

มหาวิทยาลัยราชภัฏนครปฐม  
Nakhon Pathom Rajabhat University



มหาวิทยาลัยราชภัฏนครปฐม  
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มหาวิทยาลัยราชภัฏนครปฐม  
Nakhon Pathom Rajabhat University



Course code: 2913245

Course name: ภาษาจีนเพื่อการสื่อสารอุตสาหกรรมบริการ

Chinese for Hospitality Industry

服务行业汉语

Fúwù Hángyè Hànyǔ

Teacher:

Aj. Dr. Shen ye 申烨



## 课程介绍 Course Introduce

มหาวิทยาลัยราชภัฏนครปฐม  
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This course has 9 lessons detailing basic knowledge of Chinese for the Hospitality Industry. I will teach you about Chinese communication in the hospitality industry, formal language for hotel service staff, front office service, housekeeping service, food and beverage service, spa service, relevant services, and practice. The cultural point also can be introduced in every lesson. According to this course, I wish the students can gain knowledge in the following aspects: 1. Students can learn vocabularies and sentences that are useful in the business field; 2. Students can listen and speak formal language in various service situations; 3. Cognitive students must be diligent in conversation and practice. In conclusion, I hope students can use the knowledge of this course in future working and can communicate wonderfully with Chinese guests or Chinese businesspeople.



## 课程介绍 Course Introduce

### Lesson 1

This is the hotel.

12 vocabularies  
1 conversation with 6  
sentences  
Culture point

### Lesson 2

Welcome to the hotel.

12 vocabularies  
1 conversation with 8  
sentences  
Culture point

### Lesson 3

Cash or credit card?

12 vocabularies  
1 conversation with 8  
sentences  
Culture point



## 课程介绍 Course Introduce

### Lesson 4

Do you want to order  
food?

12 vocabularies  
1 conversation with 7  
sentences  
Culture point

### Lesson 5

Which room are you  
staying in?

10 vocabularies  
1 conversation with 7  
sentences  
Culture point

### Lesson 6

Here's your dinner  
reservation.

11 vocabularies  
1 conversation with 8  
sentences  
Culture point



## 课程介绍 Course Introduce

### Lesson 7

There are no masseurs available.

11 vocabularies  
1 conversation with 8 sentences  
Culture point

### Lesson 8

Could you take a look at our price list?

12 vocabularies  
1 conversation with 8 sentences  
Culture point

### Lesson 9

I'll clean the room.

12 vocabularies  
1 conversation with 8 sentences  
Culture point



# 课程介绍

## Course Introduce

มหาวิทยาลัยราชภัฏนครปฐม  
Nakhon Pathom Rajabhat University



Upon completing the program, students will be able to apply their knowledge of Chinese learned in this course to work in the entire service industry, finance, and business, as well as other relevant industry sectors.

# 第一课课程介绍

## Introduce for Lesson 1



- **Part 1: Text study**
  - In this course, I will introduce the basic knowledge about how to communicate with guests as hotel staff when they want to book a room. Then I will explain the meaning and details of 12 new vocabularies, 1 conversation with 6 sentences, and the language points, pronunciation point and culture point in this course. And I will tell you the different words for hotel room types between Chinese and Thai language.
- **Part 2: Exercises**
  - Please try to do the exercise in the back of the text.
  - Please remember the words and sentences about Chinese for Hospitality Industry.





NOW

LET'S BEGINNING STUDY

LESSON 1



Dì yī kè Zhèli shì Màngǔ jiǔdiàn  
这里是曼谷酒店  
Lesson 1 This is the Bangkok hotel.

New words  
生词

Conversation  
课文对话

Language  
points  
语言点

Pronounce  
语音知识

Exercises  
练习

Culture point  
文化点滴



New Vocabularies 生词

喂

wèi

酒店

jiǔdiàn

想

xiǎng

订

dìng

房间

fángjiān

需要

xūyào

单人间

dānrén jiān

双人间

shuāngrén jiān

都

dōu

满

mǎn

只有

zhǐyǒu

稍等

shāoděng



wéi, wèi  
喂

wéi, nín hǎo! // wèi, nǎ wèi?

Hello

Hello! / Hello! Who is that?

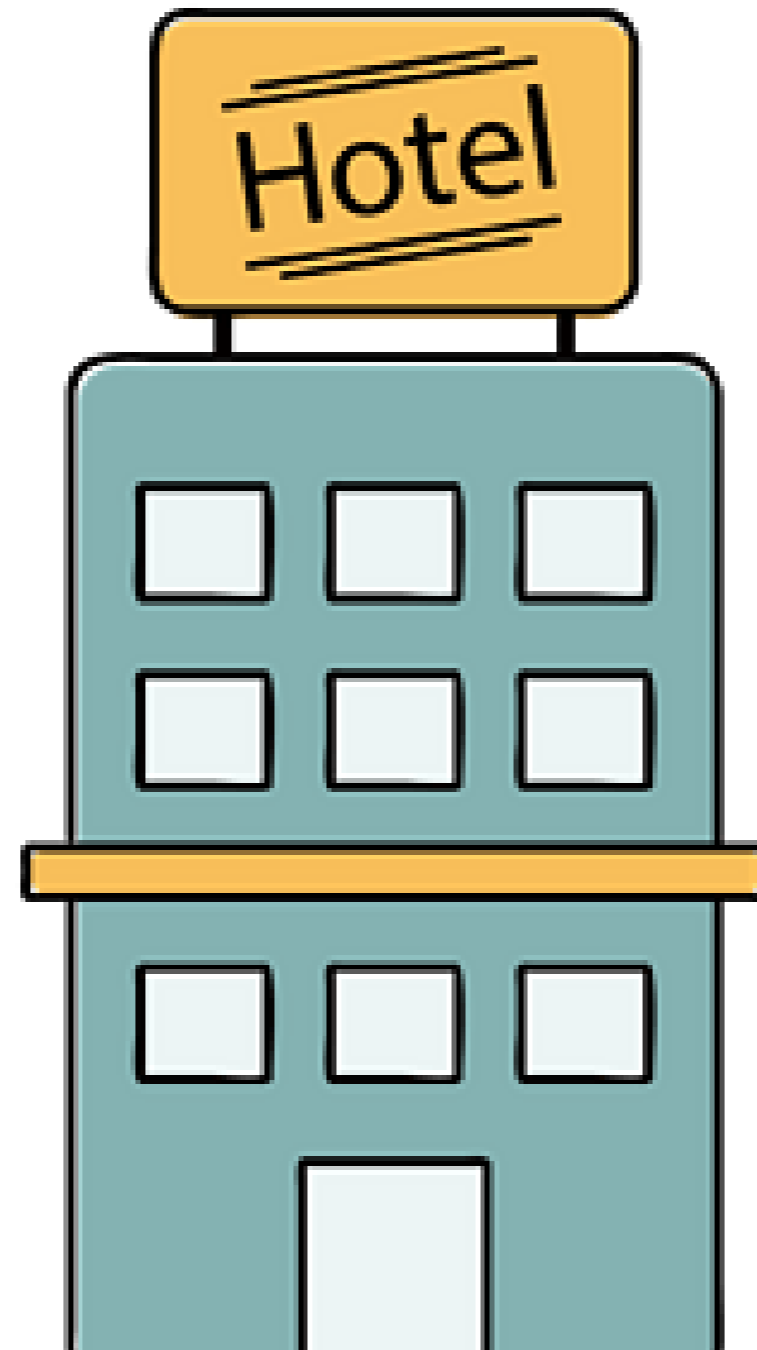




jiǔdiàn  
酒店

dìng jiǔdiàn // nǎ gè jiǔdiàn? //  
Màngǔ jiǔdiàn

hotel      book a hotel /Which hotel?/Bangkok Hotel





xiǎng  
想

xiǎng yào shénme? // xiǎng chī shénme? //  
xiǎng huí jiǔdiàn.

Want  
What do you want? / What do you want to eat?/  
Want to go back to the hotel.

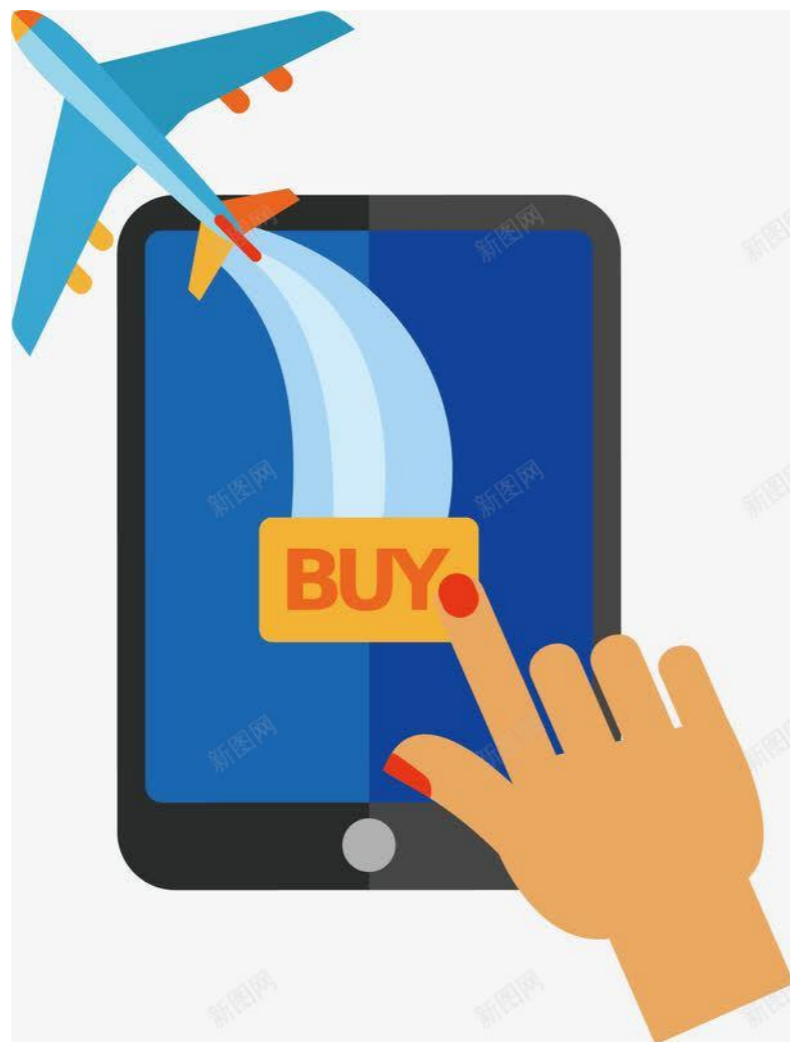




dìng  
订

dìng fáng (jiān) // dìng jīpiào // dìng jiǔdiàn

book      book a hotel room / book a plane ticket / Hotel booking





fángjiān  
房间

liǎng gè fángjiān // dà fángjiān //  
fángjiān hěn piàoliang

room

two rooms / big room / beautiful room







xūyào  
需要

xūyào shénme? // xūyào dìng jiǔdiàn. //  
xūyào bāngmáng ma?

need  
What's needed? / Someone need to book a hotel. /  
Do you need help?

**WE  
NEED**

**YOU!**

dānrén jiān  
单人 间

yí gè dānrén jiān // méiyǒu dānrén jiān //  
xiǎng yào dānrén jiān

Single room

A single room/ There is not a single room. /Someone want a single room.





shuāngrén jiān  
双人 间

zhù shuāngrén jiān // yǒu shuāngrén jiān //  
búyào shuāngrén jiān

Double room

Double room / Double room available/ No double room





dōu  
都

fángjiān dōu dìng wán le. // liúlián dōu chī  
wán le.

The rooms are all booked. / The durians are all eaten.

dōu

都 : an adverb placed before a verb indicates that the person or thing referred to is already in a certain state. 是一个副词，表示动作或事件已经发生的状态。

mǎn  
满

jiǔdiàn mǎn le. // jiǔdiàn bèi dìng mǎn le. //  
jiàoshì zuò mǎn le.

Full      The hotel is full. /The hotel is fully booked. /  
The classrooms are full.





zhǐ yǒu  
只有

zhǐ yǒu dānrén jiān le. //  
zhǐ yǒu kāfēi, méi yǒu niúndǎi.

only if      Single rooms only. / Just coffee, no milk.



shāo děng  
稍等

qǐng shāo děng. // qǐng nín shāo děng. //  
shāo děng yíxià

wait a moment

One moment, please.

One moment, please.

One moment, please.





New Vocabularies 生词

喂

wèi

酒店

jiǔdiàn

想

xiǎng

订

dìng

房间

fángjiān

需要

xūyào

单人间

dānrén jiān

双人间

shuāngrén jiān

都

dōu

满

mǎn

只有

zhǐyǒu

稍等

shāoděng





Wèi, nínhǎo, zhèli shì Màngǔ jiǔdiàn.

A: 喂, 您好, 这里是曼谷酒店。

Nǐhǎo, wǒ xiǎng dìng liǎng gè fángjiān.

B: 你好, 我想订两个房间。

Hǎode, qǐngwèn nín xūyào shénme yàng de fángjiān?

A: 好的, 请问您需要什么样的房间?

Wǒ xiǎng yào yí gè dānrén jiān, yí gè shuāngrén jiān.

B: 我想要一个单人间, 一个双人间。

Duìbuqǐ, dānrén jiān dōu dìng mǎn le, zhǐyǒu shuāngrén jiān le.

A: 对不起, 单人间都订满了, 只有双人间了。

Nà wǒ yào liǎng gè shuāngrén jiān.

B: 那我要两个双人间。

Hǎode, qǐng shāoděng, ..... dìng hǎo le.

A: 好的, 请稍等, ..... 订好了。



## Language Points 语言点 yǔyán diǎn

Wèi, nínhǎo, zhèli shì Màngǔ jiǔdiàn.

A: 喂, 您好, 这里是曼谷酒店。

Hello, this is the Bangkok Hotel.

Wèi, nínhǎo

喂, 您好

Polite phrases when calling and answering the phone

zhèli shì Màngǔ jiǔdiàn.

这里是曼谷酒店。

Introduce the name of your workplace

Term used by service industry practitioners.



## Language Points 语言点 yǔyán diǎn

Nǐhǎo, wǒ xiǎng dìng liǎng gè fángjiān.

B: 你好, 我想订两个房间。

Hello, I'd like to book two rooms.

wǒ xiǎng dìng  
我想订.....。

Expressing a desire to make a reservation

liǎng gè fángjiān.

两个房间。

Number + gè + Noun.

Express the number of items

Terms used by customs.





## Language Points 语言点 yǔyán diǎn

Hǎode, qǐngwèn nín xūyào shénme yàng de fángiān?

A: 好的, 请问 您 需要 什么样 的 房间?

Okay, what kind of room do you need?

qǐngwèn

请问 .....?

polite inquiry

nín xūyào shénme yàng de .....?

您 需要 什么样 的 .....?

Asking someone what they need or want for something specific?

Terms used by service industry practitioners





## Language Points 语言点 yǔyán diǎn

Wǒ xiǎng yào yí gè dānrén jiān, yí gè shuāngrén jiān.

B: 我 想 要 一 个 单 人 间, 一 个 双 人 间。

I'd like a single room and a double room. Terms used by customs.

Wǒ xiǎng yào  
我 想 要 .....

express a wish or need



dānrén jiān

单 人 间: 一个人住的房间, 可能是一张床, 也可能是两张床。

Single room: a room for one person, may have one bed or two beds.

shuāngrén jiān

双 人 间: 两个人住的房间, 可能是一张大床, 也可能是两张床。

Double room: a room for two people, may have a queen-size bed or two beds.



## Language Points 语言点 yǔyán diǎn

Duìbuqǐ, dānrén jiān dōu dìng mǎn le, zhǐyǒu shuāngrén jiān le.

A: 对不起, 单人 间 都 订 满 了, 只有 双人 间 了。

I'm sorry, the single room is fully booked, only the double room is available.

Terms used by service industry practitioners

Duìbuqǐ

对不起 express regret

dānrén jiān dōu dìng mǎn le

单人 间 都 订 满 了

Describe a sold-out situation

zhǐyǒu shuāngrén jiān le

只有 双人 间 了

Express that there is only one option





## Language Points 语言点 yǔyán diǎn

Nà wǒ yào liǎng gè shuāngrén jiān.

B: 那我要两个双人间。

Well, I'll take two doubles.

Nà

那……。

Okey, well. It used to oral Chinese.

wǒ yào

我要……。

express a desire

Terms used by customs.



## Language Points 语言点 yǔyán diǎn

Hǎode, qǐng shāoděng, ..... dīng hǎo le.

A: 好的, 请 稍等, ..... 订 好了。

Okay, please wait, ..... Booking is ready.

shāoděng

请 稍等

Please wait a minute.

..... dīng hǎo le.

..... 订 好了。

Booking is ready or booking is finished.

Terms used by service industry practitioners







Pronunciation Points 语音知识 yǔyīn zhīshi

1. The tonal modification of the third tone in Chinese.

33——23

nǐ hǎo  
你好  
zhǐ yǒu  
只有

ní hǎo  
你好  
zhí yǒu  
只有



Only the pronunciation  
be changed, but the  
writing way doesn't  
change.



## Pronunciation Points 语音知识 yǔyīn zhīshi

### 2. The Light Tone 轻声:

什么是轻声? What is the light tone of Chinese?

- 不是第五个声调 Not the fifth tone
- 特殊音变 Special sound changes
- 在一定条件下读得又短又轻的调子 A short and light tones under certain conditions
- 大多数是第二个字都轻声 usually , the second word read as the light tone.

这里 zhè li  
好的 hǎo de  
什么样的 shénme yàng de  
对不起 duìbuqǐ  
了 le

Tones cannot be added  
to lightly pronounced  
words.





## Pronunciation Points 语音知识 yǔyīn zhīshi

3. “一”的变调 The Tone Change of the characters “yī”

“一”在去声（51）前，必须变为阳平（35）。When “yī” is used in front of the fourth tone, the tone should be changed to the second tone(35).

一个 yī gè  
一定 yī dìng  
一块 yī kuài



一个 yí gè  
一定 yí dìng  
一块 yí kuài



发音变，书写变。  
Change both the pronounce  
and the writing.





NOW

LET'S BEGINNING STUDY

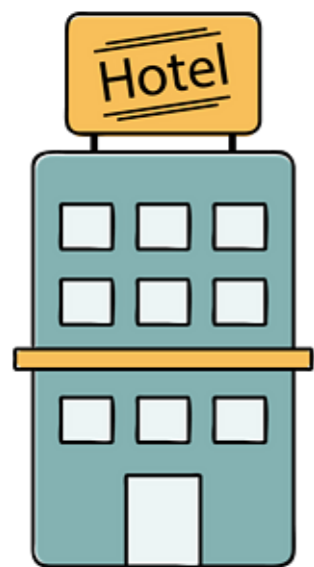
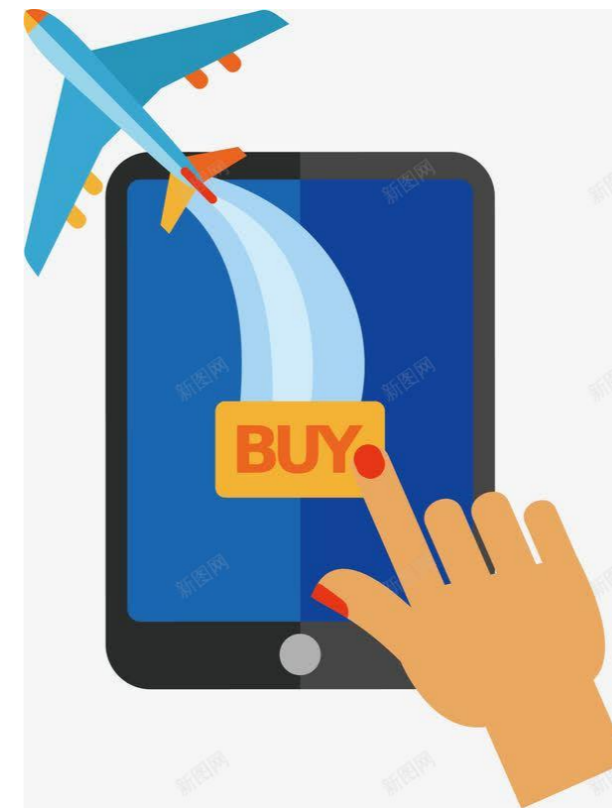
PART 2 — EXERCISES.

ARE YOU READY?  
准备好了吗?



# Exercises 练习

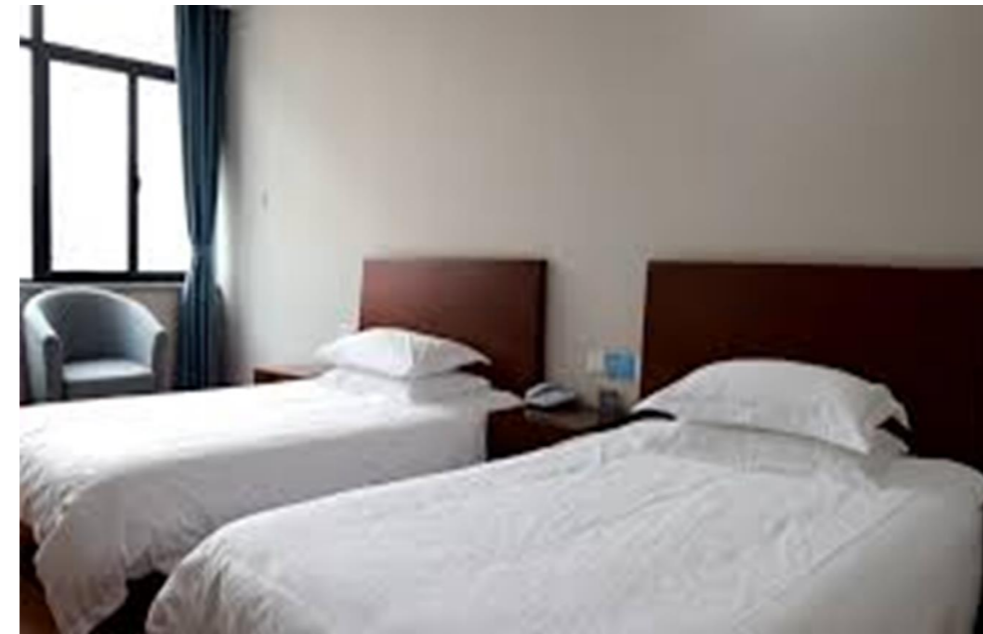
一、看图猜词。 Guess the word from a picture.





## Exercises 练习

一、看图猜词。 Guess the word from a picture.



## Exercises 练习

二、看图在空格部分填入适当的词，使句子完整。 Look at the picture and fill in the blank with appropriate words to complete the sentence.



\_\_\_\_\_ dǎ \_\_\_\_\_ qù \_\_\_\_\_ dìng \_\_\_\_\_.

例如 example:

Gùkè dǎ diànhuà dào jiǔdiàn dìng fáng。

顾客打电话到酒店订房。



## Exercises 练习

二、看图在空格部分填入适当的词，使句子完整。 Look at the picture and fill in the blank with appropriate words to complete the sentence.



fúwùyuán jiē diànhuà  
服务员 接 电话

A: \_\_\_\_\_, nín hǎo, \_\_\_\_\_ shì Màngǔ \_\_\_\_\_.

B: \_\_\_\_\_, \_\_\_\_\_ xiǎng \_\_\_\_\_ liǎng ge \_\_\_\_\_.





## Exercises 练习

二、看图在空格部分填入适当的词，使句子完整。 Look at the picture and fill in the blank with appropriate words to complete the sentence.



?



A: \_\_\_\_\_ wèn, \_\_\_\_\_ xūyào \_\_\_\_\_ de \_\_\_\_\_ ?

B: \_\_\_\_\_ yí ge \_\_\_\_\_, yí ge \_\_\_\_\_.



## Exercises 练习

二、看图在空格部分填入适当的词，使句子完整。 Look at the picture and fill in the blank with appropriate words to complete the sentence.



A:

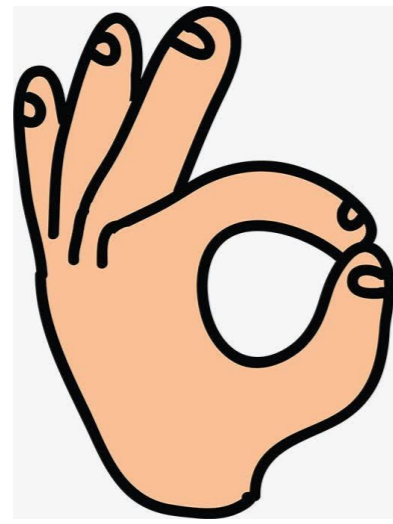
\_\_\_\_\_, \_\_\_\_\_ dōu \_\_\_\_\_ le, zhǐ yǒu \_\_\_\_\_ le.

B:

Nà \_\_\_\_\_ liǎng ge \_\_\_\_\_.

## Exercises 练习

二、看图在空格部分填入适当的词，使句子完整。 Look at the picture and fill in the blank with appropriate words to complete the sentence.



รอสักครู'



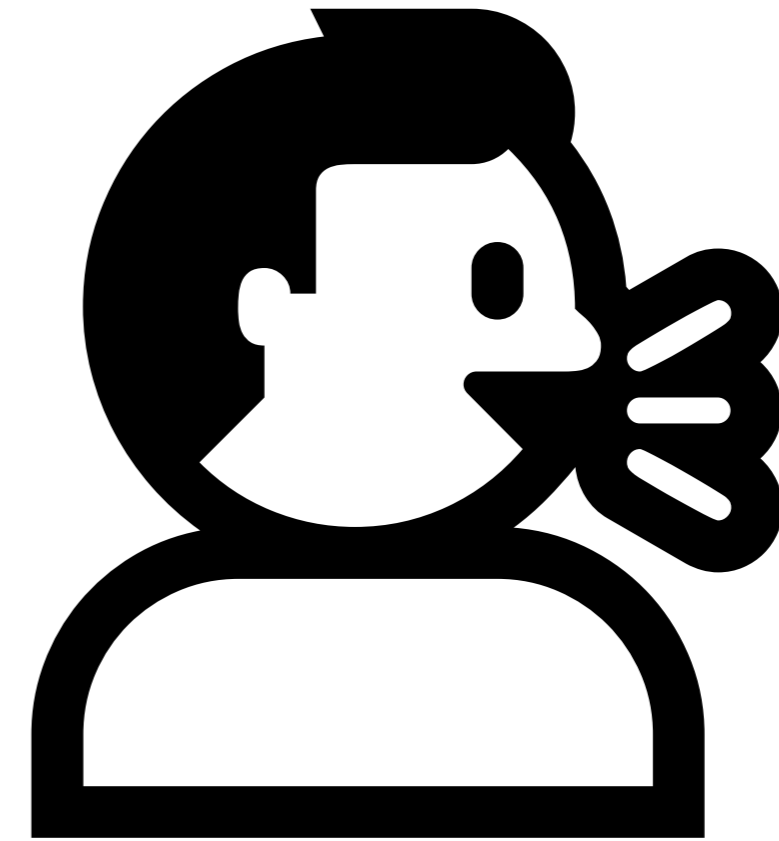
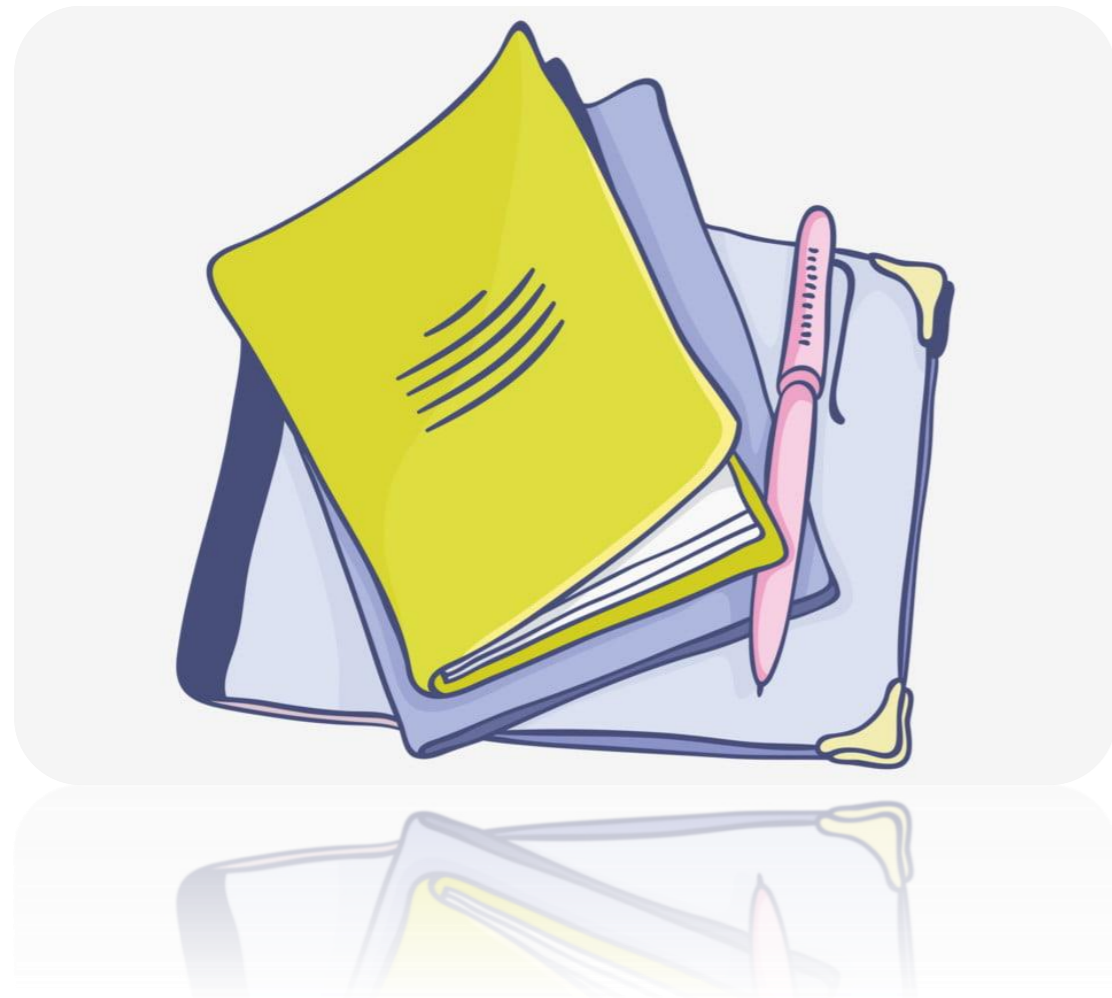
A: \_\_\_\_\_, **qǐng** \_\_\_\_\_, ..... **dìng** \_\_\_\_\_.

B: Xièxie!



## Exercises 练习

三、用本文所学句子完成任务。 Finish the task with the sentences learned in this article.

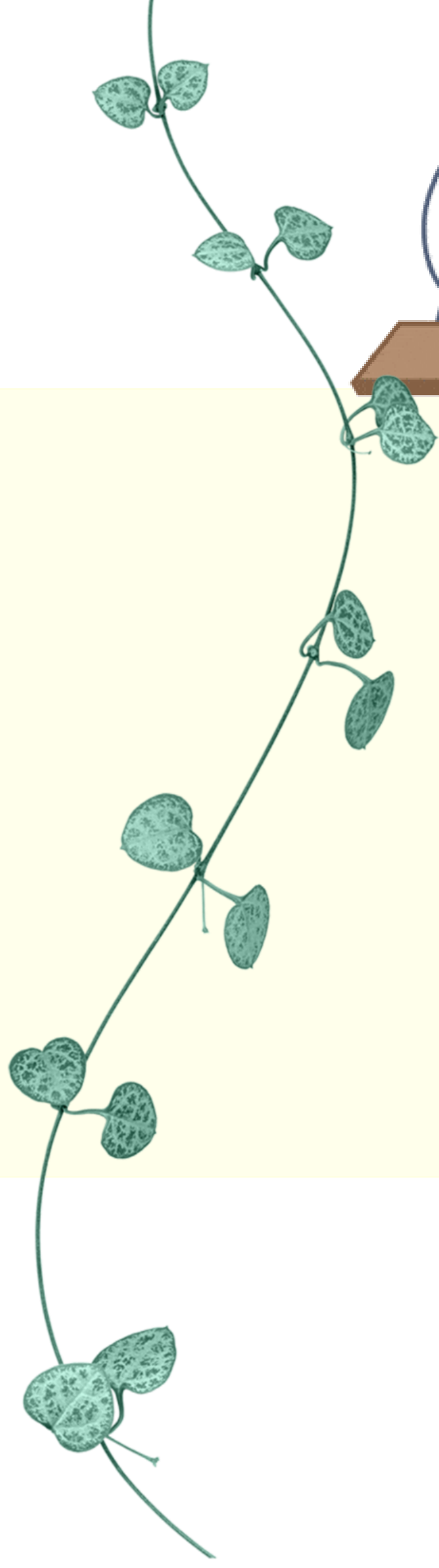


Call to book a room and ask for a minimum of three rooms or more and no less than two room types.

打电话预定房间，要求至少预定三间房以上，并且不少于两种房型。



NOW  
LET'S BEGINNING STUDY  
PART 3.





## Culture Point

### 文化点滴 wénhuà diǎndī

中国的酒店房间类型是以住的人数命名的。所以，单人间是一个人的房间，可能是一张床，也可能是两张床；双人间是两个人住的房间，可能是一张床，也可能是两张床。

Hotel room types in China are named after the number of people staying there. Single room is a room for one person, may have one bed or two beds. And Double room is a room for two people, may have a queen-size bed or two beds.

#### 中国常见的酒店房型 Common hotel room types in China:

- |            |                           |
|------------|---------------------------|
| 1) 单人间     | Single room               |
| 2) 标准间     | Standard room             |
| 3) 豪华间/高级间 | Deluxe Room/Superior Room |
| 4) 商务间     | Business Room             |
| 5) 行政间     | Executive Room            |
| 6) 套间      | Suites                    |

在英国，酒店的房间基本都是以床的种类。所以，“a double room”其实就是国内常说的“标准间”，里面只有一张“双人床 double bed”，既可以住一个人也能住两个人。而“a twin room”则指的是“双床房”，里面有两个分开的“单人床 single beds”。In the UK, hotel rooms are basically named after the type of bed. So, “a double room” is actually the domestic often said “standard room”, there is only a “double bed”, both can live one or two persons. While “a twin room” refers to “double room”, which has two separate “single beds”.

# 总结 Summary



- After studying this lesson, we know the basic knowledge about how to communicate with guests as hotel staff when they want to book a room. And know the meaning and details of 12 new vocabularies, 1 conversation with 6 sentences, and the language points, pronunciation point and culture point in this course. The different words for hotel room types between Chinese and Thai language also was introduced. Wish you can apply your knowledge of Chinese learned in this course to work in the entire service industry, finance, and business, as well as other relevant industry sectors.





谢谢 再见

THANK YOU

GOODBYE