

## PROTOCOL 规矩和礼节

You will ingratiate yourself by demonstrating a sincere desire to make your counterpart comfortable with you. The Chinese are delighted when foreigners try to speak with them in Chinese, or deal with them according to Chinese rules. Be inquisitive, concerned and friendly. The more hospitable you are, the better you will be received.

**Communications** Stand up when you are being introduced or are presenting yourself, and remain standing for the duration of the introduction. Shake hands, say your name and, if relevant, the name of your organization, along with 'Hello (*nihao*)' or 'Nice to meet you'. Speak slowly and distinctly.

**Business Cards** A business card printed in both English and Chinese, preferably English on one side and Chinese on the other, is a courtesy that will be appreciated by the Chinese. Translation companies or Chinese students in your area are good resources for finding out where to have your card translated, designed and printed. Global Interactions will print cards for you, upon request. Use both hands to offer your business card. Do the same when receiving a business card, and study the card for a few seconds rather than immediately putting it in your pocket. In a meeting, it is helpful to place the business cards you have received on the desk or table in front of you so that you can refer to them during the course of your discussion.

**Smiling and Gestures** A smile doesn't always signify happiness. Some people smile or laugh when they are embarrassed or worried. Be careful interpreting smiles and gestures as they may have different meanings in another culture.

Chinese often signal the speaker with nods or interjections that they understand what she or he is saying. These do not necessarily signal agreement.

When talking through an interpreter, pause frequently and avoid slang or jargon. Always face the host and not the interpreter.

Touching a Chinese of the opposite sex in social situations, except for a handshake, is not considered proper. Avoid passionate forms of contact in public even with other foreigners.



**Gift Giving** Friendship gifts are commonly given to foreign visitors. Plan to bring a number of small gifts for old friends as well as counterparts you will meet during the conference and extended travel. The Chinese are obligated to make several refusal gestures before receiving a gift. Only if you sense genuine reluctance should you stop offering. It is not a Chinese custom to open gifts in front of the giver, but feel free to explain the Western custom if you would like to be there when the gift is opened. Avoid gifts that may seem overly ostentatious or expensive. Made in USA, items unique to your geographic area, or items with your institutional name or logo are sure to be good choices. Some ideas are: books with photos of American life, stamps (many Chinese are avid collectors), US coins or small currency, US postcards, pictures of you and your family, T-shirts, ball caps, coffee mugs, educational materials, CD's and tapes. Gifts of political or religious nature should be avoided.

**Video/Photography** In general, video cameras and photo cameras may be used freely. It is polite to ask permission before filming or taking someone's photograph. Avoid filming policemen at work or military ceremonies. In certain areas photography is not allowed, especially in some government buildings, museums, and temples. Respect for the rules is essential.

**Attire** Westerners are advised to dress somewhat formally in business situations. Women should dress fashionably but avoid above-the-knee skirts or low necklines. Excessive or extravagant jewelry is discouraged. For the conference, business attire; for professional visits, business casual; for touring, casual dress is acceptable.

**Names** Chinese are seldom called by their given names except by close relatives or intimate friends. Chinese surnames come first, not last. You may address a Chinese person by the surname together with a title such as 'Mister Li', 'Professor Zhang', or 'Miss Wang' or drop the surname and use the functional title only, such as 'professor', or 'director'. Many Chinese have an English name. (Probably to avoid having to hear the mispronunciation of their names by foreigners!)

**Privacy** Chinese and Americans view privacy and personal issues differently. Be prepared for personal questions, such as how much you earn, your age, or whether you are married. Good subjects for small talk include food, the weather, how long or how many times you have been to China, and your itinerary. Avoid discussing religion and sensitive political issues.

It is a privilege to be invited to a Chinese home. If you have this opportunity, take a small gift and be prepared for repeated offers of food and drink. In fact, food is such an essential aspect of the culture that the standard greeting upon arrival is 'Have you eaten?' Many Chinese feel embarrassed by cramped living conditions and will prefer to invite a foreigner to a restaurant. If a Chinese invites you to a meal, she or he will expect to pay. It is polite to attempt to pay the bill yourself a couple of times, though it is unlikely you will be successful. If you do pick up the tab, it is polite to leave the table and go to the waiter to review the amount or to pay.

**Business Etiquette** When meeting Chinese business people, display sincerity and respect. Handshaking etiquette, imported from the West, is generally the accepted form of salutation. But Chinese tend to shake hands lightly and a handshake can last as long as 10 seconds. The handshake is always followed by a ritualistic exchange of business cards. Foreigners should always carry many business cards, preferably with English text on one side and Chinese on the other. When the Chinese greet someone, they do not look a person straight in the eye, but lower their eyes slightly. The etiquette is a sign of deference and respect. A visitor should refrain from looking intensely into a person's eyes.

**Face** "Face" can loosely be described as "status", "ego", or "self-respect"- concepts familiar to Westerners as well. Having face means having a high status and prestige in the eyes of one's peers. And it is a mark of personal dignity. Thus, people often do not say what they think, but rather what they think you want to hear or what will save face for them. Failure to preserve the face of others is tantamount to robbing them of their social status and bringing humiliation on them.

Much of the Chinese obsession with materialism really has to do with gaining face. Chinese are very sensitive to having and maintaining face in all aspects of social and business life. Face can be compared with a prized commodity and it can be given, lost, taken away, or earned. You should always be aware of the face factor in your dealings with Chinese and never do or say anything that could cause someone to lose face.

A person can lose face by not living up to other's expectation, by failing to keep a promise, or by behaving disreputably. In business interactions a person's face is not only his own but that of the entire organization she or he represents.

The easiest way to cause someone to lose face is to insult or to criticize someone in front of others. Westerners can offend Chinese unintentionally by making fun of them in the good-natured way that is common among friends in the West. Another way to cause someone to lose face is to treat the person as a junior when the person's official status in an organization is high.

A negotiated settlement of differences that provides benefits to both parties is always preferable to confrontation. Outright confrontation should be avoided. Smiling and persistence are preferable. The Chinese refuse in a number of ways without exactly saying "no." Among them are to say something such as "inconvenient", "under consideration", or "being discussed." For example, instead of asking "May I come and visit your school?" It would be better to ask, "When might I come to visit your school?"

Just as face can be lost, it can also be given by praising someone for good work in front of peers or superiors or by thanking someone for doing a good job. Giving someone face earns respect and loyalty and it should be done whenever the situation warrants. However, it is not a good idea to praise others too much, as it can make you appear to be insincere. You can also save someone's face by helping him to avoid an embarrassing situation. The person whose face you save will not forget the favor, and will be in your debt. Chinese tradition encourages humility and the downplaying of one's own status.

Avoid putting a Chinese in the position of being unable to return a favor. When accepting presents or favors, be prepared to reciprocate.

## **BANQUETS**

**Entering the Banquet Hall** All members of the delegation should arrive together and *on time*. You will be met at the door and escorted to the banquet room where the hosts are likely to be assembled prior to your arrival. Traditionally, and as in all situations, the head of your delegation should enter the room first. Do not be surprised if your hosts greet you with a loud round of applause. The proper response is to applaud back.

Seating arrangements, which are based on rank, are stricter than in the West. Your host will generally request a list of delegation members and their rank.

**Guests should never assume that they may sit where they please. Always wait for hosts to guide them to their places.** Traditionally, the Chinese regard the right side as the superior and the left side as the secondary. Therefore, on formal occasions, including meetings and banquets, the host invariably arranges for the main guests to sit on his right side. It is the host's responsibility to serve the guests and at very formal banquets **people do not begin to eat until the principal host serves a portion to the principal guest.** After this point, one may serve oneself any food in any amount, although it is inappropriate to dig around in a dish in search of choice portions. Remember to go slow when eating. Don't fill up when five courses are left to go. To stop eating in the middle of the banquet is rude and your host may incorrectly think that something has been done to offend you.

Drinking takes an important place in Chinese banquets. Toasting is mandatory and the drinking of spirits commences only after the host has made a toast at the beginning of the meal. It is likely that the host will stand and hold the glass out with both hands while saying a few words to welcome the guests. When the host says the words, "gan bei" which means bottoms up (literally empty glass) all present should drain their glasses. The head of the visiting group will be expected to toast the well being of his hosts in return. After this initial toast, drinking and toasting are open to all.

Hard liquor is never to be drunk alone. If you are thirsty, you can sip a beer or a soft drink individually, but if you prefer to drink hard liquor, be sure to catch the eye of someone at your table, smile and raise your glass and drink in unison. Beer or soft drinks can also be used for toasting. Also, it is impolite to fill your own glass without first filling glasses of all others. This applies to all drinks and not just alcohol. When filling another's glass, it is polite to fill it as full as you can without having the liquid spill over the rim. This symbolizes full respect and friendship. It is a matter of courtesy for the host to be generous in offering alcoholic beverages. If you do not intend to drink alcohol, make it known at the very beginning of the meal to prevent embarrassing your host.

When the last dish is finished the banquet has officially ended. There is little ceremony involved with its conclusion. The host may ask if you have eaten your fill, which you undoubtedly have done. Then the principal host will rise, signaling that the banquet has ended. Generally, the principal host will bid good evening to everyone at the door and stay behind with the restaurateur. Other hosts usually accompany guests to their vehicles and remain outside until the cars have left the premises.

**Food and Drink** Chinese cooking is justifiably famous, a fine art perfected through the centuries. Quality availability of ingredients and cooking styles vary by region, but you will almost always find something to suit your taste or special diet. Chinese meals do not generally include dessert. Fruit, such as watermelon, is considered an appropriate end to a good meal.

**Chopsticks** We recommend that you master the use of chopsticks before going to China. Practice prior to departure can save you embarrassment. Chopsticks are relatively easy to use and are employed for picking items from communal dishes and for shoveling rice (with the bowl held to the lips) in rapid flicking motions into the mouth, a tricky skill to master.



**Beijing Cuisine** Since Beijing lies in China's wheat belt, steamed bread and noodles are the staples rather than rice (the staple of southern China). Some specialties are Peking roast duck, beggar's chicken, and Mongolian hotpot.

## PREPARATION FOR TRAVEL 旅行前的准备

### General Information

### 總說明

**Passports and Visas** A passport is essential and must be valid for at least 6 months beyond your return travel date. Be sure that your passport has a few blank pages for visas and entry/exit stamps. **Losing your passport during travel is a major inconvenience. Keep it secure at all times.** Carry 2 copies of your passport data page and 2 passport size photos. With these, the U.S. Embassy can act quickly to provide a new document.

**Flights** All participants are booked in coach class, unless an upgrade is requested. First class and business class are limited and available on a first come basis. If you are extending your stay in China beyond the conference, send your individual itinerary to request your return flight. The flight from Los Angeles to Shanghai is approximately 14 hours and the time difference is 15 hours. The only sure way to avoid jet lag is to have something extraordinary planned at your final destination. We have certainly provided that!

**Climate/Weather** You will receive detailed information with descriptions of each city on your itinerary. August is one of the hottest months in China. Hotels, meeting facilities, and buses will be air-conditioned. Average temperatures for Beijing in July are 69-85 °F (21-29 °C)

**Telephone/Fax** Both international and domestic calls can be made with a minimum of fuss from your hotel room. Keep in mind that your registration fee covers the hotel room charge **only**—you are responsible for your telephone and other personal incidental hotel charges. US direct calls can also be made with a calling card – dial the extension for a local outside line and then dial 108-888 (AT&T), 108-712 (MCI), or 108-713 (Sprint) for an operator. Major hotels operate a business center complete with telephone, fax, e-mail, and photocopy service. You will be given an itinerary, dates, hotels, and phone/fax numbers before your departure. We recommend leaving a copy of this information with your family in case you need to be reached. The staff of Global Interactions, Inc. can be reached at 1.602.906.8886 in the event of an emergency. In China, the local police emergency number is 110; the local fire emergency number is 119.

*METRIC CONVERSION*

**Temperature**

To convert:

C to F multiply by 1.8 and add 32

F to C subtract 32 and divide by 1.8

Length, Distance and Area

Multiply by:

Miles to kilometers 1.61

Kilometers to miles .62

Acres to hectares .40

Hectares to acres 2.47

**Weight**

Pounds to kilogram s

.45

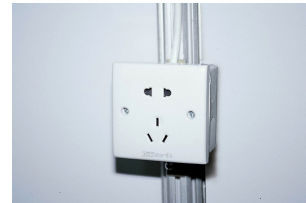
Kilograms to pounds 2.21

**Volume**

US gallon to litres 3.79

Litres to US gallons .26

**Electricity** Electricity in China is 220V, 50 cycles, AC. Most electric shavers operate at either 110V or 220V. To be sure, take along a Chinese style plug adapter (2 narrow round pins as opposed to the 2 flat pin American style).



**Laundry** Your hotel will offer laundry service.

**Time** Time throughout China and Hong Kong is set at Beijing time. China does not have daylight savings time. During the daylight savings time in the US, China is 15 hours ahead of Pacific Time. When it's noon in Beijing, it is 9 PM the previous day in Los Angeles and 12 midnight in New York.

**Immunization** Check with your doctor or on the Center for Disease Control website ([www.cdc.gov](http://www.cdc.gov)) at least one month prior to departure to see what immunizations are recommended. Normally no special immunization is required. It is advisable to have your tetanus, diphtheria, polio, and typhoid (DPT) up to date when traveling abroad.

**What to Bring** 攜帶物品

**As little as possible** It's much easier to buy things as you need them in China-(at a nice savings)-than to throw things away because you have too much to carry. Lightweight and compact are two words that should be etched in your mind when deciding what to bring. If you are traveling outside of Beijing, you will have to unpack and repack your bags several times, and you will probably be filling up with China mementos and gifts along the way.

**Luggage** A shoulder bag is much easier to carry than a suitcase. A day-pack is convenient for carrying things around when leaving luggage at the hotel. Belt packs are good for maps, film, and other miscellaneous items. These are not for valuables, which should be kept in a money belt. *We recommend that you take no more than one piece of check-in baggage and one carry-on.* You may wish to stow a collapsible bag in your checked luggage. This can be filled with extra items on your return trip. For the international portion of your travel, you may check two bags of no more than 50 lbs each and carry on one small carry on and a purse. In China,

domestic baggage allowance is one piece of checked luggage with maximum weight of 44 pounds. You will be charged for overweight luggage.

**Clothing** Very little is necessary for a 9 day program: 3 shirts, 3 pants or skirts, a hat to avoid sun, socks, comfortable walking shoes and sunglasses. Bring at least one change of clothing suitable for banquets and evening activities - a sport coat and tie for men; a dress or pantsuit for women. You may want to bring along a swimsuit and exercise wear for use in the hotel gyms and swimming pools. A rain parka can be brought, or it can be bought in China if needed. Remember, the clothes you bring should comply with cultural norms and not be too revealing.

**Necessities** Outside the major cities, some pharmaceutical items, such as shaving cream, razor blades, mosquito repellent, deodorant, dental floss, contact lens solution and feminine hygiene supplies, are hard to find. It's also a good idea to bring along a travel alarm clock. Definitely bring any necessary prescription medicines, clearly marked in their pharmacy containers. See the Transportation Security Administration website ([www.tsa.gov](http://www.tsa.gov)) for the most current guidelines on how to pack prescriptions and liquids in your carry on bags.

**Miscellaneous** Consider bringing a money belt, reading matter, pen, notepad, name cards, camera & accessories, video camera & accessories, vitamins and sunscreen. Color film is readily available for most cameras in China. Black & white film, slide film, and specialty films are harder to locate. A laptop computer is fine, but confirm that it accepts 220V. Carry tissues and hand sanitizer with you. Public restrooms may be paperless.

## Money

**Currency** The Chinese currency is known as Renminbi (RMB), or 'People's Money'. Formally the basic unit of the RMB is the *yuan*, which is divided into ten *jiao*, which again is divided into ten *fen*. Colloquially the *yuan* is referred to as *kuai* and *jiao* as *mao*. The *fen* has so little value these days that it is rarely used. The Bank of China issues RMB bills in denominations of 1, 2, 5, 10, 50, and 100 *yuan*. Coins are in denominations of 1 *yuan*, 5 *jiao*, and 1, 2, and 5 *fen*. The current rate of exchange will always be posted at the banks and hotels; however, this may vary.

**Changing Money** Foreign currency and traveler's checks can be changed at the main centers of the Bank of China, hotels, Friendship Stores, and most big department stores. Hotels usually give the official rate, but some will charge a small commission. Chinese currency is not convertible currency and cannot be obtained or returned outside of China. When exchanging money you will receive an exchange receipt. Keep one receipt, should you want to exchange any remaining RMB you have at the end of your trip back to US currency.

Note: It is not advisable to change money with someone on the street.

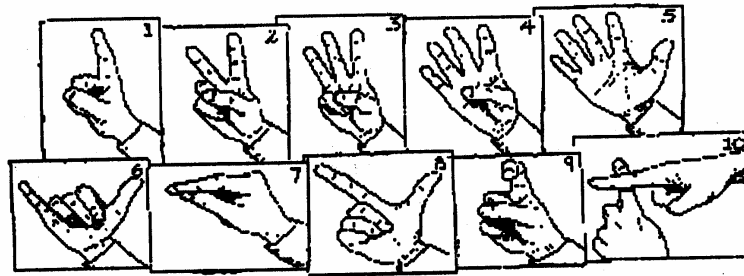
**Traveler's checks** Travelers' checks yield a slightly higher rate of exchange than cash and is a safe way to carry money. Most of the world's leading banks and issuing agencies are now accepted in China. Stick to the major companies such as American Express and Bank of America. Remember to keep your travelers' check receipt separate from the checks themselves, should you lose your checks.

**Credit Cards** Useful cards include Visa, Master Card, American Express, JCB and Diners Club. They can be used in most mid to top-end hotels, Friendship Stores, and some department stores. They are not accepted in street markets.

**Finger counting** is widely used in China, and is an easy alternative for non-Chinese speakers to indicate simple numbers (see diagram). A small Chinese phrasebook is an invaluable asset for

communication and getting around. Several companies publish Mandarin phrasebooks that contain English, *pinyin*, and Chinese characters.

### The Chinese System of Finger Counting



**Tipping** Tipping has now become acceptable in China. Hotel bellman, taxi and bus drivers, restaurant and hotel service providers have come to expect tips, especially from foreign visitors. Be prepared to tip using either U.S. or Chinese currency.

Expect to tip your local guides and bus drivers for their services. Allow approximately \$5.00 per day per person for the three days of historic and site visits. A member of the U.S. staff will be designated to collect individual tips and present them as a group tip at the end of our stay in Beijing. Tipping for those traveling on Pre or Post Study Programs should tip guides and drivers in each city. Designate a member of the group to give the tips to the guides and bus driver at the end of your stay in each city. Just a reminder that approximately \$5.00 per day is recommended.

**Bargaining** In large stores where prices are clearly marked, there is no bargaining. In small shops and street stalls, however, polite bargaining is expected.

**Customs** Crossing the border is quite easy. Arrival, departure, and customs declaration forms will be distributed on the flight to China. When passing through customs in China, there are clearly marked 'green channels' and 'red channels'. Take the red channel only if you have something to declare. Importation of agricultural products is prohibited. When returning to the United States you must declare the items you purchased, as well as the gifts you have received. You are allowed US\$800.00 in purchases or gifts without itemizing. If you have purchases or gifts in excess of that amount you must itemize and pay 10% surtax on the amount exceeding \$800.00.