

Lesson 5 Making a Call

New words 1:

欢迎	huānyíng	welcome
致电	zhìdiàn	call
公关	gōngguān	public relations
部门/部	bùmén/bù	department
方便	fāngbiàn	convenient
接听	jiētīng	pick up the telephone
把	bǎ	a prep. Used to put the object before the verb
转	zhuǎn	transfer
办公室	bàngōngshì	office

Dialogue 1:

Wánglán: Huānyíng zhìdiàn Sītèmàoyìgōngsī, zhèlǐ shì gōngguānbù!

王兰: 欢迎致电^①斯特贸易公司, 这里是公关部!

Jim: Wǒ shì Jim, wǒxiǎng zhǎo Andy.

Jim: 我是 Jim, 我想找 Andy。

Wánglán: Hǎode! Qǐng nǐ shāoděng! Andy, Jim xiǎng zhǎo nǐ, fāngbiàn jīntīng diànhuà ma?

王兰： 好的！请你稍等！Andy，Jim想找你，方便^②接听电话吗？

Andy： Fāngbiàn.Nǐ bǎ diànhuà zhuǎn jìnlái ba!

Andy： 方便。你把电话转进来吧^③！

Wánglán: Hǎode! Jim, wǒ bǎ nín de diànhuà zhuǎndào Andy de bàngōngshì le!

王兰： 好的！Jim，我把您的电话转到 Andy 办公室了！

Jim： O! Xièxie!

Jim： 哦！谢谢！

Wánglán: Bú kèqi.

王兰： 不客气。

*Wanglan: Thanks for calling the Ster Trading Company.
This is the public relations department.*

Jim: This is Jim. May I speak to Andy?

Wanglan: Ok! Please wait a moment. "Andy, Jim wants to talk to you, is it convenient for you to pick up?"

Andy: Yes. Please put him through to me.

Wanglan: Ok! Jim, I'm putting you through to Andy.

Jim: Oh! Thanks!

Wanglan: Not at all.

New words 2:

请问	qǐngwèn	Excuse me
正在	zhèngzài	in process of; in course of
洽谈	qiàtán	negotiate
业务	yèwu	business
客户	kèhù	client, customer
关于	guānyú	about
咨询	zīxún	inquire
投资	tóuzī	invest
情况	qíngkuàng	condition situation
市场	shìchǎng	market
号	hào	number
分机	fēnjī	extension

Dialogue 2:

Wánglán : Nínhǎo! Zhèlǐ shì Sītè màoyì gōngsī.

王兰: 您好! 这里是斯特贸易公司。

Wángtāo : Nínhǎo! Qǐngwèn Andy zàima?

王涛: 您好! 请问 Andy 在吗?

Wánglán : Andy zhèngzài bàn gōngshì yǔ kèhù qiàtán yèwu. Qǐngwèn nín shì nǎ wèi? Nín yǒu shé nǎ me shìqing?

王兰： Andy正在^④办公室与客户洽谈业务。请问您是哪位^⑤？您有什么事情？

Wángtāo : Wǒ jiào Wángtāo, wǒ xiǎng zhǎo Andy zīxún yìxiē guānyú tóuzī de qíngkuàng.

王涛： 我叫王涛，我想^⑥找Andy咨询一些^⑦关于投资的情况。

Wánglán : Nín kěyǐ gěi shìchǎngbù dǎdiànhuà. Tāmen shì èr hào fēnjī.

王兰： 您可以给市场部打电话。他们是2号分机。

Wángtāo : Hǎode! Xièxie! Qǐng gěi wǒ zhuǎn shìchǎng bù ba!

王涛： 好的！谢谢！请给我转市场部吧！

Wanglan : Hello, this is the Ster Trading Company.

Wangtao : Hello. May I speak to Andy?

Wanglan : Andy is negotiating with customers in his office. Who is calling, please? And regarding what matter?

Wangtao : This is Wang Tao. I want to inquire about the condition of an investment.

Wanglan : You can call the marketing department, who are on extension No. 2.

Wangtao : Ok, thanks. Please transfer this call to the marketing department.

Notes:

① 欢迎致电

This is an expression of self-introduction, which is often used by a desk clerk. It is often followed by the name of a company or a department.

② 方便

“你方便……吗？” (Nǐ fāngbiàn ……ma?) means ‘is it convenient to ……?’

③ 你把电话转进来吧!

Someone+把+ (someone’ s) 电话+转+……

e.g.

Wǒ bǎ nǐde diànhuà zhuǎnjìn jīnglǐ bàngōngshì le.
我把你的电话转进经理办公室了。

I’ m transferring your call to the Manager’ s office.

④ 正在

“正在” (zhèngzài) means “now” .

e.g.

Māma zhèngzài zuòfàn.

妈妈正在做饭。

Mother is cooking now.

⑤ 请问您是哪位？

This is polite language used to ask who the caller is when answering the telephone or when there's someone knocking at the door.

⑥ 想

“想” (*xiǎng*) means “want” .

Someone+想+……

e.g.

Wǒ xiǎng qù Běijīng chūchāi.

我想去北京出差。

I want to go to Beijing for business.

⑦ 一些

“一些” (*yìxiē*) means “some” .

e.g.

yìxiē shuǐguǒ

一些水果

some fruit

yìxiē xīnwén

一些新闻

some news



Key sentences

Huānyíng zhìdiàn Sītèmàoyìgōngsī, zhèlǐshì
gōngguānbù!

- 1) 欢迎致电斯特贸易公司，这里是公关部！
Wǒ shìJim, wǒxiǎng zhǎo Andy.
- 2) 我是 Jim，我想找 Andy。
Fāngbiàn jīng diànhuà ma?
- 3) 方便接听电话吗？
Andy zhèngzài bàngōngshì yǔ kèhù qiàtán yèwù.
- 4) Andy 正在办公室与客户洽谈业务。
Qǐngwèn nín shì nǎwèi?
- 5) 请问您是哪位？
Wǒ xiǎng zhǎo Andy zīxún yìxiē guānyú tóuzī de qíngkuàng.
- 6) 我想找 Andy 咨询一些关于投资的情况。

Exercise:

1、替换 (*Substitution*)

1) 我想

晚上去看电影。
请 Andy 吃饭。
去中国出差。
和你们公司合作。

Wǒxiǎng

wǎnshàng qù kàn diànyǐng.
qǐng Andy chīfàn.
qù Zhōngguó chūchāi.
hé nǐmen gōngsī hézuò.

2)

妈妈
我
妹妹
爸爸

正在

洗衣服。
看文件。
玩电脑。
读书。

Māma
Wǒ
Mèimei
Bàba

zhèngzài

xǐ yīfu.
kàn wénjiàn.
wán diànnǎo.
dúshū.

2、说汉语 (*speak Chinese*)

Design a scene for answering a call from a customer and make a dialogue using what you' ve learnt.