

Assumption University  
Theodore Maria School of Arts  
Department of Business Chinese  
Course Outline 1/2025

Course Title	:	CN3484 Chinese for Office Management
Credit	:	3
Status	:	Major Elective
Prerequisite	:	CN 2402 Chinese III
Lecturers	:	A. Tan Hsiao Hsien (Office: SM341)
Course Description	:	Knowledge and skills for office management in Chinese, work etiquettes, practice of spoken Chinese in office and writing messages, work schedules, memoranda, agenda and minutes.
Course Objectives	:	This course aims to enable students to: 1. acquire knowledge and skills for office management in Chinese. 2. help students with practice of developing skills and correctness in listening, speaking, reading and writing of the Chinese language in office management work. 3. understand work etiquettes, concept, and role of personnel at workplace. 4. understand concept and format of writing messages, work schedules, memoranda, agenda and minutes.
Course Learning Outcomes:		After completing this course, students will be able to: 1. have ability to work and communicate with others. 2. improve skills and correctness in listening, speaking, reading and writing of the Chinese language at workplaces. 3. have sense of social and self-responsibility, know how to behave at workplaces. 4. apply the knowledge learnt in writing their own messages, work schedules, memoranda, agenda and minutes.
Teaching-Learning Activities:		1. Lecture 2. Role play 3. Group discussion 4. Presentation 5. Report/Assignment
Requirement:		80% Attendance (Maximum absences = 6 times)
Textbook:		Compiled by instructors in the Department.
Reference:		Li Li, Ding An Qi, Wang Rui, Business Chinese, Peking University Press, 2017.

Mark Allocation:	Final Examination (Oral 50, Written 200)	250	(50%)
	Midterm Examination	100	(20%)
	Quizzes (2 times)	100	(20%)
	Assignments	50	(10%)
	Total	500	(100%)
Evaluation:	85%--100 %	= A	67%-- 69% = C+
	82 %-- 84%	= A-	60%-- 66% = C
	79 %-- 81%	= B+	57%--59% = C-
	73 %-- 78%	= B	50%--56% = D
	70% -- 72%	= B-	0% --49% = F

Study plan and Schedule:

Week 1	:	Distribution and explanation of the Course Outline and Faculty of Arts' Vision and Mission
		Lesson 1 Company Organization Cart
Week 2	:	Lesson 1 & Lesson 2 Office Supplies
Week 3	:	Lesson 2 Office Supplies
Week 4	:	Lesson 3 Schedule Arrangement
Week 5	:	Lesson 4 Hold a Meeting
Week 6	:	Lesson 5 Dealing with Telephone
Week 7	:	Role play & Quiz. 1
Week 8	:	Presentation/ Review

**Mid-term Examination: Friday, August 1, 2025 (9:00 - 11:00)**

Week 9 :	Go over the Mid-term Exam. & Lesson 6 Taking Notes
Week 10 :	Lesson 6 Taking Notes & Lesson 7 Taking Minutes
Week 11 :	Lesson 7 Taking Minutes Lesson 8 Complaining & Explaining
Week 12 :	Lesson 8 Complaining & Explaining & Lesson 9 Recruiting Employees
Week 13 :	Lesson 9 Recruiting Employees & Lesson 10
Week 14 :	Lesson 10 The Processing of Meeting Appointments Letter Writing / <b>Quiz. 2</b>
Week 15 :	Overall Review / <b>Final Oral Test</b>

**Final Examination: Friday, October 3, 2025 (13:00 – 16:00)**

**Morals and Ethics to be developed**

- (1) Have self discipline, self and social responsibility in accordance with organizational and social rules.
- (3) Demonstrate a high level of ethical and responsible behavior in academic and professional contexts.

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**Last day to withdraw with “W”: Friday, September 19, 2025**

**Au VISION 2000**

Assumption University of Thailand envisions itself as:

- an international community of scholars,
- enlivened by Christian inspiration,
- engaged in the pursuit of Truth and Knowledge,
- serving human society, especially through the creative use of interdisciplinary approaches and cyber technology.

**ENVISIONING Au GRADUATES**

Assumption University of Thailand envisions its graduates as:

- healthy and open-minded persons, characterized by personal integrity, an independent mind, and positive thinking,
- professionally competent, willing to exercise responsible leadership for economic progress in a just society,
- able to communicate effectively with people from other nations and to participate in globalization.

**AU MISSION**

Assumption University, an International Catholic University, is committed to be the light that leads learners and its stakeholders from all parts of the world towards wisdom, Truth, and Christian values and to discover “Treasure Within” themselves. Via effective teaching and research pedagogies of international standards as well as community engagement, the University aims to form individuals to be intellectually competent, morally sound, and spiritually enriching, accountable, righteous, and service-minded citizens; excelling in serving communities comprising of diverse cultures.

**Au UNIQUENESS**

“An International Catholic University”

**Au IDENTITY**

- Ethics
- English Proficiency
- Entrepreneurial Spirit

**THEODORE MARIA SCHOOL OF ARTS**  
([www.arts.au.edu](http://www.arts.au.edu))  
**VISION AND MISSION**

**Vision**

An international community of business communicators in Thailand

**Mission**

Theodore Maria School of Arts will ensure that: the School will...

1. Enhance business language skills
2. Promote cultural awareness
3. Foster academic networking
4. Encourage ethical standards and practices

**TAGLINE**

เติมเต็มศิลปภาษา พัฒนาศาสตร์ธุรกิจ

**Language Education, Business Inspiration**

**ARTS ORGANIZATIONAL CULTURE: More than faculty, we are family**

- Open communication
- Mentoring system
- Dedication
- Caring
- Teamwork
- Commitment
- Resource sharing

**Core Values**

A = Adaptability

R = Responsibility

T = Togetherness

S = Sustainability

**Core Competencies**

Employability

Multiculturalism

Internationalization

**Quality Assurance Process**

Students should understand and apply the Quality Assurance Process in their study. The Plan-Do-Check-Act Cycle (PDCA) provides an easy but effective approach for problem solving and managing change, ensuring that ideas are appropriately tested before the full implementation. It can be used in all sorts of situations and can be clarified as follows:

**Plan:** Define the current problem, process, and issue and establish objectives and processes required to deliver the desired results.

**Do:** Implement the plans and new processes developed.

**Check:** Monitor and evaluate the implemented process by testing the results against the predetermined objectives.

**Act:** Apply actions necessary for improvement if the results require changes.

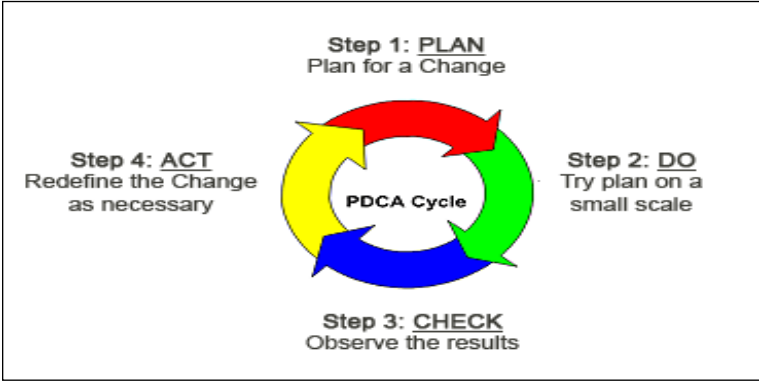


Figure 1: PDCA Cycle (<http://www.swopehealth.org>)

**Plagiarism**

Plagiarism is a serious academic offence, a serious breach of ethical conduct and is unacceptable student behavior. Students who plagiarize copying words or ideas without acknowledging the original writer of the words or ideas, will face disciplinary action. This will range from receiving an “F” in the subject to university suspension.

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