngtiān gānghǎo yǒu yī liàng qīrén zuò de chē.**
- Jane** 太好了！  
**Tài hǎo le!**
- Mr Zhou** 到哪儿接你们？  
**Dào nǎr jiē nǐmen?**
- Jane** 人民大学门口。  
**Rénmín Dàxué ménkǒu.**
- Mr Zhou** 你们的航班几点起飞？国内还是国际航班？  
**Nǐmen de hángbān jǐ diǎn qǐfēi? Guó nèi háishi guójì hángbān?**
- Jane** 十点十分起飞，是国际航班。  
**Shí diǎn shí fēn qǐfēi, shì guójì hángbān.**
- Mr Zhou** 那，咱们六点半得走。怕万一堵车。  
**Nà, zánmen liù diǎn bàn děi zǒu. Pà wànyī dǔchē.**
- Jane** 好的。我们六点半在大门口等你。去机场要多少钱？  
**Hǎode. Wǒmen liù diǎn bàn zài dàmenkǒu děng nǐ. Qù jīchǎng yào duō shǎo qián?**
- Mr Zhou** 两百五十元。  
**Liǎng bǎi wúshí yuán.**
- Jane** 好的。明天见。  
**Hǎode. Míngtiān jiàn.**

## Part 2: Ordering food to be delivered

- John** 喂，你是家家乐比萨饼店吗？  
**Wèi, nǐ shì Jiājiālè Bìsàbǐng Diàn ma?**
- Waiter** 是的。您需要什么帮助？  
**Shìde. Nín xūyào shénme bāngzhù?**
- John** 你们送餐吗？  
**Nǐmen sòngcān ma?**
- Waiter** 送。我给你转到送餐部。  
**Sòng. Wǒ gěi nǐ zhuǎndào Sòngcān Bù.**
- Waitress** 送餐部，您好！要送餐吗？  
**Sòngcān Bù, nín hǎo! Yào sòngcān ma?**
- John** 是的。你们收送餐费吗？  
**Shìde. Nǐmen shōu sòngcān fèi ma?**
- Waitress** 五公里以内不收费，但消费必须在五十元以上。  
**Wǔ gōnglǐ yǐnèi bù shōu fèi, dàn xiāofèi bìxū zài wūshí yuán yǐshàng.**



- Mr Zhou** *Luckily, there's a seven-seat car available tomorrow.*
- Jane** *That's great!*
- Mr Zhou** *Where shall I collect you?*
- Jane** *At the entrance of the People's University.*
- Mr Zhou** *What time does your flight take off? Is it domestic or an international flight?*
- Jane** *Take-off is ten past ten and it is an international flight.*
- Mr Zhou** *In which case, we have to leave at half past six, in case there's a traffic jam.*
- Jane** *Fine. We'll wait for you at half past six at the entrance. How much is it to go to the airport?*
- Mr Zhou** *250 yuan.*
- Jane** *Okay. See you tomorrow.*
- John** *Hello, is this Jiajiale Pizza Shop?*
- Waiter** *Yes, what can I do for you?*
- John** *Do you do (food) delivery?*
- Waiter** *Yes, we do. Let me put you through to our (food) delivery department.*
- Waitress** *Hello, Delivery Department. Would you like a delivery?*
- John** *Yes. Do you charge a delivery fee?*
- Waitress** *Not within five kilometres, but you must spend a minimum of 50 yuan.*

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- John** 太好了。我们住在北京大学留学生宿舍，离你们不远。  
**Tài hǎo le. Wǒmen zhù zài Běijīng Dàxué liú xuéshēng sùshě, lí nimen bù yuǎn.**
- Waitress** 您下订单吧。  
**Nín xià dìngdān ba.**
- John** 我要一个九寸的海鲜比萨饼，两个十四寸的火腿蘑菇。  
**Wǒ yào yī ge jiǔ cùn de hǎixiān bǐsàbǐng, liǎng ge shí sì cùn de huǒtuǐ mógū.**
- Waitress** 一共一百元。需要几点送到？  
**Yīgòng yī bǎi yuán. Xūyào jǐ diǎn sòng dào?**
- John** 七点能送到吗？  
**Qī diǎn néng sòng dào ma?**
- Waitress** 没问题。请告诉我姓名和具体送餐地址。  
**Méi wèntí. Qǐng gàosu wǒ xìngmíng hé jùtǐ sòngcān dìzhǐ.**

## Call 7: Getting information

### Part 1: Calling a fitness centre

- John** 你好！是四季健身俱乐部吗？  
**Nǐ hǎo! Shì Sìjì Jiànshēn Jùlèbù ma?**
- Receptionist 1** 不是。你打错电话了。  
**Bú shì. Nǐ dǎ cuò diànhuà le.**
- John** 对不起。  
**Duibuqǐ.**
- [John dials the number again]*
- Receptionist 2** 你好。四季健身俱乐部。你需要什么帮助？  
**Nǐ hǎo. Sìjì Jiànshēn Jùlèbù. Nǐ xūyào shénme bāngzhù?**
- John** 请问，非会员可以用你们的设施吗？  
**Qǐng wèn, fēi huìyuán kěyǐ yòng nimen de shèshī ma?**
- Receptionist 2** 可以，每次五十元。你也可以买消费卡。  
**Kěyǐ, měi cì wúshí yuán. Nǐ yě kěyǐ mǎi xiāofèi kǎ.**
- John** 你们有什么设施？  
**Nimen yǒu shénme shèshī?**

**John** *That's super. We live in the overseas students' building of Beijing University. Not far from you.*

**Waitress** *Please place the order then.*

**John** *I'd like to have a 9-inch seafood pizza, and two 14-inch ham and mushroom pizzas.*

**Waitress** *100 yuan altogether. When would you like to have them delivered?*

**John** *Can you deliver it by 7 o'clock?*

**Waitress** *No problem. Please tell me your name and the detailed delivery address.*

**John** *Hello. Is this Four Seasons Fitness Club?*

**Receptionist 1** *No. You dialed the wrong number.*

**John** *I'm sorry.*

*[John dials the number again]*

**Receptionist 2** *Hello. This is Four Seasons fitness Club. Can I help you?*

**John** *Could you tell me please, can non-members use your facilities?*

**Receptionist 2** *Yes, they may. 50 yuan per visit. You can also buy a customer card.*

**John** *What facilities have you got?*

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- Receptionist 2** 有室内游泳池，桑拿，健身房，室内网球场和篮球场。  
**Yǒu shìnèi yóuyǒng chí, sāngnǎ, jiànshēnfáng, shìnèi wǎngqiú chǎng hé lánqiú chǎng.**
- John** 请告诉我游泳池的开放时间。  
**Qǐng gàosu wǒ yóuyǒng chí de kāifàng shíjiān.**
- Receptionist 2** 每天从早上七点到晚上九点。  
**Měitiān cóng zǎoshang qī diǎn dào wǎnshang jiǔ diǎn.**
- John** 如果买卡，收费标准是什么？  
**Rúguǒ mǎi kǎ, shōufèi biāozhǔn shì shénme?**
- Receptionist 2** 年卡一千八百元，月卡二百五十元。  
**Nián kǎ yī qiān bā bǎi yuán, yuè kǎ èr bǎi wǔshí yuán.**
- John** 我明天先去试用一下，行吗？  
**Wǒ míngtiān xiān qù shìyòng yíxià, xíng ma?**
- Receptionist 2** 当然可以。  
**Dāngrán kěyǐ.**
- John** 什么时间合适？  
**Shénme shíjiān héshì?**
- Receptionist 2** 下午一点之前都行。请问贵姓？  
**Xiàwǔ yídiǎn zhīqián dōu xíng. Qǐng wèn guì xìng?**
- John** 我姓布朗。明天上午我十一点去你们那儿。  
**Wǒ xìng Bùlǎng. Míngtiān shàng wǔ wǒ shíyī diǎn qù nǐmen nǎr.**
- Receptionist 2** 明天见。  
**Míngtiān jiàn.**

## Part 2: Calling a bank

- Clerk** 你好！这是中国银行虹桥分行。  
**Nǐ hǎo! Zhè shì Zhōngguó Yínháng Hóngqiáo Fēnháng.**
- Jane** 你好！请问你们银行星期六开门吗？  
**Nǐ hǎo! Qǐng wèn nǐmen yínháng xīngqīliù kāimén ma?**
- Clerk** 开门。你有什么事？  
**Kāimén. Nǐ yǒu shénme shì?**
- Jane** 我需要换一些欧元。  
**Wǒ xūyào huàn yíxiē Ōuyuán.**

**Receptionist 2** *We have an indoor swimming pool, sauna, gym, indoor tennis court and basketball court.*

**John** *What's the opening time of the swimming pool?*

**Receptionist 2** *7 am to 9 pm every day.*

**John** *If I buy a card, what is the standard charge?*

**Receptionist 2** *1800 yuan for an annual card and 250 yuan for a monthly card.*

**John** *Can I go to have a trial session tomorrow?*

**Receptionist 2** *Of course you can.*

**John** *What time is suitable?*

**Receptionist 2** *Anytime before 1 pm. Please can I take your surname?*

**John** *My surname is Brown. I'll be at your place at 11 am tomorrow morning.*

**Receptionist 2** *See you tomorrow.*

**Clerk** *Hello, this is Bank of China's Honhqiao Branch.*

**Jane** *Hello, are you open on Saturday please?*

**Clerk** *Yes, we are. What is it you need?*

**Jane** *I need to exchange some euros.*

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- Clerk** 对不起。星期六我们不办理外汇兑换业务。  
**Duibuqǐ. Xīngqīliù wǒmen bù bàn lǐ wàihuì duìhuàn yèwù.**
- Jane** 那什么时候可以换钱？  
**Nǎ shénme shíhòu kěyǐ huàn qián?**
- Clerk** 星期一到星期五都可以。  
**Xīngqīyī dào xīngqīwǔ dōu kěyǐ.**
- Jane** 请问欧元对人民币的汇率是多少？  
**Qǐng wèn Ōuyuán duì Rénmínbì de huìlǜ shì duō shǎo?**
- Clerk** 一欧元换十二元人民币。  
**Yī Ōuyuán huàn shí'èr yuán Rénmínbì.**
- Jane** 你们收手续费吗？  
**Nimen shōu shǒuxùfèi ma?**
- Clerk** 如果是现金，不收手续费；如果是旅行支票，收百分之二的手续费。  
**Rúguǒ shì xiànjīn, bù shōu shǒuxùfèi; rúguǒ shì lǚxíng zhīpiào, shōu bǎifēnzhī èr de shǒuxùfèi.**
- Jane** 谢谢。最后一个问题：你们几点关门？  
**Xièxie. Zuihòu yī ge wèntí: nimen jǐ diǎn guānmén?**
- Clerk** 五点。  
**Wǔ diǎn.**
- Jane** 谢谢。  
**Xièxie.**
- Clerk** 不客气。  
**Bú kèqì.**

## Call 8: Making changes and getting a refund

### Part 1: Changing a booking

- Tom** 喂，是青年旅行社吗？  
**Wèi, shì qīngnián lǚxíng shè ma?**
- Consultant** 是的，您有什么事？  
**Shì de, nín yǒu shénme shì?**
- Tom** 我前天预订了去长城的一日游。想改一下日子。  
**Wǒ qiántiān yùdìng le qù Chángchéng de yīrì yóu. Xiǎng gǎi yíxià rìzi.**

**Clerk** *Sorry. We do not have a foreign exchange service on Saturday.*

**Jane** *So when can I exchange money?*

**Clerk** *Any time between Monday and Friday.*

**Jane** *Please can you tell me the exchange rate between the euro and the renminbi?*

**Clerk** *There is one euro to 12 renminbi.*

**Jane** *Do you charge commission?*

**Clerk** *If it's cash, there's no commission. If it's traveller's cheques, we charge 2% commission.*

**Jane** *Thank you. Final question: what time do you close?*

**Clerk** *5 o'clock.*

**Jane** *Thank you.*

**Clerk** *You are welcome.*

**Tom** *Hello, is that the Qingnian Travel Agency?*

**Consultant** *Yes, it is. What can I do for you?*

**Tom** *I booked a one-day tour to the Great Wall the day before yesterday. I'd like to change the date.*

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- Consultant** 请告诉我你的预订号。  
**Qǐng gàosu wǒ nǐde yùdìng hào.**
- Tom** SJ六唛零八。  
**SJ liù yāo líng bā.**
- Consultant** 请稍等。您是史密斯先生吗？  
**Qǐng shāoděng. Nín shì shímìsī xiānsheng ma?**
- Tom** 是的。  
**Shìde.**
- Consultant** 您想改到哪一天？  
**Nín xiǎng gǎidào nǎ yī tiān?**
- Tom** 下个星期一。有空位吗？  
**Xiàge xīngqīyī. Yǒu kōng wèi ma?**
- Consultant** 有。  
**Yǒu.**
- Tom** 请给我改到下个星期一。  
**Qǐng gěi wǒ gǎidào xiàge xīngqīyī.**
- Consultant** 不好意思，要收五十元改票费。  
**Bù hǎo yìsi, yào shōu wúshí yuán gǎipiào fèi.**
- Tom** 好的。怎么付改票费？  
**Hǎode. Zěnme fù gǎipiào fèi?**
- Consultant** 当天交给导游就行了。  
**Dāngtiān jiāo gěi dǎoyóu jiù xíngle.**
- Tom** 星期一也是早上八点出发吗？  
**Xīngqīyī yě shì zǎoshang bā diǎn chūfā ma?**
- Consultant** 是的，从北京饭店门口出发。  
**Shìde, cóng Běijīng Fàndiàn ménkǒu chūfā.**
- Tom** 谢谢。  
**Xièxie.**

## Part 2: Getting a refund

- Mary** 你好！请问李小姐在吗？  
**Nǐ hǎo! Qǐng wèn Lǐ xiǎojiě zài ma?**
- Mr Zhang** 她今天不上班。我能帮你吗？  
**Tā jīntiān bù shàngbān. Wǒ néng bāng nǐ ma?**
- Mary** 我从你们那儿买了一张去兰州的软卧票。可以退吗？  
**Wǒ cóng nǐmen nǎr mǎi le yī zhāng qù Lánzhōu de ruǎn wò piào. Kěyǐ tuì ma?**



- Consultant** *Please tell me your reservation number.*
- Tom** *SJ6108.*
- Consultant** *Just a second. Are you Mr Smith?*
- Tom** *Yes, I am.*
- Consultant** *Which day would you like to change it to?*
- Tom** *Next Monday. Do you have places available?*
- Consultant** *Yes, we have.*
- Tom** *Please change it to next Monday for me.*
- Consultant** *I'm afraid we charge 50 yuan for making the change.*
- Tom** *That's fine. How do I pay for the changing fee?*
- Consultant** *Give it to the tour guide on the day. That will be fine.*
- Tom** *Is it also an 8 am departure on Monday?*
- Consultant** *Yes, it is. It leaves from Beijing Hotel's entrance.*
- Tom** *Thank you.*
- 
- Mary** *Hello, is Miss Li in please?*
- Mr Zhang** *She is not at work today. Can I help you?*
- Mary** *I bought a soft-sleeper to Lanzhou from you. Can I have a refund?*

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- Mr Zhang** 是哪天的票？  
**Shì nǎ tiān de piào?**
- Mary** 九月十号的。  
**Jiǔyuè sì hào de.**
- Mr Zhang** 今天才七号，可以退。离出发四十八小时之前都可以退，但我们要收百分之十的退票费。  
**Jīntiān cái qī hào, kěyǐ tuì. Lí chūfā sìshí bā xiǎoshí zhīqián dōu kěyǐ tuì, dàn wǒmen yào shōu bǎifēnzhī shí de tuìpiào fèi.**
- Mary** 当然。怎么办理退款？  
**Dāngrán. Zěnmé bànlǐ tuì kuǎn?**
- Mr Zhang** 你把票拿到我们办公室来，我马上给你退款。  
**Nǐ bǎ piào ná dào wǒmen bàngōngshì lái, wǒ mǎshàng gěi nǐ tuì kuǎn.**
- Mary** 谢谢！我怎么称呼你？  
**Xièxiè! Wǒ zěnmé chēnghū nǐ?**
- Mr Zhang** ‘小张’或者‘张先生’都行。  
**‘Xiǎo Zhāng’ huòzhě ‘Zhāng xiānsheng’ dōu xíng.**
- Mary** 张先生，你几点下班？  
**Zhāng xiānsheng, nǐ jǐ diǎn xiàbān?**
- Mr Zhang** 晚上七点。  
**Wǎnshàng qī diǎn.**
- Mary** 我叫玛丽。我六点左右去找你。  
**Wǒ jiào Mǎlì. Wǒ liù diǎn zuǒyòu qù zhǎo nǐ.**
- Mr Zhang** 一会儿见，玛丽。  
**Yíhuìr jiàn, Mǎlì.**
- Mary** 一会儿见，张先生。  
**Yíhuìr jiàn, Zhāng xiānsheng.**

## Call 9: Dealing with emergencies

### Part 1: Calling for an ambulance

- Operator** 交通事故中心，你需要什么帮助？  
**Jiāotōng Shìgù Zhōngxīn, nǐ xūyào shénme bāngzhù?**
- Jane** 我出了车祸。有人受伤了。  
**Wǒ chū le chēhuò. Yǒu rén shòushāng le.**
- Operator** 你现在在什么地方？  
**Nǐ xiànzài zài shénme dìfāng?**

- Mr Zhang** *Which day is the ticket for?*
- Mary** *10th of September.*
- Mr Zhang** *It is only the 7th today. Yes, you can have a refund. One can get a refund 48 hours prior to departure, but we charge a 10% cancellation fee.*
- Mary** *Of course. How do you get a refund?*
- Mr Zhang** *Bring the ticket to our office and I'll refund you immediately.*
- Mary** *Thank you. How do I address you?*
- Mr Zhang** *Little Zhang or Mr Zhang, whichever.*
- Mary** *When do you finish work, Mr Zhang?*
- Mr Zhang** *At 7 pm.*
- Mary** *My name is Mary. I'll come to see you around 6 o'clock.*
- Mr Zhang** *See you soon, Mary.*
- Mary** *See you later, Mr Zhang.*

**Operator** *Traffic Accident Centre. Can I help you?*

**Jane** *I've had a traffic accident. There are people injured.*

**Operator** *Where are you now?*

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- Jane** 在么零么国道，离北京大约十公里的地方。  
**Zài yāo líng yāo guó dào, lí Běijīng dà yuē shí gōnglǐ de dìfang.**
- Operator** 几个人受伤了？  
**Jǐ ge rén shòushāng le?**
- Jane** 两个人。伤得不轻。  
**Liǎng ge rén. Shāng de bù qīng.**
- Operator** 有生命危险吗？  
**Yǒu shēngmìng wéixiǎn ma?**
- Jane** 没有，但需要立即送医院。  
**Méi yǒu, dàn xūyào lìjí sòng yīyuàn.**
- Operator** 救护车十分钟之内就到。请告诉我你的姓名和手机号码。  
**Jiùhùchē shí fēnzhōng zhīnèi jiù dào. Qǐng gàosu wǒ nǐde xìngmíng hé shǒujī hàomǎ.**
- Jane** 我叫珍妮·琼斯。号码是：零么三九九六三五五八六六。  
**Wǒ jiào Zhēnní·Qióngsī. Hàomǎ shì: líng yāo sān jiǔ jiù liù sān wǔ wǔ bā liù liù.**
- Operator** 琼斯小姐，交通警察马上会到事故现场。  
**Qióngsī xiǎojiě, jiāotōng jǐngchá mǎshàng huì dào shìgù xiànchǎng.**
- Jane** 知道了。谢谢你的帮助。  
**Zhīdào le. Xièxie nǐde bāngzhù.**

## Part 2: Calling to track your lost luggage

- Operator** 维真航空公司售后服务。你需要什么帮助？  
**Wéizhēn Hángkōng Gōngsī shòuhòu fúwù. Nǐ xūyào shénme bāngzhù?**
- John** 我的行李丢了。是打这个电话吗？  
**Wǒde xínglǐ diū le. Shì dǎ zhè ge diànhuà ma?**
- Operator** 不是，先生。有一个专线。我可以给你号码。  
**Bú shì, xiānsheng. Yǒu yī ge zhuānxiàn. Wǒ kěyǐ gěi nǐ hàomǎ.**
- John** 请等一下。我拿个笔。请说吧。  
**Qǐng děng yíxià. Wǒ ná ge bǐ. Qǐng shuō ba.**
- Operator** 零二么，六八三五五六八零。  
**Líng èr yāo, liù bā sān wǔ wǔ liù bā líng.**
- John** 零二么，六八三五五六八零。  
**Líng èr yāo, liù bā sān wǔ wǔ liù bā líng.**

**Jane** *On 101 National Road. It's somewhere about 10 kilometres away from Beijing.*

**Operator** *How many people have been injured?*

**Jane** *Two; the injury is quite serious.*

**Operator** *Is it life threatening?*

**Jane** *No, but they need to be sent to hospital immediately.*

**Operator** *The ambulance will arrive in 10 minutes. Please tell me your name and mobile number.*

**Jane** *My name is Jane Johnson and my number is 013996355866.*

**Operator** *Miss Johnson, the traffic police will arrive at the accident scene very soon.*

**Jane** *Alright. Thank you for your help.*

**Operator** *Virgin Airline Customer Service. Can I help you?*

**John** *I've lost my luggage. Is this the number to call?*

**Operator** *No. There's a dedicated phone line. I can give you the number.*

**John** *Just a second. I'll pick up a pen. Please go ahead.*

**Operator** *021 68355680.*

**John** *021 68355680.*

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- Operator** 对了。  
Dùi le.
- John** 谢谢。这个电话有英文服务吗？  
Xièxie. Zhè ge diànhuà yǒu Yīngwén fúwù ma?
- Operator** 有。如果你想同工作人员说话，请按零。  
Yǒu. Rúguǒ nǐ xiǎng tóng gōngzuò rényuán shuōhuà, qǐng àn líng.
- [John dials the other number and then presses 0]
- John** 你好！我的行李丢了。想知道是否有什么消息？  
Nǐ hǎo! Wǒde xínglǐ diū le. Xiǎng zhīdào shìfǒu yǒu shénme xiāoxi?
- Operator** 请告诉我您的航班号？  
Qǐng gàosu wǒ nín de hángbān hào?
- John** VS 二五零。  
VS èr wú líng.
- Operator** 哪天到的上海？  
Nǎ tiān dào de Shànghǎi?
- John** 一月十号。  
Yīyuè shí hào.
- Operator** 您的名字是‘John Smith’吗？  
Nín de míngzì shì ‘John Smith’ ma?
- John** 是的。  
Shìde.
- Operator** 告诉您一个好消息：您的行李找到了。今天下午送到您的饭店。  
Gàosu nín yī ge hǎo xiāoxi: nín de xínglǐ zhǎo dào le. Jīntiān xiàowǔ sòng dào nín de fàndiàn.
- John** 太谢谢了！  
Tài xièxie le!

## Call 10: Answering calls

### Job interview

- Tom** 喂，请问你找谁？  
Wèi, qǐngwèn nǐ zhǎo shéi?
- Publisher** 汤姆史密斯在吗？  
Tāngmù shímìsī zài ma?
- Tom** 我就是。请问您是谁？  
Wǒ jiù shì. Qǐngwèn nín shì shéi?

**Operator** Correct.

**John** *Thank you. Does this number have an English-language service?*

**Operator** *Yes, it has. If you want to speak to an operator, press zero.*

[John dials the other number and then presses 0]

**John** *Hello. I've lost my luggage, and I'd like to know if there's any news (of my luggage).*

**Operator** *Please tell me your flight number.*

**John** VS250.

**Operator** *Which day did you arrive in Shanghai?*

**John** *The 10th of January.*

**Operator** *Are you 'John Smith'?*

**John** *Yes, I am.*

**Operator** *Here's the good news: your luggage has been found. We'll deliver it to your hotel this afternoon.*

**John** *Thank you so much.*

**Tom** *Hello, who would you like to speak to?*

**Publisher** *Is Tom Smith in?*

**Tom** *Speaking. Who am I talking to, please?*

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- Publisher** 你好，汤姆。我是中国日报社的，姓王。  
Nǐ hǎo, Tāngmǔ. Wǒ shì zhōngguó rìbào shè de,  
xìng Wáng.
- Tom** 你好！王小姐。  
Nǐ hǎo! Wáng xiǎojiě.
- Publisher** 我们收到了你的申请。  
Wǒmen shōudào le nǐde shēnqǐng.
- Tom** 我有希望吗？  
Wǒ yǒu xīwàng ma?
- Publisher** 当然有。我们想见你。  
Dāngrán yǒu. Wǒmen xiǎng jiànjiàn nǐ.
- Tom** 你是说，让我参加工作面试？  
Nǐ shì shuō, ràng wǒ cānjiā gōngzuò miànshì?
- Publisher** 是的。  
Shìde.
- Tom** 太棒了！  
Tài bàng le!
- Publisher** 一月十八号上午十点。你能来吗？  
Yī yuè shíbā hào shàngwú shí diǎn. Nǐ néng lái ma?
- Tom** 让我查一下我的日记。我上午有事。能改到下午  
吗？  
Ràng wǒ chá yīxià wǒde rìjì. Wǒ shàngwú yǒu shì.  
Néng gǎi dào xiàwú ma?
- Publisher** 下午两点行吗？  
Xiàwú liǎng diǎn xíng ma?
- Tom** 没问题。请告诉我面试地点。  
Méi wèntí. Qǐng gàosu wǒ miànshì dìdiǎn.
- Publisher** 我一会儿就给你发电子邮件，告诉你详情和有关注  
意事项。  
Wǒ yīhuìr jiù gěi nǐ fā diànzǐ yóujiàn, gàosu nǐ  
xiángqíng hé yǒuguān zhùyì shìxiàng.
- Tom** 好的。谢谢你的电话。  
Hǎode. Xièxie nǐde diànhuà.



**Publisher** *Hello, Tom. I'm from (the) China Daily Newspaper. My surname is Wang.*

**Tom** *Hello. Miss Wang.*

**Publisher** *We have received your application.*

**Tom** *Do I stand a chance?*

**Publisher** *Of course. We'd like to meet you.*

**Tom** *Are you saying you're asking me to attend a job interview?*

**Publisher** *Yes.*

**Tom** *Wonderful!*

**Publisher** *At 10 am on 18th January. Can you make it?*

**Tom** *Let me check my diary. Oh, I've got something in the morning. Could it be changed to the afternoon?*

**Publisher** *How about 2 pm?*

**Tom** *No problem. Please tell me the location of the interview.*

**Publisher** *I'll send you an email in a while, giving you all the details and relevant information.*

**Tom** *Okay. Thank you for your call.*

## Listening skills: survival phrases

<i>Hello!</i>	<b>wèi! / nǐ hǎo!</b>	喂！ / 你好！
<i>I beg your pardon?</i>	<b>bàoqiàn, nǐ shuō shénme?</b>	抱歉，你说什么？
<i>This is ...</i>	<b>wǒ shì ...</b>	我是...
<i>Is ... in?</i>	<b>zài ma?</b>	在吗？
<i>I'd like to speak to ...</i>	<b>wǒ zhǎo ...</b>	我找...
<i>Is this/that ... ?</i>	<b>shì ... ma?</b>	是... 吗？
<i>Speaking (please).</i>	<b>qǐng shuō.</b>	请说。
<i>Please give me your name and number.</i>	<b>qǐng gàosu wǒ nǐde míngzì/hàomǎ.</b>	请告诉我你的名字 / 号码。
<i>Could you tell me your surname please?</i>	<b>nín guì xìng? / qǐng wèn guì xìng? (polite way)</b>	您贵姓？ / 请问贵姓？
<i>I didn't hear what you said.</i>	<b>wǒ méi tīng qīng nǐ shuō de.</b>	我没听清你说的。
<i>I can't hear you.</i>	<b>wǒ tīng bù qīng.</b>	我听不清。
<i>Could you repeat, please?</i>	<b>qǐng zài shuō yībiàn, hǎo ma?</b>	请再说一遍，好吗？
<i>Please speak more slowly.</i>	<b>qǐng màn yīdiǎnr shuō.</b>	请慢一点儿说。
<i>I can't speak Chinese very well.</i>	<b>wǒde zhōngwén shuō de bù hǎo.</b>	我的中文说得不好。
<i>Can you speak English?</i>	<b>nǐ huì shuō yīngwén ma?</b>	你会说英文吗？
<i>Sorry, I couldn't understand.</i>	<b>duìbuqǐ, wǒ tīng bù dǒng.</b>	对不起，我听不懂。

## Using the telephone in China

### Essential words for making a call

<i>public telephone</i>	<b>gōngyòng diànhuà</b>	公用电话
<i>landline/fixed phone</i>	<b>zuò jī</b>	座机
<i>telephone card</i>	<b>diànhuà kǎ</b>	电话卡
<i>international call</i>	<b>guójì diànhuà</b>	国际电话
<i>engaged</i>	<b>zhànxiàn</b>	占线
<i>local call</i>	<b>shì nèi diànhuà</b>	市内电话
<i>long-distance call</i>	<b>shì wài diànhuà</b>	市外电话
<i>recorded message</i>	<b>lùyīn liúyán</b>	录音留言
<i>out of order</i>	<b>huài le</b>	坏了

<i>to make a call</i>	<b>dǎ diànhuà</b>	打电话
<i>to take a call</i>	<b>jiē diànhuà</b>	接电话
<i>cannot get through</i>	<b>dǎ bù tōng</b>	打不通
<i>to talk on the phone</i>	<b>jiǎng diànhuà/dǎ diànhuà</b>	讲电话 / 打电话
<i>to make a reservation by phone</i>	<b>diànhuà yùdìng</b>	电话预订
<i>to make an enquiry by phone</i>	<b>diànhuà zīxún</b>	电话咨询
<i>to redial</i>	<b>chóngbō</b>	重拨
<i>to return a call</i>	<b>huí diànhuà</b>	回电话
<i>message</i>	<b>kǒuxìn/tiáozǐ</b>	口信 / 条子
<i>to leave a message</i>	<b>liú yán</b>	留言
<i>to hang up</i>	<b>guà shàng</b>	挂上
<i>wake-up call</i>	<b>jiào xǐng diànhuà</b>	叫醒电话

**i** When you buy phone cards, note that some phone cards can only be used in the city you are in, but others can be used nationally. Public phones that allow you to dial international numbers direct can only be found in large cities. Watch out for the sign saying IDD (international direct dialling). There are many public phone booths attended by assistants. You first tell the assistant where you wish to call – you will be asked to put down a deposit. You can also make international calls from main post offices and telecommunications offices. There are also discounted phone cards for making both international and domestic calls if you can be bothered to dial a long series of pin numbers.

## Mobile phones

<i>mobile/cell phone</i>	<b>shǒujī</b>	手机
<i>What's your mobile/cell phone number?</i>	<b>nǐde shǒujī hào shì duō shǎo?</b>	你的手机号是多少？
<i>My mobile/cell phone number is . . .</i>	<b>wǒde shǒujī hào shì . . .</b>	我的手机号是 . . .
<i>The battery is running out.</i>	<b>kuài méi diàn le.</b>	快没电了。
<i>My mobile is nearly out of credit.</i>	<b>wǒde shǒujī kuài méi qián le.</b>	我的手机快没钱了。
<i>I'm running out of minutes.</i>	<b>wǒde miǎnfèi shíjiān kuài dǎ wán le.</b>	我的免费时间快打完了。
<i>It's a text message.</i>	<b>shì duǎn xìn.</b>	是短信。
<i>to send a text message</i>	<b>fā duǎn xìn</b>	发短信

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*My phone does not display characters.*

*I can't get a signal.*

*pay-as-you-go SIM card*

*My mobile phone has been stolen.*

**wǒde shǒujī bù xiǎnshì hànzì.**

**méi yǒu xìn hào.**

**chōng zhí kǎ**

**wǒde shǒujī bèi tōu le.**

我的手机不显示汉字。

没有信号。

冲值卡

我的手机被偷了。

**i** Mobile phones are very popular in China and the coverage is extensive. If you take your mobile phone with you to China, you can buy a pay-as-you go SIM card. Please note that some SIM cards charge two ways – making and receiving a call. So make sure which type you want before the purchase.

## Speaking to the operator/switchboard

*Room 312 please.*

*Extension 5321 please.*

*Could you put me through to Room 213?*

*Could you give me the number of...?*

*Could you give me directory enquiries?*

*Can I dial direct?*

*This is room number...*

*How do I get an outside line?*

*What's the code for Shanghai?*

**qǐng jiē sān yāo èr fángjiān.**

**qǐng zhuǎn wǔ sān èr yāo fēngjī.**

**néng bù néng gěi wǒ zhuǎn èr yāo sān fángjiān?**

**nǐ néng gào sù wǒ... de hào mǎ ma?**

**néng gěi wǒ jiē diàn huà dǎo háng ma?**

**wǒ néng zhí bō ma?**

**zhè shì... fángjiān.**

**zěn me dǎ wài xiàn?**

**Shànghǎi de qū hào shì shén me?**

请接三二零二房间。

请转五三二零分机。

能不能给我转二零三房间？

你能告诉我...的号码吗？

能给我接电话导航吗？

我能直拨吗？

这是...房间。

怎么打外线？

上海的区号是什么？

**i** Telephone codes in China are linked to towns. Some codes are three digits (e.g. 010 for Beijing) and others are four digits (e.g. 0571 for Hangzhou). Most landline numbers have eight digits. Mobile phone numbers start with the digit 0, followed by 10 digits. If you dial a mobile outside the city you are in, you do not dial zero.

## Operator/switchboard speaking to the caller

<i>Hello!</i>	nín hǎo!	您好！
<i>This is Beijing Hotel.</i>	zhè shì běijīng	这是北京饭店。您需要
<i>Can I help you?</i>	fàndiàn. nǐ xūyào shénme bāngzhù?	什么帮助？
<i>I'll put you through.</i>	bāng nín jiē xiàn.	帮您接线。
<i>You can dial that number direct.</i>	nín kěyǐ zhí bō.	您可以直拨。
<i>The line is engaged.</i>	zhàn xiàn.	占线。
<i>Do you want to wait?</i>	nín xiǎng děng ma?	您想等吗？
<i>Hold the line please.</i>	qǐng shāo děng.	请稍等。
<i>There's a dedicated phone line.</i>	yǒu ge zhuān xiàn.	有个专线。
<i>I can give you the number.</i>	wǒ kěyǐ gěi nǐ hàomǎ.	我可以给你号码。

## Problems

<i>Sorry, we were cut off.</i>	duìbuqǐ, xiàn duàn le.	对不起，线断了。
<i>I can hardly hear you.</i>	wǒ jīhū tīng bu jiàn.	我几乎听不见。
<i>It's a very bad line.</i>	xiànlù bù hǎo.	线路不好。
<i>Could you say that again, please?</i>	néng bù néng zài shuō yī biàn?	能不能再说一遍？

## The number you've dialled replies

<i>Hello?</i>	wèi?	喂？
<i>Hello, China Daily, Wang Ping speaking.</i>	nǐ hǎo, zhōngguó rìbào. wǒ shì wáng píng.	你好，中国日报。 我是王平。
<i>Whom would you like to speak to?</i>	nǐ zhǎo shéi?	你找谁？

## You get a recorded message

<i>The number you've dialled does not exist.</i>	nín bōdǎ de shì kōng hào.	您拨打的是空号。
<i>The person you are calling is on the phone. Please wait.</i>	cǐ rén zhèngzài tōnghuà zhōng, qǐng shāo hòu.	此人正在通话中， 请稍候。

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*Sorry, our office is currently closed. Our office hours are...*

*Please call back later. Dial the extension now. If you want to speak to the operator, dial zero.*

**duibuqǐ, wǒmen yǐ xià bān. wǒmen de bàngōng shíjiān wéi...**

**qǐng shāohòu zài dǎ. qǐng bō fēnjī hào. chá hào qǐng bō ling.**

对不起，我们已下班。我们的办公时间为...

请稍后再打。请拨分机号。查号请拨零。

**i** Most phones in China do not have answer phones or voicemail. You simply have to call back later if the office is closed or if the person you are calling is not answering the call.

## You dial the wrong number

*You have dialled the wrong number.*

*I'm sorry, I must have dialled the wrong number.*

*She doesn't work here any more.*

*He now works for...*

*She's on extension 5642 now.*

*Do you want me to transfer you now?*

**nǐ bō cuò hào mǎ le.**

**duibuqǐ, wǒ yīdìng bō cuò hào mǎ le.**

**tā bú zài zhèr gōngzuò le.**

**tā xiànzài wèi... gōngzuò.**

**tā xiànzài de fēnjī hào shì wǔ liù sì èr.**

**nǐ yào wǒ gěi nǐ zhuǎn guòqu ma?**

你拨错号码了。

对不起，我一定拨错号码了。

她不在这儿工作了。

他现在为...工作。

她现在的分机号是五六四二。

你要我给你转过去吗？

## Asking for the person you want

*Hello, is... in?*

*Hello, is that...?*

*May/Could I speak to..., please?*

*I'd like to speak to..., please.*

**wèi, ... zài ma?**

**wèi, nǐ shì... ma?**

**qǐng zhǎo yíxià..., hǎo ma?**

**wǒ zhǎo...**

喂...在吗？

喂，你是...吗？

请找一下...，好吗？

我找...

## The person you want is not available

<i>I'm sorry, He is not in. She's gone out. He's on another line.</i>	<b>duibuqǐ, tā bú zài. tā chūqu le. tā zhèngzài língyīgè diànhuà shàng.</b>	对不起，他不在。 她出去了。 他正在另一个电话上。
<i>She is on the phone.</i>	<b>tā zhèngzài jiǎng diànhuà.</b>	她正在讲电话。
<i>She's in a meeting. Can I help you?</i>	<b>tā zài kāihuì. wǒ néng bāngzhù nǐ ma?</b>	她在开会。 我能帮助你吗？

## Leaving a message

<i>Could you ask him to ring me back?</i>	<b>néng ràng tā gěi wǒ huí ge diànhuà ma?</b>	能让他给我回个电话 吗？
<i>Could you tell her I called?</i>	<b>nǐ néng gàosu tā wǒ lái diànhuà le ma?</b>	你能告诉她我来电话 了吗？
<i>She's got my number. I'll call back in 10 minutes.</i>	<b>tā yǒu wǒde diànhuà. wǒ shí fēnzhōng hòu zài dǎ.</b>	她有我的电话。 我十分钟后再打。
<i>Can I trouble you to pass on the message?</i>	<b>máfan nǐ chuán ge kǒuxìn, xíng ma?</b>	麻烦你传个口信， 行吗？

## Answering calls

<i>Who's calling please? This is . . . Please go ahead. Would you like to leave a message?</i>	<b>qǐng wèn nǐ shì shéi? zhè shì . . . qǐng shuō. nǐ yào liú yán ma?</b>	请问你是谁？ 这是... 请说。 你要留言吗？
<i>Can I pass on a message?</i>	<b>wǒ néng chuán ge kǒuxìn ma?</b>	我能传个口信吗？

## Gap fillers

<i>Yes. Certainly/Of course. Yes, sure. I understand. Fine/All right! Great!/Wonderful!</i>	<b>hǎode. dāngrán. hǎo, méi wèntí. míngbái le. kěyǐ! tài bàng le!</b>	好的。 当然。 好，没问题。 明白了。 可以！ 太棒了！
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## Asking for and giving numbers

<i>What's your number?</i>	<b>nǐde hàomǎ shì duō shǎo?</b>	你的号码是多少？
<i>What's your telephone/fax/mobile number?</i>	<b>nǐde diànhuà/huánzhēn/shǒujī hàomǎ shì duō shǎo?</b>	你的电话 / 传真 / 手机号码是多少？
<i>What's your extension number?</i>	<b>nǐde fēnjī hàomǎ shì duō shǎo?</b>	你的分机号码是多少？
<i>What's the number for...?</i>	<b>... de diànhuà hàomǎ shì duō shǎo?</b>	... 的电话号码是多少？
<i>What's your office/home number?</i>	<b>nǐ jiālǐ/bàngōngshì de hàomǎ shì duō shǎo?</b>	你家里 / 办公室的号码是多少？
<i>I'll give you my work number.</i>	<b>wǒ gěi nǐ wǒde gōngzuò hàomǎ.</b>	我给你我的工作号码。
<i>My number is...</i>	<b>hàomǎ shì...</b>	号码是...

**i** Telephone numbers in China are read as single figures. For example, 010 85204001 is read out as líng yāo líng bā wǔ èr líng sì líng líng yāo. Leave a pause after 010. Please note that number one is read out as **yāo**, NOT as **yī** because **yī** can be confused with number seven (**qī**).

To make an international call from China you need to dial 00 + country code + area code (without the zero) + number. For example, to call London you dial 00 + 44 (for United Kingdom) + 20 (for London) + the number you want.

To make a call to China from your own country, you need to dial 00 (or other international code used in your country) + 86 (for China) + area code (without the zero) + number. If it is a mobile number in China, after + 86, dial the mobile number without the first zero. For example, to call a landline in Beijing, you dial 00 + 86 + 10 (for Beijing) + the number you want. To call a mobile number 01398899561, you dial 00 + 86 + 1398899561.

Here are some helpful telephone numbers when you are inside China:

Directory enquiry: 114

Police: 110

Fire: 119

Traffic accident: 112

Ambulance: 120

Beijing Red Cross First Aid Centre: 999



## Asking for addresses and directions

<i>Will you give me the address of the hotel, please?</i>	<b>nǐ néng gěi wǒ fàndiàn de dìzhǐ ma?</b>	你能给我饭店的地址吗？
<i>Give me your address, please.</i>	<b>qǐng gěi wǒ nǐde dìzhǐ.</b>	请给我你的地址。
<i>What's the address? How can I get there?</i>	<b>dìzhǐ shì shénme? dào nǐ nàr zěnmē zǒu?</b>	地址是什么？ 到你那儿怎么走？
<i>We're on the fifth floor. You can take a bus or the subway.</i>	<b>wǒmen zài liù céng. nǐ kěyǐ chéng gōngchē huòzhě dìtiē.</b>	我们在六层。 你可以乘公车或者地铁。
<i>Take a taxi, and I'll tell the taxi driver my address.</i>	<b>zuò ge chūzū, wǒ huì gào su chūzū chē sījī wǒde dìzhǐ.</b>	坐个出租，我会告诉出租车司机我的地址。

**i** Chinese addresses follow a different pattern from English. The largest unit comes first. So city comes first, then street, and finally house number/flat number. For example, the address 'Flat 2, 68 Chang'an Road, Beijing' in Chinese will be 'Beijing, Chang'an Lu 68 hao, 2 hao gongyu'.

## Making a booking

<i>I'd like to book a table/room/taxi.</i>	<b>wǒ xiǎng dìng yī ge zhuō/yī jiān fáng/yī liàng chūzū.</b>	我想订一个桌 / 一间房 / 一辆出租。
<i>Have you got rooms available for tonight?</i>	<b>nǐmen jīnwǎn yǒu kōng fángjiān ma?</b>	你们今晚有空房间吗？
<i>Can I have a table in a no-smoking area?</i>	<b>néng gěi wǒmen yī zhāng zài bù xīyān qū de zhuōzi ma?</b>	能给我们一张在不吸烟区的桌子吗？

## Requesting a service

<i>I'm phoning to order a pizza.</i>	<b>wǒ diànhuà dìng bǐsàbǐng.</b>	我电话订比萨饼。
<i>Would you send a bottle of dry red wine to room 802?</i>	<b>néng bù néng sòng yī píng kuàngquán shuǐ dào bā líng èr fángjiān?</b>	能不能送一瓶矿泉水到八零二房间？

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<i>I'll need a wake-up call.</i>	<b>wǒ xūyào jiào xǐng fúwù.</b>	我需要叫醒服务。
<i>Could you send some extra blankets to room 628?</i>	<b>nǐ néng gěi liù èr bā fángjiān sòng jǐ tiáo tānzi ma?</b>	你能给六二八房间送几条毯子吗？
<i>I need a doctor/ an ambulance as soon as possible.</i>	<b>wǒ mǎshàng xūyào kàn yīshēng/yī liàng jiùhùchē.</b>	我马上需要看医生 / 一辆救护车。

## Asking for information

<i>Please will you tell me . . .</i>	<b>qǐng gàosu wǒ . . .</b>	请告诉我 . . .
<i>Would you give me detailed information about the interview?</i>	<b>néng gěi wǒ miànshì de xiángqing ma?</b>	能给我面试的详情吗？
<i>I'd like to know the opening times.</i>	<b>wǒ xiǎng zhīdào kāimén shíjiān.</b>	我想知道开门时间。
<i>Would you send me an email?</i>	<b>nǐ néng gěi wǒ fā ge diànzǐ yóujiàn ma?</b>	你能给我发个电子邮件吗？
<i>Could you post some information to me?</i>	<b>nǐ néng gěi wǒ jì yīxiē zīliào ma?</b>	你能给我寄一些资料吗？

## Making arrangements

<i>Is Monday 11am alright?</i>	<b>xīngqīyī shàngwǔ shíyī diǎn xíng ma?</b>	星期一上午十一点行吗？
<i>Can you make it?</i>	<b>nǐ néng xíng ma?</b>	你能行吗？
<i>I've got things on Tuesday morning. Could it be changed to the afternoon?</i>	<b>xīngqī'èr shàngwǔ wǒ yǒu shì. néng gǎi dào xiàwǔ ma?</b>	星期二上午我有事。能改到下午吗？

## Thanking someone and responding

<i>Thank you.</i>	<b>xièxie.</b>	谢谢。
<i>Thank you very much.</i>	<b>fēicháng gǎnxiè.</b>	非常感谢。
<i>You're welcome.</i>	<b>bú kèqì.</b>	不客气。
<i>Thank you for calling.</i>	<b>xièxie nǐ lái diànhuà.</b>	谢谢你来电话。

## Ending a telephone conversation and saying good bye

<i>I'll call you (next week/ Monday, etc.)</i>	<b>wǒ xiàge xīngqī/ xīngqīyī gěi nǐ dǎ diànhuà.</b>	我（下个星期 / 星期一）给你打 电话。
<i>Please ring me (this afternoon/ tonight, etc.)</i>	<b>qǐng (jīntiān xiàwǔ/ jīntiān wǎnshàng) gěi wǒ dǎ diànhuà.</b>	请（今天下午 / 今天晚上）给我打 电话。
<i>Don't forget to call me.</i>	<b>bié wàng le gěi wǒ dǎ diànhuà.</b>	别忘了给我打电话。
<i>Good bye!</i>	<b>zàijiàn!</b>	再见！
<i>See you soon!</i>	<b>yīhuìr jiàn!</b>	一会儿见！
<i>See you tomorrow/ on Sunday!</i>	<b>míngtiān/xīngqītiān jiàn!</b>	明天 / 星期天见！

## How to clarify characters over the phone

As Chinese is not an alphabetically based script, you simply cannot spell words. To clarify words, people either take a character apart and say each component aloud or give another phrase where the same character is used. For example, if one's surname is 吴 **wú**, this person may clarify by saying '口天吴 kǒu tiān wú', meaning 'the *wu* that consists of 口 kǒu (mouth) and 天 tiān (sky)'. Or if the surname is 史 **shǐ**, one may clarify by saying '历史的史 lìshǐ de shǐ', meaning '**shǐ** as in the word "lìshǐ"' (history).

## Chinese-English glossary

àn	按	<i>to press</i>
bàba	爸爸	<i>father/dad</i>
bǎi	百	<i>hundred</i>
bǎifēnzhī	百分之	<i>percent</i>
bàn	半	<i>half</i>
bāng/bāngzhù	帮 / 帮助	<i>to help</i>
bàngōngshì	办公室	<i>office</i>
bànlǐ	办理	<i>to deal/to sort out</i>
bāo jiān	包间	<i>private room</i>
bāokuò	包括	<i>to include</i>
běijīng	北京	<i>Beijing</i>
bǐ	笔	<i>pen</i>
biàn	变	<i>to change</i>
biāozhǔn	标准	<i>standard</i>
bié	别	<i>do not . . .</i>
biéde	别的	<i>other</i>
bǐsàbǐng	比萨饼	<i>pizza</i>
bìxū	必须	<i>must</i>
bōdǎ/bō	拨打 / 拨	<i>to dial</i>
bú cuò	不错	<i>not bad/quite good</i>
bù háo yìsī	不好意思	<i>I'm sorry</i>
bú kèqì	不客气	<i>you're welcome</i>
bù qīng	不轻	<i>quite serious (injury)</i>
bù shōufèi	不收费	<i>free of charge</i>
bù xīyān	不吸烟	<i>no-smoking (area)</i>
bú yòng le	不用了	<i>no need</i>
bùlǎng	布朗	<i>Brown (surname)</i>
cái	才	<i>only/just</i>
cānjiā	参加	<i>to attend</i>
chá	查	<i>to check</i>
chá hào	查号	<i>to check the number</i>
chā shàng	插上	<i>to plug in</i>
cháng chéng	长城	<i>the Great Wall</i>
chē	车	<i>car</i>
chē huò	车祸	<i>traffic accident</i>
chēnghū	称呼	<i>to address/to call</i>
chī	吃	<i>to eat</i>
chū qù	出去	<i>to go out</i>
chuán	传	<i>to pass on</i>
chūfā	出发	<i>to depart</i>
cóng	从	<i>from</i>
cóng . . . dào	从 . . . 到	<i>from . . . to</i>
cùn	寸	<i>inch</i>
cuò	错	<i>mistake</i>
dǎ chē	打车	<i>to take a taxi</i>

dǎ diànhuà	打电话	to make a call
dà tīng	大厅	communal hall
dá dào	达到	to reach
dài	带	to bring
dāng tiān	当天	on the day
dāngrán	当然	of course
dānrén	单人	single
dào	到	to arrive
dǎo yóu	导游	tour guide
dàxué	大学	university
déi	得	to have to
děng	等	to wait
diàn	店	shop
diàn chuífēng	电吹风	hairdryer
diàn yuán	电源	power
diànhuà dǎoháng	电话导航	telephone directory
diànzǐ yóujiàn	电子邮件	email
dìfāng	地方	location/place
dìng	订	to book/to reserve
dìng mǎn	订满	fully booked
dìngfāng bù	订房部	reservation department
diū	丢	to lose
dìzhǐ	地址	address
dǔ chē	堵车	traffic jam
duǎn xìn	短信	text message
duì/duì le	对 / 对了	correct
duìbuqǐ	对不起	sorry
duìhuàn	兑换	to exchange (money)
duō shǎo	多少	what's . . . (phone number)?/ how many?
duō shǎo qián	多少钱	how much is it
fā	发	to send (fax/email)
fàndiàn	饭店	hotel/restaurant
fāngbiàn	方便	convenient
fángjiān	房间	room
fángzi	房子	house
fèi	费	fee
fēi huìyuán	非会员	non-member
fēijīchǎng	飞机场	airport
fēnháng	分行	branch (of a bank)
fēnjī hào	分机号	extension number
fēnzhōng	分钟	minute
fù	付	to pay
fúwù	服务	service
gǎi	改	to change
gǎi piào	改票	to change the ticket
gānghǎo	刚好	coincidentally

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gàosu	告诉	to tell
gāoxìng	高兴	be pleased
gěi nǐ/wǒ	给你 / 我	to you/me
gōnglǐ	公里	kilometre
gōngsī	公司	firm/company
gōngzuò	工作	to work/work
guān jī	关机	to be switched off
guǎnggào	广告	advertising/advertisement
guānmén	关门	to be closed
guì	贵	expensive
gūniáng	姑娘	girl
guó dào	国道	national road
guò lái	过来	to come over
guó jì	国际	international
guó nèi	国内	domestic
hái	还	still
háishi	还是	... or ... ?
hǎixiān	海鲜	seafood
háiyǒu	还有	also
hángbān	航班	flight
hángbān hào	航班号	flight number
hángkōng	航空	airmail
hào	号	date
hǎo	好	good
hǎo jǐcì	好几次	several times
hǎoba/hǎode	好吧 / 好的	okay/alright
háohuá	豪华	luxurious
hàomǎ	号码	number
héshì	合适	suitable
huài le	坏了	to have broken down
huán	还	to return
huàn	换	to change
huàn qián	换钱	to change money
huānyíng	欢迎	to welcome
huí ge diànhuà	回个电话	to return the call
huì lǜ	汇率	exchange rate
huílái	回来	to return
huǒtuǐ	火腿	ham
huòzhě	或者	or
jī piào	机票	flight ticket
jǐ tiān	几天	how many days?
jì xià	记下	to write down
jiā	家	family [measure word]
jiàgé	价格	price
jiàn	件	[measure word]
jiàn	见	to see/[measure word]
jiǎnchá	检查	to check/to examine

jiànliàng	见谅	<i>to excuse/to bear with</i>
jiànshēn	健身	<i>to exercise</i>
jiànshēn fáng	健身房	<i>fitness centre</i>
jiào	叫	<i>to call/to be called</i>
jiāo gěi	交给	<i>to hand to</i>
jiào xǐng	叫醒	<i>to wake up/wake-up call</i>
jiāotōng	交通	<i>transportation</i>
jiē	接	<i>to collect/to answer (phone)</i>
jìhuà	计划	<i>plan</i>
jìlù	记录	<i>to write it down</i>
jīng xǐ	惊喜	<i>pleasant surprise</i>
jīngchá	警察	<i>police</i>
jīntiān	今天	<i>today</i>
jīnwǎn	今晚	<i>tonight</i>
jiù	就	<i>then</i>
jiùcān	就餐	<i>to dine</i>
jiùhùchē	救护车	<i>ambulance</i>
jiǔlóu	酒楼	<i>restaurant</i>
jùlèbù	俱乐部	<i>club/centre</i>
jùtǐ	具体	<i>detailed</i>
kǎ	卡	<i>card</i>
kāi huì	开会	<i>to attend meeting</i>
kāifàng	开放	<i>to open/be open</i>
kāimén	开门	<i>to open/be open</i>
kāishǐ	开始	<i>to start</i>
kǎlā OK	卡拉 OK	<i>karaoke</i>
kànkàn	看看	<i>to have a look</i>
kěnéng	可能	<i>perhaps/possibly</i>
kěyǐ	可以	<i>may/can</i>
kòng wèi	空位	<i>vacancy/available place</i>
kǒuxìn	口信	<i>message</i>
lái	来	<i>to come</i>
lái diànhuà	来电话	<i>an incoming call</i>
lánqiú chǎng	篮球场	<i>basketball</i>
lánzhōu	兰州	<i>Lanzhou (place name)</i>
lǎoshī	老师	<i>teacher</i>
lí diàn	离店	<i>to check out (hotel)</i>
lí zhèr	离这儿	<i>from here</i>
liàng	辆	<i>[measure word]</i>
lìjì	立即	<i>immediately</i>
líkāi	离开	<i>to leave</i>
líng	零	<i>zero</i>
línǚ	淋浴	<i>shower (in a bathroom)</i>
lishǐ	历史	<i>history</i>
liú xuéshēng	留学生	<i>overseas student</i>
liú yán	留言	<i>to leave a message</i>
lóu	楼	<i>building/block</i>

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lǚdiàn/lǚshè	旅店 / 旅社	<i>inn/guesthouse</i>
lǚxíng shè	旅行社	<i>travel agent</i>
lǚxíng zhīpiào	旅行支票	<i>traveller's cheque</i>
máfan	麻烦	<i>to trouble</i>
mǎi	买	<i>to buy</i>
mǎn	满	<i>full</i>
mǎshàng	马上	<i>immediately</i>
méi yǒu	没有	<i>not</i>
méi wèntí	没问题	<i>no problem</i>
méi yǒu	没有	<i>do not have</i>
měitiān	每天	<i>everyday</i>
ménkǒu	门口	<i>entrance</i>
miànbāo chē	面包车	<i>mini-bus</i>
miànshì	面试	<i>interview</i>
míngtiān	明天	<i>tomorrow</i>
míngzi	名字	<i>name</i>
mógū	蘑菇	<i>mushroom</i>
ná	拿	<i>to pick up/to fetch</i>
ná dào/ná dào shǒu	拿到 / 拿到手	<i>to have got hold of</i>
nǎ tiān/nǎ yī tiān	哪天 / 哪一天	<i>which day?</i>
nàme/nà	那么 / 那	<i>in that case</i>
néng	能	<i>can/could</i>
nǐ	你	<i>you</i>
nǐ hǎo	你好	<i>hello</i>
nián kǎ	年卡	<i>annual card</i>
nǐmen	你们	<i>you (plural)</i>
nǐmen nàr	你们那儿	<i>your place</i>
nín	您	<i>you (polite)</i>
nín hǎo	您好	<i>hello (polite)</i>
nòng diū le	弄丢了	<i>to have lost it</i>
ōuyuán	欧元	<i>euro</i>
pà	怕	<i>I'm afraid</i>
pángbiān	旁边	<i>nearby</i>
piányí	便宜	<i>inexpensive/low budget</i>
piào	票	<i>ticket</i>
pǔtōng	普通	<i>ordinary</i>
qǐ fēi	起飞	<i>to take off</i>
qī rén zuò	七人座	<i>seven-seat (car)/seven-seater</i>
qiān	千	<i>thousand</i>
qián tiān	前天	<i>the day before yesterday</i>
qiántái	前台	<i>reception (hotel)</i>
qǐng	请	<i>please</i>
qǐng jiē	请接	<i>to put through to</i>
qǐng shāo děng/ qǐng shāo hòu	请稍等 / 请稍候	<i>just a second please/hold on please</i>
qǐng shuō ba	请说吧	<i>go ahead</i>
qǐng wèn	请问	<i>please may I ask ...</i>



qīngnián	青年	youth
qióngsī	琼斯	Johnson
qíta	其他	others
qù	去	to go
qū	区	area
quán	全	whole/completely
ràng	让	to let
rénmín	人民	people
rénmínbì	人民币	[name of Chinese currency]
rényuán	人员	person/people
rì bào	日报	daily newspaper
rìjì	日记	diary
rìzi	日子	day/times
ruǎn wò	软卧	soft-sleeper
rúguǒ	如果	if
rùzhù	入住	to check in (hotel)
sāngná	桑拿	sauna
shàng bān	上班	to go to work
shànghǎi	上海	Shanghai
shè	社	newspaper/publisher
shèbèi	设备	equipment
shéi	谁	who
shēngmìng	生命	life
shénme	什么	what
shénme shíhòu	什么时候	when
shēnqǐng	申请	to apply
shèshī	设施	facility
shì	是	be (am/are/is)
shì	事	matter
shì . . . ma	是 . . . 吗	is it . . . ?
shìde	是的	yes
shì yòng	试用	to try it out
shìfǒu	是否	if
shīfu	师傅	master
shìgù	事故	accident
shíhòu	时候	times/moments
shíjiān	时间	times
shímìsī	史密斯	Smith (name)
shìnèi	室内	indoor
shōu	收	to charge
shōu dào	收到	to have received
shōu fèi	收费	to charge the fee
shòu hòu	售后	after sale
shǒu jī	手机	mobile/cell phone
shòu shāng	受伤	to be injured
shǒu xù fèi	手续费	handling fee
shǒuxù	手续	procedure

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shuāngrén jiān	双人间	<i>double room</i>
shuāngrén	双人	<i>double</i>
shuō/shuōhuà	说 / 说话	<i>to speak</i>
shuōqǐ	说起	<i>to mention/to talk about</i>
sì jì	四季	<i>four seasons</i>
sòng	送	<i>to take to/to deliver</i>
sòng cān	送餐	<i>deliver food</i>
sòng cān bù	送餐部	<i>delivery department (food)</i>
sòng cān fèi	送餐费	<i>delivery charge (food)</i>
sòng dào	送到	<i>to get it delivered</i>
suǒyǐ	所以	<i>therefore</i>
sùshè	宿舍	<i>accommodation/dormitory</i>
tài bàng le	太棒了	<i>wonderful</i>
tài ... le	太...了	<i>very</i>
táng cháo	唐朝	<i>Tang Dynasty</i>
tāngmǔ	汤姆	<i>Tom</i>
tǎnzi	毯子	<i>blanket</i>
tí qián	提前	<i>to bring forward</i>
tiáo	条	<i>[measure word]</i>
tīng bù dǒng	听不懂	<i>cannot understand (by hearing)</i>
tóng	同	<i>with</i>
tóngwū	同屋	<i>flatmate</i>
tóngxué	同学	<i>classmate</i>
tuì	退	<i>to return</i>
tuì kuǎn	退款	<i>to get a refund</i>
tuīchí	推迟	<i>to postpone</i>
tuījiàn	推荐	<i>to recommend</i>
tuìpiào fèi	退票费	<i>cancellation fee</i>
wài huì	外汇	<i>foreign currency</i>
wǎn ān	晚安	<i>good night</i>
wǎn bào	晚报	<i>evening newspaper</i>
wàn yī	万一	<i>in case</i>
wǎnfàn	晚饭	<i>dinner</i>
wǎngqiú chǎng	网球场	<i>tennis court</i>
wǎnshàng	晚上	<i>evening</i>
wèi	为	<i>for</i>
wèi	喂	<i>hello (on the phone)</i>
wèi	位	<i>[measure word]</i>
wèixiǎn	危险	<i>dangerous</i>
wèishēngjiān	卫生间	<i>toilet/bathroom</i>
wéizhēn	维真	<i>Virgin (company)</i>
wèn	问	<i>to ask</i>
wèntí	问题	<i>question</i>
wǒ	我	<i>I/me</i>
wǒmen	我们	<i>we/us</i>
xià bān	下班	<i>to finish work</i>

xia dìngdān	下订单	<i>to place order</i>
xiàge	下个	<i>next</i>
xiān	先	<i>first of all</i>
xiànchǎng	现场	<i>scene (accident)</i>
xiǎng	想	<i>to think</i>
xiáng qíng	详情	<i>detailed information</i>
xiànjīn	现金	<i>cash</i>
xiānsheng	先生	<i>Mr</i>
xiànzài	现在	<i>now</i>
xiǎo	小	<i>small</i>
xiāofèi	消费	<i>consumption</i>
xiāofèi kǎ	消费卡	<i>customer card</i>
xiǎoshí	小时	<i>hour</i>
xiāoxi	消息	<i>news</i>
xiàwǔ	下午	<i>afternoon</i>
xièxie	谢谢	<i>thank you</i>
xìng	姓	<i>surname</i>
xíng ma	行吗	<i>is that ok?</i>
xínglǐ	行李	<i>luggage</i>
xìngmíng	姓名	<i>name (surname and given name)</i>
xīngqīyī	星期一	<i>Monday</i>
xīwàng	希望	<i>to hope</i>
xūyào	需要	<i>to need</i>
yào	要	<i>would like</i>
yāo	吆	<i>one</i>
yàoliú	要求	<i>requirement</i>
yèwù	业务	<i>service/business</i>
yī rì yóu	一日游	<i>1-day tour</i>
yīdìng	一定	<i>definitely</i>
yīgòng	一共	<i>altogether</i>
yǐhòu	以后	<i>later</i>
yīhuìr	一会儿	<i>in a minute</i>
yǐjīng	已经	<i>already</i>
yǐnèi	以内	<i>within</i>
yíngāi	应该	<i>should</i>
yīngguó	英国	<i>Britain</i>
yīngguórén	英国人	<i>British</i>
yīngwén	英文	<i>English (language)</i>
yínháng	银行	<i>bank</i>
yìqǐ	一起	<i>together</i>
yǐshàng	以上	<i>above</i>
yīxià	一下	<i>for a while</i>
yīxiē	一些	<i>some</i>
yīyuàn	医院	<i>hospital</i>
yòng bú yòng ...	用不用...	<i>do you need ... ?</i>
yòngcān	用餐	<i>to dine</i>

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yǒu	有	<i>to have</i>
yǒu shì	有事	<i>to be busy</i>
yǒuguān	有关	<i>relevant</i>
yǒurén	有人	<i>somebody</i>
yóuyǒng chí	游泳池	<i>swimming pool</i>
yuán	元	<i>yuan</i>
yuǎn	远	<i>far</i>
yùdìng	预订	<i>to reserve</i>
yùdìng hào	预订号	<i>reservation number</i>
yuè	月	<i>month</i>
yuè kǎ	月卡	<i>monthly card</i>
yuēhàn	约翰	<i>John</i>
yùgāng	浴缸	<i>bath</i>
zài ... ma	在... 吗	<i>is ... in?</i>
zài shuō yībiàn	再说一遍	<i>say it again</i>
zài ... yǐshàng	在... 以上	<i>above</i>
zǎocān	早餐	<i>breakfast</i>
zǎoshang	早上	<i>morning</i>
zěnmē	怎么	<i>how</i>
zhāng	张	<i>common surname/ [measure word]</i>
zhǎo	找	<i>to look for</i>
zhǎo dào	找到	<i>to have found</i>
zháojí	着急	<i>to worry/be worried</i>
zhēnde	真的	<i>really!</i>
zhěnggè	整个	<i>whole</i>
zhēnnǚ	珍妮	<i>Jane</i>
zhǐ	纸	<i>paper</i>
zhīdào	知道	<i>to know</i>
zhīnèi	之内	<i>within</i>
zhīyǒu	只有	<i>only</i>
zhōngguó	中国	<i>China</i>
zhōngwén	中文	<i>Chinese (language)</i>
zhōngxīn	中心	<i>centre</i>
zhù	住	<i>to live, to stay</i>
zhuǎn	转	<i>to transfer</i>
zhuān xiàn	专线	<i>dedicated phone line</i>
zhuōzi	桌子	<i>table/desk</i>
zhùyì shìxiàng	注意事项	<i>things to bear in mind</i>
zǒngjī	总机	<i>switchboard</i>
zǒu	走	<i>to leave</i>
zuìdī	最低	<i>the lowest/the minimum</i>
zuìhǎo	最好	<i>the best/you'd better</i>
zuìhòu	最后	<i>final/last</i>
zuò	坐	<i>to sit/to take</i>
zuòfàn	做饭	<i>to cook</i>
zuǒyòu	左右	<i>about/approximately</i>

## English-Chinese glossary

<i>about</i>	zuǒyòu	左右
<i>above</i>	yǐshàng	以上
<i>accident</i>	shìgù	事故
<i>accommodation</i>	sùshě	宿舍
<i>address</i>	dìzhǐ	地址
<i>address (v)</i>	chēnghū	称呼
<i>advertisement</i>	guǎnggào	广告
<i>advertising</i>	guǎnggào	广告
<i>after-sale</i>	shòu hòu	售后
<i>afternoon</i>	xiàwǔ	下午
<i>airmail</i>	hángkōng	航空
<i>airport</i>	fēijīchǎng	飞机场
<i>already</i>	yǐjīng	已经
<i>alright</i>	hǎoba/hǎode	好吧 / 好的
<i>also</i>	háiyǒu	还有
<i>altogether</i>	yīgòng	一共
<i>ambulance</i>	jiùhùchē	救护车
<i>an incoming call</i>	lái diànhuà	来电话
<i>annual card</i>	nián kǎ	年卡
<i>answer (phone)</i>	jiē	接
<i>apply (v)</i>	shēnqǐng	申请
<i>approximately</i>	zuǒyòu	左右
<i>area</i>	qū	区
<i>arrive (v)</i>	dào	到
<i>ask (v)</i>	wèn	问
<i>attend (v)</i>	cānjiā	参加
<i>attend meeting</i>	kāi huì	开会
<i>available place</i>	kōng wèi	空位
<i>bank</i>	yínháng	银行
<i>basketball</i>	lánqiú chǎng	篮球场
<i>bath</i>	yùgāng	浴缸
<i>be (am/are/is)</i>	shì	是
<i>be busy</i>	yǒu shì	有事
<i>be closed</i>	guānmén	关门
<i>be injured</i>	shòu shāng	受伤
<i>be open</i>	kāimén	开门
<i>be pleased</i>	gāoxìng	高兴
<i>be switched off</i>	guān jī	关机
<i>bear with me</i>	qǐng shāo děng/ qǐng shāo hòu	请稍候 / 请稍候
<i>Beijing</i>	běijīng	北京
<i>best</i>	zuìhǎo	最好
<i>blanket</i>	tǎnzi	毯子
<i>book (v)</i>	dìng	订

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<i>branch (of a bank)</i>	fēnháng	分行
<i>breakfast</i>	zǎocān	早餐
<i>bring (v)</i>	dài	带
<i>bring forward</i>	tí qián	提前
<i>Britain</i>	yīngguó	英国
<i>British</i>	yīngguórén	英国人
<i>Brown (surname)</i>	bùlǎng	布朗
<i>building</i>	lóu	楼
<i>buy (v)</i>	mǎi	买
<i>call (v)</i>	chēnghū/jiào	称呼 / 叫
<i>call/be called (v)</i>	jiào	叫
<i>can/could</i>	néng/kěyǐ	能 / 可以
<i>cancellation fee</i>	tuìpiào fèi	退票费
<i>cannot understand (by hearing)</i>	tīng bù dòng	听不懂
<i>car</i>	chē	车
<i>card</i>	kǎ	卡
<i>cash</i>	xiànjīn	现金
<i>cell phone</i>	shǒu jī	手机
<i>centre</i>	zhōngxīn	中心
<i>centre (fitness)</i>	jùlèbù	俱乐部
<i>change (v)</i>	gǎi	改
<i>change money</i>	huàn qián	换钱
<i>change the ticket</i>	gǎi piào	改票
<i>charge (v)</i>	shōu	收
<i>charge the fee</i>	shōu fèi	收费
<i>check (v)</i>	chá/jiǎnchá	查 / 检查
<i>check in (hotel)</i>	rùzhù	入住
<i>check out (hotel)</i>	lí diàn	离店
<i>check the number</i>	chá hào	查号
<i>China</i>	zhōngguó	中国
<i>Chinese (language)</i>	zhōngwén	中文
<i>classmate</i>	tóngxué	同学
<i>club</i>	jùlèbù	俱乐部
<i>coincidentally</i>	gānghǎo	刚好
<i>collect (a person)</i>	jiē	接
<i>come (v)</i>	lái	来
<i>come over</i>	guò lái	过来
<i>communal hall</i>	dà tīng	大厅
<i>company</i>	gōngsī	公司
<i>completely</i>	quán	全
<i>consumption</i>	xiāofèi	消费
<i>convenient</i>	fāngbiàn	方便
<i>cook (v)</i>	zuǒfàn	做饭
<i>correct</i>	duì/duì le	对 / 对了
<i>customer card</i>	xiāofèi kǎ	消费卡
<i>dad</i>	bàba	爸爸

<i>daily newspaper</i>	rì bào	日报
<i>dangerous</i>	wēixiǎn	危险
<i>date</i>	hào	号
<i>day/times</i>	rìzǐ	日子
<i>deal (v)</i>	bànlǐ	办理
<i>dedicated phone line</i>	zhuān xiàn	专线
<i>definitely</i>	yīdìng	一定
<i>deliver food</i>	sòng cān	送餐
<i>delivery charge (food)</i>	sòngcān fèi	送餐费
<i>delivery department (food)</i>	sòngcān bù	送餐部
<i>depart (v)</i>	chūfā	出发
<i>desk</i>	zhuōzi	桌子
<i>detailed</i>	jùtǐ	具体
<i>detailed information</i>	xiáng qíng	详情
<i>dial (v)</i>	bōdǎ/bō	拨打 / 拨
<i>diary</i>	rìjì	日记
<i>dine (v)</i>	jiùcān/yòngcān	就餐 / 用餐
<i>dinner</i>	wǎnfàn	晚饭
<i>do not have</i>	méi yǒu	没有
<i>do not . . .</i>	bié	别
<i>do you need . . .</i>	yòng bù yòng . . .	用不用 . . .
<i>domestic</i>	guó nèi	国内
<i>dormitory</i>	sùshè	宿舍
<i>double</i>	shuāng rén	双人
<i>double room</i>	shuāng rén jiān	双人间
<i>eat (v)</i>	chī	吃
<i>email</i>	diànzǐ yóujiàn	电子邮件
<i>English (language)</i>	yīngwén	英文
<i>entrance</i>	ménkǒu	门口
<i>equipment</i>	shèbèi	设备
<i>euro</i>	ōuyuán	欧元
<i>evening</i>	wǎnshàng	晚上
<i>evening newspaper</i>	wǎn bào	晚报
<i>everyday</i>	měitiān	每天
<i>examine (v)</i>	jiǎnchá	检查
<i>exchange (money)</i>	duìhuàn	兑换
<i>exchange rate</i>	huì lǜ	汇率
<i>excuse (v)</i>	jiànliàng	见谅
<i>exercise (v)</i>	jiànshēn	健身
<i>extension number</i>	fēnjī hào	分机号
<i>facility</i>	shèshī	设施
<i>family</i>	jiā	家
<i>far</i>	yuǎn	远
<i>father</i>	bàba	爸爸
<i>fee</i>	fèi	费
<i>final</i>	zuìhòu	最后
<i>finish work</i>	xià bān	下班

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<i>firm</i>	<b>gōngsī</b>	公司
<i>first of all</i>	<b>xiān</b>	先
<i>fitness centre</i>	<b>jiànshēn fáng</b>	健身房
<i>flatmate</i>	<b>tóngwū</b>	同屋
<i>flight</i>	<b>hángbān</b>	航班
<i>flight number</i>	<b>hángbān hào</b>	航班号
<i>flight ticket</i>	<b>jī piào</b>	机票
<i>for</i>	<b>wèi</b>	为
<i>for a while</i>	<b>yíxià</b>	一下
<i>foreign currency</i>	<b>wài huì</b>	外汇
<i>four seasons</i>	<b>sì jì</b>	四季
<i>free of charge</i>	<b>bù shōufèi</b>	不收费
<i>from</i>	<b>cóng</b>	从
<i>from here</i>	<b>lí zhèr</b>	离这儿
<i>from . . . to</i>	<b>cóng . . . dào</b>	从 . . . 到
<i>full</i>	<b>mǎn</b>	满
<i>fully booked</i>	<b>dìng mǎn</b>	订满
<i>get a refund</i>	<b>tù kuǎn</b>	退款
<i>get it delivered</i>	<b>sòng dào</b>	送到
<i>girl</i>	<b>gūniang</b>	姑娘
<i>go (v)</i>	<b>qù</b>	去
<i>go ahead</i>	<b>qǐng shuō ba</b>	请说吧
<i>go out</i>	<b>chū qù</b>	出去
<i>go work</i>	<b>shàng bān</b>	上班
<i>good</i>	<b>hǎo</b>	好
<i>good night</i>	<b>wǎn ān</b>	晚安
<i>Great Wall</i>	<b>cháng chéng</b>	长城
<i>guesthouse</i>	<b>lǚdiàn/lǚshè</b>	旅店 / 旅社
<i>hairdryer</i>	<b>diàn chuīfēng</b>	电吹风
<i>half</i>	<b>bàn</b>	半
<i>ham</i>	<b>huǒtuǐ</b>	火腿
<i>hand to</i>	<b>jiāo gěi</b>	交给
<i>handling fee</i>	<b>shǒu xù fèi</b>	手续费
<i>have (v)</i>	<b>yǒu</b>	有
<i>have a look</i>	<b>kànkan</b>	看看
<i>have broken down</i>	<b>huài le</b>	坏了
<i>have found</i>	<b>zhǎo dào</b>	找到
<i>have got hold of</i>	<b>ná dào/ná dào shǒu</b>	拿到 / 拿到手
<i>have lost it</i>	<b>nòng diū le</b>	弄丢了
<i>have received</i>	<b>shōu dào</b>	收到
<i>have to</i>	<b>déi</b>	得
<i>hello</i>	<b>nǐ hǎo</b>	你好
<i>hello (on the phone)</i>	<b>wèi</b>	喂
<i>hello (polite)</i>	<b>nín hǎo</b>	您好
<i>help (v)</i>	<b>bāng/bāngzhù</b>	帮 / 帮助
<i>history</i>	<b>lìshǐ</b>	历史
<i>hold on please</i>	<b>qǐng shāo děng</b>	请稍等



<i>honourable</i>	guì	贵
<i>hope (v)</i>	xīwàng	希望
<i>hospital</i>	yīyuàn	医院
<i>hotel</i>	fàndiàn	饭店
<i>hour</i>	xiǎoshí	小时
<i>house</i>	fángzi	房子
<i>how</i>	zěnmé	怎么
<i>how many days?</i>	jǐ tiān	几天
<i>how many?</i>	duō shǎo	多少
<i>how much is it?</i>	duō shǎo qián	多少钱
<i>hundred</i>	bǎi	百
<i>I/me</i>	wǒ	我
<i>I'm afraid</i>	pà	怕
<i>I'm sorry</i>	bù hǎo yìsi	不好意思
<i>if</i>	rúguǒ/shìfǒu	如果 / 是否
<i>immediately</i>	lǐjǐ/mǎshàng	立即 / 马上
<i>in a minute</i>	yīhuìr	一会儿
<i>in case</i>	wàn yī	万一
<i>in that case</i>	nàme/nà	那么 / 那
<i>inch</i>	cùn	寸
<i>include (v)</i>	bāokuò	包括
<i>indoor</i>	shìnèi	室内
<i>inexpensive</i>	piányi	便宜
<i>inn</i>	lǚdiàn/lǚshè	旅店 / 旅社
<i>international</i>	guójì	国际
<i>interview</i>	miànshì	面试
<i>is it . . . ?</i>	shì . . . ma	是 . . . 吗
<i>is that ok?</i>	xíng ma	行吗
<i>is . . . in?</i>	zài . . . ma	在 . . . 吗
<i>Jane</i>	zhēnní	珍妮
<i>John</i>	yuēhàn	约翰
<i>Johnson</i>	qióngsī	琼斯
<i>just</i>	cái	才
<i>just a second please</i>	qǐng shǎo děng	请稍等
<i>karaoke</i>	kǎlā OK	卡拉 OK
<i>kilometre</i>	gōnglǐ	公里
<i>know (v)</i>	zhīdào	知道
<i>Lanzhou (place name)</i>	lánzhōu	兰州
<i>last</i>	zuìhòu	最后
<i>later</i>	yǐhòu	以后
<i>leave</i>	zǒu	走
<i>leave (v)</i>	líkāi	离开
<i>leave a message</i>	liú yán	留言
<i>let (v)</i>	ràng	让
<i>life</i>	shēngmìng	生命
<i>live (v)</i>	zhù	住
<i>location</i>	dìfang	地方

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look for	zhǎo	找
lose (v)	diū	丢
low budget	piányi	便宜
lowest	zuidī	最低
luggage	xínglǐ	行李
luxurious	háohuá	豪华
make a call	dǎ diànhuà	打电话
master	shīfu	师傅
matter	shì	事
may	kěyǐ	可以
mention (v)	shuōqǐ	说起
message	kǒuxìn	口信
mini-bus	miànbāo chē	面包车
minimum	zuidī	最低
minute	fēnzhōng	分钟
mistake	cuò	错
mobile phone	shǒu jī	手机
Monday	xīngqīyī	星期一
month	yuè	月
monthly card	yuè kǎ	月卡
morning	zǎoshang	早上
Mr	xiānsheng	先生
mushroom	mógū	蘑菇
must	bìxū	必须
name	míngzi	名字
national road	guó dào	国道
nearby	pángbiān	旁边
need (v)	xūyào	需要
news	xiāoxi	消息
newspaper (as an organisation)	shè	社
next	xiàge	下个
no need	bú yòng le	不用了
no problem	méi wèntí	没问题
non-member	fēi huìyuán	非会员
no-smoking (area)	bù xīyān	不吸烟
not	bù/méi	不 / 没
not bad	bú cuò	不错
now	xiànzài	现在
number	hàomǎ	号码
of course	dāngrán	当然
office	bàngōngshì	办公室
okay	hǎoba/hǎode	好吧 / 好的
on the day	dāng tiān	当天
one	yāo	吆
1-day tour	yī rì yóu	一日游
only	zhīyǒu/cái	只有 / 才

<i>open (v)</i>	<b>kāifàng</b>	开放
<i>or</i>	<b>háishi (used in alternative questions)</b>	还是
<i>or</i>	<b>huòzhě</b>	或者
<i>ordinary</i>	<b>pǔtōng</b>	普通
<i>other</i>	<b>biéde</b>	别的
<i>others</i>	<b>qítā</b>	其他
<i>overseas student</i>	<b>liú xuéshēng</b>	留学生
<i>paper</i>	<b>zhǐ</b>	纸
<i>pass on</i>	<b>chuán</b>	传
<i>pay (v)</i>	<b>fù</b>	付
<i>pen</i>	<b>bǐ</b>	笔
<i>people</i>	<b>rénmín/rényuán</b>	人民 / 人员
<i>percent</i>	<b>báifēnzī</b>	百分之
<i>perhaps</i>	<b>kěnéng</b>	可能
<i>pick up</i>	<b>ná</b>	拿
<i>pizza</i>	<b>bǐsàbǐng</b>	比萨饼
<i>place</i>	<b>dìfāng</b>	地方
<i>place order</i>	<b>xià dìngdān</b>	下订单
<i>plan</i>	<b>jìhuà</b>	计划
<i>pleasant surprise</i>	<b>jīng xǐ</b>	惊喜
<i>please</i>	<b>qǐng</b>	请
<i>please may I ask ...</i>	<b>qǐng wèn</b>	请问
<i>plug in</i>	<b>chā shàng</b>	插上
<i>police</i>	<b>jǐngchá</b>	警察
<i>possibly</i>	<b>kěnéng</b>	可能
<i>postpone</i>	<b>tuīchí</b>	推迟
<i>power</i>	<b>diàn yuán</b>	电源
<i>press (v)</i>	<b>àn</b>	按
<i>price</i>	<b>jiàgé</b>	价格
<i>private room</i>	<b>bāo jiān</b>	包间
<i>procedure</i>	<b>shǒuxù</b>	手续
<i>put through to</i>	<b>qǐng jiē</b>	请接
<i>question</i>	<b>wèntí</b>	问题
<i>quite good</i>	<b>bú cuò</b>	不错
<i>quite serious (injury)</i>	<b>bù qīng</b>	不轻
<i>reach (v)</i>	<b>dá dào</b>	达到
<i>really</i>	<b>zhēnde</b>	真的
<i>reception (hotel)</i>	<b>qiántái</b>	前台
<i>recommend (v)</i>	<b>tūijiàn</b>	推荐
<i>relevant</i>	<b>yǒuguān</b>	有关
<i>requirement</i>	<b>yàojiù</b>	要求
<i>reservation department</i>	<b>dìngfáng bù</b>	订房部
<i>reservation number</i>	<b>yùdìng hào</b>	预订号
<i>reserve (v)</i>	<b>dìng/yùdìng</b>	订 / 预订
<i>restaurant</i>	<b>jiǔlóu</b>	酒楼
<i>return (for refund)</i>	<b>tuì</b>	退

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return (good)	huán	还
return (v)	huílái	回来
return the call	huí ge diànhuà	回个电话
room	fángjiān	房间
sauna	sāngná	桑拿
say it again	zài shuō yībiàn	再说一遍
scene (accident)	xiànchǎng	现场
seafood	hǎixiān	海鲜
see (v)	jiàn	见
send (fax/email)	fā	发
service	fúwù/yèwù	服务 / 业务
seven-seat (car)/ seven-seater	qī rén zuò	七人座
several times	hǎo jǐcì	好几次
Shanghai	shànghǎi	上海
shop	diàn	店
should	yīnggāi	应该
shower (in a bathroom)	línǚ	淋浴
single	dānrén	单人
sit (v)	zuò	坐
small	xiǎo	小
Smith	shǐmìsī	史密斯
soft-sleeper	ruǎn wò	软卧
some	yīxiē	一些
somebody	yǒurén	有人
sorry	duibuqǐ	对不起
sort out (v)	bànlǐ	办理
speak	shuō/shuōhuà	说 / 说话
standard	biāozhǔn	标准
start (v)	kāishǐ	开始
still	hái	还
suitable	héshì	合适
surname	xìng	姓
surname and given name	xìngmíng	姓名
swimming pool	yóuyǒng chí	游泳池
switchboard	zǒngjī	总机
table	zhuōzi	桌子
take (train/bus)	zuò	坐
take a taxi	dǎ chē	打车
take off	qǐ fēi	起飞
take to	sòng	送
talk about	shuōqǐ	说起
Tang Dynasty	táng cháo	唐朝
teacher	lǎoshī	老师
telephone directory	diànhuà dǎoháng	电话导航
tell (v)	gàosu	告诉
tennis court	wǎngqiú chǎng	网球场
text message	duǎn xìn	短信

thank you	xièxie	谢谢
the day before yesterday	qián tiān	前天
then	jiù	就
therefore	suǒyǐ	所以
things to bear in mind	zhùyì shìxiàng	注意事项
think (v)	xiǎng	想
thousand	qiān	千
ticket	piào	票
times	shíjiān	时间
times/moments	shíhòu	时候
to change	biàn	变
to wait	děng	等
to you	gěi nǐ	给你
today	jīntiān	今天
together	yìqǐ	一起
toilet/bathroom	wèishēngjiān	卫生间
Tom	tāngmǔ	汤姆
tomorrow	míngtiān	明天
tonight	jīnwǎn	今晚
tour guide	dǎo yóu	导游
traffic accident	chē huò	车祸
traffic jam	dǔ chē	堵车
transfer (v)	zhuǎn	转
transportation	jiāotōng	交通
travel agent	lǚxíng shè	旅行社
traveller's cheque	lǚxíng zhīpiào	旅行支票
trouble (v)	máfan	麻烦
try it out	shì yòng	试用
university	dàxué	大学
vacancy	kòngwèi	空位
very	tài ... le	太...了
Virgin (company)	wéizhēn	维真
wake up (v)/wake-up call	jiào xǐng	叫醒
we/us	wǒmen	我们
welcome (v)	huānyíng	欢迎
what	shénme	什么
what's ... (phone number)?	duō shǎo	多少
when	shénme shíhòu	什么时候
which day?	nǎ tiān/nǎ yī tiān	哪天 / 哪一天
who	shéi	谁
whole	zhěnggè/quán	整个 / 全
with	tóng	同
within	yǐnèi/zhīnèi	以内 / 之内
wonderful	tài bàng le	太棒了
work (v, n)	gōngzuò	工作
worry/be worried	zháojí	着急
would like	yào	要
write down	jì xià	记下

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<i>write it down</i>	jìlù	记录
<i>yes</i>	shìde	是的
<i>you</i>	nǐ	你
<i>you (plural)</i>	nǐmen	你们
<i>you (polite)</i>	nín	您
<i>you'd better</i>	zuìhǎo	最好
<i>you're welcome</i>	bú kèqì	不客气
<i>your place</i>	nǐmen nàr	你们那儿
<i>youth</i>	qīngnián	青年
<i>yuan (Chinese currency)</i>	yuán	元
<i>zero</i>	líng	零

## Dates, times and numbers

### Days of the week

<i>Monday</i>	xīngqīyī	星期一
<i>Tuesday</i>	xīngqī'èr	星期二
<i>Wednesday</i>	xīngqīsān	星期三
<i>Thursday</i>	xīngqīsì	星期四
<i>Friday</i>	xīngqīwǔ	星期五
<i>Saturday</i>	xīngqīliù	星期六
<i>Sunday</i>	xīngqīrì/xīngqītiān	星期日 / 星期天

### Months of the year

<i>January</i>	yīyuè	一月
<i>February</i>	èryuè	二月
<i>March</i>	sānyuè	三月
<i>April</i>	sìyuè	四月
<i>May</i>	wúyuè	五月
<i>June</i>	liùyuè	六月
<i>July</i>	qīyuè	七月
<i>August</i>	bāyuè	八月
<i>September</i>	jiǔyuè	九月
<i>October</i>	shíyuè	十月
<i>November</i>	shíyīyuè	十一月
<i>December</i>	shí'èryuè	十二月

### Dates

<i>on Monday</i>	xīngqīyī	星期一
<i>Tuesdays</i>	xīngqī'èr	星期二
<i>on Wednesday the 3rd</i>	sān hào, xīngqīsān	三号, 星期三

on Friday the 8th of August	bāyuè bā hào, xīngqīwǔ	八月八号，星期五
on the 2nd of November	shíyīyuè èr hào	十一月二号
on December 25th 2008	èr líng líng bā nián shí'èr yuè èrshíwǔ hào	二零零八年十二月二十五号
from the 5th of January until the 4th of February	cóng yīyuè wǔ hào dào èryuè sì hào	从一月五号到二月四号

## Time and time phrases

1 o'clock	yī diǎn	一点
2 o'clock	liǎng diǎn	两点
20 past three	sān diǎn èrshí	三点二十
a quarter past four	sì diǎn yī kè	四点一刻
half past five	wǔ diǎn bàn	五点半
10 to six	liù diǎn chà shí fēn	六点差十分
a quarter to seven	qī diǎn chà yī kè	七点差一刻
What time is it?	jǐ diǎn le?	几点了？

**i** *èr* 二 and *liǎng* 两 both mean 'two'. *èr* 二 is used in counting and saying other numbers such as '22', while *liǎng* 两 is used for telling the time and normally used to quantify things such as 'two books', 'two days', 'two hours', etc. For example: *liǎng diǎn* 两点 (2 o'clock) and *liǎng běn shū* 两本书 (two books).

## Cardinal numbers

0	líng	零
1	yī	一
2	èr	二
3	sān	三
4	sì	四
5	wǔ	五
6	liù	六
7	qī	七
8	bā	八
9	jiǔ	九
10	shí	十
11	shíyī	十一
12...	shí'èr...	十二...
20	èrshí	二十
21	èrshí-yī	二十一
22...	èrshí-èr...	二十二...

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30	sānshí	三十
31	sānshí-yī	三十一
32...	sānshí-èr...	三十二...
40	sìshí	四十
50	wúshí	五十
...	...	...
99	jiùshí-jiǔ	九十九
100	yī bǎi	一百
101	yī bǎi líng yī	一百零一
102...	yī bǎi líng èr...	一百零二...
110	yī bǎi yīshí	一百一十
111	yī bǎi yīshíyī	一百一十一
112	yī bǎi yīshí'èr	一百一十二
113...	yī bǎi yīshí'sān...	一百一十三...
120	yī bǎi èrshí	一百二十
121...	yī bǎi èrshí-yī...	一百二十一...
200	èr bǎi	二百
250	èr bǎi wǔ	二百五
300...	sān bǎi...	三百...
1000	yī qiān	一千
2000	liǎng qiān	两千
3000...	sān qiān...	三千...
10,000	yī wàn	一万
100,000	shí wàn	十万
one million	yī bǎi wàn	一百万
one and a half million	yī bǎi wúshí wàn	一百五十万

## Ordinal numbers

<i>first</i>	diyī	第一
<i>second</i>	dì'èr	第二
<i>third</i>	dīsān	第三
<i>fourth</i>	dìsì	第四
<i>fifth</i>	dìwǔ	第五
<i>sixth</i>	dìliù	第六
<i>seventh</i>	dìqī	第七
<i>eighth</i>	dìbā	第八
<i>ninth</i>	dìjiǔ	第九
<i>tenth</i>	dìshí	第十

## Currency terms

<i>euro</i>	ōuyuán	欧元
<i>US dollar</i>	měiyuán	美元
<i>sterling pounds</i>	yīngbàng	英镑
<i>Chinese yuan</i>	rénmínbì	人民币