

Workshop Title	Business Mandarin Speaking Skills- Part 2
Workshop Duration	2 Days
Workshop Description	<p>This course offers an opportunity for the participants to practice daily mandarin conversation and teaches them the relevant vocabulary in specific situations</p> <p>By the end of the course, participants will acquire practical knowledge to communicate in Mandarin effectively with their business partners.</p>
Who Should Attend?	<ul style="list-style-type: none"> • Working adults with a basic Mandarin background
Workshop Objectives	<ul style="list-style-type: none"> • Enable participants to learn the appropriate way of greeting customers in Mandarin • Learn the appropriate way to have a telephone conversation with a Chinese client • Be able to communicate in Mandarin in a range of simple business situation
Workshop Outline	<p>Module 1: Greeting and Self-Introduction</p> <ul style="list-style-type: none"> • Formal greetings • Welcomes and thank you • Apologizing (e.g: to excuse yourself) • Asking “How are you?” and the answers • Introduce yourself and others • Presenting business card • Activity and role-play to greet people and introduce yourself <p>Module 2: Asking Simple Questions and Providing Answers</p> <ul style="list-style-type: none"> • Words related to a place. • 4 ‘W’ questions and 1 ‘H’ question • Asking for direction; telling customers the direction • Ask for personal information (e.g: name, contact number, address, professions, nationalities etc.) <p>Module 3: Telephone Conversations</p> <ul style="list-style-type: none"> • Making and receiving telephone calls • Take messages and leave messages • Making an appointment through phone



	<ul style="list-style-type: none">• Role-play
Teaching Approaches	<p>The teaching approaches will include short lectures, role-plays, games, activities, presentations, discussions, idea sharing with continuous evaluation and real time feedback from facilitator.</p> <p>Teaching medium : Mandarin - <i>Han Yu Pin Yin</i> – English & Bahasa Malaysia</p>