

# 编写说明

新丝路“中文+职业技能”系列教材是把中文作为第二语言，结合专业和职业的专门用途、职业用途的中文教材，不是专业理论教材，不是一般意义的通用综合中文教材。本系列教材定位为职场生存中文教材、立体式技能型语言教材。教材研发的目标是既要满足学习者一般中文环境下的基本交际需求，又要满足学习者职业学习需求和职场工作需求。它和普通的国际中文教材的区别不在语法，而在词汇的专门化程度，在中文的用途、使用场合、应用范围。目前，专门用途、职业用途的中文教材在语言分类和研究成果上几近空白，本系列教材的成功研发开创了中文学习的新视野、新领域、新方向，将“中文+职业技能+X等级证书”真正融合，使学习者在学习中文的同时，也可通过实践掌握职业技能，从而获得X等级证书。

## 适用对象

本系列教材将适用对象定位为双零基础（零语言基础、零技能基础）的来华学习中文和先进技能的长期或者短期进修生，可满足初、中、高各层次专业课程的教学需要。教材亦可供海内外相关的培训课程及“走出去”的中资企业培训本土化员工使用。

## 结构规模

本系列教材采取专项语言技能与职业技能训练相结合的中文教学及教材编写模式。教材选择当前热门的物流管理、汽车服务工程技术、电子商务、机电一体化、计算机网络技术、酒店管理等六个专业，培养各专业急需急用的技术岗位人才。每个专业教材均包括初、中、高级三册。每一册都配有专业视频教学资源，还附有“视频脚本”“参考答案”等配套资源。

## 编写理念

本系列教材将词语进行分类，区分普通词语和专业词语，以通用语料为基础，以概念性、行为性词语为主，不脱离职场情境讨论分级，做到控制词汇量，控制工作场景，控制交流内容与方式，构建语义框架。将语言的分级和专业的分级科学地融合，是实现本系列教材成功编写的关键。

## 教材目标

语言技能目标：

初级阶段，能熟练掌握基础通用词语和职场的常用专业词语，能使用简短句子进行简单

的生活及工作交流。中级阶段，能听懂工作场合简单的交谈与发言，明白大意，把握基本情况，能就工作中重要的话题用简单的话与人沟通。高级阶段，能听懂工作场合一般的交谈与发言，抓住主要内容和关键信息，使用基本交际策略与人交流、开展工作，能初步了解与交际活动相关的文化因素，掌握与交际有关的一般文化背景知识，能排除交际时遇到的文化障碍。交际能力层次的递进实现从初级的常规礼节、基本生活及工作的交流能力，到中级的简单的服务流程信息交流能力，最后达到高级的复杂信息的交流和特情处理的能力。

#### 职业技能目标：

以满足岗位需求为目标，将遴选出的当前热门的专业工作岗位分为初、中、高三级。物流管理专业初、中、高级对应的岗位分别是物流员、物流经理、物流总监；汽车服务工程专业初、中、高级对应的岗位分别是汽车机电维修工、汽车服务顾问、技术总监；电子商务专业初、中、高级对应的岗位分别是电子商务运营助理、电子商务运营员、电子商务客服；机电一体化专业初、中、高级对应的岗位分别是机电操作工、机电调整工、机电维修工；计算机网络技术专业初、中、高级对应的岗位分别是宽带运维工程师、网络运维专员、网络管理员；酒店管理专业初、中、高级对应的岗位分别是前厅基层接待员、前厅主管、前厅经理。每个专业分解出三十个工作场景/任务，学习者在学习后能够全面掌握此岗位概况及基本程序，实现语言学习和专业操作的双重目标。

#### 编写原则

1. 语言知识技能与专业知识技能并进，满足当前热门的、急需急用的岗位需求。
2. 渐进分化，综合贯通，拆解难点，分而治之。
3. 语言知识与专业知识科学、高效复现，语言技能与专业技能螺旋式上升，职场情境、语义框架、本体输入方式相互配合。
4. 使用大量的图片和视频，实现专业知识和技能呈现形式可视化。
5. 强化专业岗位实操性技能。本系列教材配有专业技术教学的视频，突出展示专业岗位的实操性技能，语言学习难度与技能掌握难度的不匹配可通过实操性强的视频和实训环节来补充。

#### 特色追求

本系列教材从初级最基础的语音知识学习和岗位认知开始，将“中文+职业技能”融入在工作场景对话中，把工作分解成一个个任务，用图片认知的方式解决专业词语的认知

问题，用视频展示的方法解决学习者掌握中文词语与专业技能的不匹配问题，注重技能的实操性，注重“在做中学”。每一单元都设置了“学以致用”板块，目的不仅仅是解决本单元任务的词语认知问题，更是将学习的目标放在“能听”“能用”“能模仿说出”上。我们力争通过大量图片的使用和配套视频的展示，将教材打造成立体式、技能型语言教材，方便学习者能够更好地自主学习。

### 使用建议

1. 本系列教材每个专业分为初、中、高级三册，每册10单元，初级每单元建议8~10课时完成，中级10~12课时完成，高级12~14课时完成。
2. 教材注释和说明着力于简明扼要，注重实操性，注重听说技能培养，对于教材涉及的语法知识，教师可视情况予以细化和补充。
3. “单元实训”板块可以在课文和语言点学完之后作为课堂练习使用，建议2课时完成。教师要带着学习者按照实训步骤一步步完成，实训步骤不要求学习者能够看懂，读懂，重要的是教师要引领操作，实现学习者掌握专业技能的目标。
4. “单元小结”板块是对整个单元关键词语和核心内容的总结，对于这部分内容，教师要进行听说练习，以便更好地帮助学习者了解本单元的核心工作任务。
5. 教师上课时要充分利用教材设计的练习，引导学习者多听多练，听说结合，学做合一。
6. 教师要带着学习者熟练诵读课文，要求学习者把每课的关键词语和句子、课堂用语背诵下来。

### 特别感谢

感谢教育部中外语言交流合作中心将新丝路“中文+职业技能”系列教材列为重点研发项目，为我们教材编写增添了动力和责任感。教材编写委员会负责整套教材的规划、设计与编写协调，并先后召开上百次讨论会，对每册教材的课文编写、体例安排、注释说明、练习设计、图片选择、视频制作等进行全方位的评估、讨论和审定。感谢编写委员会成员和所有编者高度的敬业精神、精益求精的编写态度，以及所投入的热情和精力、付出的心血与智慧。感谢关注本系列教材并贡献宝贵意见的国际中文教育教学界专家和全国各地的同人。

新丝路“中文+职业技能”系列教材编写委员会  
2023年4月

## Compilation Instructions

The New Silk Road “Chinese + Vocational Skills” is a series of Chinese textbooks for specialized and vocational purposes that combine professional and vocational technologies with Chinese as a second language. Instead of being specialized theoretical textbooks, nor comprehensive or universal Chinese textbooks in a general sense, this series is intended to be Chinese textbooks for career survival, and three-dimensional skills-based language textbooks. The textbooks are developed with a view of meeting the basic communication needs of learners in general Chinese environment, and their professional learning needs and workplace demands as well. They are different from ordinary Chinese textbooks for foreigners in the degree of specialization of vocabulary, in the purpose, usage occasion, and application scope of Chinese (not in grammar). At present, Chinese textbooks for specialized and vocational purposes are virtually non-existent in terms of language classification and research results, so the successful development of this series has opened up new horizons, new fields and new directions for Chinese learning, and virtually integrated “Chinese + Vocational Skills + X-Level Certificates”, which enables students to practically master vocational skills and obtain X-level certificates while learning Chinese.

### Applicable Targets

This series is targeted at long-term or short-term students who come to China to learn Chinese and advanced skills with zero language basis and zero skill basis, which can meet the teaching needs of elementary, intermediate and advanced specialized courses. This series can also be used for relevant training courses at home and abroad and for Chinese-invested enterprises that “go global” to train local employees.

### Structure and Scale

This series adopts a Chinese teaching and textbook compilation model combining special language skills and vocational skills training. The series includes the textbooks for six popular majors such as logistics management, automotive service engineering technology, e-commerce, mechatronics, computer network, and hotel management to cultivate technical talents in urgent need. The textbooks for each major consist of the textbooks at elementary, intermediate and advanced levels. Each textbook is equipped with professional video teaching resources, and “video scripts”, “reference answers” and other supporting resources as well.

## **Compilation Concept**

This series classifies the vocabulary into general vocabulary and specialized vocabulary. Based on the general vocabulary, they focus on conceptual and behavioral words, not deviating from workplace situations, so as to manage the vocabulary, control the work scenarios and content and means of communication, and build the semantic framework. The integration of language classification and specialty classification in a scientific way is the key to the successful compilation of textbooks.

## **Textbook Objectives**

### **Language Skill Objectives**

For students at the elementary level, they are trained to be familiar with basic general vocabulary and common specialized vocabulary in the workplace, and be able to use short sentences for simple communications in life and at work. For those at intermediate level, they are trained to understand simple conversations and speeches in the workplace, comprehend the main idea, grasp the basic situation, and communicate with others in simple words on important topics at work. For those at the advanced level, they are trained to be able to understand general conversations and speeches in the workplace, grasp the main content and key information, use basic communication strategies to communicate with others and carry out the work; have a preliminary understanding of cultural factors related to communication activities, and master the general communication-related cultural background knowledge, and clear cultural barriers encountered during communication. The progression in level of communicative competence helps them to leap forward from routine etiquette, basic communication in life and at work at the elementary level, to simple information exchange of service processes at the intermediate level, and finally to complex information exchange and handling of special circumstances at the advanced level.

### **Vocational Skill Objectives**

To meet job requirements at the elementary, intermediate and advanced levels, the professional positions that are most urgently needed overseas are selected. The positions corresponding to logistics management at the elementary, intermediate and advanced levels are logistics staff, logistics managers and logistics directors; the positions corresponding to automotive service engineering

technology at the elementary, intermediate and advanced levels are automotive electromechanical maintenance staff, automotive service consultants and technical directors; the positions corresponding to e-commerce at the elementary, intermediate and advanced levels are electronic operation assistants, e-commerce operators and e-commerce customer service staff; the positions corresponding to mechatronics at the elementary, intermediate and advanced levels are mechanical and electrical operators, mechanical and electrical adjusters, and mechanical and electrical maintenance staff; the positions corresponding to computer network at the elementary, intermediate and advanced levels are broadband operation and maintenance engineers, network operation and maintenance specialists, and network administrators; the positions corresponding to hotel management at the elementary, intermediate and advanced levels are lobby receptionists, lobby supervisors and lobby managers. Through 30 work scenarios/tasks set for each major, learners can fully grasp the general situation and basic procedures of the position after learning, and achieve the dual goals of language learning and professional operation.

### **Principles of Compilation**

1. Language knowledge skills and professional knowledge skills go hand in hand to meet the demands of current popular and urgently needed job positions;
2. It makes progressive differentiation and comprehensive integration, breaking down, dividing and conquering difficult points;
3. Language knowledge and professional knowledge recur scientifically and efficiently, language skills and professional skills spiral upward, and the situational stage, semantic framework, and ontology input methods cooperate with each other;
4. Professional knowledge and skills are visualized, using a lot of pictures and videos;
5. It strengthens the practical skills in professional positions. This series of textbooks is equipped with videos of professional technical training, highlighting the practical skills for professional positions. It addresses the mismatch between the difficulty of language learning and that of mastering skills by supplementing with practical videos and practical trainings.

### **Characteristic Pursuit**

Starting from the basic phonetic knowledge learning and job cognition at the elementary

level, this series integrates “Chinese + Vocational Skills” into the working scene dialogues, breaking down the job into various tasks, solving lexical cognition problems by means of picture cognition, solving the problem of the mismatch between learners’ mastery of Chinese vocabulary and professional skills by means of displaying videos, stressing the practicality of skills, and focusing on “learning by doing”. Each unit has a “Practicing What You Have Learnt” module, which not only solves the problem of lexical cognition of this unit, but also takes “being able to comprehend”, “being able to use” and “being able to imitate” as the learning objectives. We strive to use a large number of pictures and display supporting videos to build the textbooks into three-dimensional skills-based language teaching materials, so that learners can learn more independently.

### **Recommendations for Use**

1. Each major of this series consists of three volumes at the elementary, intermediate, and advanced levels, with 10 units in each volume. For each unit, it is recommended to allocate 8-10 class hours for the elementary level, 10-12 class hours for the intermediate level, and 12-14 class hours for the advanced level.

2. The notes and explanations in the textbooks focus on conciseness, practicality, and the training of listening and speaking skills. The grammar knowledge involved in the textbook can be detailed and supplemented by teachers as the case may be.

3. “Unit Practical Training” can be used as a classroom exercise after the texts and language points, preferably to be completed in two class hours. Teachers should guide students to complete the training tasks step by step. Students are not required to read and understand the training steps. It is important that teachers guide students to achieve the goal of mastering professional skills.

4. “Unit Summary” summarizes the keywords and core content of the entire unit. Through listening and speaking exercises, this part can better help learners understand the core tasks of this unit.

5. Teachers should make full use of the exercises designed in the textbooks during class, and guide the learners to listen more and practice more, combine listening and speaking, and integrate learning with practice.

6. Teachers should lead learners to proficiently read the texts aloud, asking them to recite the keywords, sentences and classroom expressions in each unit.

### **Acknowledgements**

We are grateful to the Center for Language Education and Cooperation of the Ministry of Education for listing the New Silk Road “Chinese + Vocational Skills” series as a key research and development project, which adds motivation and a sense of responsibility to our textbook compilation. The Textbook Compilation Committee is responsible for the planning, design, compilation and coordination of the entire set of textbooks, and has held hundreds of seminars to conduct a comprehensive evaluation, discussion, examination and approval of text compilation, style arrangement, notes and explanations, exercise design, picture selection, and video production of each textbook. We are indebted to the members of the Compilation Committee and all compilers for their professional dedication, unwavering pursuit of perfection in the compilation, as well as their enthusiasm, hard work and wisdom. We are thankful to the experts in international Chinese language education and colleagues from all over the country who have kept a close eye on this series and contributed their valuable opinions.

Compilation Committee of New Silk Road “Chinese + Vocational Skills” Series  
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# 7

## Jiàozǎo fúwù 叫早服务 Morning-Call Service

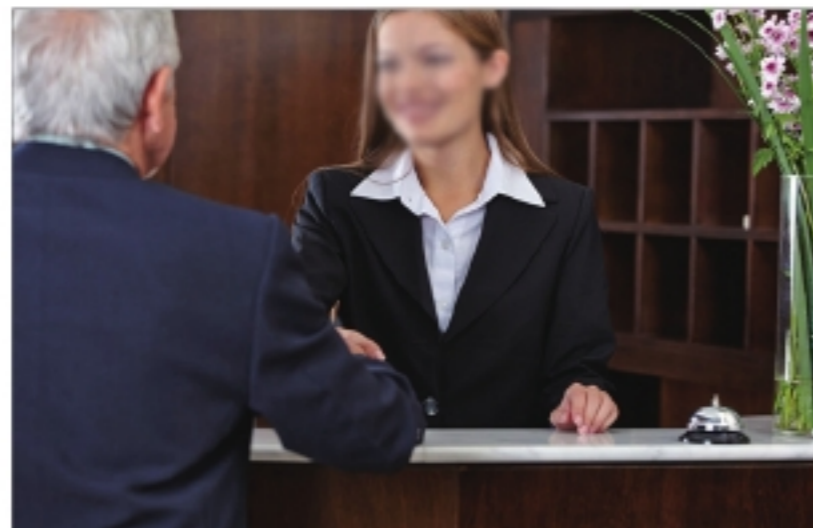
### jiàozǎo fúwù liúchéng 叫早服务流程 The Procedure of Morning-Call Service



wèn hòu kè rén  
问候客人  
Greeting the Guest



quèrèn fángjiānhào  
确认房间号  
Confirming the Room Number



zhù kè rén yúkuài  
祝客人愉快  
Wishing the Guest a Good Time



xúnwèn fúwù nèiróng  
询问服务内容  
Inquiring about the Services



quèrèn jiàozǎo shíjiān  
确认叫早时间  
Confirming the Time for the Morning Call



## 题解 Introduction

1. 学习内容: 酒店叫早服务的流程及注意事项。

Learning content: The procedures and points for attention for morning-call service at a hotel.

2. 知识目标: 掌握 ü 或者以 ü 开头的韵母跟 j、q、x 相拼的拼写规则和“一”的变调, 掌握与叫早服务相关的核心词语及表达。

Knowledge objectives: To master the spelling rules of “ü” or finals starting with “ü” combined with “j”, “q” and “x” and the tone sandhi of “一”, and master the core words and expressions related to morning call.

3. 技能目标: 掌握前台工作人员叫早服务的基本服务用语。

Skill objective: To master the basic work expressions of a receptionist when he/she makes the morning call.

## 第一部分 Part 1

## 语音 Phonetic Learning

## 一、语音知识 yǔyīn zhīshi Knowledge about Phonetics

## 1. 拼写规则 (3) Spelling rules (3)

ü 或者以 ü 开头的韵母跟 j、q、x 相拼的时候, 省略 ü 上边的两点, 写成 ju、qu、xu、jue、que、xue、juan、quan、xuan、jun、qun、xun。跟 n、l 相拼的时候, ü 上边的两点不能省略, 写成 nü、lü、lüe、nüe。

When “ü” or a final beginning with “ü” is combined with “j”, “q” or “x”, “ü” is written as “u” like in “ju”, “qu”, “xu”, “jue”, “que”, “xue”, “juan”, “quan”, “xuan”, “jun”, “qun”, “xun”. When combined with “n” or “l”, the two dots above “ü” can not be removed. For example, “nü”, “lü”, “lüe”, “nüe”.

## 2. “一”的变调 Tone sandhi of “一”

数词“一”本调是第一声。“一”后边的音节是第一声、第二声、第三声时, “一”读作“yì”; “一”后边的音节是第四声时, “一”读作“yí”。例如:

The numeral “一” is pronounced as “yī” when it stands by itself. “一” is pronounced as “yì” when it precedes a first-tone, second-tone or third-tone syllable. It is read as “yí” when it precedes a fourth-tone syllable. For example,

一斤 yì jīn    一台 yì tái    一种 yì zhǒng    一个 yí gè



## 二、语音练习 yǔyīn liànxí Pronunciation Drills

读一读 Let's read.

jiàozǎo  
① 叫早

zǒngjī jiēxiànyuán  
② 总机接线员

fángào  
③ 房号

hào  
④ 号

zhù  
⑤ 住

jìlù  
⑥ 记录

qǔxiāo  
⑦ 取消

yùyuē  
⑧ 预约

tiānqì  
⑨ 天气

zhǔnshí  
⑩ 准时

wǎn'ān  
⑪ 晚安

wèn hòuyǔ  
⑫ 问候语

## 第二部分 Part 2

### 课文 Texts

#### 一、热身 rèshēn Warm-up

1. 给词语选择对应的图片。 Choose the corresponding pictures for the words.



A



B



C



D

jiàozǎo  
① 叫早 \_\_\_\_\_  
morning call

fángjiān hàomǎ  
② 房间号码 \_\_\_\_\_  
room number

tiānqì  
③ 天气 \_\_\_\_\_  
weather

zǒngjī  
④ 总机 \_\_\_\_\_  
telephone exchange

2. 观看视频，选择正确的选项。

Watch the video and choose the right answers.



① Zhè tōng diànhuà shì \_\_\_\_\_ dǎ gěi \_\_\_\_\_ de.  
这通电话是 \_\_\_\_\_ 打给 \_\_\_\_\_ 的。

The phone is \_\_\_\_\_ made to the \_\_\_\_\_.

② Diànhuà nèiróng shì guānyú jiǔdiàn \_\_\_\_\_ fúwù de.  
电话内容是关于酒店 \_\_\_\_\_ 服务的。

The phone call is about the \_\_\_\_\_ service of the hotel.

- |              |       |                    |
|--------------|-------|--------------------|
| jiàozǎo      | kèrén | zǒngjī jiēxiànyuán |
| A. 叫早        | B. 客人 | C. 总机接线员           |
| morning-call | guest | telephone operator |

二、课文 kèwén Texts



A 07-01

kèrén: Wǎnshang hǎo! qǐngwèn jiǔdiàn tígōng jiàozǎo fúwù ma?

客人：晚上好！请问酒店提供叫早服务吗？

zǒngjī jiēxiànyuán: Yǒu de, qǐng gàozhī yíxià nín de fáng hào hé xīwàng bèi jiàozǎo de shíjiān.

总机接线员：有的，请告知一下您的房号和希望被叫早的时间。

kèrén: Wǒ zhù 1108 fángjiān, qǐng zài míng zǎo wǔ diǎn sānshí jiào zǎo.

客人：我住1108房间，请在明早五点三十叫早。

zǒngjī jiēxiànyuán: Yǐjīng jìlù, míng zǎo wǔ diǎn sānshí zhǔnshí jiàozǎo, zhù nín wǎn'ān.

总机接线员：已经记录，明早五点三十准时叫早，祝您晚安。

译文 yìwén Text in English

Guest: Good evening! Does the hotel provide morning-call service?

Telephone Operator: Sure. Please let me know your room number and when would you like to be called.

Guest: My room number is 1108 and I'd like to be called at 5:30 a.m. tomorrow.

Telephone Operator: I've made a note of it. You'll be called at 5:30 a.m. tomorrow. Good night.

普通词语 pǔtōng cíyǔ General Vocabulary

07-02

1. 晚上	wǎnshang	n.	night, evening
2. 告知	gàozhī	v.	be told
3. 希望	xīwàng	v.	hope
4. 被	bèi	prep.	used in a passive sentence to indicate the agent/doer
5. 时间	shíjiān	n.	time
6. 明早	míng zǎo	phr.	tomorrow morning
早	zǎo	adj.	early
7. 已经	yǐjīng	adv.	already
8. 准时	zhǔnshí	adj.	punctual
9. 晚安	wǎn'ān	v.	good night

专业词语 zhuānyè cíyǔ Specialized Vocabulary

07-03

1. 叫早	jiàozǎo	v.	have a morning call
2. 总机接线员	zǒngjī jiēxiànyuán	phr.	telephone operator
3. 房号	fánghào	n.	room number
号	hào	n.	number
4. 住	zhù	v.	live
5. 记录	jìlù	v.	note, record

B 07-04

kèrén: Dǎrǎo yíxià, qǐngwèn míngtiān de tiānqì zěnmeyàng?  
客人: 打扰一下, 请问明天的天气怎么样?

zǒngjī jiēxiànyuán: Míngtiān zhōngyǔ, dōngnánfēng sì dào wǔ jí.  
总机接线员: 明天中雨, 东南风四到五级。

kèrén: Nà bù néng kàn rì chū le, wǒ kěyǐ qǔxiāo zhīqián de jiàozǎo yùyuē ma?  
客人: 那不能看日出了, 我可以取消之前的叫早预约吗?

zǒngjī jiēxiànyuán: Dāngrán kěyǐ, yǐjīng wèi nín qǔxiāo. Zhù nín wǎn'ān!  
总机接线员: 当然可以, 已经为您取消。祝您晚安!

## 译文 yìwén Text in English

Guest: Excuse me, what will the weather be like tomorrow?

Telephone Operator: There will be moderate rain, and southeast moderate to fresh breeze tomorrow.

Guest: Then it will be impossible to enjoy the sunrise. Can I cancel the morning-call reservation I made before?

Telephone Operator: Sure, I've already canceled it for you now. Good night!

## 普通词语 pǔtōng cíyǔ General Vocabulary



07-05

1.	打扰	dǎrǎo	v.	excuse me
2.	明天	míngtiān	n.	tomorrow
3.	天气	tiānqì	n.	weather
4.	怎么样	zěnmeyàng	pron.	how (about), what
	怎么	zěnmē	pron.	how (come), what
5.	中雨	zhōngyǔ	n.	moderate rain
	雨	yǔ	n.	rain
6.	东南风	dōngnánfēng	n.	southeast wind
7.	级	jí	m./n.	level, degree
8.	那	nà	conj./pron.	then; that
9.	日出	rì chū	phr.	sunrise
10.	之前	zhīqián	n.	before
11.	当然	dāngrán	adv.	sure, of course
12.	为	wèi	prep.	for

## 专业词汇 zhuānyècíhuì Specialized Vocabulary



07-06

1.	取消	qǔxiāo	v.	cancel
2.	预约	yùyuē	v.	reserve

### 三、视听说 shì-tīng-shuō Viewing, Listening and Speaking

1. 观看视频，连线叫早服务操作对应的服务用语，再排列先后顺序，并模仿说出总机接线员的服务用语。

Watch the video, and match the morning-call service operations with the corresponding expressions. Then put them in the right order, and imitate the telephone operator's service expressions.



quèrèn fángjiānhào  
① 确认房间号  
Confirming the room number

Zhù nín wǎn'ān!  
A. 祝您晚安!  
Good night!

wèn hòuyǔ  
② 问候语  
Greetings

Yǒu shénme kěyǐ bāng nín?  
B. 有什么可以帮您?  
What can I do for you?

xúnwèn fúwù nèiróng  
③ 询问服务内容  
Inquiring about the services

Nín de fángjiān hàomǎshì 2021.  
C. 您的房间号码是2021。  
Your room number is 2021.

zhù kèrén wǎn'ān  
④ 祝客人晚安  
Wishing the guest a good night

Wǎnshàng hǎo!  
D. 晚上好!  
Good evening!

quèrèn jiàozǎo shíjiān  
⑤ 确认叫早时间  
Confirming the time for morning call

Nínxūyàomíngtiān zǎoshàng liù diǎn sānshí de jiàozǎo fúwù duì ma?  
E. 您需要明天早上六点三十的叫早服务，对吗?  
You need to be called at 6:30 tomorrow morning, right?

jiàozǎo fúwù liúchéng:  
叫早服务流程: \_\_\_\_\_

Process of morning-call service: \_\_\_\_\_

2. 说一说 Let's talk.

叫早服务需要获得哪些重要信息? What important information is needed for morning-call service?

## 四、学以致用 xuéyǐzhìyòng Practice What You Have Learnt

观看总机接线员提供叫早服务的视频，填写下列表格。

Watch the video about the telephone operator providing the morning-call service, and then fill in the following form.



kèrén xìngmíng 客人 姓名 Guest's name	fángjiān hàomǎ 房间 号码 Room number	jiàozǎo shíjiān 叫早 时间 Time for the morning-call
Lǐ xiānsheng 李 先生 Mr. Li		
Wáng xiānsheng 王 先生 Mr. Wang		
Zhāng xiǎojiě 张 小姐 Miss Zhang		

## 第三部分 Part 3

## 课堂用语 Classroom Expressions

- ① 最近学习怎么样? Zuìjìn xuéxí zěnmeyàng? How is your studying recently?
- ② 你有事吗? Nǐ yǒu shì ma? What's the matter with you?

## 第四部分 Part 4

## 单元实训 Unit Practical Training

## 模拟叫早服务 Simulating the Morning-Call Service

## 实训目的 Training purpose

通过本次实训，了解总机接线员的叫早服务流程，能够快速记录客人的房间号码和叫早时间并

安排叫早服务。

After the training, students will learn the telephone operator's morning-call service procedures, quickly note down the guest's room number and the time for the call, and arrange the morning-call service.

### 实训组织 Training organization

每组 2 人

Two students in each group

### 实训内容 Training content

总机接线员的叫早服务流程，安排客人的叫早服务

The morning-call service procedures of the telephone operator and the arrangement of the morning-call service for guests

### 实训步骤 Training steps

① 根据场景需求，教师利用实训教室模拟服务情境。

Based on the needs of the scenarios, the teacher simulates the scene of service using the classroom.

② 将参加实训的学员分成若干小组，每组 2 人。

Divide students into groups of 2.

③ 带领学员扮演总机接线员和客人，模拟叫早服务。

Ask students to play as telephone operators and guests, and simulate the morning-call service.

④ 小组成员轮流更换角色。

The group members switch roles in turn.

⑤ 教师总结评价，实训结束。

The teacher makes a summary and evaluation, and ends the training.

## 第五部分 Part 5

### 单元小结 Unit Summary

#### cíyǔ 词语 Vocabulary

#### 普通词语 General Vocabulary

1.	晚上	wǎnshang	n.	night, evening
2.	告知	gàozhī	v.	be told
3.	希望	xīwàng	v.	hope
4.	被	bèi	prep.	used in a passive sentence to indicate the agent/doer
5.	时间	shíjiān	n.	time
6.	明早	míng zǎo	phr.	tomorrow morning
	早	zǎo	adj.	early
7.	已经	yǐjīng	adv.	already

cíyǔ  
词语  
Vocabulary

8.	准时	zhǔnshí	adj.	punctual
9.	晚安	wǎn'ān	v.	good night
10.	打扰	dǎrǎo	v.	excuse me
11.	明天	míngtiān	n.	tomorrow
12.	天气	tiānqì	n.	weather
13.	怎么样	zěnmeyàng	pron.	how (about), what
	怎么	zěnmē	pron.	how (come), what
14.	中雨	zhōngyǔ	n.	moderate rain
	雨	yǔ	n.	rain
15.	东南风	dōngnánfēng	n.	southeast wind
16.	级	jí	m./n.	level, degree
17.	那	nà	conj./ pron.	then; that
18.	日出	rì chū	phr.	sunrise
19.	之前	zhīqián	n.	before
20.	当然	dāngrán	adv.	sure, of course
21.	为	wèi	prep.	for

专业词语 Specialized Vocabulary

1.	叫早	jiào zǎo	v.	have a morning call
2.	总机接线员	zǒngjī jiēxiànyuán	phr.	telephone operator
3.	房号	fánghào	n.	room number
	号	hào	n.	number
4.	住	zhù	v.	live
5.	记录	jìlù	v.	note, record
6.	取消	qǔxiāo	v.	cancel
7.	预约	yùyuē	v.	reserve

jùzi  
句子  
Sentences

1. 请告知一下您的房号和希望被叫早的时间。
2. 明早五点三十准时叫早, 祝您晚安。
3. 当然可以, 已经为您取消。