



China Toolkit

Tools you need to understand and cater
for our growing Chinese visitor market

Advice for Accommodation Providers

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新西兰旅游产品
官方质量认证标识

Advice for Accommodation Providers

General tips for welcoming Chinese guests

1. Everyone appreciates feeling welcome: Greeting your Chinese guests with a warm welcome is especially relevant because reputable operators in China usually provide very attentive service.
2. Be friendly and patient: misunderstandings can readily arise through culture and language differences, so staying positive, friendly and patient while clarifying requirements and requests is key.
3. Language: Learning a few Chinese phrases will give your Chinese guests a pleasant surprise, and possibly help you convey some key messages (welcome/safety/price). Mandarin is the standard Chinese dialect.
4. Signage: Basic Chinese signage may be very helpful to assist your guests to make the most of their time (or follow your requests) while at your operation. Use 'Simplified Chinese' as it is the form of written Chinese used throughout Mainland China.
5. Photos: Provide plenty of opportunities for Chinese guests to take photos, both of themselves and your local sights.
6. Payment: Chinese use cash more often than New Zealanders, but now have debit and credit card facilities as well, however you will benefit from the ability to accept China's standard card issuer - 'China Unionpay' as many Chinese only have this type of card, and if they have a Visa/Mastercard will usually prefer to use the China Unionpay one.
7. Shopping: Giving gifts from an overseas holiday is a strong tradition in China, so if you have shopping facilities or specialty products be sure to let them know.
8. Negotiating: Chinese can ask for a discount. If you can not give them a reduction in cost, offer them something else – be creative & be ready for this – a free gift (free drink with a meal), a group discount, discounts on additional purchases (20% off purchases at the gift shop), upgrade, explaining that you do not do discounts, etc.
9. Eating: Chinese tend to eat three hot meals at set times of the day – breakfast by 8:30am, lunch at 12:00pm and dinner by 6:00pm and can become disappointed if these mealtimes are missed. Let your Chinese guests know what meal facilities are available.
10. Smoking: Let your Chinese guests know not just where they can not smoke but also where it is permissible.

Specific Advice for Accommodation Providers

1. Slippers: Chinese traditionally remove their shoes when they enter a residence (or accommodation room), so consider giving them slippers to use. They do not have to be expensive.
2. Kitchen Facilities: If you have cooking facilities, you may consider including some specific tools for Asian guests such as rice cookers, chopsticks and woks.

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3. Complimentary Items: All Chinese hotels provide guests with complimentary items including: toothbrush with toothpaste, shower cap, shampoo & conditioner, shaving items (razor & shaving foam), soap, body lotion, etc. You do not need to provide these free of charge, but Chinese travelers may not have brought them with them, so have a few on hand that you can supply at a reasonable price.
4. Number of people in the room: Often Chinese guests booking accommodation do not think to include children in the total number. If you feel that you need to ask them again for the number of persons in the room, let them know it is for safety purposes so that you can ensure that they are all safe in the event of an emergency.
5. Check-out: If you require guests to leave the room in a particular state (clean kitchen, etc.) please ensure you communicate this clearly. Chinese accommodation does not require guests to do any cleaning, so they may find these requirements unusual.
6. Breakfast: some accommodation providers have found their Chinese guests appreciate some Chinese options at the buffet breakfast including: fried rice/noodles, dim sum or congee. The easiest option is hot milk, which is warmly appreciated.
7. Unique Experiences: If your accommodation has any special stories or experiences which guests can take part in, let your Chinese guests know about them. Possible ideas: let them know about important people who have stayed with you, barbecue facilities where they can have their own 'kiwi meal', a friendly pet whom they can interact with, etc. Chinese want to have experiences that they cannot have at home, take photos of those experiences and tell their friends.
8. Gifts: Gifting is a huge part of the Chinese culture, particularly of local specialty items. Let your Chinese visitors know if you have any local specialty items for sale.

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Useful Phrases

Reception Phrases

- I would like to..
我要...
- Book (reserve) room
预订房间
- Today
今天
- Tomorrow
明天
- Morning
早上
- Mid-day
中午
- Afternoon
下午
- Evening
晚上
- How many people?
几个人
- Adult
成人
- Child
孩子
- Family name
姓
- Given name
名
- Please spell your name
请您拼一下您的姓名
- Passport / ID card
护照 / 身份证
- Please fill out...
请填写一下...
- Please sign your name
签名
- Can I pay my... bill here?
在这里可以付...费吗?
- Credit Card
信用卡
- Debit (ATM) Card
借记卡/储蓄卡/取款卡
- China Unionpay
中国银联
- Cash (n.)
现金
- Sorry, we don't have that service
这里不提供这项服务

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Facilities Phrases

- Bedroom
卧室
- Kitchen
厨房
- Shower/Bath
浴室 / 浴缸
- Living room
客厅
- Dining Room
餐厅
- Balcony
阳台
- Garden
花园
- Parking Garage
车库
- Swimming Pool
游泳池
- Stairs
楼梯
- Elevator
电梯
- Air Conditioner
空调
- Battery
电池
- Carpet
地毯
- Clothes Dryer
干衣机
- Cook Top
灶
- Dishwasher
洗碗机
- Door Key Card
门卡
- DVD Player
DVD机
- Exhaust Fan
抽油烟机
- Intercom
对讲机
- Internet
网络
- Lamp
灯
- Light Bulb
灯泡
- Microwave Oven
微波炉
- Oven
烤箱
- Refrigerator
冰箱
- Telephone
电话
- Television set
电视机
- Washing Machine
洗衣机

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Signs

Welcome
欢迎光临

Fire Exit
安全出口

Pool
游泳池

Toilets
洗手间

Gift shop
礼品店

Restaurant
餐厅

Information Desk
问讯处

No Entry
禁止入内

No Smoking
禁止吸烟

Keep Quiet
保持安静

For use in Case of Fire
灭火专用

Open for business
营业

Parking
停车

Safety First
安全第一

Fixing Things Phrases

- I live (stay) in room / apartment no ____
我住在_____室
- Property Management
物业管理
- Broken
坏了
- Isn't Working
不好用
- Has a problem
有毛病
- Smells
有怪味道

- Dripping
滴水
- Dangerous
危险
- Is Missing/Lost
丢了
- Stopped
停
- Cold
冷
- Hot
热

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