wishyou.today learning

day 8 excuse me...

Chinese HSK 4 in 69 days
unit 2 · errands & getting help

Interrupt politely, apologise, ask a favour, accept or turn down an invitation, and say "it made me ..." with 使 and 让.

Good manners open doors in China, at work and with neighbours alike, and these are the words that do it.

words

word	pinyin	meaning	example
使	shǐ	make, cause	他的话使我很开心。 What he said made me really happy.
打扰	dǎrǎo	disturb, bother	打扰一下，请问银行在哪儿? Excuse me, where's the bank, please?
抱歉	bàoqiàn	sorry, regretful	很抱歉，我来晚了。 I'm very sorry I'm late.
道歉	dàoqiàn	apologise	我想跟你道歉。 I want to apologise to you.
原谅	yuánliàng	forgive	请原谅我，我下次一定注意。 Please forgive me, I'll be careful next time.
感谢	gǎnxiè	thank, be grateful	感谢你的帮助! Thank you for your help!
客气	kèqi	polite; stand on ceremony	你太客气了! You shouldn't have! (You're too kind!)
礼貌	lǐmào	manners; polite	这个孩子很有礼貌。 This child has lovely manners.
麻烦	máfan	trouble; troublesome; bother	麻烦你帮我拿一下。 Could you hold this for me, please?
打招呼	dǎzhāohu	say hello, greet	见到邻居应该打招呼。 You should say hello when you see your neighbours.
答应	dāying	agree, promise; answer	他请我帮忙，我答应了。 He asked me for help and I said yes.
拒绝	jùjué	refuse, turn down	我不好意思拒绝他。 I couldn't bring myself to say no to him.
允许	yǔnxǔ	allow, permit	妈妈不允许我晚上一个人出门。 Mum doesn't allow me to go out alone at night.
邀请	yāoqǐng	invite; invitation	他邀请我去他家吃饭。 He invited me to his place for dinner.
祝	zhù	wish (someone well)	祝你生日快乐! Happy birthday!
祝贺	zhùhè	congratulate	祝贺你找到了新工作! Congratulations on your new job!
晚安	wǎnān	good night	晚安，明天见! Good night, see you tomorrow!

误会	wùhuì	misunderstand; misunderstanding	你误会了，我没有生气。 You've got the wrong idea: I'm not angry.

pattern 使 / 让 + person + verb: make someone feel or do

something | 使 / 让 | person | feeling / verb

使 and 让 can both mean "make": 这件事让我很开心, that made me very happy. 使 is more written and is used mostly for feelings and results (使人健康); 让 is everyday and also means "let" (让我看看).

他的话使我很开心。 **tā dehuà shǐ wǒ hěn kāixīn** What he said made me really happy.

天气这么热，让人不想出门。 **tiānqì zhème rè ràng rén bù xiǎng chūmén** It's so hot it makes you not want to go out.

多运动能使身体更健康。 **duō yùndòng néng shǐ shēntǐ gèng jiànkāng** Exercising more keeps your body healthier.

这次旅游让我认识了很多朋友。 **zhè cì lǚyóu ràng wǒ rènshi le hěn duō péngyou** This trip let me make lots of friends.

dialogue putting it right

anna 陈经理，打扰一下，您现在有时间吗？
Chénjīnglǐ dǎrǎo yíxià nín xiànzài yǒu shíjiān ma · Manager Chen, sorry to bother you. Do you have a moment?

manager chen 请进。有什么事？
qǐng jìn yǒu shénme shì · Come in. What is it?

anna 很抱歉，昨天的会我迟到了，我想跟您道歉。
hěn bàoqiàn zuótiān de huì wǒ chídào le wǒ xiǎng gēn nín dàoqiàn · I'm very sorry I was late for yesterday's meeting. I wanted to apologise.

manager chen 没关系，不用道歉。那天地铁出了问题，我知道。
méi guānxi búyòng dàoqiàn nà tiān dìtiě chū le wèntí wǒ zhīdào · No need for that, there's nothing to apologise for. The subway broke down that day, I know.

anna 我以为您生气了，所以一直很担心。
wǒ yǐwéi nín shēngqì le suǒyǐ yìzhí hěn dānxīn · I thought you were angry, so I've been worried ever since.

manager chen 这是个误会！我没有生气。
zhè shì gè wùhuì wǒ méiyǒu shēngqì · That's a misunderstanding! I wasn't angry.

anna 谢谢您原谅我。还有一件事想麻烦您：明天上午我想去银行，可以晚一点儿来吗？
xièxie nín yuánliàng wǒ hái yǒu yí jiàn shì xiǎng máfan nín míngtiān shàngwǔ wǒ xiǎng qù yínháng kěyǐ wǎn yìdiǎnr lái ma · Thank you for understanding. There's one more favour I'd like to ask: tomorrow morning I need to go to the bank. Could I come in a bit later?

manager chen 没问题，公司允许这样。对了，星期五晚上公司请客，我想邀请你也参加。
méi wèntí gōngsī yǔnxǔ zhèyàng duì le xīngqīwǔ wǎnshang gōngsī qǐngkè wǒ xiǎng yāoqǐng nǐ yě cānjiā · No problem, the company allows that. Oh, and on Friday evening the company is treating everyone to dinner. I'd like you to come too.

anna 感谢您的邀请！我一定去。
gǎnxiè nín de yāoqǐng wǒ yídìng qù · Thank you for the invitation! I'll definitely be there.

manager chen 还有，祝贺你！你第一个星期做得很好，你的努力使大家十分满意。
hái yǒu zhùhè nǐ nǐ dì yī gè xīngqī zuò de hěn hǎo nǐ de nǔlì shǐ dàjiā shífēn mǎnyì · And congratulations! You did very well in your first week. Everyone is really pleased with your hard work.

write it trace the grey, then write your own



good to know · 道歉 takes no object: say 跟 / 向 + person + 道歉 (我跟您道歉), never 道歉您. 麻烦你了 is a polite “thanks for the trouble”. 麻烦 alone can be a verb (may I trouble you), a noun (trouble) or an adjective (太麻烦了, what a hassle).

You can now step into any office, say sorry properly and accept an invitation with grace.
Do this day interactively, with audio and games, free at **wishyou.today/learning**

day 9 at the bank

Get things done at the bank: queue, fill in forms, deposit and withdraw, and say what you did to things with 把.

Banks, visas and ID cards are part of life in China, and 把 is how people say what they did with their money and papers.

words

word	pinyin	meaning	example
办理	bànlǐ	handle, apply for	我要去银行办理一张银行卡。 I need to go to the bank to get a bank card.
办事	bànshì	run an errand, get things done	我下午要去银行办事。 I have to go to the bank this afternoon to sort something out.
存	cún	deposit, save, store	我把钱存在银行了。 I've put the money in the bank.
取	qǔ	take out, fetch	我想取一点儿现金。 I'd like to take out a little cash.
现金	xiànjīn	cash	现在很多人都不带现金了。 These days lots of people don't carry cash.
零钱	língqián	small change; pocket money	你有零钱吗? Do you have any change?
密码	mìmǎ	password, PIN	我忘了密码，不能取钱了。 I've forgotten my PIN, so I can't take money out.
排队	páiduì	queue, line up	请大家排队。 Please queue up, everyone.
填写	tiánxiě	fill in (a form)	请先填写这张表格。 Please fill in this form first.
表格	biǎogé	form, table	这张表格我看不懂。 I can't understand this form.
表	biǎo	form, table; meter	请把这张表填写一下。 Please fill in this form.
日期	rìqī	date	请写上今天的日期。 Please write today's date.
身份证	shēnfènzhèng	ID card	坐火车要带身份证。 You need your ID card to take the train.
证件	zhèngjiàn	ID, papers, documents	别忘了带证件。 Don't forget your ID.
证	zhèng	card, certificate	这是我的学生证。 This is my student card.
签证	qiānzhèng	visa	我要申请去英国的签证。 I'm applying for a visa to the UK.
申请	shēnqǐng	apply (for)	他申请了一个新工作。 He's applied for a new job.

使馆	shǐguǎn	embassy	他上午去使馆申请签证了。 He went to the embassy this morning to apply for a visa.

pattern 把 + thing + verb + 了, and 把 + thing + verb (一) verb

who | 把 | thing | verb | 了 / (一) verb

把 brings the thing forward and then says what you did to it: 我把钱存了, I deposited the money. End with 了 for a finished action. Double the verb, with or without 一, to make it light, "have a quick go": 把表格看一看, 把房间打扫打扫.

我把钱都存了。 **wǒ bǎ qián dōu cún le** I've put all the money in.

他把密码忘了。 **tā bǎ mìmǎ wàng le** He's forgotten his PIN.

你把日期看一看，对不对？ **nǐ bǎ rìqī kàn yi kan duì bu duì** Take a look at the date: is it right?

周末我们把房间打扫打扫吧。 **zhōumò wǒmen bǎ fángjiān dǎsǎo dǎsǎo ba** Let's give the room a clean at the weekend.

dialogue at the bank

xiaoming 人真多！我们得先排队。
rén zhēn duō wǒmen děi xiān páiduì · So many people! We'll have to queue first.

anna 你今天要办理什么？
nǐ jīntiān yào bànlǐ shénme · What do you need to do today?

xiaoming 我要申请去英国的签证，使馆要看我的银行卡里有多少钱。
wǒ yào shēnqǐng qù Yīngguó de qiānzhèng shǐguǎn yào kàn wǒ de yínhángkǎ lǐ yǒu duōshao qián · I'm applying for a visa to the UK, and the embassy wants to see how much money is in my account.

anna 那你先把钱存进去吧。
nà nǐ xiān bǎ qián cún jinqu ba · Then put your money in first.

xiaoming 对，我把现金都带来了。还要填写这张表格。
duì wǒ bǎ xiànjīn dōu dài lái le hái yào tiánxiě zhè zhāng biǎogé · Right, I've brought all the cash. And I have to fill in this form.

anna 你把表格给我看看。日期写错了！今天是二十号，不是十二号。
nǐ bǎ biǎogé gěi wǒ kàn kan rìqī xiě cuò le jīntiān shì èrshí hào bú shì shíèr hào · Let me have a look at the form. You've got the date wrong! Today's the 20th, not the 12th.

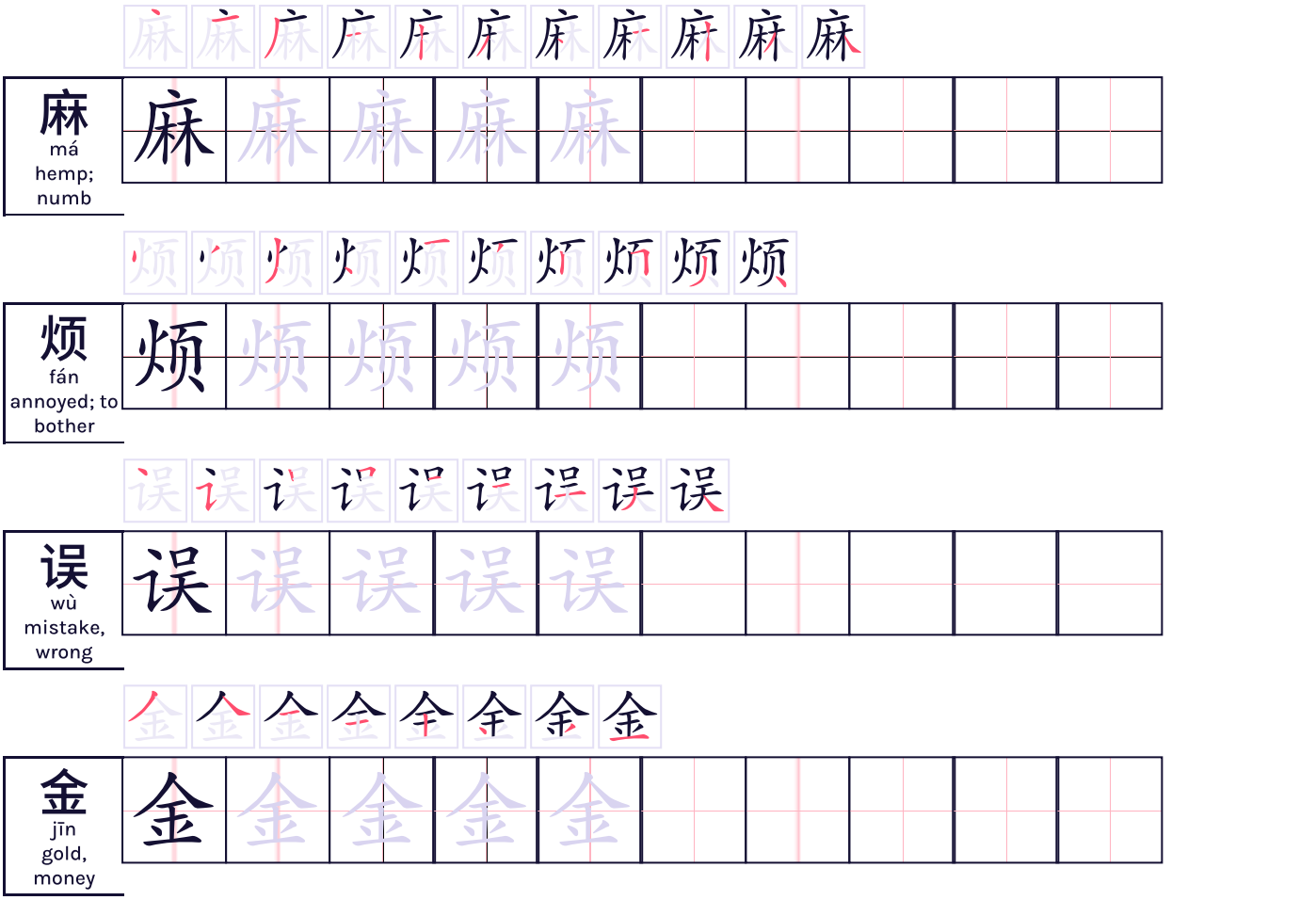
xiaoming 啊，我太粗心了。身份证号码也要写吗？
ā wǒ tài cūxīn le shēnfènzhèng hàomǎ yě yào xiě ma · Oh, I'm so careless. Do I write my ID card number too?

anna 要。别忘了带证件：身份证和学生证。
yào bié wàng le dài zhèngjiàn shēnfènzhèng hé xuéshēng zhèng · Yes. And don't forget your documents: your ID card and student card.

xiaoming 我还想取一点儿零钱。
wǒ hái xiǎng qǔ yìdiǎnr língqián · I want to take out a bit of change too.

anna 取钱的时候小心一点儿，别让别人看见你的密码。
qǔ qián de shíhou xiǎoxīn yìdiǎnr bié ràng biérén kànjiàn nǐ de mìmǎ · Be careful when you take money out: don't let anyone see your PIN.

write it trace the grey, then write your own



good to know · With 把, the verb never stands alone: it needs something after it, like 了, a doubled verb or a result (存进去, 填好). 零钱 is small change, and also pocket money. In a phone payment app, 零钱 is the balance in your wallet.

Bank counters, forms and ID checks: you can now get it all done, and tell your friends what you did with 把.
Do this day interactively, with audio and games, free at **wishyou.today/learning**

day 10 rules & notices

Read rules and notices, prepare documents, and say “according to” (按照) and “as” (作为).

Notices, rules and paperwork are everywhere in China: in parks, offices and online. Now you can read them and follow them.

words

word	pinyin	meaning	example
作为	zuòwéi	as (a role); act as	作为你的朋友，我得{dei3}告诉你。 As your friend, I have to tell you.
按	àn	press; according to	请按说明书上写的做。 Please do as the instructions say.
按照	ànzhào	according to	我们按照老师说的做吧。 Let’s do as the teacher said.
规定	guīdìng	rule; stipulate	按照公司的规定，上班不能迟到。 Under company rules, you mustn’t be late for work.
禁止	jìnzhǐ	forbid, prohibit	这里禁止拍照。 No photos here.
通知	tōngzhī	notify; notice	公司通知大家，下星期一开会。 The company has told everyone there’s a meeting next Monday.
说明	shuōmíng	explain; explanation	网上的通知里有说明。 The notice online explains it.
说明书	shuōmíngshū	instructions, manual	用以前请看一下说明书。 Please read the instructions before use.
收费	shōufèi	charge (a fee)	这个公园周末要收费。 This park charges at weekends.
免费	miǎnfèi	free (of charge)	这个公园免费吗? Is this park free?
有效	yǒuxiào	valid, effective	这张票今天有效。 This ticket is valid today.
正式	zhèngshì	formal, official	这是一个正式的会议。 This is a formal meeting.
文件	wénjiàn	document, file	请把文件发到我的邮箱。 Please send the file to my email.
材料	cáiliào	materials; papers	申请签证要准备很多材料。 You need to prepare lots of documents to apply for a visa.
资料	zīliào	information, data	我在网上找了很多资料。 I found lots of information online.
符合	fúhé	match, meet (a standard)	这些照片不符合要求。 These photos don’t meet the requirements.
标准	biāozhǔn	standard; standard (adj.)	照片要符合标准。 The photos have to meet the standard.

证明	zhèngmíng	prove; certificate	我需要公司的一个证明。 I need a letter from the company.

pattern as and according to: 作为, 按, 按照

按照 / 按 / 作为	rule / role	,	what happens

按照 (or the shorter 按) + a rule, plan or instruction means “according to”: 按照规定, 按老师说的做. 作为 + a role means “as”: 作为经理, 作为朋友. Both usually come at the start of the sentence.

按照公司的规定，上班不能迟到。 **ànzhào gōngsī de guīdìng shàngbān bù néng chídào** Under company rules, you mustn’t be late for work.

我们按老师说的做吧。 **wǒmen àn lǎoshī shuō de zuò ba** Let’s do as the teacher said.

作为你的朋友，我得告诉你。 **zuòwéi nǐ de péngyou wǒ děi gàosu nǐ** As your friend, I have to tell you.

作为一个外国人，她汉语说得十分好。 **zuòwéi yí gè wàiguó rén tā Hànyǔ shuō de shífēn hǎo** For a foreigner, she speaks really good Chinese.

dialogue paperwork

anna 陈经理，我要申请新的签证，需要公司的一个证明。
Chénjīnglǐ wǒ yào shēnqǐng xīn de qiānzhèng xūyào gōngsī de yí gè zhèngmíng · Manager Chen, I’m applying for a new visa and need a letter from the company.

manager chen 好的。按照规定，公司可以给你写一个正式的证明。
hǎo de ànzhào guīdìng gōngsī kěyǐ gěi nǐ xiě yí gè zhèngshì de zhèngmíng · Fine. Under the rules, the company can write you an official letter.

anna 还需要准备什么材料?
hái xūyào zhǔnbèi shénme cáiliào · What other documents do I need to prepare?

manager chen 你先看一下网上的通知，里面有说明。
nǐ xiān kàn yíxià wǎngshang de tōngzhī lǐmiàn yǒu shuōmíng · Have a look at the notice online first: it explains everything.

anna 我看了。通知上说，文件和照片都要符合标准。
wǒ kàn le tōngzhī shàng shuō wénjiàn hé zhàopiàn dōu yào fúhé biāozhǔn · I have. The notice says the documents and photos all have to meet the requirements.

manager chen 对，照片要按照规定照。
duì zhàopiàn yào ànzhào guīdìng zhào · Right: the photos have to be taken the way the rules say.

anna 办签证收费吗?
bàn qiānzhèng shōufèi ma · Is there a fee for the visa?

manager chen 要收一点儿钱，不是免费的。还有，你的护照一定要有效。
yào shōu yìdiǎnr qián bú shì miǎnfèi de hái yǒu nǐ de hùzhào yídìng yào yǒuxiào · There’s a small charge; it isn’t free. And your passport must be valid.

anna 我的护照还有效。我再在网上查一下资料，今天晚上把材料准备好。
wǒ de hùzhào hái yǒuxiào wǒ zài zài wǎngshang chá yíxià zīliào jīntiān wǎnshang bǎ cáiliào zhǔnbèi hǎo · My passport is still valid. I’ll look up a bit more information online and get the documents ready tonight.

manager chen 好。作为你的经理，我一定会帮你。有问题就来找我。
hǎo zuòwéi nǐ de jīnglǐ wǒ yídìng huì bāng nǐ yǒu wèntí jiù lái zhǎo wǒ · Good. As your manager, I’ll certainly help. If there’s a problem, come and see me.

write it trace the grey, then write your own



good to know · Notices love 禁止 + verb: 禁止拍照 (no photos), 禁止停车 (no parking). A gentler sign says 请勿 + verb (please don't). 材料 is "materials" and also the papers you hand in; 资料 is information you look up or collect; 文件 is a document or a computer file.

Signs, rules and forms are no longer a wall of characters: you can read them, and do it 按照规定.
Do this day interactively, with audio and games, free at **wishyou.today/learning**

Deal with a small emergency, ask for help, and add your feelings with 竟然, 确实, 只好, 正好, 差点儿 and 千万.

Lost keys, a broken cup, smoke in the stairwell: when things go wrong, these are the words you reach for.

words

word	pinyin	meaning	example
竟然	jìngrán	to my surprise, actually	他竟然忘了自己的生日！ He actually forgot his own birthday!
确实	quèshí	really, indeed	这个问题确实很难。 This question really is hard.
只好	zhǐhǎo	have no choice but to	下雨了，我们只好在家看电影。 It's raining, so we'll just have to watch a film at home.
正好	zhènghǎo	just right; as it happens	你来得正好，我们正要吃饭。 You're just in time: we were about to eat.
差点儿	chàdiǎnr	almost, nearly	早上起晚了，我差点儿迟到。 I overslept and was almost late.
千万	qiānwàn	be sure to, whatever you do	千万别告诉他！ Whatever you do, don't tell him!
警察	jǐngchá	police officer, the police	有困难，找警察。 If you're in trouble, go to the police.
钥匙	yàoshi	key	我的钥匙不见了。 My keys have disappeared.
危险	wēixiǎn	dangerous; danger	这里很危险，别过去！ It's dangerous here, don't go over there!
着火	zháohuǒ	catch fire	着火了！快出去！ Fire! Get out, quick!
火	huǒ	fire; popular	邻居已经把火关了。 The neighbour has already turned the flame off.
喊	hǎn	shout, call out	楼上有人在喊。 Someone upstairs is shouting.
敲	qiāo	knock, tap	进来以前，请先敲门。 Please knock before you come in.
掉	diào	fall, drop; lose	我的手机掉在地{di4-3}上了。 My phone fell on the floor.
破	pò	broken; break	杯子破了。 The cup is broken.
困难	kùnnan	difficulty; difficult	有困难就告诉我。 If you run into any difficulty, tell me.
情况	qíngkuàng	situation, circumstances	他们说要先了解一下情况。 They said they need to look into the situation first.

查找	cházhǎo	search for, look up	他们会帮你查找。 They'll help you look for it.

pattern attitude words (1): 竟然, 确实, 只好, 正好, 差点儿, 千万

who | **竟然 / 确实 / 只好 / 差点儿** | **verb**

These words sit before the verb and add your attitude: 竟然 (to my surprise), 确实 (really, it's true), 只好 (had no choice but to), 正好 (just right, as luck would have it), 差点儿 (almost, but no). 千万 (whatever you do) goes with 要 or 别 in warnings: 千万别忘了!

这么难的题，他竟然会做！ **zhème nán de tí tā jìngrán huì zuò** Such a hard question, and he can actually do it!

下雨了，我们只好在家看电影。 **xià yǔ le wǒmen zhǐhǎo zài jiā kàn diànyǐng** It's raining, so we'll just have to watch a film at home.

你来得正好，我们正要吃饭。 **nǐ lái de zhènghǎo wǒmen zhèng yào chī fàn** You're just in time: we were about to eat.

千万别告诉他！ **qiānwàn bié gàosu tā** Whatever you do, don't tell him!

dialogue locked out

anna 周记者，你在家吗？我的钥匙竟然不见了！
Zhōujìzhě nǐ zài jiā ma wǒ de yàoshi jìngrán bújiàn le · Are you home? My keys have gone, would you believe it!

reporter zhou 别着急，冷静一点儿。你最后一次用钥匙是什么时候？
bié zháojí lěngjìng yìdiǎnr nǐ zuìhòu yí cì yòng yàoshi shì shénme shíhou · Don't panic, stay calm. When did you last use them?

anna 早上出门的时候。也许是在地铁上掉的。
zǎoshang chūmén de shíhou yěxǔ shì zài dìtiě shàng diào de · When I went out this morning. Maybe I dropped them on the subway.

reporter zhou 你可以给地铁站打电话，他们会帮你查找。
nǐ kěyǐ gěi dìtiě zhàn dǎ diànhuà tāmen huì bāng nǐ cházhǎo · You can call the subway station. They'll help you look for them.

anna 打了，他们说要先了解一下情况。我现在进不去，只好在门口等。
dǎ le tāmen shuō yào xiān liǎojiě yíxià qíngkuàng wǒ xiànzài jìn bu qù zhǐhǎo zài ménkǒu děng · I did. They said they need to look into it first. I can't get in, so I'll just have to wait at the door.

reporter zhou 你来得正好，我刚做好饭，来我家吃吧！
nǐ lái de zhènghǎo wǒ gāng zuò hǎo fàn lái wǒ jiā chī ba · Perfect timing: I've just finished cooking. Come and eat at mine!

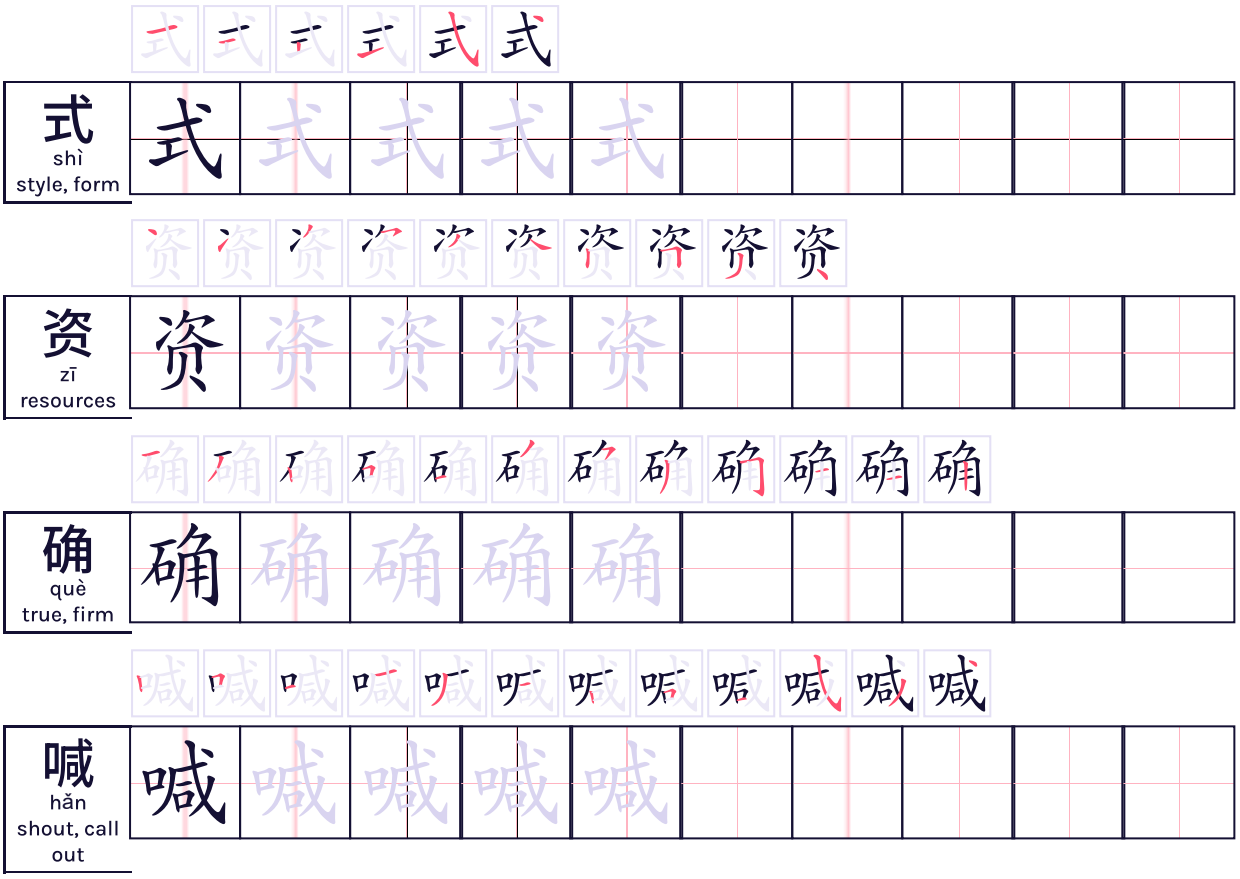
anna 等等，你听！楼上有人在喊“着火了”！
děng deng nǐ tīng lóu shàng yǒu rén zài hǎn zháohuǒ le · Wait, listen! Someone upstairs is shouting “Fire!”

reporter zhou 确实有人在喊！快，我们上去敲门！
quèshí yǒu rén zài hǎn kuài wǒmen shàngqù qiāo mén · Someone really is shouting! Quick, let's go up and knock!

anna 还好火不大，邻居已经把火关了。
hái hǎo huǒ bú dà línjū yǐjīng bǎ huǒ guān le · Thank goodness the fire was small: the neighbour has already turned it off.

reporter zhou 太危险了！大家以后做饭千万要小心。
tài wēixiǎn le dàjiā yǐhòu zuòfàn qiānwàn yào xiǎoxīn · That was so dangerous! Everyone must be really careful when cooking.

write it trace the grey, then write your own



good to know · In China, dial 110 for the police, 119 for fire and 120 for an ambulance. 差点儿 + verb means it almost happened but didn't: 我差点儿迟到 (I was nearly late). The longer form 差一点儿 means the same.

If something goes wrong, you can now explain what happened, ask for help and keep calm: 冷静一点儿!
Do this day interactively, with audio and games, free at **wishyou.today/learning**

wishyou.today learning

day 12 messages & parcels

Chinese HSK 4 in 69 days
unit 2 · errands & getting help

Send and answer messages, track a parcel, and say “if … then” (要是……就……) and “otherwise” (否则).

Messages and deliveries run daily life in China, and 要是 and 否则 are how people make plans and warnings.

words

word	pinyin	meaning	example
要是	yàoshi	if	要是明天下雨，我们就不去了。 If it rains tomorrow, we won’t go.
否则	fǒuzé	otherwise, or else	快把衣服穿上，否则会感冒的。 Put your coat on, or you’ll catch a cold.
短信	duǎnxìn	text message	我给你发了短信。 I sent you a text.
发送	fāsòng	send	我现在发送给你。 I’m sending it to you now.
回复	huífù	reply	他还没回复我的邮件。 He hasn’t replied to my email yet.
回信	huíxìn	write back; reply letter	我还要给妈妈回信。 I still need to write back to Mum.
信息	xìnxī	information; message	网上的信息不一定都对。 Not everything you read online is right.
消息	xiāoxi	news (that you hear)	有消息吗？ Any news?
信号	xìnhào	signal	这里没有信号。 There’s no signal here.
联系	liánxì	contact, get in touch	要是有问题，请联系我。 If there’s a problem, please get in touch.
通	tōng	get through; open	电话打不通。 I can’t get through on the phone.
通过	tōngguò	through, by means of; pass	我是通过朋友认识他的。 I got to know him through a friend.
提醒	tíxǐng	remind	谢谢你提醒我！ Thanks for reminding me!
及时	jíshí	in time, promptly	有消息我会及时告诉你。 I’ll let you know as soon as there’s news.
快递	kuàidì	express delivery, parcel	我的快递到了。 My parcel has arrived.
寄	jì	post, send by mail	我给你寄一本书。 I’ll post you a book.
地址	dìzhǐ	address	请把地址发给我。 Please send me the address.

留	liú	leave, keep; stay	你把快递留在门口吧。 Leave the parcel at the door.

pattern 要是……，就……: if … then

要是 | condition | ，(who) 就 | result

要是 is a spoken “if”, just like 如果; the result often starts with 就. 否则 (otherwise, or else) starts the second half of a sentence: do A, 否则 B will happen.

要是你有时间，就来我家吃饭吧。 **yàoshi nǐ yǒu shíjiān jiù lái wǒ jiā chī fàn ba** If you have time, come to mine for dinner.

要是不舒服，就早一点儿回家休息。 **yàoshi bù shūfu jiù zǎo yìdiǎnr huí jiā xiūxi** If you don’t feel well, go home early and rest.

快把衣服穿上，否则会感冒的。 **kuài bǎ yīfu chuān shàng fǒuzé huì gǎnmào de** Put your coat on, or you’ll catch a cold.

你得及时回复，否则他会着急的。 **nǐ děi jíshí huífù fǒuzé tā huì zháojí de** You need to reply quickly, or he’ll worry.

dialogue where’s my parcel?

xiaoming 安娜，你的钥匙找到了吗？
Ānnà nǐ de yàoshi zhǎo dào le ma · Anna, have you found your keys?

anna 还没有。地铁站说，要是有消息，就给我发短信。
hái méiyǒu dìtiě zhàn shuō yàoshi yǒu xiāoxi jiù gěi wǒ fā duǎnxìn · Not yet. The subway station says they'll text me if there's any news.

xiaoming 那你得把手机开着，否则他们联系不到你。
nà nǐ děi bǎ shǒujī kāi zhe fǒuzé tāmen liánxì bu dào nǐ · Then keep your phone on, or they won't be able to reach you.

anna 我知道。还有，我妈妈从英国给我寄了快递，也一直没收到。
wǒ zhīdào hái yǒu wǒ māma cóng Yīngguó gěi wǒ jì le kuàidì yě yìzhí méi shōudào · I know. And my mum sent me a parcel from the UK, and that hasn't come either.

xiaoming 你把快递号码发给我，我在网上帮你查一下。
nǐ bǎ kuàidì hàomǎ fā gěi wǒ wǒ zài wǎngshang bāng nǐ chá yíxià · Send me the tracking number and I'll check it online for you.

anna 好，我现在发送给你。
hǎo wǒ xiànzài fāsòng gěi nǐ · OK, I'm sending it now.

xiaoming 通过这个号码，可以在网上查到快递的信息：快递已经到北京了，可是地址好像写错了。
tōngguò zhège hàomǎ kěyǐ zài wǎngshang chá dào kuàidì de xìnxī kuàidì yǐjīng dào Běijīng le kěshì dìzhǐ hǎoxiàng xiě cuò le · With that number you can see the parcel's details online: it's already in Beijing, but the address seems to be wrong.

anna 啊，我妈妈一定写了我以前的地址！
ā wǒ māma yídìng xiě le wǒ yǐqián de dìzhǐ · Oh no, my mum must have written my old address!

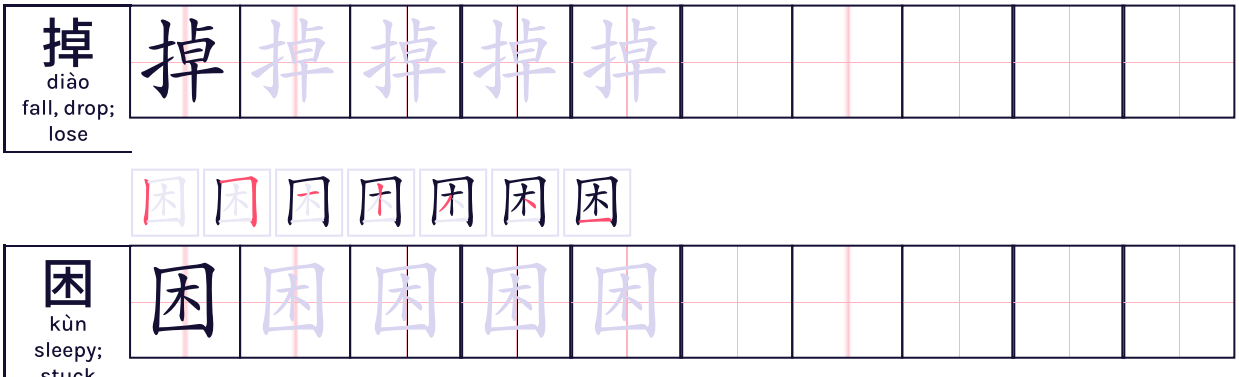
xiaoming 别担心，你给快递员打个电话，让他把快递留在你们公司。
bié dānxīn nǐ gěi kuàidì yuán dǎ gè diànhuà ràng tā bǎ kuàidì liú zài nǐmen gōngsī · Don't worry. Call the courier and ask him to leave it at your company.

anna 谢谢你提醒我！我还要给妈妈回信，告诉她新地址。
xièxie nǐ tíxǐng wǒ wǒ hái yào gěi māma huíxìn gàosu tā xīn dìzhǐ · Thanks for the tip! I also need to write back to Mum with my new address.

write it trace the grey, then write your own

掉
diào
fall, drop; lose

困
kùn
sleepy; stuck



况
kuàng
condition



否
fǒu
not, no

good to know · 消息 is news you hear (有消息吗？); 信息 is information or data, and also a text message. 短信 is an SMS. 通 means “get through”: 电话打通了 (the call went through), 打不通 (can’t get through). 通过 is “pass, by means of”.

You can now chase a parcel, answer every message and make plans with 要是……就…… like a local.
Do this day interactively, with audio and games, free at **wishyou.today/learning**

day 13 sorting it out

Complain politely, ask for an explanation and the person in charge, and calm things down with 就是了.

Sooner or later something arrives broken. Knowing how to complain calmly, and firmly, gets it sorted.

words

word	pinyin	meaning	example
就是	jiùshì	exactly; just (..., that's all)	你放心，我去就是了。 Don't worry, I'll go, no problem.
不满	bùmǎn	dissatisfied, unhappy	我对他们的服务很不满。 I'm very unhappy with their service.
态度	tàidù	attitude, manner	那个人的态度很不好。 That person was really rude.
解释	jiěshì	explain	请你解释一下。 Could you explain, please?
保证	bǎozhèng	promise, guarantee	我保证下次不会再迟到了。 I promise I won't be late again.
负责	fùzé	be responsible (for)	这件事谁负责? Who's responsible for this?
负责人	fùzérén	person in charge	我想找你们的负责人。 I'd like to speak to the person in charge.
留下	liúxia	leave (behind)	请留下你的电话号码。 Please leave your phone number.
法	fǎ	law; method	我今天没法去。 There's no way I can go today.
法律	fǎlǜ	law	按照法律，他们得{dei3}负责。 By law, they have to take responsibility.
律师	lǜshī	lawyer	我朋友是律师，可以帮你。 My friend is a lawyer and can help you.
查看	chákàn	check, look over	你可以在网上查看快递的信息。 You can check the parcel's details online.
不必	bùbì	no need to	你不必{bu4bi4-4}担心。 There's no need to worry.
不便	bùbiàn	inconvenient; inconvenience	给您带来不便，我们十分抱歉。 We're very sorry for the inconvenience.
意见	yìjiàn	opinion, view; complaint	你对这件事有什么意见? What's your view on this?
顺利	shùnlì	smooth, without a hitch	祝你工作顺利! Hope work goes well!
交	jiāo	hand over, hand in; make (friends)	明天把作业交给老师。 Hand your homework in to the teacher tomorrow.

pattern 要是……，（就）……，否则……

要是 A ，就 B ，否则 C

This joins yesterday's two patterns: if A, then B; otherwise C. To wave a worry away, end with 就是了: 你不想去，不去就是了 (if you don't want to go, just don't).

要是你喜欢，就买；否则就别买。 **yàoshi nǐ xǐhuan jiù mǎi fǒuzé jiù bié mǎi** If you like it, buy it; if not, don't.

要是明天天气好，我们就去爬山，否则就在家看电影。 **yàoshi míngtiān tiānqì hǎo wǒmen jiù qù pá shān fǒuzé jiù zài jiā kàn diànyǐng** If the weather's good tomorrow we'll go hiking; otherwise we'll watch a film at home.

你不想去，不去就是了。 **nǐ bù xiǎng qù bú qù jiùshì le** If you don't want to go, just don't.

别着急，我明天还你就是了。 **bié zháojí wǒ míngtiān huán nǐ jiùshì le** Don't fret, I'll give it back tomorrow, that's all.

dialogue a broken parcel

anna 快递终于到了，可是里面的杯子破了！
kuàidì zhōngyú dào le kěshì lǐmiàn de bēizi pò le · The parcel's finally here, but the cup inside is broken!

reporter zhou 什么？你查看过快递公司的规定吗？
shénme nǐ chákàn guo kuàidì gōngsī de guīdìng ma · What? Have you checked the courier company's rules?

anna 看了。规定说，要是东西坏了，公司负责。
kàn le guīdìng shuō yàoshi dōngxi huài le gōngsī fùzé · I have. They say if something gets broken, the company is responsible.

reporter zhou 那你给他们打电话，让他们解释一下。
nà nǐ gěi tāmen dǎ diànhuà ràng tāmen jiěshì yíxià · Then call them and ask them to explain.

anna 我打了，可是那个人态度很不好，说“不是我们的问题”。我十分不满！
wǒ dǎ le kěshì nàge rén tàidù hěn bù hǎo shuō bú shì wǒmen de wèntí wǒ shífēn bùmǎn · I did, but the man was really rude. He said, "It's not our problem." I'm so annoyed!

reporter zhou 别生气。你要求跟负责人说话。要是他们能解决，就好；否则我就把这件事写到新闻里！
bié shēngqì nǐ yāoqiú gēn fùzérén shuōhuà yàoshi tāmen néng jiějué jiù hǎo fǒuzé wǒ jiù bǎ zhè jiàn shì xiě dào xīnwén lǐ · Don't get upset. Ask to talk to the person in charge. If they can sort it out, fine; otherwise I'll put the whole thing in the news!

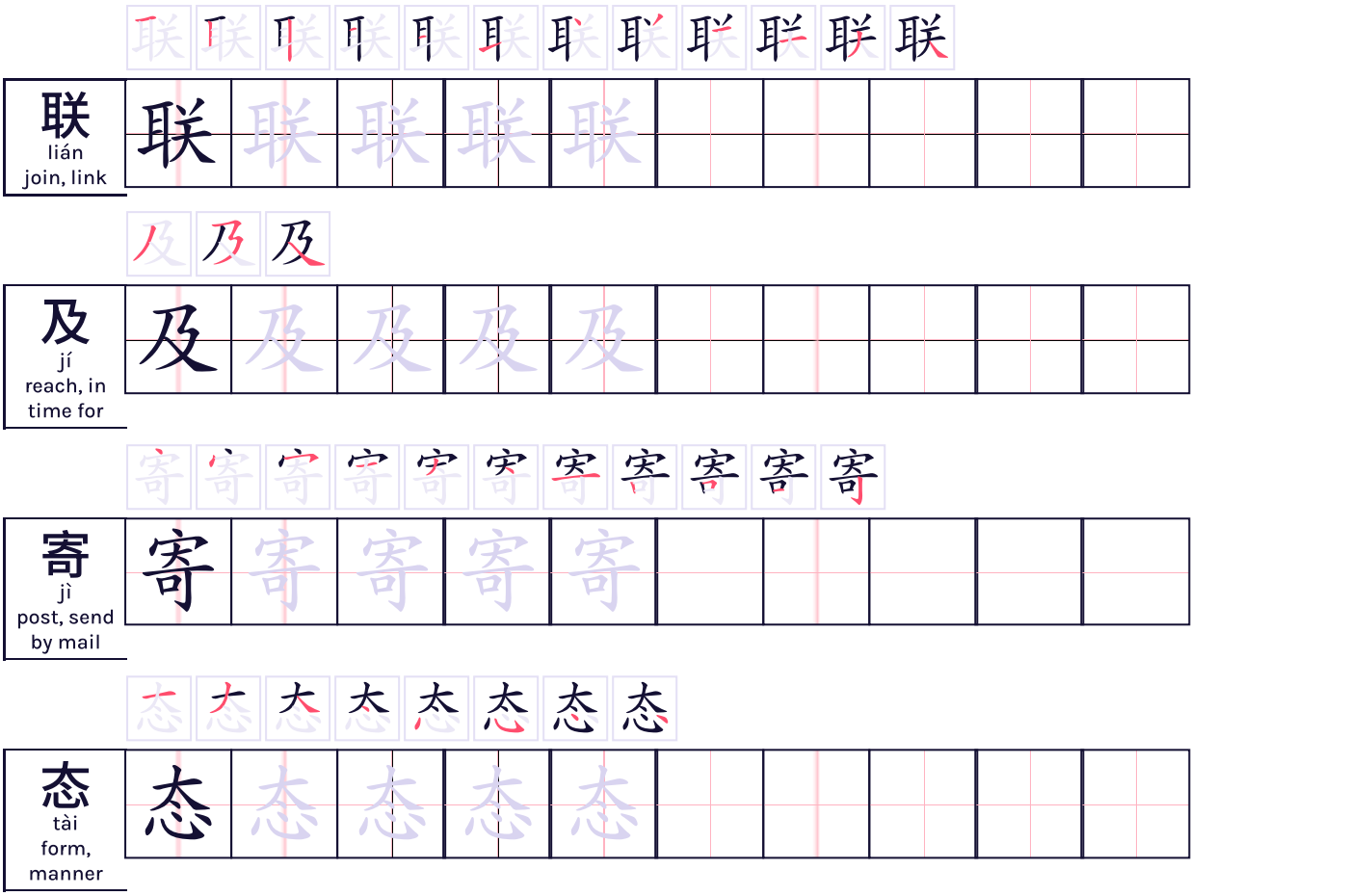
anna 你真是个好邻居！可是这样会不会太麻烦？
nǐ zhēn shì gè hǎo línjū kěshì zhèyàng huì bu huì tài máfan · You're a great neighbour! But won't that be too much trouble?

reporter zhou 不必担心。按照法律，他们也得负责。
búbì dānxīn ànzhào fǎlǜ tāmen yě děi fùzé · No need to worry. By law, they have to take responsibility.

anna 负责人刚给我回了电话，说十分抱歉，保证明天送一个新的。我明天在家等着就是了。
fùzérén gāng gěi wǒ huí le diànhuà shuō shífēn bàoqiàn bǎozhèng míngtiān sòng yí gè xīn de wǒ míngtiān zài jiā děng zhe jiùshì le · The person in charge has just called me back. He said he's very sorry and promised to send a new one tomorrow. So I'll just wait at home tomorrow.

reporter zhou 太好了！事情办得这么顺利。
tài hǎo le shìqing bàn de zhème shùnlì · Great! That went smoothly.

write it trace the grey, then write your own



good to know · To complain politely but firmly: 我对……很不满 (I'm unhappy with …), 请解释一下 (please explain), 我想找你们的负责人 (I'd like the person in charge). 不必 (no need to) is softer than 不用: 不必担心, 不必客气.

Things will go wrong sometimes. Now you can sort them out calmly, and firmly, in Chinese.
Do this day interactively, with audio and games, free at **wishyou.today/learning**

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day 14 a very long monday

Chinese HSK 4 in 69 days
unit 2 · errands & getting help

Follow a whole busy day of errands: lost keys, the bank, office rules and a sorted-out complaint.

Real days mix everything: messages, forms, rules and favours. This is your rehearsal for all of it.

chapter 1 good news, early

reporter zhou 早！你的钥匙有消息了吗？
zǎo nǐ de yàoshi yǒu xiāoxi le ma · Morning! Any news about your keys?

anna 有了！地铁站刚给我发了短信，说他们把钥匙找到了。你帮我把短信看一看，我要带什么去？
yǒu le dìtiě zhàn gāng gěi wǒ fā le duǎnxìn shuō tāmen bǎ yàoshi zhǎo dào le nǐ bāng wǒ bǎ duǎnxìn kàn yi kan wǒ yào dài shénme qù · Yes! The subway station just texted me: they've found them. Could you have a quick look at the message? What do I need to take?

reporter zhou 我看看……“请带上有效证件来取。”你得带上身份证去取，否则他们不会给你。
wǒ kàn kan qǐng dài shàng yǒuxiào zhèngjiàn lái qǔ nǐ děi dài shàng shēnfènzhèng qù qǔ fǒuzé tāmen bú huì gěi nǐ · Let me see… “Please bring valid ID to collect.” You'll need to take your ID card, or they won't hand them over.

anna 对，我差点儿忘了。可是今天上午我还要去银行办事，下午要上班。
duì wǒ chàdiǎnr wàng le kěshì jīntiān shàngwǔ wǒ hái yào qù yínháng bànshì xiàwǔ yào shàngbān · Right, I almost forgot. But this morning I also have to go to the bank, and this afternoon I'm at work.

reporter zhou 恐怕今天是一个很长的星期一啊！
kǒngpà jīntiān shì yí gè hěn cháng de xīngqīyī a · I'm afraid it's going to be a very long Monday!

anna 确实！我只好早一点儿出门。
quèshí wǒ zhǐhǎo zǎo yìdiǎnr chūmén · It sure is! I'll just have to leave early.

reporter zhou 对了，昨天楼上着火的事，后来怎么样了？我听说警察也来了。
duì le zuótiān lóu shàng zháohuǒ de shì hòulái zěnmeyàng le wǒ tīngshuō jǐngchá yě lái le · Oh, and the fire upstairs yesterday: what happened in the end? I heard the police came too.

anna 没什么大问题。那位邻居晚上来敲我的门，说十分抱歉，让大家担心了。
méi shénme dà wèntí nà wèi línjū wǎnshang lái qiāo wǒ de mén shuō shífēn bàoqiàn ràng dàjiā dānxīn le · Nothing serious. The neighbour knocked on my door in the evening and said she was very sorry for worrying everyone.

reporter zhou 她真有礼貌。可是做饭的时候人不在旁边，确实太危险了。
tā zhēn yǒu lǐmào kěshì zuòfàn de shíhou rén bú zài pángbiān quèshí tài wēixiǎn le · She's very polite. But leaving your cooking alone really is too dangerous.

anna 是啊，她说以后一定会小心。我得走了！
shì a tā shuō yǐhòu yídìng huì xiǎoxīn wǒ děi zǒu le · Yes, she said she'll be careful from now on. I've got to go!

reporter zhou 千万别再把钥匙丢了！
qiānwàn bié zài bǎ yàoshi diū le · Whatever you do, don't lose your keys again!

anna 你放心，我把它放在包里就是了。
nǐ fàngxīn wǒ bǎ tā fàng zài bāo lǐ jiùshì le · Don't worry, I'll just keep them in my bag.

chapter 2 no queue today

xiaoming 安娜，你也来银行？今天人竟然这么少！
Ānnà nǐ yě lái yínháng jīntiān rén jìngrán zhème shǎo · Anna, you're at the bank too? There are hardly any people today, amazingly!

anna 是啊，正好不用排队。我要把这个月的钱存进去。
shì a zhènghǎo búyòng páiduì wǒ yào bǎ zhège yuè de qián cún jinqu · I know, no queue for once. I'm paying in this month's money.

xiaoming 我的签证申请已经交了，使馆说要等两个星期。
wǒ de qiānzhèng shēnqǐng yǐjīng jiāo le shǐguǎn shuō yào děng liǎng gè xīngqī · I've handed in my visa application. The embassy says it takes two weeks.

anna 祝贺你！表格都填写对了吗？日期没写错吧？
zhùhè nǐ biǎogé dōu tiánxiě duì le ma rìqī méi xiě cuò ba · Well done! Did you fill in the form right? You didn't get the date wrong?

xiaoming 这次我把表格看了好几遍，十分细心！
zhè cì wǒ bǎ biǎogé kàn le hǎo jǐ biàn shífēn xìxīn · This time I read the form through several times. Very careful!

anna 你真的变了！这张表上要写证件号码，你帮我看一看。
nǐ zhēn de biàn le zhè zhāng biǎo shàng yào xiě zhèngjiàn hàomǎ nǐ bāng wǒ kàn yi kan · You really have changed! This form needs my ID number. Could you have a look for me?

xiaoming 没问题……写对了。你今天还要办理什么？
méi wèntí xiě duì le nǐ jīntiān hái yào bànlǐ shénme · No problem… that's right. What else are you doing here today?

anna 我想取一点儿现金，还要一些零钱。下个月我要去云南旅游。
wǒ xiǎng qǔ yìdiǎnr xiànjīn hái yào yìxiē língqián xià gè yuè wǒ yào qù Yúnnán lǚyóu · I want to take out some cash, and some small change too. I'm going travelling in Yunnan next month.

xiaoming 现在用手机就能买东西，不用带那么多现金。
xiànzài yòng shǒujī jiù néng mǎi dōngxi búyòng dài nàme duō xiànjīn · These days you can buy things with your phone. You don't need to carry that much cash.

anna 山里有时候没有信号，带一点儿现金比较好。
shān lǐ yǒu shíhou méiyǒu xìnhào dài yìdiǎnr xiànjīn bǐjiào hǎo · There's sometimes no signal in the mountains, so it's better to have a bit of cash.

xiaoming 也对。你按密码的时候，我不看就是了！
yě duì nǐ àn mìmǎ de shíhou wǒ bú kàn jiùshì le · Fair enough. When you type in your PIN, I just won't look!

anna 谢谢你提醒我！对了，在这儿取钱收费吗？
xièxie nǐ tíxǐng wǒ duì le zài zhèr qǔ qián shōufèi ma · Thanks for the reminder! Oh, does it cost anything to take money out here?

xiaoming 用这家银行的卡取钱是免费的，用别的银行的卡就要收费。
yòng zhè jiā yínháng de kǎ qǔ qián shì miǎnfèi de yòng biéde yínháng de kǎ jiù yào shōufèi · With this bank's card it's free; with another bank's card they charge a fee.

chapter 3 a new rule

manager chen 安娜，你来得正好。公司刚发了一个通知。
Ānnà nǐ lái de zhènghǎo gōngsī gāng fā le yí gè tōngzhī · Anna, good timing. The company has just sent round a notice.

anna 什么通知？
shénme tōngzhī · What notice?

manager chen 按照新的规定，办公室里禁止吃东西。作为经理，我得提醒大家。
ànzhào xīn de guīdìng bàngōngshì lǐ jìnzhǐ chī dōngxi zuòwéi jīnglǐ wǒ děi tíxǐng dàjiā · Under the new rules, no eating in the office. As the manager, I have to remind everyone.

anna 明白了。可是有的同事对这个规定有意见。
míngbai le kěshì yǒude tóngshì duì zhège guīdìng yǒu yìjiàn · Understood. But some colleagues aren't happy with the rule.

manager chen 我知道，这会给大家带来一些不便。可是上个星期有人把咖啡放在电脑旁边，后来电脑坏了，很多资料都没有了。
wǒ zhīdào zhè huì gěi dàjiā dài lái yìxiē búbiàn kěshì shàng gè xīngqī yǒu rén bǎ kāfēi fàng zài diànnǎo pángbiān hòulái diànnǎo huài le hěn duō zīliào dōu méiyǒu le · I know it'll be a bit inconvenient for everyone. But last week someone put a coffee next to their computer, the computer broke, and a lot of data was lost.

anna 是这样啊。那我中午去外面吃就是了。对了，我申请签证要的证明，您写好了吗？
shì zhèyàng a nà wǒ zhōngwǔ qù wàimiàn chī jiùshì le duì le wǒ shēnqǐng qiānzhèng yào de zhèngmíng nín xiě hǎo le ma · I see. Then I'll just eat out at lunchtime. Oh, and the letter I need for my visa: have you written it?

manager chen 写好了，这是正式的文件。你看看符合不符合使馆的标准。
xiě hǎo le zhè shì zhèngshì de wénjiàn nǐ kàn kan fúhé bù fúhé shǐguǎn de biāozhǔn · Yes, here's the official document. See if it meets the embassy's standards.

anna 完全符合，十分感谢！麻烦您了。还有，下个星期一我要去使馆交材料，上午能请半天假吗？
wánquán fúhé shífēn gǎnxiè máfan nín le hái yǒu xià gè xīngqīyī wǒ yào qù shǐguǎn jiāo cáiliào shàngwǔ néng qǐng bàntiān jià ma · It meets them completely. Thank you so much! Sorry for the trouble. And next Monday I need to hand in my papers at the embassy: could I take the morning off?

manager chen 当然可以，公司允许，我怎么会拒绝呢？对了，你帮我把这个说明书看一看。办公室的新空调到了，我不知道怎么用。
dāngrán kěyǐ gōngsī yǔnxǔ wǒ zěnme huì jùjué ne duì le nǐ bāng wǒ bǎ zhège shuōmíngshū kàn yi kan bàngōngshì de xīn kōngtiáo dào le wǒ bù zhīdào zěnme yòng · Of course: company rules allow it, so why would I say no? Oh, and could you take a look at this manual for me? The new air conditioner for the office has arrived and I can't work it out.

anna 很简单：先按这个，再按这个……好了！
hěn jiǎndān xiān àn zhège zài àn zhège hǎo le · It's easy: press this, then this… done!

manager chen 太好了！还有，星期五的晚饭别忘了，我邀请了大家。
tài hǎo le hái yǒu xīngqīwǔ de wǎnfàn bié wàng le wǒ yāoqǐng le dàjiā · Brilliant! And don't forget Friday's dinner: I've invited everyone.

anna 我一定去！
wǒ yídìng qù · I'll definitely be there!

chapter 4 good night

reporter zhou 你回来了！今天顺利吗?
nǐ huílái le jīntiān shùnlì ma · You're back! Did today go smoothly?

anna 很顺利，可是太累了。钥匙拿回来了，新的杯子也到了。
hěn shùnlì kěshì tài lèi le yàoshi ná huilai le xīn de bēizi yě dào le · Very smoothly, but I'm exhausted. I've got my keys back, and the new cup has arrived too.

reporter zhou 快递公司的态度怎么样?
kuàidì gōngsī de tàidù zěnmeyàng · How was the courier company this time?

anna 好多了。负责人还跟我道歉了，说要是以后有任何问题，就联系他。
hǎo duō le fùzérén hái gēn wǒ dàoqiàn le shuō yàoshi yǐhòu yǒu rènhé wèntí jiù liánxì tā · Much better. The person in charge even apologised, and said to contact him if there's ever any problem.

reporter zhou 上次他们还说“不是我们的问题”，这次怎么这么客气?
shàng cì tāmen hái shuō bú shì wǒmen de wèntí zhè cì zěnme zhème kèqi · Last time they said “it's not our problem”. Why so polite this time?

anna 他解释说，那是一个误会，接电话的人不了解情况。他还保证，以后会更加细心。
tā jiěshì shuō nà shì yí gè wùhuì jiē diànhuà de rén bù liǎojiě qíngkuàng tā hái bǎozhèng yǐhòu huì gèngjiā xìxīn · He explained it was a misunderstanding: the person who took my call didn't know what had happened. And he promised they'll be more careful from now on.

reporter zhou 那你原谅他们了吗？看来你不必找律师了！
nà nǐ yuánliàng tāmen le ma kànlái nǐ búbì zhǎo lǜshī le · So have you forgiven them? Looks like you won't need a lawyer, then!

anna 原谅了。今天的事情使我明白了：遇到问题要冷静。
yuánliàng le jīntiān de shìqing shǐ wǒ míngbai le yùdào wèntí yào lěngjìng · I have. Today taught me something: when there's a problem, stay calm.

reporter zhou 说得对。对了，你妈妈知道你的新地址了吗?
shuō de duì duì le nǐ māma zhīdào nǐ de xīn dìzhǐ le ma · Very true. Oh, does your mum know your new address now?

anna 我早上给她发送了新地址，可是她还没回复。
wǒ zǎoshang gěi tā fāsòng le xīn dìzhǐ kěshì tā hái méi huífù · I sent it to her this morning, but she hasn't replied yet.

reporter zhou 要是她今天还不回复，你就给她打个电话，否则她下次还会寄到旧地址。
yàoshi tā jīntiān hái bù huífù nǐ jiù gěi tā dǎ gè diànhuà fǒuzé tā xià cì hái huì jì dào jiù dìzhǐ · If she still hasn't replied today, give her a call, or next time she'll post it to your old address again.

anna 你说得对，我一会儿就给她打电话。
nǐ shuō de duì wǒ yíhuìr jiù gěi tā dǎ diànhuà · You're right, I'll call her in a bit.

reporter zhou 那我不打扰你了，早一点儿休息吧。晚安！
nà wǒ bù dǎrǎo nǐ le zǎo yìdiǎnr xiūxi ba wǎnān · I won't keep you, then. Get some rest. Good night!

anna 晚安！感谢你这几天的帮助！
wǎnān gǎnxiè nǐ zhè jǐ tiān de bāngzhù · Good night! And thank you for all your help these last few days!

Two units done! A long Monday in Beijing, from lost keys to a sorted-out complaint, and you followed every word.
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