Assumption University Theodore
Maria School of Arts
Department of Business Chinese
Course Outline 2/2026

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. develop students' Chinese language skills for correct and efficient communication that meets the needs of Chinese for office management.
2. know work etiquettes , language used in office and practice being personnel in office and present them in Chinese.
3. participate in group discussion and group activities to deal with demand or tasks in the office management.
4. participate in activities to deal with demand or tasks in office.
5. demonstrate ethical behavior and professional character when handling guests, colleagues, and responsibilities in office.
6. identify problems and find practical solutions in office.
7. use critical thinking, effective decision-making, and digital skills to effectively address Chinese for office management challenges.

Course Learning Outcomes: After completing this course, students will be able to:

1. use Chinese vocabularies, expressions and conversations according to business-related tasks at workplace.
2. use knowledge of office management, Chinese terminologies, and Chinese for office management content as well as presentation techniques to complete Chinese at workplace tasks .
3. apply soft skills to deal with demands or tasks in the workplace.
4. apply entrepreneurial skills to deal with demands or tasks in the workplace.
5. demonstrate moral and ethical ethics required for workplace.
6. analyze problems related to Chinese for office management to derive practical solutions and present them in Chinese.
7. employ critical thinking and decision-making skills and digital skills to achieve desirable outcomes for Chinese for office management.

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:

Mid-term	25%		100
Final	35%	(Oral: 60; Written: 80)	140
Quizzes (2)	20%		80
Assignment	10%		40
Class participation	10%		40
	100%		400

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: Thursday, January 7, 2027 (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 / **Quiz. 2**
Week 15	:	Overall Review / **Final Oral Test**

Final Examination: Monday, March 8, 2027 (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.

Friday, February 19, 2027: Last day to withdraw with "W" (withdrawing after this date will be given "WF").

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)
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
เติมเต็มศิลป์ภาษา 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.

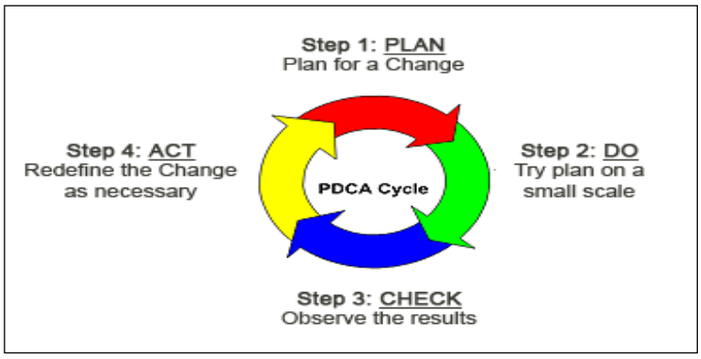


Figure 1: PDCA Cycle (http://www.swopehealth.org)

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.