

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 able to master basic general vocabulary and common specialized vocabulary in the workplace proficiently, 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
April 2023

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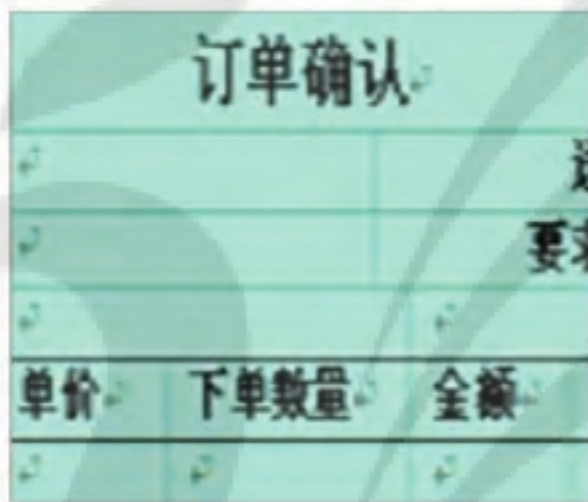
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1

Dìngdān chǔlǐ 订单处理 Order Processing



订单确认		
单价	下单数量	金额

dìngdān quèrèn
订单 确认
confirm the order



jiànlì kèhù dǎng'àn
建立客户档案
create the customer file



jiēshòu dìnghuò
接受 订货
take an order

息ID	订单编号
589	20210610085514729534
588	20210610084337431689
587	20210610084331624981

shèdìng dìngdānhào
设定 订单号
set an order number

入库数量	库存分配表		
	公司		
	华联1	美特好	旅游学院
4		2	
9		9	4
24		12	
4		4	
16		9	5
20		8	3
18		12	8

cúnhuò fēnpèi
存货分配
allocate the inventory

题解 Introduction

1. 学习内容: 订单处理的流程和具体内容。

Learning content: The process and specific content of order processing.

2. 知识目标: 掌握与订单处理相关的核心词语及表达, 学习汉字的笔画“一”“丨”“ノ”“丶”和笔顺“先横后竖、先撇后捺”, 学写相关汉字。

Knowledge objectives: Grasp the core vocabulary and expressions related to order processing, learn the strokes “一”, “丨”, “ノ”, “丶” and stroke order “horizontal strokes before vertical strokes, left-falling strokes before right-falling strokes” of Chinese characters, and learn to write the related Chinese characters.

3. 技能目标: 能在物流管理中完成订单处理任务。

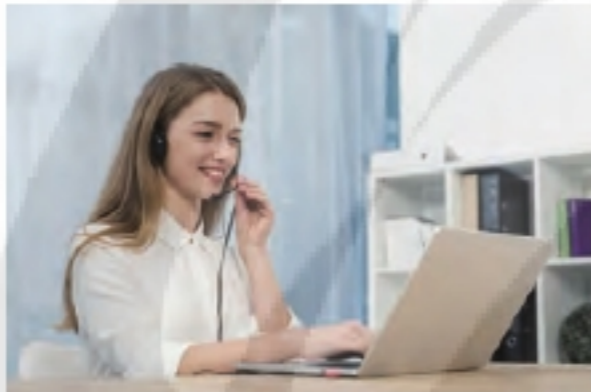
Skill objective: Be able to complete order processing in logistics management.

第一部分 Part 1

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.

① 传真 订货 _____
order by fax

③ 口头 订货 _____
verbal order

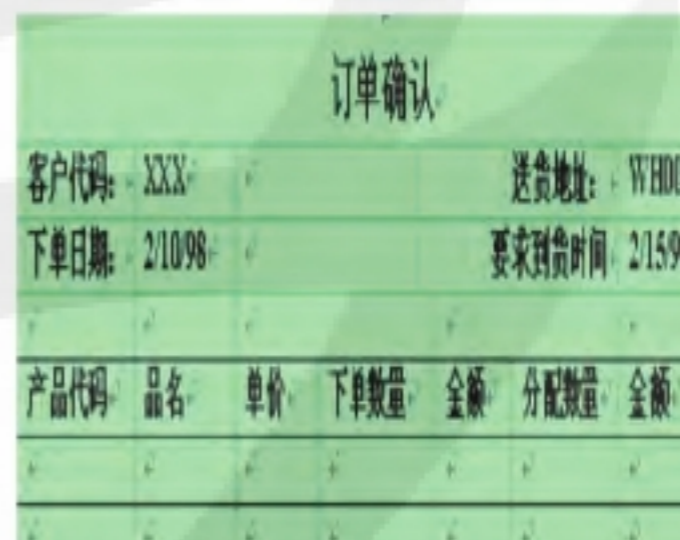
② 货架 标签 配合 手持 终端 订货 _____
order by shelf labels with a handheld terminal

④ 邮寄 订货 _____
order by mail

2. 观看介绍订单处理步骤的视频，将下列选项按订单处理步骤的先后顺序排序。 Watch the video introducing the steps of order processing and arrange the following options according to order processing steps.



客户ID	订单编号
589	20210610085514729534
588	20210610084337431689
587	20210610084331624981



jiànlì kèhù dǎng'àn
A. 建立客户档案
create the customer file

shèdìng dìngdānhào
B. 设定订单号
set the order number

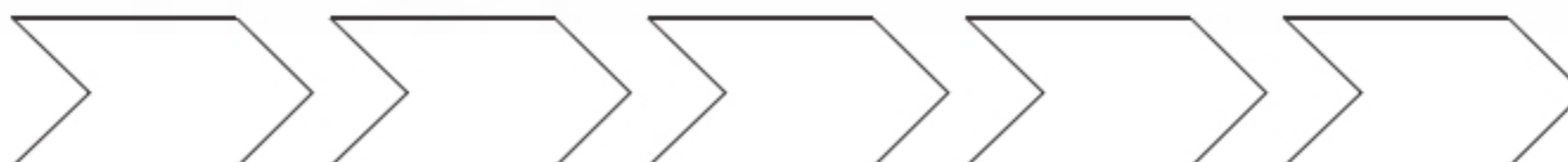
dìngdān quèrèn
C. 订单确认
confirm the order

品名	单位	入库数量	公司			库存余量
			华联1	美特好	徽商学院/华联2	
联想电脑	010101	4		2		2
康师傅矿泉水	010103	9		9	1	-1
统一小当家	010104	24		12		12
海尔微波炉	010201	4		4		0
健将牌饼干	010202	16		9	5	2
乐吧薯片	010203	20		8	3	9
华丰魔法士	020104	18		12	1	-2



cúnhuò fēnpèi
D. 存货分配
allocate the inventory

jiēshòu dìnghuò
E. 接受订货
take an order



二、课文 kèwén Texts

A 01-01

Dìngdān shì qǐyè cǎigòu bùmén xiàng gōngyìngshāng fāchū de dìnghuò píngjù, tā dàibiǎo kèhù de xūqiú. Dìngdān yìbān bāohán kèhù xìnxi, yùnshū xìnxi, jiésuàn fāngshì, shāngpǐn míngchēng, shāngpǐn xíng hào, dìnggòu shùliàng, shāngpǐn dānjià děng xìnxi. 订单是企业采购部门向供应商发出的订货凭据, 它代表客户的需求。订单一般包含客户信息、运输信息、结算方式、商品名称、商品型号、订购数量、商品单价等信息。

译文 yìwén Text in English

An order is an order certificate issued by the purchasing department of the enterprise to the supplier, which represents the needs of the customer. An order usually contains customer information, transportation information, settlement method, commodity name, commodity model, order quantity, the unit price of the commodity, etc.

普通词语 pǔtōng cíyǔ General Vocabulary

01-02

1. 向	xiàng	prep.	indicating target of action
2. 发出	fāchū	v.	issued by
3. 它	tā	pron.	it
4. 代表	dàibiǎo	v.	represent, stand for
5. 需求	xūqiú	n.	need
6. 一般	yìbān	adj.	usual
7. 包含	bāohán	v.	contain

专业词语 zhuānyè cíyǔ Specialized Vocabulary

01-03

1. 企业	qǐyè	n.	enterprise
2. 采购	cǎigòu	v.	purchase
3. 部门	bùmén	n.	department
4. 供应商	gōngyìngshāng	n.	supplier
5. 订货	dìng//huò	v.	order goods
6. 凭据	píngjù	n.	evidence, proof
7. 结算方式	jiésuàn fāngshì	phr.	settlement method
8. 商品	shāngpǐn	n.	commodity
9. 型号	xíng hào	n.	model

10. 订购	dìnggòu	v.	order
11. 单价	dānjià	n.	unit price

B 01-04

Dìngdān chǔlǐ shì cóng jiēdào kèhù dìngdān dào zhuóshǒu zhǔnbèi jiǎn huò zhījiān de zuòyè jiēduàn, shèjí kèhù dìngdān zīliào quèrèn, cúnhuò cháxún hé dānjù chǔlǐ děng liúchéng. Dìngdān chǔlǐ yāoqiú zuòdào xùnsù, zhǔnquè, fúwù zhōudào.

订单处理是从接到客户订单到着手准备拣货之间的作业阶段，涉及客户订单资料确认、存货查询和单据处理等流程。订单处理要求做到迅速、准确、服务周到。

译文 yìwén Text in English

Order processing is the stage of operation from receiving a customer's order to setting out to make preparations for picking up the goods. It involves processes such as customer order file confirmation, inventory inquiry and receipt processing. Order processing requires to be prompt, accurate, and considerate in service.

普通词语 pǔtōng cíyǔ General Vocabulary

01-05

1. 处理	chǔlǐ	v.	handle, deal with
2. 从	cóng	prep.	from
3. 接到	jiēdào	phr.	receive
到	dào	v.	<i>used as a complement of a verb indicating the result of an action</i>
4. 到	dào	v.	up until/to, by
5. 着手	zhuóshǒu	v.	put one's hand to
6. 之间	zhījiān	n.	space between/among things/people
7. 阶段	jiēduàn	n.	stage, phase
8. 涉及	shèjí	v.	involve
9. 要求	yāoqiú	v.	require
10. 迅速	xùnsù	adj.	prompt
11. 准确	zhǔnquè	adj.	accurate
12. 服务	fúwù	n.	service

专业词语 zhuānyè cíyǔ Specialized Vocabulary

01-06

1. 资料	zīliào	n.	data, information
2. 确认	quèrèn	v.	confirm

3.	存货	cúnhuò	n.	inventory
4.	查询	cháyún	v.	inquiry
5.	单据	dānjù	n.	receipt, voucher
6.	周到	zhōudào	adj.	considerate

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

观看介绍电子订货方式的视频，说一说电子订货方式有哪些优势。 Watch the video introducing electronic ordering, and talk about the advantages of electronic ordering.



- | | | | |
|--------------------------------|---------------------------------|----------------------------|-------------------------------|
| chuánsòng sùdù màn
A. 传送速度慢 | kěkàoxìng gāo
B. 可靠性高 | zhǔnquèxìng gāo
C. 准确性高 | fúwù shuǐpíng dī
D. 服务水平低 |
| zhǔnquèxìng dī
E. 准确性低 | chuánsòng sùdù kuài
F. 传送速度快 | kěkàoxìng dī
G. 可靠性低 | fúwù shuǐpíng gāo
H. 服务水平高 |

diànzǐ dìnghuò fāngshì de yōushì
电子订货方式的优点：

the advantages of electronic ordering

四、学以致用 xuéyǐzhìyòng Practicing What You Have Learnt

观看介绍订单录入过程的视频，并根据下列订单提供的信息完成连线。 Watch the video introducing order entry process, and complete the match of columns based on the information provided by the following order.



拣货单编号: JHD0001					客户订单编号: DD008				
客户名称: 南京市天马有限公司					出货日期: 2023年6月9日				
拣货人: 李明					拣货日期: 2023年6月9日				
核查人: 张亮					核查时间: 2023年6月9日				
序号	储位号码	货物名称	规格型号	货物编号	包装单位			数量	备注
					整托盘	箱	单件		
1	A010102	白糖 	500克/袋	060804			√	6袋	
2	B020301	牙刷 	80支/箱	030412		√		1箱	
3	C060403	牛奶 	24盒/箱	090248	√			1箱	

kèhù dìngdān biānhào

① 客户订单编号
customer order No.

A. B020301

chūhuò rìqī

② 出货日期
date of dispatch

B. 6袋

yáshuā de chǔwèi hàomǎ

③ 牙刷的储位号码
storage location No. of toothbrushes

C. DD008

niúǎi de guīgé xíng hào

④ 牛奶的规格型号
specifications and models of milk

D. 24盒/箱

báitáng de shùliàng

⑤ 白糖的数量
quantity of sugar

E. 2023年6月9日

五、小知识 xiǎo zhīshi Tips

Dìngdān chǔlǐ rúhé ràng kèhù chǎnshēng xìnlàigǎn
订单处理如何让客户产生信赖感

Dìngdān chǔlǐ shì kèhù fúwù de kāiduān, yě shì fúwù zhìliàng déyǐ bǎozhàng de gēnběn.
订单处理是客户服务的开端，也是服务质量得以保障的根本。

Zài dìngdān chǔlǐ guòchéng zhōng, yào shǐ kèhù chǎnshēng xìnlàigǎn, jiù yào zuòdào jǐnliàng suōduǎn
在订单处理过程中，要使客户产生信赖感，就要做到尽量缩短
dìnghuò zhōuqī, tígōng jǐnjí dìnghuò, jiǎnshǎo quē huò qíngkuàng, bù hūlüè xiǎo pīliàng dìnghuò
订货周期，提供紧急订货，减少缺货情况，不忽略小批量订货
de kèhù, yǐjí suíshí tígōng dìngdān chǔlǐ fúwù.
的客户，以及随时提供订单处理服务。

How to Win the Customer's Trust Through Order Processing

Order processing is the beginning of customer service, as well as the basis for ensuring service quality. During order processing process, in order to create a sense of trust among customers, ordering cycle shall be shortened as much as possible, rush orders shall be provided, stockouts shall be reduced, customers who order small batches shall not be ignored, and order processing shall be provided at any time.

第二部分 Part 2

汉字 Chinese Characters

一、汉字知识 Hànzì zhīshi Knowledge about Chinese Characters

1. 汉字的笔画 (1) Strokes of Chinese characters (1)

笔画 Strokes	名称 Names	例字 Examples
一	横 héng	二
丨	竖 shù	十
丿	撇 piě	人
㇇	捺 nà	八

2. 汉字的笔顺 (1) Stroke orders of Chinese characters (1)

规则 Rules	例字 Examples	笔顺 Stroke orders
先横后竖 Horizontal strokes before vertical strokes	十	一 十
先撇后捺 Left-falling strokes before right-falling strokes	人 八	丿 人 丿 八

二、汉字认读与书写 Hànzì rèndú yǔ shūxiě The Recognition and Writing of Chinese Characters
认读下列词语，并试着读写构成词语的汉字。 Recognize the following words, and try to read and write the Chinese characters forming these words.

结算 方式 存货 查询 单据 处理

结				算				方				式			
存				货				查				询			
单				据				处				理			

第三部分 Part 3

日常用语 Daily Expressions

- ① 劳驾，帮我叫辆出租车。 Láojià, bāng wǒ jiào liàng chūzūchē. Excuse me, please get me a taxi.
- ② 明天见。 Míngtiān jiàn. See you tomorrow.
- ③ 不见不散。 Bújiàn-búsàn. Be there or be square.

第四部分 Part 4

单元实训 Unit Practical Training

订单处理实训 dìngdān chǔlǐ shíxùn Practical Training of Order Processing

实训目的 Training purpose

通过本次实训，掌握订单处理的主要步骤，并能完成订单处理作业。

Through this practical training, master the main steps of order processing, and be able to complete order processing operations.

实训组织 Training organization

每组 5 人，设定一名组长。

Each group consists of 5 trainees, with a group leader.

实训步骤 Training steps

- ① 将参加实训的人员分成若干小组，每组 5 人；
Divide the trainees into groups of 5;
- ② 第一个人完成接受订货作业；
The first trainee completes the operation of accepting an order;
- ③ 第二个人完成订单确认作业；
The second one completes the operation of confirming the order;

- ④ 第三个人完成设定订单号作业;
The third one completes the operation of setting the order number;
- ⑤ 第四个人完成建立客户档案作业;
The fourth one completes the operation of creating the customer file;
- ⑥ 第五个人完成存货分配作业。
The fifth one completes the operation of allocating the inventory.
- ⑦ 五个人轮流完成五项作业。
These five trainees take turns to complete the five operations.
- ⑧ 教师总结评价, 实训结束。
The teacher summarizes and evaluates, and the training ends.

第五部分 Part 5

单元小结 Unit Summary

普通词语 General Vocabulary

1. 向	xiàng	prep.	indicating target of action
2. 发出	fāchū	v.	issued by
3. 它	tā	pron.	it
4. 代表	dàibiǎo	v.	represent, stand for
5. 需求	xūqiú	n.	need
6. 一般	yìbān	adj.	usual
7. 包含	bāohán	v.	contain
8. 处理	chǔlǐ	v.	handle, deal with
9. 从	cóng	prep.	from
10. 接到	jiēdào	phr.	receive
到	dào	v.	used as a complement of a verb indicating the result of an action
11. 到	dào	v.	up until/to, by
12. 着手	zhuóshǒu	v.	put one's hand to
13. 之间	zhījiān	n.	space between/among things/people
14. 阶段	jiēduàn	n.	stage, phase
15. 涉及	shèjí	v.	involve
16. 要求	yāoqiú	v.	require
17. 迅速	xùnsù	adj.	prompt
18. 准确	zhǔnquè	adj.	accurate
19. 服务	fúwù	n.	service

cíyǔ
词语

Vocabulary

cíyǔ
词语
Vocabulary

专业词语 Specialized Vocabulary

1.	企业	qǐyè	n.	enterprise
2.	采购	cǎigòu	v.	purchase
3.	部门	bùmén	n.	department
4.	供应商	gōngyìngshāng	n.	supplier
5.	订货	dìng//huò	v.	order goods
6.	凭据	píngjù	n.	evidence, proof
7.	结算方式	jiésuàn fāngshì	phr.	settlement method
8.	商品	shāngpǐn	n.	commodity
9.	型号	xínghào	n.	model
10.	订购	dìnggòu	v.	order
11.	单价	dānjià	n.	unit price
12.	资料	zīliào	n.	data, information
13.	确认	quèrèn	v.	confirm
14.	存货	cúnhuò	n.	inventory
15.	查询	cháxún	v.	inquiry
16.	单据	dānjù	n.	receipt, voucher
17.	周到	zhōudào	adj.	considerate

补充专业词语 Supplementary Specialized Vocabulary

1.	客户档案	kèhù dǎng'àn	phr.	customer file
2.	设定订单号	shèdìng dìngdānhào	phr.	set an order number
3.	存货分配	cúnhuò fēnpèi	phr.	allocate the inventory
4.	订货周期	dìngguò zhōuqī	phr.	ordering cycle
5.	电子订货	diànzǐ dìngguò	phr.	electronic ordering

jùzi
句子
Sentences

1. 订单一般包含客户信息、运输信息、结算方式、商品名称、商品型号、订购数量、商品单价等信息。
2. 订单处理涉及客户订单资料确认、存货查询和单据处理等流程。
3. 订单处理的过程主要包括接受订货、订单确认、设定订单号、建立客户档案、存货分配等步骤。
4. 电子订货方式具有传送速度快，可靠性、准确性高，客户服务水平高等优点。