



THE UNIVERSITY OF
MELBOURNE



Confucius Institute at the University of Melbourne

Tourism Chinese Language Course

Tourism Chinese is designed to assist staff in the tourism industry with welcoming and hosting Chinese visitors through a tailored, industry specific Chinese language course. This course will offer participants an understanding of Chinese tourists' use of language and communication style. This language course aims at minimizing language barriers and maximizing the enjoyment of tours for both visitors and staff.

Course Mode: The course will be conducted through either face-to-face or online modes. Group and in-house tailored training for a minimum of 6 people is available.

Contact Hours: The course is made up of 5 sessions. Each session runs for 1 hour.

Pricing: \$98 (incl. GST) per person.

Enrolment and Contact:

Ms Clarissa Belanti at clarissa.belanti@unimelb.edu.au or call 90358203.

Course Description:

Chinese tourists are the largest source of short-term visitor arrivals in Australia. It can sometimes be difficult to communicate with guests from China when a language and cultural barrier is present. This course is designed to assist those who have never learned, or have just begun learning, to develop Chinese language skills to better interact with Chinese tourists. During the course, you will be provided with an authentic Chinese name, and translation of your business card.

Participants who complete this course will be able to:

- master the pronunciation of common Chinese surnames;
- perform basic greetings and expressions for daily communication with Chinese people;
- introduce themselves and position in Chinese;
- use appropriate phrases for the Chinese New Year, and other Chinese festivals;
- learn industry-specific vocabulary (ie: for restaurant staff/hotel staff/tour guides);
- be equipped with skills for polite social interaction with Chinese people.

