



Coleg
Cymraeg
Cenedlaethol

Prentis-iaith Dealltwriaeth (Understanding)

Cwrs Cyffredinol
General Course



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government



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Prentis-iaith Dealltwriaeth (Understanding)

Enw'r Dysgwr:.....

Enw'r Asesydd:

Croeso!

Welcome to Prentis-iaith Dealltwriaeth. This course has been specifically designed for apprentices to develop their Welsh language skills.

You may not be able to speak Welsh fluently but a few Welsh words and phrases will help you give a quality service to your customers.

This booklet is the print version of the digital resource. For pronunciation help you could refer to the digital resource.



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Uned 1 | Unit 1

Gosod y sefyllfa Setting the scene

In this first unit we will set the scene by looking at some of the history of business in Wales and at how important the Welsh language is to businesses.

Hanes / History (Screen 2)

- ▶ Wales has a long history of business, commerce and innovation.
- ▶ Before the 1800s, agriculture is the main industry in Wales.
- ▶ During the 18th century, Iron starts to be produced.
- ▶ In the 18th and 19th century Swansea is recognised as the copper capital of the world. 90% of Britain's copper smelting happens within 20 miles of Swansea and it is nicknamed Copperopolis. Llanelli is known as "Tinopolis" for similar reasons.
- ▶ In the 19th century, coal mining becomes important along with slate production in North Wales.
- ▶ In 1861, Sir Pryce Pryce-Jones created the first major mail-order business, eventually selling Welsh flannel to Europe, America and Australia. He is also credited with inventing the sleeping bag.
- ▶ In 1939, the Airbus Broughton site was founded. Today Airbus Broughton employs over 6,500 people and 50% of the world's passengers fly on aircraft with wings made in Wales.
- ▶ In the 60's the Hymac is invented by Rhymney Engineering and in 1967 Royal Mint comes to the small village of Llantrisant. It now makes five billion coins a year for 60 countries.
- ▶ 1969 sees the Development of Tourism Act form the Welsh tourist board, now known as Visit Wales.
- ▶ In 1975, building work is completed on Portmeirion village, designed by Sir Clough Williams-Ellis. It becomes the backdrop for many films and inspires the world famous Portmeirion pottery.
- ▶ In 1976 Lion Laboratories in Barry patents the breathalyser. Their products are still used by the UK police and in 70 countries worldwide.
- ▶ In 1982, Sianel Pedwar Cymru, or as we know it today S4C, was launched.
- ▶ In 1993 Admiral was founded in Cardiff.
- ▶ In 2008 Wales becomes the first ever Fair-Trade nation.
- ▶ In 2011 the Welsh Language Measure places responsibility on public bodies to provide a bilingual service.
- ▶ 2016 saw the Millennium stadium re-named the Principality stadium.
- ▶ By 2050, the government aims to hit the target of a million Welsh speakers. Will you be one of them?

Gweithgaredd 1 / Activity 1 (Screen 3)

Write the correct dates next to these events.

Airbus site founded

Royal Mint moves to Llantrisant

S4C launched

Admiral founded

Lion Laboratories patents the
breathalyser

Millennium Stadium renamed

Gweithgaredd 2 / Activity 2 (Screen 4)

There are lots of different businesses in Wales. From very big to very small. Some are very familiar and others less so.

Try to pair the logo with the names of these famous Welsh companies for a bit of fun. Draw a line from the name to the logo.

Tinopolis



Dŵr Cymru



Principality



Convatec



Castell Howell Foods



Gweithgaredd 3 / Activity 3 (Screen 5)

The Welsh language is important for many businesses because their customers and clients may be Welsh speakers or learners. One in five people in Wales say that they can speak Welsh.

How many people in total do you think speak Welsh? Circle the correct answer.

- ▶ 562,016
- ▶ 347,085
- ▶ 408,864

Gweithgaredd 4 / Activity 4 (Screen 6-7)

A lot of businesses use Welsh around their shops, offices and premises. Have a go at matching the English to these Welsh signs from businesses in Wales. You may be surprised by how much you already know!

Draw a line from the sign to the correct Welsh phrase.

Welcome

Open

Slow

Café

Tickets

Surgery

Information

No smoking

Dim ysmegu

Tocynnau

Gwybodaeth

Meddygfa

Ar agor

Caffi

Croeso

Araf

Gweithgaredd 5 / Activity 5 (Screen 8-9)

Here are some more signs you might be familiar with.

Draw a line from the Welsh to the correct English translation.

Derbynfa

Ffreutur

Man ymgynnull tân

Cymorth Cyntaf

Dim Mynediad

Allanfa Dân

Cadwch yn glir

First Aid

Fire Assembly Point

Reception

Fire Exit

Keep Clear

Canteen

No Entry

Buddion i fusnesau / Benefits for business (Screen 10-12)

There are many benefits of using the Welsh language for business. Look at the following statements – what percentage of businesses do you think agreed with the statement?

Circle the correct answer.

1. Using the Welsh language attracts customers

Source: Welsh Language Commissioner

- ▶ 76%
- ▶ 54%
- ▶ 67%

2. Using Welsh adds value to a product or service

Source: Welsh Language Commissioner

- ▶ 68%
- ▶ 77%
- ▶ 82%

3. Using Welsh enhances the business brand

Source: Welsh Language Commissioner

- ▶ 70%
- ▶ 81%
- ▶ 84%

Dwi'n dysgu Cymraeg / I'm learning Welsh (Screen 13)

Because using Welsh is beneficial to businesses, many organisations use a sign to tell their customers that they can provide a Welsh service.

Businesses use this poster to let customers know that they can use Welsh and be provided with a Welsh service:



Many businesses also provide employees with a way of letting customers know they can speak Welsh or that they are learning Welsh. These symbols are used and can often be seen on badges, lanyards, or ID cards:



Have you got your 'Dwi'n dysgu Cymraeg' badge?

Safonau'r Gymraeg / The Welsh Language Standards (Screen 14)

Some organisations are legally required to deliver a bilingual service in order to comply with the Welsh language standards.

The standards aim to make sure that;

- ▶ organisations know what their responsibilities are
- ▶ Welsh speakers know what services they can expect in Welsh so that they get a better, more consistent quality of service.

All public sector bodies in Wales have to comply with the standards, so you can see why it is important for these organisations to have Welsh speaking staff.

Pam defnyddio'r Gymraeg? / Why use Welsh? (Screen 15)

Businesses use Welsh because it makes business sense. Businesses believe using Welsh benefits their business by attracting customers and enhancing the brand. They know that customers in Wales like to see and hear the Welsh language being used around them.

*Please log on to your provider's website to view the video, to see what business people have to say about the Welsh language in their business.

Fideo / Video (Screen 15)

Barn y cyflogwyr / Employers opinion

Pam mae'r iaith Gymraeg yn bwysig i'ch busnes chi? / Why is the Welsh language important to your organisation?

- ▶ A lot of our clients are Welsh speakers, and need bilingual services or monolingual services, so the Welsh language is of vital importance to us.
- ▶ Having bilingual skills really opens up new opportunities for learners. There's lots of evidence that having bilingual skills can actually increase your earnings, and other research suggests that being bilingual increases creativity.
- ▶ I believe that Welsh is very important in my business because it brings people to me and it's also a lovely little touch when people come through the door.

Ydych chi'n edrych am staff ddwyieithog? / Do you look for bilingual members of staff?

- ▶ We have a number of jobs where the Welsh language is essential as part of a job description and every role in ACT has the Welsh language as a desirable feature so wherever we can recruit people with those Welsh language skills, we do so. We think that it really enriches our workforce, helps us to deliver better customer service to the learners and the employers that we support.
- ▶ This, of course completely depends on the job that needs to be delivered. For example, a project manager, or people who have to deal with content or clients through the medium of Welsh will obviously have to be able to speak Welsh.
- ▶ I used to work for Gwesty Cymru in Aberystwyth where everyone spoke Welsh so it was nice, it attracted people in who spoke Welsh and English to have the service in Welsh, and I believe that it's very important that the staff speak Welsh.

Pa mor bwysig yw cael aelodau staff dwyieithog? / How important is having bilingual members of staff?

- ▶ So if I had the choice between someone who could speak Welsh or someone who could only speak English to come and work for the company, I would more than likely choose the Welsh speaker, just because it fits more with my company's ethos and it's nice because lots of people in the area do speak Welsh so when they come in, it's nice that they're looked after through the medium of Welsh.
- ▶ Lots of our employers and learners predominantly speak through the medium of Welsh so without that bilingual skill within the workforce, we couldn't work with those employers, so it's key to us as a business to have that skill within our workforce, and also we want to represent the communities that we serve.
- ▶ We're very lucky at the moment that the majority of our staff can speak Welsh and we do offer lessons to those who want to learn Welsh or improve their Welsh language skills.
- ▶ I think my one tip would be don't be afraid to use the skills that you do have. Nobody's going to pick you up if your Welsh isn't perfect. If anything, it's going to be really warmly received, and you're going to be showing a really fantastic example to our learners.
- ▶ If I was giving one tip to someone, I would say definitely go for it because it's very important for the language to keep going and it's helped me a lot in my business.

Da iawn! Well done!

You have completed unit 1.

This unit has given you some background to business in Wales and Welsh in business. It sets the scene for the next 5 units which will concentrate on developing your Welsh language skills.

Da iawn, daliwch ati! Well done and keep at it!



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Uned 2 | Unit 2

Y Gymraeg yn eich gwaith a'ch
hyfforddiant

Welsh in your work and training

In this unit you will learn about the Welsh you see and hear in your workplace and on your training programme. You will become familiar with room names, health and safety signs, and temporary signs you see around your workplace. You will also learn some key terms that relate to your qualification and the people involved in your training. We'll also look at some Welsh feedback you might receive from your assessor and ways in which you can respond to this feedback.

Y Gymraeg o'ch cwmpas / Welsh around you (Screen 2)

You will probably have seen a lot of Welsh around you in your workplace or centre and will naturally have become familiar with these words.

Have a go at pairing up these Welsh signs with their English meanings. Draw a line from the English words to the correct Welsh signs.

Gweithgaredd 1 / Activity 1

In

Out

No entry

Welcome

Entrance

Car park

Staff only

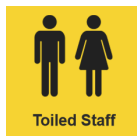
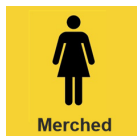
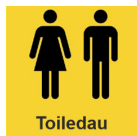


Y Gymraeg o'ch cwmpas / Welsh around you (Screen 3-4)

Workplaces often have signs on doors to help staff and customers find their way around. You may have seen some of these signs on the doors of toilets and washing facilities in your place of work or learning centre.

See how many of these Welsh words you recognise by pairing them up with their English meanings. Draw a line from the Welsh signs to the correct English translations.

Gweithgaredd 2 / Activity 2



Ladies

Baby changing facilities

Customer Toilets

Toilets

Disabled

Gentlemen

Staff Toilet

Meysydd swyddogaethol yn y busnes / Functional areas within the business (Screen 5-6)

Some of the words you see around you in the workplace or centre are about the different functional areas within the business.

Here are some examples that may be familiar to you.

Practise them out loud if you can.

- ▶ **Derbynfa** – Reception
- ▶ **Gweithdy** – Workshop
- ▶ **Swyddfa** – Office
- ▶ **Swyddfa gyllid** – Finance office
- ▶ **Swyddfa'r rheolwr** – Manager's office
- ▶ **Gwasanaethau i Gwsmeriaid** – Customer Services
- ▶ **Marchnata** – Marketing
- ▶ **Ystafell staff** – Staff room

Gweithgaredd 3 / Activity 3 (Screen 7-8)

Try to write the correct English words below the Welsh words.

Mynedfa	Maes parcio	Derbynfa
Gweithdy	Gwasanaethau i Gwsmeriaid	Toiled Staff
Cyfleusterau newid babi	Toiledau cwsmeriaid	

Arwyddion lechyd a Diogelwch / Health and Safety Signs (Screen 9)

You've probably noticed that your workplace has a lot of health and safety signs, posters and notices.

- ▶ **Allanfa dân, cadwch yn glir** – Fire exit, keep clear
- ▶ **Drws tân, cadwch ar gau** – Fire door, keep shut
- ▶ **Rhybudd, dŵr poeth** – Warning, hot water
- ▶ **Golchwch eich dwylo** – Wash your hands
- ▶ **Dim ysmegu** – No smoking
- ▶ **Cymorth cyntaf** – First aid

Gweithgaredd 4 / Activity 4 (Screen 10)

Let's see how many of the health and safety phrases you remember.

Draw a line from the Welsh phrases to the correct English translations.

Allanfa dân, cadwch yn glir

Fire door, keep shut

Drws tân, cadwch ar gau

Wash your hands

Rhybudd, dŵr poeth

No smoking

Golchwch eich dwylo

Warning, hot water

Dim ysmegu

First aid

Cymorth cyntaf

Fire exit, keep clear

Arwyddion Dros Dro / Temporary Signs (Screen 11-12)

Organisations often put up temporary signs to inform customers of unexpected changes. You might even be asked to create one of these signs yourself.

Here are some examples you may see, or may need to create for your workplace.

- ▶ **Swyddfa ar gau** – Office closed
- ▶ **Siop ar gau** – Shop closed
- ▶ **Wedi cau dros dro** – Temporarily closed
- ▶ **Swyddfa ar gau dros dro** – Office closed temporarily
- ▶ **Siop ar gau dros dro** – Shop closed temporarily
- ▶ **Ardal ar gau dros dro** – Area closed temporarily
- ▶ **Ar gau dros ginio** – Closed for lunch
- ▶ **Ddim yn gweithio** – Out of order/Not working
- ▶ **Cadwch yn glir** – Keep clear

Gweithgaredd 5 / Activity 5 (Screen 13-14)

Try to write the correct English phrases below the Welsh phrases.

Swyddfa ar gau	Siop ar gau	Wedi cau dros dro
Swyddfa ar gau dros dro	Siop ar gau dros dro	Ardal ar gau dros dro
Ar gau dros ginio	Ddim yn gweithio	Cadwch yn glir

Y Gymraeg yn eich cymhwyster / Welsh in your qualification (Screen 16-19)

Now let's look at some Welsh words and phrases that might be useful to you in your qualification. These terms refer to the people and organisations involved in your training.

Remember, if you are not yet confident enough to use your Welsh with colleagues, customers and clients, you may find it helps if you practise with your assessor.

- ▶ **Cyflogwr** – Employer
- ▶ **Darparwr hyfforddiant** – Training provider
- ▶ **Asesydd** – Assessor
- ▶ **Dysgwr** – Learner
- ▶ **Prentis** – Apprentice

Here are some more words that you will come across in your learning.

- ▶ **Fframwaith** – Framework
- ▶ **Cymhwysedd** – Competency
- ▶ **Asesiad** – Assessment
- ▶ **Aseiniad** – Assignment
- ▶ **Hyfforddiant** – Training
- ▶ **Tystysgrif** – Certificate
- ▶ **Portffolio** – Portfolio
- ▶ **Sgiliau Hanfodol** – Essential Skills

Here are some other words that your assessor might use when you meet.

- ▶ **Adolygiad** – Review
- ▶ **Adolygiad cynnydd** – Progress review
- ▶ **Uned** – Unit
- ▶ **Meini Prawf Asesu** – Assessment Criteria

Gweithgaredd 6 / Activity 6 (Screen 20-21)

Now see if you can match the words.

Draw a line from the Welsh words to the correct English words.

Portffolio

Framework

Asesydd

Learner

Dysgwr

Assessment

Adolygiad

Portfolio

Fframwaith

Training

Asesiad

Employer

Tystysgrif

Assessor

Hyfforddiant

Assignment

Cyflogwr

Certificate

Aseiniad

Review

Dulliau asesu / Assessment methods (Screen 22-23)

During your apprenticeship you will be assessed in different ways. Here are some of the assessment methods you will come across.

Practise them out loud if you can.

- ▶ **Arsylwad** – Observation
- ▶ **Cwestiynu** – Questioning
- ▶ **Trafodaeth broffesiynol** – Professional discussion
- ▶ **Tystiolaeth tyst** – Witness testimony
- ▶ **Cynhyrchion gwaith** – Work products
- ▶ **Dysgu blaenorol achrededig** – Accredited prior learning
- ▶ **Dysgu blaenorol cydnabyddedig** – Recognised prior learning

Sgiliau yn y gweithle / Workplace skills (Screen 24)

During your apprenticeship you will develop many skills. Here are some workplace skills you may be assessed on.

Practise them out loud if you can.

- ▶ **Llythrennedd** – Literacy
- ▶ **Rhifedd** – Numeracy
- ▶ **Cyfathrebu** – Communication
- ▶ **Llythrennedd digidol** – Digital literacy
- ▶ **Datrys problemau** – Problem solving
- ▶ **Effeithiolrwydd personol** – Personal effectiveness
- ▶ **Creadigrwydd** – Creativity
- ▶ **Sgiliau galwedigaethol** – Vocational skills

Gweithgaredd 7 / Activity 7 (Screen 25-26)

Try to write the correct English words below the Welsh words.

Llythrennedd

Rhifedd

Cyfathrebu

Effeithiolrwydd personol

Creadigrwydd

Arsylwad

Cwestiynu

Tystiolaeth tyst

Adborth / Feedback (Screen 28-30)

You might see some Welsh used in feedback on your work. Hopefully this will be positive. The Welsh word for good is '**da**', very good is '**da iawn**' and excellent is '**ardderchog**' or '**gwyh!**'

Try to say these out loud.

- ▶ **Da** – Good
- ▶ **Da iawn** – Very good
- ▶ **Ardderchog / Gwyh** – Excellent

These words can easily be used to tell you what it is about your work that is good, very good or excellent. Here are some examples.

- ▶ **Gwaith da** – Good work

- ▶ **Ymchwil da iawn** – Very good research
- ▶ **Ymdrech ardderchog** – Excellent effort
- ▶ **Cynnydd gwych** – Excellent progress

Here are some more words you might see in your feedback, with examples of how they are sometimes used.

- ▶ **Addas** – Suitable.

Example: Rydych wedi creu dogfen **addas** – You have created a **suitable** document

- ▶ **Effeithiol** – Effective.

Example: Defnydd **effeithiol** o wybodaeth gefndirol – **Effective** use of background information

- ▶ **Perthnasol** – Relevant.

Example: Rydych wedi cynnwys ffeithiau **perthnasol** – You have included **relevant** facts

- ▶ **Cywir** – Correct.

Example: Defnydd **cywir** o derminoleg – **Correct** use of terminology

- ▶ **Trwyadl** – Thorough.

Example: Gwaith ymchwil **trwyadl** – **Thorough** research

Gweithgaredd 8 / Activity 8 (Screen 31-32)

Now let's see these phrases used in full sentences. You will notice that the following sentences all start with 'Rwyt ti wedi...', which means 'You have...'

Try to write the correct Welsh word to complete these phrases.

You have done thorough research

Rwyt ti wedi _____

You have made correct use of terminology

Rwyt ti wedi _____

You have made effective use of background information

Rwyt ti wedi _____

You have produced very good work

Rwyt ti wedi _____

You have gathered suitable evidence

Rwyt ti wedi _____

Adborth datblygiadol / Developmental feedback (Screen 33)

You might also receive developmental feedback. Sometimes your assessor might write 'dechrau da' – 'a good start' or they might say that it needs more – 'angen mwy'.

They could also tell you what your work needs more of. For example, if it needs more detail or more examples.

- ▶ **Dechrau da** – A good start
- ▶ **Angen mwy** – Needs more
- ▶ **Angen mwy o wybodaeth** – Needs more information
- ▶ **Angen mwy o fanylion** – Needs more detail
- ▶ **Angen mwy o esboniad** – Needs more explanation
- ▶ **Angen mwy o enghreifftiau** – Needs more examples

Gweithgaredd 9 / Activity 9 (Screen 34)

Let's see how much you can remember.

Can you match up the following phrases with their English equivalent? Draw a line from the English phrases to the correct Welsh phrases.

▶ A good start	Angen mwy o wybodaeth
▶ Needs more	Angen mwy o esboniad
Needs more information	Dechrau da
Needs more detail	Angen mwy
Needs more explanation	Angen mwy o enghreifftiau
Needs more examples	Angen mwy o fanylion

Mae angen i ti... / You need to... (Screen 35)

Your assessor might also tell you what else you need to do – 'Mae angen i ti...'

- ▶ **Mae angen i ti geisio...** – You need to attempt...
- ▶ **Mae angen i ti fynd...** – You need to attend...
- ▶ **Mae angen i ti greu...** – You need to create...
- ▶ **Mae angen i ti ddisgrifio...** – You need to describe...
- ▶ **Mae angen i ti drafod...** – You need to discuss...
- ▶ **Mae angen i ti adnabod...** – You need to identify...

Gwybodaeth ychwanegol / Additional information

The 'ti' form of 'you' is used for informal situations, just one person who you know well. Your assessor is likely to refer to you as 'ti'.

In more formal situations 'chi' is used instead of 'ti'. It would be more appropriate to use 'chi' when speaking to customers or clients, or people who are senior to you. 'Chi' is also the plural form of 'you', so when we speak to two or more people, we use the plural 'you' - 'chi'.

Mwy o enghreifftiau / More examples (Screen 36-37)

Here are some examples of how these phrases might be used in your feedback.

- ▶ **Mae angen i ti roi cynnig ar bob tasg** – You need to attempt every task
- ▶ **Mae angen i ti fynd i bob cyfarfod asesu** – You need to attend every assessment meeting
- ▶ **Mae angen i ti greu drafft** – You need to create a draft
- ▶ **Mae angen i ti ddisgrifio'r broses** – You need to describe the process
- ▶ **Mae angen i ti drafod dy ddull** – You need to discuss your method
- ▶ **Mae angen i ti adnabod tystiolaeth addas** – You need to identify suitable evidence

Gweithgaredd 10 / Activity 10 (Screen 38-40)

Circle the correct Welsh translation.

1. You need to attempt every task

Mae angen i ti roi cynnig
ar bob tasg

Mae angen i ti greu drafft

Mae angen i ti drafod dy
ddull

2. You need to identify suitable evidence

Mae angen i ti fynd i bob
cyfarfod asesu

Mae angen i ti adnabod
tystiolaeth addas

Mae angen i ti ddisgrifio'r
broses

3. You need to attend every assessment meeting

Mae angen i ti fynychu
pob cyfarfod asesu

Mae angen i ti greu drafft

Mae angen i ti drafod dy
ddull

Diolch i'ch asesydd / Thanking your assessor (Screen 41)

Whatever type of feedback you get, you may want to thank your assessor. Practise saying these out loud, they will be useful when talking to your assessor and in your workplace.

- ▶ **Diolch** – Thank you
- ▶ **Diolch yn fawr** – Thank you very much
- ▶ **Diolch am yr adborth** – Thank you for the feedback
- ▶ **Diolch am yr adborth adeiladol** – Thank you for the constructive feedback

Cwis cyflym / Quick quiz (Screen 42-53)

Tick the correct answer for the 10 questions to see how much you have learned so far.

1. The Welsh word for '*Welcome*' is:

Croeso

Os gwelwch yn dda

Diolch

Allan

2. What is the Welsh word for '*Reception*'?

I mewn

Derbynfa

Allanfa

Maes parcio

3. If the fire alarm sounds, what should you head towards?

Dim mynediad

Maes parcio

Allanfa dân

Derbynfa

4. Your feedback starts with '*Mae angen i ti...*', what does this mean?

You must...

You need to...

You should...

You will...

5. The written feedback on your work says '*Ymchwil trwyadl*'. What does this mean?

Very good effort

Good work

Excellent research

Thorough research

6. Which of these phrases means '*Needs more detail*'?

Angen mwy o wybodaeth

Angen mwy o esboniad

Angen mwy o fanylion

Angen mwy o enghreifftiau

7. You need to put in more research. What could your assessor write?

Angen mwy o ymchwil

Ymchwil mwy angen

Mwy angen o ymchwil

Gwaith da

8. The Welsh word for '*Learner*' is:

Dysgwr

Menyw

Asesydd

Dyn

9. Your assessor has written '*Dechrau da*', what does this mean?

Good research

Excellent

Good work

A good start

10. To say '*Thank you very much*' in Welsh, you would say:

Ardderchog

Diolch yn fawr

Diolch

Os gwelwch yn dda

Da iawn! Well done!

You have completed unit 2.

You are now familiar with a lot of the Welsh words and phrases you will see and hear in your workplace and on your training programme.

Remember, you can go back to any unit at any time throughout the course to recap on what you have learned.

Da iawn, daliwch ati! Well done and keep at it!

Uned 3 | Unit 3

Rhifau, dyddiau, misoedd ac arian Numbers, days, months and money

In the workplace and on your apprenticeship programme, numbers, days of the week and months of the year are useful to know. It is also helpful to be able to talk about money.

In this unit we are going to learn about:

- ▶ numbers
- ▶ days of the week
- ▶ months of the year
- ▶ dates
- ▶ money

Rhifau / Numbers (Screen 2)

In this unit we will learn to count to 100 so that we can deal with money.

Here are the numbers 0-10. Practise saying them out loud. Use your alphabet pronunciation guide if you need to.

0	1	2	3
Dim	Un	Dau	Tri
4	5	6	7
Pedwar	Pump	Chwech	Saith
8	9	10	
Wyth	Naw	Deg	

Once you know the numbers one to ten in Welsh, you have all the words you need to count to a hundred. For numbers over ten you just need to say how many tens and how many units are in the number. So for the number 'eleven' it would be *one ten one* – '**un deg un**'. All the numbers up to 100 follow this pattern.

11	12	13	14
Un deg un	Un deg dau	Un deg tri	Un deg pedwar
15	16	17	18
Un deg pump	Un deg chwech	Un deg saith	Un deg wyth
	19	20	
	Un deg naw	Dau ddeg	

Uned 3 | Unit 3

Rhifau, dyddiau, misoedd ac arian
Numbers, days, months and money

Numbers in the twenties follow the same pattern so for example 'twenty three' is '**dau ddeg tri**' – *two ten three*. You will notice that the word '**deg**' changes to '**ddeg**' after the word '**dau**'. This is called a mutation. For now, you just need to be aware that sometimes the spelling may change slightly.

21	22	23	24
Dau ddeg un	Dau ddeg dau	Dau ddeg tri	Dau ddeg pedwar
25	26	27	28
Dau ddeg pump	Dau ddeg chwech	Dau ddeg saith	Dau ddeg wyth
	29	30	
	Dau ddeg naw	Tri deg	

Now that you have learnt the principles of numbers in Welsh, let's see if you can translate these written numbers to their numerical form.

Gweithgaredd 1 / Activity 1 (Screen 3)

Write the number in digit form in the spaces provided.

Tri deg un	Dau ddeg saith	Un deg naw
Pum deg	Un deg pump	Saith deg pump

Gweithgaredd 2 / Activity 2 (Screen 4)

Write the Welsh words to build the number.

73

67

89

54

Rhifau mwy / Bigger numbers (Screen 5)

You might need to use bigger numbers so the word for a hundred in Welsh is '**cant**'. A thousand is '**mil**' and a million is '**miliwn**'. Practise these out loud.

- ▶ **Cant** – Hundred
- ▶ **Mil** – Thousand
- ▶ **Miliwn** – Million

Gweithgaredd 3 / Activity 3 (Screen 6-8)

Draw a line from the Welsh written number to the correct digital number.

Dau gant pum deg

625

Pedwar cant saith deg

250

Chwe chant dau ddeg pump

470

Mil pum cant

5,050

Tair mil dau gant

3,200

Pum mil pum deg

1,500

Tair miliwn

3,000,000

Un miliwn pum cant

5,500,00

Pum miliwn pum cant mil

1,000,500

Dyddiau'r wythnos / Days of the week (Screen 10)

Next we are going to look at days and dates. The word for day in Welsh is '**dydd**'. The word 'day' comes before the part which tells you what day it is.

Dydd Llun	Dydd Mawrth	Dydd Mercher	Dydd Iau
Monday	Tuesday	Wednesday	Thursday
Dydd Gwener	Dydd Sadwrn	Dydd Sul	
Friday	Saturday	Sunday	

Gwybodaeth ychwanegol / Additional Information

This is what the shortened written version looks like, just in case you need to recognise that too.

- ▶ **Llun**
- ▶ **Maw**
- ▶ **Merch**
- ▶ **Iau**
- ▶ **Gwen**
- ▶ **Sad**
- ▶ **Sul**

Gweithgaredd 4 / Activity 4 (Screen 11)

Draw a line to pair up the correct Welsh and English words.

Monday	Dydd Mercher
Tuesday	Dydd Sul
Wednesday	Dydd Gwener
Thursday	Dydd Mawrth
Friday	Dydd Llun
Saturday	Dydd Iau
Sunday	Dydd Sadwrn

Y misoedd / The months (Screen 12)

Let's move on to months of the year in Welsh.

'**Mis**' is the Welsh for 'month', which is sometimes used before the month in question.

- ▶ **Mis Ionawr** - January
- ▶ **Mis Chwefror** - February
- ▶ **Mis Mawrth** - March
- ▶ **Mis Ebrill** - April
- ▶ **Mis Mai** - May
- ▶ **Mis Mehefin** - June
- ▶ **Mis Gorffennaf** - July

- ▶ **Mis Awst** - August
- ▶ **Mis Medi** - September
- ▶ **Mis Hydref** - October
- ▶ **Mis Tachwedd** - November
- ▶ **Mis Rhagfyr** - December

Gwybodaeth ychwanegol / Additional Information

Mawrth is also a month, March, as well as the day '**dydd Mawrth**' which is Tuesday. So, to avoid confusion you can use '**mis Mawrth**' - the month of March.

Gweithgaredd 5 / Activity 5 (Screen 13)

Draw a line to pair up the correct Welsh and English months.

Ionawr

March

Chwefror

May

Mawrth

June

Ebrill

January

Mai

February

Mehefin

April

Gweithgaredd 6 / Activity 6 (Screen 14)

This time draw a line to pair up the English with the correct Welsh months.

July	Hydref
August	Medi
September	Awst
October	Rhagfyr
November	Tachwedd
December	Gorffennaf

Gweithgaredd 7 / Activity 7 (Screen 15-16)

Write the correct Welsh month in the space.

December	March	June
November	February	September

Gweithgaredd 8 / Activity 8 (Screen 18)

Knowing numbers, days of the week and months of the year will be useful when working with dates, such as dates of appointments, meetings and reviews for example.

Match up the Welsh dates with the correct English translations.

Ionawr dau ddeg pump

September 16

Medi un deg chwech

January 25

Rhagfyr un deg un

December 11

Gwybodaeth ychwanegol / Additional Information

On January 25th we celebrate **Dydd Santes Dwynwen** – Saint Dwynwen's Day. She is the Patron Saint of Welsh Lovers. Remember to send a card next year to your 'cariad' (love)!

On March 1st we celebrate **Dydd Gŵyl Dewi** – Saint David's Day. He is the Patron Saint of Wales. We celebrate this day in many ways, for example, we wear a daffodil and often a leek as emblems on our national saint's day. Remember to say Dydd Gŵyl Dewi Hapus next year!

June 12th is **Dydd y Dywysoges Gwenllïan** – Princess Gwenllïan's Day. The daughter of Llywelyn, The Last Prince of Wales.

September 16th is **Dydd Owain Glyndŵr** – a freedom fighter and Prince of Wales.

October 15th is **Diwrnod Shw mae? Sut mae?** – a day we now use to celebrate the Welsh language, simply by greeting everyone in Welsh. Remember to take part and make sure you say '**Shw mae?**' or '**Sut mae?**' to everyone you meet on that day!

December 11th is **Dydd Llywelyn Ein Llyw Olaf** – Prince Llywelyn the Last Prince of Wales Day.

Gweithgaredd 9 / Activity 9 (Screen 19-20)

Here are some more dates for you to match up.

Draw a line from the Welsh dates to the correct English translations.

Dydd Mawrth, Ionawr un deg
naw

Monday, March 25

Dydd Iau, Mai dau ddeg tri

Thursday, May 13

Dydd Llun, Mawrth dau ddeg
pump

Tuesday, January 19

Mae'r arholiad dydd Mercher,
Ebrill un deg tri

The meeting is on Friday,
August 25

Mae'r cyfarfod dydd Gwener,
Awst dau ddeg pump

The exam is on Wednesday,
April 13

Mae'r arsylwad dydd Mawrth,
Chwefror un deg naw

The observation is on
Tuesday, February 19

Rhifau trefnol / Ordinal numbers (Screen 21)

When referring to dates it is more usual to use ordinal numbers. So instead of saying 'one, two, three', we say 'first, second, third'.

1	2	3	4
Cyntaf	Ail	Trydydd	Pedwerydd
5	6	7	8
Pumed	Chwched	Seithfed	Wythfed
	9	10	
	Nawfed	Degfed	

Mwy o rifau trefnol / More ordinal numbers (Screen 22-23)

When referring to dates it is more usual to use ordinal numbers. So instead of saying 'one, two, three', we say 'first, second, third'.

11	12	13
unfed ar ddeg	deuddegfed	trydydd ar ddeg
14	15	16
pedwerydd ar ddeg	pymthegfed	unfed ar bymtheg
17	18	19
ail ar bymtheg	deunawfed	pedwerydd ar bymtheg
	20	
	ugeinfed	

Here is the last set of ordinal numbers you will need for dates.

21

unfed ar hugain

22

ail ar hugain

23

trydydd ar hugain

24

pedwerydd ar hugain

25

pumed ar hugain

26

chweched ar hugain

27

seithfed ar hugain

28

wythfed ar hugain

29

nawfed ar hugain

30

degfed ar hugain

31

unfed ar ddeg ar hugain

Gweithgaredd 10 / Activity 10 (Screen 24)

Match up the Welsh numbers with the digital numbers.

Trydydd

12

Pumed

29

Nawfed

3

Deuddegfed

15

Pymthegfed

9

Ugeinfed

24

Pedwerydd ar hugain

22

Nawfed ar hugain

5

Ail ar hugain

20

Rhifau trefnol mewn dyddiadau / Ordinal numbers in dates (Screen 25)

Now let's look at how ordinal numbers are used in dates.

- ▶ **Mae'r arholiad dydd Llun, Mawrth y cyntaf** – The exam is on Monday, March the first
- ▶ **Mae'r cyfarfod nesaf dydd Mercher, Ionawr y degfed** – The next meeting is on Wednesday, January the tenth
- ▶ **Mae gen i apwyntiad dydd Iau, yr unfed ar hugain o Awst** – I have an appointment on Thursday, twenty-first of August

Gweithgaredd 11 / Activity 11 (Screen 26)

The Welsh tells you when a meeting is taking place. Write the correct English date in the space.

Mae'r cyfarfod dydd Iau, Chwefror y cyntaf

Mae'r cyfarfod nesaf dydd Gwener, Mai y pymthegfed

Mae'r cyfarfod dydd Llun, Medi'r deuddegfed

Mwy o eiriau defnyddiol / More useful words (Screen 27)

Here are some more words that will be useful when talking about dates.

- ▶ **Dyddiad** – Date
- ▶ **Wythnos** – Week
- ▶ **Penwythnos** – Weekend
- ▶ **Pythefnos** – Fortnight
- ▶ **Blwyddyn** – Year

Arian / Money (Screen 29-30)

We are now going to look at money. In Welsh 'pence' is '**ceiniog**' and 'pennies' are '**ceiniogau**'. A 'pound' is '**punt**' and 'pounds' are '**punnoedd**'. Look at the Welsh words below and practise out loud if you can.

Ceiniog	1p	Punt	£1
Dwy geiniog	2p	Dwy bunt	£2
Pum ceiniog	5p	Pum punt	£5
Deg ceiniog	10p	Deg punt	£10
Dau ddeg ceiniog	20p	Dau ddeg punt	£20
Pum deg ceiniog	50p	Pum deg punt	£50

If someone wants to know the price of something they are likely to ask:

‘Faint?’ – ‘How much?’

Or

‘Faint ‘di hwn?’

Or

‘Faint yw hwn?’ – ‘How much is this?’

When telling someone the price you will say how many pounds first followed by how many pence. For example seven pounds and fifty pence would be **‘saith punt pum deg ceiniog’**.

Gweithgaredd 12 / Activity 12 (Screen 31)

Now write the correct price in numbers below the Welsh words.

Pum deg ceiniog

Pum punt a chwe deg
saith ceiniog

Tri deg punt

Pum deg punt a naw deg
naw ceiniog

Cant dau ddeg tri phunt a
phum deg ceiniog



Gweithgaredd 13 / Activity 13 (Screen 32)

Now see if you can match up the prices to their Welsh counterparts. Draw a line from the Welsh words to the correct price.

Saith deg pum ceiniog

£5.99

Pum punt naw deg naw ceiniog

£30.00

Naw punt pedwar deg pum ceiniog

75c

Tri deg punt

£9.45

Cwis cyflym / Quick quiz (Screen 33-46)

Select the correct answer for the 12 questions to see how much you have learned

1. Which of the following is 120?

Cant tri deg

Dau gant dau ddeg

Cant dau ddeg

Cant pum deg

2. You have a meeting with your assessor on the 2nd of April. Which of the following dates is correct?

Ail o Ebrill

Ail o Chwefror

Cyntaf o Ebrill

Ail o Ionawr

3. Which of the following says 'The exam is on Monday'?

Mae'r arholiad dydd Mawrth

Mae'r cyfarfod dydd Iau

Mae'r arsylwad dydd Llun

Mae'r arholiad dydd Llun

4. Your assessor tells you that you will have exams in 'Tachwedd ac Ebrill'. When are your exams?

November and January

November and April

December and March

December and May



Uned 3 | Unit 3

Rhifau, dyddiau, misoedd ac arian
Numbers, days, months and money

5. If you work on '*Mondays, Thursdays and Fridays*', when are you working?

Dydd Mercher, Dydd Iau, Dydd
Gwener

Dydd Mawrth, Dydd Iau, Dydd
Gwener

Dydd Llun, Dydd Mawrth, Dydd
Mercher

Dydd Llun, Dydd Iau, Dydd
Gwener

6. If your birthday is on '*Ionawr deuddegfed*', when is your birthday?

February 22nd

January 12th

April 11th

March 19th

7. Your customer asks for an appointment '*mewn pythefnos*', when do they want the appointment?

In a fortnight

Next week

At the weekend

Next month

8. When is St David's day?

Mawrth 1af

Awst 21ain

Chwefror 25ain

Medi 8fed

9. Which of the following reads '*month, week, numbers*'?

wythnos, mis, rhifau

mis, wythnos, rhifau

mis, rhifau, wythnos

rhifau, mis, wythnos

10. What is the Welsh for '£8.99'?

Saith punt pum deg ceiniog

Deg punt

Wyth punt naw deg naw ceiniog

Pum punt naw deg naw ceiniog

11. '*Dau ddeg punt saith deg pump ceiniog*'. What is the price?

£12.99

£5.50

£20.75

£50

12. What is '£36.50'?

Tri deg chwe phunt pum deg
ceiniog

Saith deg wyth punt naw deg
naw ceiniog

Dau ddeg pum punt

Dwy bunt pum deg ceiniog

Da iawn! Well done!

You have reached the end of another unit. It's important for members of the public to feel their language needs are being considered, so give it a go, it means a lot!

You have familiarised yourself with:

- ▶ numbers
- ▶ days of the week
- ▶ months of the year
- ▶ dates
- ▶ money – pounds and pence

Da iawn, daliwch ati! Well done and keep at it!



Coleg
Cymraeg
Cenedlaethol

Uned 4 | Unit 4

Dechrau sgwrsio Starting the conversation

In this unit we are going to learn how to:

- ▶ greet people at different times of the day
- ▶ introduce yourself and ask your customer who they are
- ▶ ask if you can help
- ▶ say goodbye

Shw mae?! Sut mae?! (Screen 2-3)

In South Wales to ask someone how they are we say, '**Shw mae?**'

And we say '**Sut mae?**' in the north.

So, when you say '**shw mae?**' / '**sut mae?**' you can expect a number of responses. Notice the word '**diolch**' which means 'thank you', you will use it time and time again.

Practise the phrases that are best suited to your location.

South Wales Dialect	North Wales Dialect
shw mae?	sut mae?
iawn, diolch	da iawn, diolch

Gwybodaeth ychwanegol / Additional information

The word '**iawn**' has a number of meanings in Welsh, depending on the context. As we can see here, it can mean 'fine' or 'okay'.

Geirfa / Vocabulary

- ▶ **shw mae? | sut mae?** – how are you?
- ▶ **diolch** – thanks
- ▶ **iawn, diolch** – fine, thank you
- ▶ **da iawn, diolch** – very well, thank you

Cyfarchion / Greetings (Screen 4)

Let's look at how to greet people at different times of the day:

- ▶ **bore da** – good morning
- ▶ **prynhawn da** – good afternoon
- ▶ **noswaith dda** – good evening

Geirfa / Vocabulary

- ▶ **bore da** – good morning
- ▶ **prynhawn da** – good afternoon
- ▶ **noswaith dda** – good evening
- ▶ **nos da** – good night
- ▶ **da** – good
- ▶ **bore** – morning
- ▶ **prynhawn** – afternoon
- ▶ **noswaith** – evening
- ▶ **nos** – night

Gwybodaeth ychwanegol / Additional information

Whilst ‘good night’ is not what we say to greet someone, it’s always worth knowing. **‘Nos da!’**

Adolygu cyfarchion / Greetings revision (Screen 5)

Let’s look at what we have learned so far.

- ▶ **shw mae / sut mae?** – how are you
- ▶ **bore da** – good morning
- ▶ **prynhawn da** – good afternoon
- ▶ **noswaith dda** – good evening
- ▶ **nos da** – good night
- ▶ **da** – good
- ▶ **bore** – morning
- ▶ **prynhawn** – afternoon
- ▶ **noswaith** – evening
- ▶ **nos** – night
- ▶ **iawn, diolch** – fine, thanks
- ▶ **da iawn, diolch** – very well, thanks

Cyflwyno eich hun / Introducing yourself (Screen 6-7)

After greeting your customer or client, the next thing you will want to do is introduce yourself.

- ▶ **Fy enw i yw ...** – My name is ...
- ▶ **... ydw i** – I'm ...

Now let's see how all of these phrases fit together.

- ▶ **Bore da, shw mae? Dafydd ydw i.**
- ▶ **Prynhawn da, sut mae? Fy enw i yw Catrin.**

Ga i helpu? / Can I help? (Screen 8-15)

After introducing yourself to your client or customer you will want to offer assistance.

- ▶ **Ga i helpu?** – May I help?
- ▶ **Ga i'ch helpu chi?** – May I help you?

The most likely response is: '**cei**' or '**cewch**' which here means 'yes, you may' or just 'plis'.

- ▶ **Cei / cewch** – Yes, you may
- ▶ **Plis** – Please
- ▶ **Os gwelwch yn dda** – A more formal way of saying 'please'

You may want to ask *how* you can help – **sut?**

- ▶ **Sut alla i helpu?** – How can I help?
- ▶ **Sut alla i eich helpu chi?** – How can I help you?
- ▶ **Sut alla i eich helpu chi heddiw?** – How can I help you today?

How questions are open questions so you will get a variety of different answer when you ask a customer or client *how* you can help them, but here are some typical answers.

- ▶ **Ga i ...** – Can I ...
- ▶ **Dwi isio / Dwi isie** – I want ...
- ▶ **Dwi'n chwilio am ...** – I'm looking for ...
- ▶ **Mae gen i ...** – I have ...

Let's look at some examples of possible answers to the question '**Sut alla i helpu?**' – How can I help?

- ▶ **Ga i baned o de?** – Can I have a cup of tea?
- ▶ **Dwi isio paned o de** – I want a cup of tea
- ▶ **Dwi'n chwilio am Catrin** – I'm looking for Catrin
- ▶ **Mae gen i apwyntiad** – I have an appointment

Now let's see how these phrases fit together:

Bore da, Dafydd ydw i, ga i'ch helpu chi?

Good morning, I'm Dafydd, can I help you?

Cewch.

Yes.

Prynhawn da, Catrin ydw i, sut alla i eich helpu chi?

Good afternoon, I'm Catrin, how can I help you?

Mae gen i apwyntiad.

I have an appointment.

Shw mae? Fy enw i yw Gethin, sut alla i eich helpu chi heddiw?

Helo. My name is Gethin, how can I help you today?

Bore da, dwi'n chwilio am Catrin.

Good morning, I'm looking for Catrin.

Efo pwy? / gyda phwy? / With who? (Screen 16)

If your client or customer tells you they have an appointment, you will need to ask 'Efo pwy? / gyda phwy?' – 'With who?'

North Wales

Derbynnydd | Receptionist:

Prynhawn da, Catrin ydw i, sut alla i eich helpu chi?

Cwsmer | Customer:

Prynhawn da. Mae gen i apwyntiad.

Derbynnydd | Receptionist:

Efo pwy os gwelwch yn dda?

Cwsmer | Customer:

Efo Dafydd.

South Wales

Derbynnydd | Receptionist:

Prynhawn da, Catrin ydw i, sut alla i eich helpu chi?

Cwsmer | Customer:

Prynhawn da. Mae gen i apwyntiad.

Derbynnydd | Receptionist:

Gyda phwy os gwelwch yn dda?

Cwsmer | Customer:

Gyda Dafydd.

Gweithgaredd 1 / Activity 1 (Screen 17)

Let's see how much you remember.

The Welsh sentences have been broken up into several parts. Try to write the Welsh in the right order to match the English sentence.

Good morning, I'm Dafydd, can I help you?

_____ ,

_____ ,

_____ ?

Good afternoon, I'm Catrin, how can I help you?

_____ ,

_____ ,

_____ ?

Dafydd ydw i

Bore da

Sut alla i eich helpu chi

ga i'ch helpu chi

Prynhawn da

Catrin ydw i

Gweithgaredd 2 / Activity 2 (Screen 18)

The Welsh dialogue has been broken up into several parts. Try to write the Welsh in the right order to match the English dialogue.

Catrin: Good morning, I'm Catrin, how can I help you today?

Customer: Good morning. I have an appointment.

Catrin:

_____ ,

_____ ,

_____ ?

Cwsmer:

_____ .

_____ .

Mae gen i

Bore da

sut alla i eich helpu chi

Bore da

Catrin ydw i

apwyntiad

heddiw

Cyflwyno eich hun ar y ffôn / Introducing yourself on the telephone

(Screen 20-23)

When talking to customers or clients on the telephone you can introduce yourself by saying what your name is, as in the previous example, or you could introduce yourself by telling the customer who they are speaking to.

► Siarad – Speaking

So, instead of saying 'I'm Gethin', you would say '**Gethin sy'n siarad**' – 'Gethin speaking'.

Or you could say '**Dych chi'n siarad gyda Helen/Dach chi'n siarad efo Helen**' – You are speaking to Helen.

Let's look at some examples of how you would greet and introduce yourself to a customer or client over the telephone.

Prynhawn da, dach chi'n siarad efo Helen, sut alla i eich helpu chi? /

Prynhawn da, dych chi'n siarad gyda Helen, sut alla i eich helpu chi?

Good afternoon, you're speaking to Helen, how may I help you?

Bore da, Huw yn siarad, sut alla i eich helpu chi heddiw?

Good morning, Huw speaking, how can I help you today?

It is also good practice, when talking to customers or clients on the telephone, to name the company you work for.

You can do this by just naming the company or by saying you're from – 'o' – the company.

Here are some examples of how to do this.

Bore da, Dŵr Cymru, Catrin yn siarad.

Good morning, Welsh Water, Catrin
speaking.

Dach chi'n siarad efo / dych chi'n siarad gyda Helen, o Tinopolis.

You're speaking to Helen, from Tinopolis.

Huw ydw i, dwi'n ffonio o S4C.

I'm Huw, I'm calling from S4C.

Let's try to put all this together.

Bore da, Dafydd ydw i, dwi'n ffonio o S4C.

Good morning, I'm Dafydd, I'm calling from S4C.

Bore da, dach chi'n siarad efo / dych chi'n siarad gyda Catrin, o Dŵr Cymru, sut alla i eich helpu chi?

Good morning, you're speaking to Catrin, from Welsh Water, how can I help you?

Prynhawn da, Tinopolis, Helen yn siarad, sut alla i eich helpu chi heddiw?

Good afternoon, Tinopolis, Helen speaking, how can I help you today?

Geirfa / Vocabulary

- ▶ **sy'n siarad** – speaking
- ▶ **siarad** – (to) speak
- ▶ **today** – heddiw
- ▶ **ffonio** – calling

Gweithgaredd 3 / Activity 3 (Screen 24)

Let's see how much you remember.

The Welsh greetings have been broken up into several parts. Try to write the Welsh in the right order to match the English sentence.

Good afternoon, Welsh Water Catrin speaking, how can I help you today?

_____ ,

_____ ,

_____ ?

Good morning, you're speaking to Dafydd, from S4C, how can I help you?

_____ ,

_____ ,

_____ ,

_____ ?

Dŵr Cymru

Prynhawn da

sut alla i eich helpu chi
heddiw

Bore da

Catrin sy'n siarad

sut alla i eich helpu chi

Dach chi'n / dych chi'n

siarad efo Dafydd

o S4C

Diolch i'ch cwsmeriaid / Thanking your customers (Screen 26-27)

If a customer calls you, you may want to thank them for calling:

Here are some ways to do this.

- ▶ **Diolch** – Thanks / Thank you
- ▶ **Diolch am ffonio** – Thanks for calling
- ▶ **Diolch am eich galwad** – Thanks for your call
- ▶ **Diolch am eich galwad heddiw** – Thanks for your call today

If you have answered a telephone call from a customer or client, you may want to thank them for calling the company.

- ▶ **Diolch am ffonio Dŵr Cymru** – Thank you for calling Welsh Water

Geirfa / Vocabulary

- ▶ **Diolch** – Thanks / thank you
- ▶ **Ffonio** – Calling
- ▶ **(eich) galwad** – (your) call

Diolch i'ch cwsmeriaid / Thanking your customers (Screen 28-29)

Now let's see how this would fit into your greeting.

This sentence is quite long so we've broken it up into smaller, more manageable parts.

Prynhawn da

Good afternoon

diolch am ffonio Dŵr Cymru

thank you for calling Welsh Water

Catrin sy'n siarad

Catrin speaking

sut alla i eich helpu?

how can I help?

Here are some more examples.

**Bore da, diolch am ffonio Tinopolis, dach chi'n siarad efo Gethin,
sut alla i eich helpu chi? /**

**Bore da, diolch am ffonio Tinopolis, dych chi'n siarad gyda Gethin,
sut allai eich helpu chi?**

Good morning thank you for calling Tinopolis, you're speaking to Gethin,
how can I help you?

**Prynhawn da, diolch am ffonio S4C, Helen ydw i, sut alla i'ch helpu
chi heddiw?**

Good afternoon, thank you for calling S4C, I'm Helen, how can I help you
today?

Gweithgaredd 4 / Activity 4 (Screen 30-31)

These sentences are quite long and there's a lot to remember so breaking the sentences into management segments is useful.

Let's practise! Try to write the Welsh segments to make a sentence that matches the English one.

Good afternoon, thank you for calling Welsh Water, Catrin speaking, how can I help you today?

_____?

Dŵr Cymru

Prynhawn da

Catrin sy'n siarad

diolch am ffonio

sut alla i eich helpu chi
heddiw

Good morning, thank you for calling Tinopolis, you're speaking to Gethin, how can I help you?

_____,'

_____,'

_____,'

_____?

diolch am ffonio Tinopolis

sut alla i eich helpu chi

dach chi'n / dych chi'n
siarad efo Gethin

Bore da

Cyflwyno eich hun / Introducing yourself (Screen 32-34)

Now that you have introduced yourself you will want to know who you are speaking to.

These phrases can be used when you are talking to a customer or client in person or over the telephone.

- ▶ **Beth yw'ch enw chi?** – What's your name?
- ▶ **Pwy dych chi? Pwy dach chi?** – Who are you?

Here are some more phrases you could use to ask your customer or your client who they are when speaking to them over the telephone.

- ▶ **Pwy sy'n siarad?** – Who's speaking?
- ▶ **Efo pwy dwi'n siarad? / Gyda phwy dwi'n siarad?** – Who am I speaking to?

When you ask your customer or client who they are, they are likely to answer in the same way you introduced yourself, so these phrases will be familiar to you.

- ▶ **Fy enw i yw ...** – My name is ...
- ▶ **... ydw i** – I'm ...

Gweithgaredd 5 / Activity 5 (Screen 35)

Read these short dialogues and say them out loud to practise.

Bore da, Gethin ydw i, beth yw'ch enw chi?

Bore da, Siân ydw i.

Prynhawn da, Catrin yn siarad, pwy dych chi?

Prynhawn da Catrin, Dafydd ydw i.

Bore da, fy enw i yw Helen, efo pwy dwi'n siarad?

Bore da Helen, fy enw i yw Guto.

Ffarwelio / Saying goodbye (Screen 36)

Finally, you will want to say good bye to your customer or client at the end of a conversation or meeting.

In Welsh, when we say good bye we say 'hwyl' or 'hwyl fawr'.

For good night we say 'nos da'.

- ▶ **Hwyl / hwyl fawr** – Bye / Good bye
- ▶ **Noswaith dda** – Good evening
- ▶ **Nos da** – Good night

Gweithgaredd 6 / Activity 6 (Screen 37-38)

Let's see what we remember so far. Match the Welsh phrases to the English translations by drawing a line from the Welsh to the correct English translations.

Fy enw i yw ...	Fine, thank you
Bore da	Good morning
... sy'n siarad	What's your name?
lawn, diolch	Good night
Prynhawn da	My name is ...
Diolch am ffonio	Who's speaking?
Sut alla i eich helpu chi?	Good bye
Pwy sy'n siarad?	Good afternoon
Beth yw'ch enw chi?	How can I help you?
Dach chi'n/ dych chi'n siarad efo speaking
Hwyl fawr	You're speaking to ...
Nos da	Thanks for calling

Cwis cyflym / Quick quiz (Screen 39-52)

Select the correct answer for the 12 questions to see how much you have learned.

1. Which of the following is a greeting?

lawn

Da iawn

lawn, diolch

Shw mae? / Sut mae?

2. Which of the following would you use in the morning?

Noswaith dda

Nos da

Prynhawn da

Bore da

3. Which of the following means 'Dafydd speaking'?

Fy enw i yw Dafydd

Dafydd sy'n siarad

Dafydd ydw i

Dafydd sydd yma

4. To offer assistance, what would you ask?

Ga i helpu?

Shw mae?

Beth ydy'r enw?

Diolch yn fawr

5. How would you say *'thank you'*?

Diolch

Croeso

Bore da

Shw mae

6. Which of the following is thanking you for your call?

Diolch yn fawr

Diolch am eich galwad

Croeso

lawn diolch

7. How would you translate the following *'Bore da, Siân dwi. Ga i helpu?'*

Good morning, I'm Siân. Can I help?

Good night, I'm Siân. Can you help?

Good morning, I'm Siân. Can you help?

Good night, I'm Siân. Can I help?

8. What are you asking when you ask *'Pwy dach chi? / Pwy dych chi?'*

Can I help?

Who's speaking?

Who are you?

What's your name?

9. How would you say *'You're speaking to Catrin'* in Welsh?

Dych chi'n siarad gyda Catrin

Fy enw i yw Catrin

Catrin sy'n siarad

Catrin ydw i

10. Your customer says '*Dwi isio/isie...*', what are they saying?

Can I...

I'm looking for...

Do you have...

I want...

11. How would you translate the following: '*Prynhawn da, pwy sy'n siarad os gwelwch yn dda?*'

Good morning, who's speaking please?

Good morning, can I help you?

Good afternoon, who's speaking please?

Good afternoon, can I help you?

12. Which of the following would you use when you come to the end of your conversation with a customer?

Prynhawn da

Bore da

Croeso

Hwyl fawr

Da iawn! Well done!

You have reached the end of another unit. You are over half-way through the course.

You have learnt how to:

- ▶ greet people at different times of the day
- ▶ introduce yourself and ask your customer who they are
- ▶ offer assistance
- ▶ say goodbye

Da iawn, daliwch ati! Well done and keep at it!

Uned 5 | Unit 5

Symud ymlaen Moving on

In this unit we are going to develop conversational skills to welcome someone to your workplace or organisation.

We are going to learn how to:

- ▶ give a warm welcome
- ▶ make basic introductions
- ▶ make small talk with customers
- ▶ offer your customers some refreshments

Croeso / Welcome (Screen 2)

You already know that '**croeso**' means 'welcome'. It's also used as a response to '**diolch**', and here it means 'you're welcome'.

You will use these two little words a lot so practise them out loud if you can.

- ▶ **Croeso** – Welcome
- ▶ **Diolch** – Thank you

If someone thanks you, you can respond by saying '**croeso**' which this time means 'you're welcome'.

- ▶ **Croeso** – You're welcome

Gwybodaeth ychwanegol / Additional information

You probably won't know if the customer is a Welsh speaker, so use Welsh and English together. By saying Croeso | Welcome or Bore da | Good morning you are showing that your workplace and organisation values and welcomes both languages.

Croesawu i'r gweithle / Welcoming to the workplace (Screen 3-4)

When customers visit you at your workplace you may want to welcome them to your business or organisation.

To do this we say '**Croeso i**' and then name your business or organisation, for example;

- ▶ **Croeso i Sain Ffagan** – Welcome to St Fagans

You can also use the greetings you learned in unit 4.

- ▶ **Bore da, croeso i Sain Ffagan, Gethin ydw i** – Good morning, welcome to St Fagans, I'm Gethin

Croesawu i'r gweithle / Welcoming to the workplace (Screen 5)

When your customer arrives you will want to invite them in. You may even need to ask people to wait and offer them a seat. Let's see how we do this.

- ▶ **Dewch i mewn** – Come in
- ▶ **Dewch gyda mi** – Come with me
- ▶ **Dilynwch fi** – Follow me
- ▶ **Arhoswch yma** – Wait here
- ▶ **Arhoswch funud** – Wait a moment
- ▶ **Eisteddwch yma** – Sit here

When giving customers instructions such as these it is polite to finish with '**plîs/os gwelwch yn dda**'.

Geirfa / Vocabulary

- ▶ **Dewch i mewn** – Come in
- ▶ **Dewch** – Come (a command)
- ▶ **I mewn** – In / inside
- ▶ **Arhoswch** – Wait
- ▶ **Eisteddwch** – Sit
- ▶ **Yma** – Here

Cyfarch cwsmeriaid / Greeting customers (Screen 6)

Here are some examples of how you can put these phrases together to greet your customers.

Bore da, croeso, dewch i mewn

Good morning, welcome, come in

Helo, croeso i Sain Ffagan, arhoswch yma os gwelwch yn dda

Good afternoon, welcome to St Fagans, please wait here

Prynhawn da, croeso, eisteddwch yma plis

Good morning, welcome, please sit here

Ymddiheuro am yr aros / Apologising for the wait (Screen 7)

If people have to wait it's courteous to apologise, or just thank them for waiting.

To thank someone for waiting we say:

- ▶ **Diolch am aros** – Thank you for waiting

To apologise we can say 'sori'.

In the north we also use 'Mae'n ddrwg gen i'.

And in the south we also use 'Mae'n ddrwg 'da fi' or 'Mae'n flin 'da fi'.

- ▶ **Diolch am aros.**
- ▶ **Mae'n ddrwg gen i am yr aros.**
- ▶ **Mae'n ddrwg 'da fi am yr aros.**
- ▶ **Mae'n flin 'da fi am yr aros.**

Geirfa / Vocabulary

- ▶ **aros** – (to) wait
- ▶ **am aros** – for waiting
- ▶ **am yr aros** – for the wait

Gweithgaredd 1 / Activity 1 (Screen 8-9)

Draw a line to match the following phrases with their English equivalent.

Diolch am aros

Come with me

Dewch i mewn

Follow me

Arhoswch yma

Wait a moment

Eisteddwch yma

Thank you for waiting

Croeso

Come in

Dewch gyda mi

Welcome

Dilynwch fi

Wait here

Arhoswch funud

Sit here

Cyflwyniadau / Introductions (Screen 10)

In unit 4 you learnt how to ask a customer who they are and how you can help. Here's a reminder.

- ▶ **Beth yw'ch enw chi?** – What's your name?
- ▶ **Pwy dych chi? Pwy dach chi?** – Who are you?
- ▶ **Sut alla i helpu?** – How can I help?
- ▶ **Sut alla i eich helpu chi?** – How can I help you?
- ▶ **Sut alla i eich helpu chi heddiw?** – How can I help you today?

Gweithgaredd 2 / Activity 2 (Screen 11)

You can use these questions with your customers when you greet them. Read the dialogue and practise out loud.

Derbynnydd | Receptionist:

Bore da, croeso. Dewch i mewn.

Sut alla i eich helpu chi heddiw?

Beth yw'ch enw chi?

Eisteddwch yma os gwelwch yn dda Mrs Tomos.

Cwsmer | Customer:

Diolch.

Mae gen i apwyntiad.

Mrs Helen Tomos.

Diolch.

Cyflwyniadau / Introductions (Screen 12)

In Unit 4 we learned 'Can I help?' – '**Ga i helpu?**'

Using the same pattern, we can ask 'Can I see?' – '**Ga i weld?**'

Introducing people to each other is very simple. We simply say – '**dyma**' – 'this is'.

As the customer is always right, '**Dim problem**' could be a useful phrase to know. We say 'No problem'.

- ▶ **Ga i helpu?** – Can I help?
- ▶ **Ga i weld?** – Can I see?

Gweithgaredd 3 / Activity 3 (Screen 12)

Read the dialogue and practise out loud.

Derbynnydd | Receptionist:

Bore da, croeso. Sut alla i'ch helpu chi heddiw?

Dim problem. Beth yw'ch enw chi?

Dim problem Mrs Williams. Eisteddwch yma os gwelwch yn dda.

Diolch am aros Mrs Williams. Dyma Mr Tomos.

Ymwelydd | Visitor:

Bore da. Ga i weld Mr Tomos plŷs?

Mrs Williams.

Diolch.

Gweithgaredd 4 / Activity 4 (Screen 13)

Let's practise. Try to write the Welsh in the right order to recreate a similar dialogue.

Derbynnydd | Receptionist:

Ymwelydd | Visitor:

Bore da. Sut alla i'ch helpu chi heddiw?

Dim problem. Beth yw'ch enw chi?

Mari Williams.

Diolch.

Diolch am aros Mari. Dyma Daniel.

Bore da. Ga i weld Daniel Lewis plîs?

Eisteddwch yma os gwelwch yn dda.

Cyflwyniadau dros y ffôn / Introductions over the telephone (Screen 14)

If you are speaking to your customer over the telephone rather than in person, instead of saying '**Ga i weld**', they will say '**Ga i siarad**'.

To ask 'Can I speak to...', in the north we say '**Ga i siarad efo...**'

In the south we say '**Ga i siarad gyda...**'

'**Wrth gwrs**', 'Of course' will come in useful here.

► **Ga i siarad efo / Ga i siarad gyda...** – Can I speak to...

Gweithgaredd 5 / Activity 5 (Screen 14)

Read the dialogue and practise out loud.

Derbynnydd | Receptionist:

Prynhawn da, dach chi'n siarad efo
Helen, sut alla i'ch helpu chi?

Dim problem, pwy sy'n siarad os gwelwch
yn dda?

Wrth gwrs Mrs Williams, dim problem.
Arhoswch funud os gwelwch yn dda.

Galwr | Caller:

Prynhawn da. Ga i siarad efo Mr Tomos?

Mrs Williams ydw i.

Diolch.

Gweithgaredd 6 / Activity 6 (Screen 15)

Now let's see that dialogue in a South Wales dialect. Read the dialogue and practise out loud.

Derbynnydd | Receptionist:

Prynhawn da, dych chi'n siarad gyda
Helen, sut alla i'ch helpu chi?

Dim problem, pwy sy'n siarad os gwelwch
yn dda?

Wrth gwrs Mrs Williams, dim problem.
Arhoswch funud os gwelwch yn dda.

Galwr | Caller:

Prynhawn da. Ga i siarad gyda Mr
Tomos?

Mrs Williams ydw i.

Diolch.

Gweithgaredd 7 / Activity 7 (Screen 16)

Let's practise. Try to write the Welsh in the right order to recreate a similar dialogue.

Derbynnydd | Receptionist:

Galwr | Caller:

Dim problem, pwy sy'n siarad os gwelwch
yn dda?

Prynhawn da, Gethin yn siarad, sut alla
i'ch helpu chi?

Diolch

Dafydd Williams ydw i.

Prynhawn da Gethin. Ga i siarad efo Mrs
Helen Williams?

Wrth gwrs Mr Williams, dim problem,
arhoswch funud.

Sgwrsio / Chatting (Screen 18)

To make your customers feel comfortable while they wait you might want to engage in small talk. A good place to start is by asking how they are – '**sut dach chi / shwt dych chi?**'

The most likely response is '**iawn diolch**' or '**da iawn diolch**'.

We also use '**reit dda**' quite often, which means 'quite good'.

They might also ask how you are in return.

Derbynnydd | Receptionist:

Bore da. Sut dach chi?

Dwi'n dda iawn diolch.

Prynhawn da. Shwt dych chi heddiw?

Da iawn diolch.

Cwsmer | Customer:

Da iawn, diolch. Sut dach chi?

Reit dda, diolch. Shwt dych chi?

Y Tywydd / The Weather (Screen 19-20)

It's a bit of a cliché, but talking about the weather is a good way to make conversation.

Here are some words we use to describe the weather.

- ▶ **Braf** – Nice
- ▶ **Heulog** – Sunny
- ▶ **Poeth** – Hot
- ▶ **Oer** – Cold
- ▶ **Diflas** – Miserable
- ▶ **Glaw/glawio** – Rain / raining
- ▶ **Gwynt/gwyntog** – Wind / windy
- ▶ **Stormus** – Stormy

Look at these phrases describing the weather and repeat them out loud to practise.

- ▶ **Mae hi'n braf heddiw** – It's nice today
- ▶ **Mae hi'n heulog** – It's sunny
- ▶ **Mae hi'n oer** – It's cold
- ▶ **Mae hi'n stormus heddiw** – It's stormy today
- ▶ **Mae hi'n wyntog** – It's windy

Gwybodaeth ychwanegol / Additional information

In Welsh we have mutations – this is when we change the beginning of a word based on what comes before it. In this example the 'g' in the word 'gwyntog' has been removed, and we say 'Mae hi'n wyntog' instead of 'Mae hi'n gwyntog'. This is known as a soft mutation. If you want to learn more about mutations there are some useful resources on BBC Bitesize that you may find useful.

Sgwrsio / Chatting (Screen 21)

Here's how you can bring these phrases together to make small talk with your customer.

Derbynnydd | Receptionist: Bore da. Shwt dych chi heddiw?

Cwsmer | Customer: Da iawn, diolch. Shwt dych chi?

Derbynnydd | Receptionist: Dwi'n dda iawn diolch. Mae hi'n braf heddiw.

Cwsmer | Customer: Ydi, mae hi'n braf iawn.

Y Tywydd yn yr amser gorffennol / The Weather in the past tense (Screen 22)

Sometimes you'll want to talk about the weather in the past tense. To do this, instead of saying '**Mae hi'n...**' we say '**Roedd hi'n...**', 'It was...'

- ▶ **Roedd hi'n braf dros y penwythnos** – It was nice over the weekend
- ▶ **Roedd hi'n stormus neithiwr** – It was stormy last night
- ▶ **Roedd hi'n wyntog bore 'ma** – It was windy this morning

Gweithgaredd 8 / Activity 8 (Screen 23)

Let's practise. Read the Welsh phrases - each one refers to the weather.

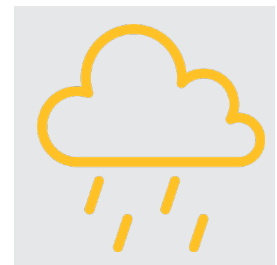
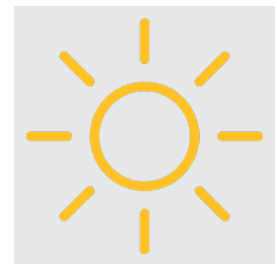
Try to pair the Welsh phrase with the image that best represents the type of weather being discussed. Draw a line from the Welsh phrases to the matching images.

Bore da, shwt dych chi? Mae hi'n
braf heddiw

Roedd hi'n noson stormus neithiwr

Helo, dewch i mewn, allan o'r glaw

Prynhawn da, dewch i mewn. Mae
hi'n wyntog allan heddiw



Beth wnest ti...? / What did you do...? (Screen 24)

In order to keep the conversation going you could also ask your customer what they've been up to. For example, you could ask what they did over the weekend. To ask 'What did you do...' in Welsh we say '**Beth wnest ti...?**'

If you want to be more formal you could ask '**Beth wnaethoch chi....?**'

▶ **Beth wnest ti dros y penwythnos? / Beth wnaethoch chi dros y penwythnos?**

Here are some examples of possible answers to this question. Notice they all start with '**Mi wnes i...**'.

- ▶ **Mi wnes i gerdded** – I walked
- ▶ **Mi wnes i siopa** – I went shopping
- ▶ **Mi wnes i wylio'r teledu** – I watched the TV
- ▶ **Mi wnes i ddarllen llyfr** – I read a book
- ▶ **Mi wnes i brynu car newydd** – I bought a new car

Gweithgaredd 9 / Activity 9 (Screen 25)

Match up the Welsh phrases with the correct English phrases.

Mi wnes i gerdded

I bought a new car

Mi wnes i siopa

I walked

Mi wnes i wylio'r teledu

I went shopping

Mi wnes i ddarllen llyfr

I read a book

Mi wnes i brynu car newydd

I watched the TV

Cynnig lluniaeth / Offering refreshments (Screen 26)

To make your customers feel welcome, you may want to offer them something to eat or drink when they arrive. This is also a good way to welcome your assessor to your workplace!

Let's have a look at how you would do this in Welsh.

Start by asking 'Do you want...' - '**Dach chi eisiau... / Dych chi eisiau...**'

Eisiau is often pronounced **isho** in the north and **ishe** in the south.

- ▶ **Dach chi eisiau... / Dych chi eisiau...** – Do you want
- ▶ **Diod** – A drink
- ▶ **Paned** – A cuppa
- ▶ **Te** – Tea
- ▶ **Paned o de** – A cup of tea
- ▶ **Coffi** – Coffee
- ▶ **Paned o goffi** – A cup of coffee
- ▶ **Dŵr** – Water
- ▶ **Bisged** – Biscuit
- ▶ **Cacen** – Cake

Gwybodaeth ychwanegol / Additional information

Why not write the Welsh words on a sticky note and put on items in the kitchen or by the kettle at work? This is a great way to help you remember vocabulary.

It's a great way to get your work colleagues involved too, whether you are teaching them or they are helping you.

Cynnig lluniaeth / Offering refreshments (Screen 27-28)

Of course, if you're offering a cuppa you will need to know how they take their tea or coffee.

Do they take '**siwgr**', sugar?

The numbers, **dim**, **un**, **dau**, **tri** will come in handy for sugar here.

Dach chi eisiau siwgr?

Ydw, dau siwgr os gwelwch yn dda.

Dych chi eisiau siwgr?

Na, dim diolch.

Do they want '**llefrith**', or '**llaeth**', milk?

When asking your customer if they want milk, they might answer:

'**Ydw plîs**' or '**Na, dim diolch**'.

Or they might say '**tipyn bach**', a little bit.

Dach chi eisiau llefrith?

Ydw plîs.

Dych chi eisiau llaeth?

Tipyn bach os gwelwch yn dda.

Gwybodaeth ychwanegol / Additional information

Llefrith is used in the north.

Llaeth is used in the south.

Cynnig lluniaeth / Offering refreshments (Screen 29)

Remember, if you want to offer someone a cuppa you can simply use your voice to suggest you are asking a question.

Expect the responses '**ydw plŷs**' or '**diolch**' if they want something, and '**na**' or '**dim diolch**' if they don't.

Paned?	Llefrith? / Llaeth?
Ydw plŷs / Os gwelwch yn dda	Diolch.
Siwgr?	Bisged?
Dim diolch.	Na, dim diolch.

Gweithgaredd 10 / Activity 10 (Screen 30)

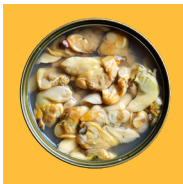
While we're on the subject of food and drink, let's have a look at some traditional Welsh foods. See if you can match up the names to the pictures of these well-known Welsh dishes for a bit of fun. Draw a line from the pictures to the Welsh words.



Cawl / Lobsgows



Pice bach / Cacenni cri



Bara brith



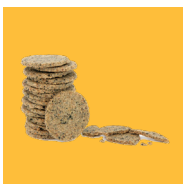
Selsig Morgannwg



Bara lawr



Cocos



Ffagots

Gweithgaredd 10 / Activity 10 (Screen 31)

Read the dialogue. Ask a colleague to play the part of the visitor so that you can practise your newfound vocabulary. This dialogue uses South Walian dialect. The next activity is North Walian. Choose the one that suits you best.

Derbynnydd | Receptionist:

Bore da, croeso i Sain Ffagan. Sut alla i eich helpu chi heddiw?

Wrth gwrs. Beth yw'ch enw chi?

Dim problem Mrs Williams. Eisteddwch yma os gwelwch yn dda.

Dych chi eisiau paned?

Te? Coffi?

Dych chi eisiau bisged?

Diolch am aros Mrs Williams. Dyma Mr Tomos.

Ymwelydd | Visitor:

Bore da. Ga i weld Mr Tomos, plŷs?

Mrs Mari Williams.

Diolch.

Os gwelwch yn dda.

Coffi plŷs - llaeth, un siwgr.

Na, dim diolch.

Gweithgaredd 11 / Activity 11 (Screen 31)

And here's the same dialogue in the North Walian dialect. Ask a colleague to play the part of the visitor so that you can practise your newfound vocabulary.

Derbynnydd | Receptionist:

Bore da, croeso i Sain Ffagan. Sut alla i
eich helpu chi heddiw?

Wrth gwrs. Beth yw'ch enw chi?

Dim problem Mrs Williams. Eisteddwch
yma os gwelwch yn dda.

Dach chi eisiau paned?

Te? Coffi?

Dach chi eisiau bisged?

Diolch am aros Mrs Williams. Dyma Mr
Tomos.

Ymwelydd | Visitor:

Bore da. Ga i weld Mr Tomos, plîs?

Mrs Mari Williams.

Diolch.

Os gwelwch yn dda.

Coffi plîs - llefrith, un siwgr.

Na, dim diolch.

Gweithgaredd 12 / Activity 12 (Screen 33-34)

That's plenty of new words and phrases for this Unit. You now have enough Welsh to greet people.

Try to match the Welsh phrases with their correct English translations.

Helo, arhoswch yma os
gwelwch yn dda.

Good afternoon, thanks for
waiting.

Prynhawn da, croeso,
eisteddwch yma plŷs.

Hello, please wait here.

Prynhawn da, diolch am aros.

Good morning, welcome.
How can I help you today?

Bore da, croeso. Sut alla i'ch
helpu chi heddiw?

Good afternoon, welcome,
please sit here.

Pwy sy'n siarad os gwelwch
yn dda?

It's nice today.

Prynhawn da. Shwt dych chi
heddiw?

Who's speaking please?

Mae hi'n braf heddiw.

How are you today?

Dych chi eisiau paned?

Would you like a cuppa?

Cwis cyflym / Quick quiz (Screen 35-48)

Select the correct answer for the 12 questions to see how much you have learned.

1. What is 'come in' in Welsh?

Arhoswch yma

Dewch i mewn

Eisteddwch yma

Dych chi eisiau?

2. How would you say 'Good afternoon, welcome, please wait here' in Welsh?

Prynhawn da, croeso,
eisteddwch yma os gwelwch yn
dda.

Bore da, croeso, arhoswch yma
os gwelwch yn dda.

Prynhawn da, croeso, arhoswch
yma os gwelwch yn dda.

Prynhawn da, croeso, dewch
gyda mi os gwelwch yn dda.

3. You offer your customer a cuppa and they say 'dau siwgwr os gwelwch yn dda', what are they saying?

Yes please, no sugar

Two sugars please

Yes please, one sugar

Three sugars please

4. How would you thank someone for waiting?

Diolch am alw

Diolch am eistedd

Diolch am aros

Diolch am y baned

5. You want your customer to follow you, what would you say?

Dewch i mewn

Eisteddwch yma

Arhoswch funud

Dilynwch fi

6. If someone tells you '*Mae hi'n wyntog heddiw*', what's the weather like?

Sunny

Cold

Windy

Stormy

7. You want to apologise to a customer for having to wait, what do you say?

Prynhawn da, diolch am aros

Dilynwch fi

Eisteddwch yma os gwelwch yn dda

Mae'n ddrwg gen i am yr aros

8. A customer says '*Ga i siarad efo Mr Thomas os gwelwch yn dda*'. What do they want?

They want to see Mr Thomas

They have an appointment with Mr Thomas

They want to speak to Mr Thomas

Their name is Mr Thomas

9. You have asked a customer if they want milk in their tea and they have replied '*tipyn bach*', what have they said?

No thank you

A little bit

No milk

A lot of milk

10. How would you ask a customer to wait a minute in Welsh?

Arhoswch funud

Eisteddwch yma

Dewch gyda mi

Arhoswch yma

11. What does '*wrth gwrs*' mean?

Thank you

Of course

No problem

Yes please

12. How would you say '*good morning, how can I help you today?*' in Welsh?

Prynhawn da, alla i'ch helpu chi?

Bore da, mae hi'n braf heddiw.

Bore da, sut alla i'ch helpu chi heddiw?

Bore da, ydach chi isio paned?

Da iawn! Well done!

Da iawn. You have reached the end of unit 5.

You have learned how to:

- ▶ give a warm welcome
- ▶ make basic introductions
- ▶ make small talk with customers
- ▶ offer your customers some refreshments

Da iawn, daliwch ati! Well done and keep at it!

Uned 6 | Unit 6

Meithrin hyder Developing confidence

Now that you have the skills to deal with basic phone and face to face conversations, let's move on to the language you might use when arranging a meeting or assessment with your colleagues or your assessor.

In this unit we will look at how to:

- ▶ Use Welsh in e-mails, including setting up an 'out of office' reply in Welsh
- ▶ Tell people that you have a meeting, exam or observation and ask where it is
- ▶ Ask people if they speak Welsh
- ▶ Tell people that you are learning Welsh

Fideo / Video (Screen 2)

Barn y dysgwyr / Learners opinion

Pam wnest ti benderfynu gwneud dy gymhwyster yn ddwyieithog? / Why did you decide to complete part of your qualification bilingually?

- ▶ Because Welsh is easier for me to read and write in, I've been learning through the medium of Welsh through school, so I was very nervous to do it in English. So to have the Welsh to fall back on was a lot easier for me.
- ▶ To me, I feel a lot more comfortable talking in Welsh in front of people and I was lucky to have an assessor who could speak Welsh in Sgil Cymru.
- ▶ I feel that the Welsh language is a great tool, especially if I want to progress in my career, because lots of employers are looking for people who are able to speak Welsh.
- ▶ I've been in Welsh language education my whole life - primary school, secondary school, and I wanted to carry on and continue to do this with my apprenticeship, and complete my qualification through the medium of Welsh.

Wyt ti'n teimlo dy fod wedi cael budd o wneud dy gymhwyster yn ddwyieithog? / Did you find that you benefited from completing your qualification bilingually?

- ▶ Because of the opportunities I've had working for the Urdd I wouldn't have had anywhere else. I've been able to go on courses, I've completed qualifications I never thought I'd be able to do, and this is all because I've done it all through the medium of Welsh.
- ▶ Bilingualism is certainly crucial in the public sector I work in, dealing with enquiries from day to day in Welsh and in English, and then I'm asked to be able to respond to this quite thoroughly.
- ▶ I'm almost certain that the main reason I got the job that I'm in is because I'm able to speak Welsh.
- ▶ I feel more comfortable speaking this way, so I feel like I've done my work and my qualification in the best way because I've been able to do it in Welsh.

Pa mor bwysig yw bod yn ddwyieithog i ti yn y gwaith? / How important is being bilingual in your work?

- ▶ I work in a Welsh Playgroup, so it's very important that we speak Welsh there otherwise the children won't learn. Also, there are parents with children in our care who are learning Welsh too, or ask questions about what their child is singing about at home - things like that. So it opens other people's minds about the language too.
- ▶ Everyone in the office is bilingual, so it's lovely to be able to go in. I speak Welsh every day, so it's really nice because I've moved home now, so it's nice that I have Welsh in the workplace.
- ▶ The part of the job that I went for with the commissioner apprenticeship was obviously the commissioning being through the medium of Welsh. But also it's a great opportunity to continue to nurture different skills through the medium of Welsh.
- ▶ Everyone in the Urdd speaks Welsh. But there are clubs that I go to where kids can speak English and start learning Welsh. Through speaking Welsh, I'm able to transfer my Welsh to them, and their confidence grows by coming to our club.

Beth fyddet ti'n ei ddweud wrth ddysgwyr arall sy'n ystyried cwblhau ychydig o'u cymhwyster drwy gyfrwng y Gymraeg? / What would you say to a learner thinking about doing part of their qualification in Welsh?

- ▶ Go for it! You aren't going to miss out on anything.
- ▶ A lot of employers now are searching for bilingual people, especially in Wales because, speaking Welsh, I think that people feel if someone speaks Welsh to you, you feel more comfortable, I think. So I think, out of the twenty of us, there's five of us who have a chance or an extra bonus just because we are bilingual.
- ▶ Go for it! If you do it through the medium of Welsh you'll have a lot more opportunities than if you do it in English.
- ▶ Go for it! It's a great opportunity for you to nurture a new skill. For example, I did a business administration qualification, which was something completely different to what I would have been able to do in school, then there's an opportunity to do it in Welsh too. And even if you aren't confident in Welsh, it's an opportunity outside of the working world, or outside of general education in school to improve your confidence in Welsh, which is also a skill.

E-bost / E-mail (Screen 3)

Before we move on to look at more spoken Welsh, let's have a look at some written Welsh we could use in e-mails.

E-mails are used increasingly in business to communicate with colleagues and customers.

You may find that e-mails are an easy and convenient way to communicate with your assessor. If so, why not practise your Welsh with your assessor next time you e-mail them.

If you are writing an informal e-mail, to a friend or colleague, or maybe to a customer you know, you could use one of the greetings you have already learnt:

- ▶ **Bore da**
- ▶ **Prynhawn da**
- ▶ **Noswaith dda**
- ▶ **Shw mae /Sut mae**

If you want to write a more formal e-mail though it is best to start as you would if you were writing a letter:

- ▶ **Annwyl... – Dear...**

Gweithgaredd 1 / Activity 1 (Screen 3)

Start your e-mail with one of these. Practise writing these Welsh words and phrases by copying them into the boxes provided.

Bore da Good morning	Prynhawn da Good afternoon	Noswaith dda Good evening
Shw mae / Sut mae Hello	Annwyl ... Dear ...	

Gweithgaredd 2 / Activity 2 (Screen 4)

If you are replying to an e-mail from a customer it is polite to thank them for their message. Practise writing these Welsh phrases by copying them into the boxes provided.

Diolch am eich neges

Thank you for your message

Diolch am eich e-bost

Thanks for your e-mail

Diolch am gysylltu

Thank you for contacting us

Gweithgaredd 3 / Activity 3 (Screen 5)

To sign off an e-mail you could use one of these words or phrases. Practise writing these Welsh words and phrases by copying them into the boxes provided.

Hwyl

Goodbye

Cofion

Regards

Cofion cynnes

Warm regards

Or in a formal email:

Yr eiddoch yn gywir

Yours faithfully

Yr eiddoch yn ddiffuant

Yours sincerely

Gweithgaredd 4 / Activity 4 (Screen 6-7)

Let's practise what we have just learnt. Try to match the Welsh phrases to the English phrases. Draw a line to connect the pairs.

Bore da	Good afternoon
Prynhawn da	Yours faithfully
Annwyl ...	Good morning
Diolch am eich neges	Warm regards
Diolch am gysylltu	Thank you for contacting us
Cofion cynnes	Thank you for your message
Yr eiddoch yn gywir	Dear ...

E-bost / E-mail (Screen 8)

If you take some time off work, for a holiday or because of illness for example, it is good practise to set an 'out of office reply' on your e-mail – this will inform those who are trying to contact you that you are not reading your e-mails at present.

Here are some examples of simple messages you could use for this purpose.

These examples refer to 'swyddfa' and 'gwaith' but you could use other words that better describe your workplace, for example:

- ▶ Siop
- ▶ Gweithdy
- ▶ Garej
- ▶ Salon

Gweithgaredd 5 / Activity 5 (Screen 8-9)

Practise writing these Welsh phrases by copying them into the boxes provided.

Rwyf allan o'r swyddfa heddiw

I'm out of the office today

Ni fyddaf yn y swyddfa tan...

I won't be in the office until...

Nid wyf yn gweithio heddiw

I'm not working today

Nid wyf yn gweithio tan...

I'm not working until...

Byddaf yn ôl yn y swyddfa...

I'll be back in the office...

Byddaf yn ôl yn fy ngwaith...

I'll be back at work...

Gwybodaeth ychwanegol / Additional information

Notice that because these are written messages the tone is more formal. When we speak Welsh, we speak colloquial Welsh, a more informal form of the language. But when we write in Welsh, especially in a professional capacity, we tend to use literary Welsh.

Gweithgaredd 6 / Activity 6 (Screen 10)

Let's see how many of the 'out of office' phrases you can remember. In some of these examples we've replaced 'office' and 'work' with other workplaces. Try to match the Welsh phrases to the English phrases.

Ni fyddaf yn y siop tan...

I'm out of the office today

Rwyf allan o'r swyddfa heddiw

I'm not in the workshop today

Nid wyf yn y gweithdy heddiw

I'm not working today

Byddaf yn ôl yn y garej...

I'll be back at work...

Nid wyf yn gweithio heddiw

I won't be in the shop until...

Byddaf yn ôl yn fy ngwaith...

I'll be back in the garage...

Gweithgaredd 7 / Activity 7 (Screen 11)

Now see if you can recreate these 'out of office' phrases in Welsh.

Try to write the Welsh in the right order to match the English sentence.

I'm out of the office today.

heddiw.

I'm not working today.

Nid wyf

_____.

I'm not in the workshop today.

heddiw.

yn y gweithdy

allan

Rwyf

heddiw

yn gweithio

Nid wyf

o'r swyddfa

Cyfarfodydd / Meetings (Screen 13)

Over the next couple of screens we will see words and phrases we use for assessment activities and meetings. Read and repeat out loud.

- ▶ **Cyfarfod** – Meeting
- ▶ **Arholiad** – Exam/examination
- ▶ **Arsylwad** – Observation
- ▶ **Adolygiad** – Review
- ▶ **Sesiwn** – Session
- ▶ **Dosbarth** – Class
- ▶ **Gweithdy** – Workshop

Mae gen i ... / I have (a) ... (Screen 14)

Sometimes you may need to go into your provider's centre for meetings, reviews or exams. You could say why you are there in Welsh. To say 'I have' in Welsh you say '**mae gen i**'.

In South Wales you might hear '**mae gyda fi**' or '**mae 'da fi**', for example, '**Mae arholiad 'da fi**'. Notice that this changes the order of the words.

- ▶ **Mae gen i arholiad** – I have an exam
- ▶ **Mae gen i arsylwad** – I have an observation
- ▶ **Mae gen i adolygiad** – I have a review
- ▶ **Mae gen i sesiwn** – I have a session

We briefly mentioned mutations on screen 20 unit 5, which is when we change the beginning of a word based on what comes before it. Mutations often follow little words such as 'i'.

- ▶ **Mae gen i gyfarfod** – I have a meeting
- ▶ **Mae gen i ddosbarth** – I have a class
- ▶ **Mae gen i weithdy** – I have a workshop

Gwybodaeth ychwanegol / Additional information

If you want to learn more about mutations there are some useful resources on BBC Bitesize that you may find useful.

Gweithgaredd 8 / Activity 8 (Screen 15)

Let's practise. Match up the Welsh phrases with the correct type of events being talked about.

Mae gen i ddosbarth

observation

Mae arsylwad 'da fi

review

Mae gen i adolygiad

workshop

Mae cyfarfod 'da fi

meeting

Mae gen i sesiwn

class

Mae gweithdy 'da fi

session

Ble mae ...? / Where is ...? (Screen 16)

You may need to find out where your meeting, exam or other learning activity is taking place. To ask 'where is', you can say, '**ble mae?**'

In North Wales you may also hear people saying 'lle mae?'

- ▶ **Ble mae ...?**
- ▶ **Ble mae'r ...?**

Gwybodaeth ychwanegol / Additional information

The. This little word has three forms:

- y** – when it comes before a consonant
- 'r** - when it follows a vowel (a e i o u w y)
- yr** – when it comes before a vowel

Ble mae ...? / Where is ...? (Screen 17)

Depending on your framework, you may have to attend meetings, classes, workshops or exams.

Here's how to ask where they are:

- ▶ **Ble mae'r cyfarfod? – Where's the meeting?**
- ▶ **Ble mae'r sesiwn? – Where's the session?**
- ▶ **Ble mae'r dosbarth? – Where's the class?**
- ▶ **Ble mae'r gweithdy? – Where's the workshop?**
- ▶ **Ble mae'r arholiad? – Where's the exam?**

You can use the same phrase to ask where someone is:

- ▶ **Ble mae Mr Watkins?**

Of course, it is always polite to follow these phrases with '**plîs**', or '**os gwelwch yn dda**'.

Gweithgaredd 9 / Activity 9 (Screen 18)

Let's practise. This time we'll use some of the phrases you learnt in earlier units.

Practise out loud if you can.

Bore da, lle mae'r cyfarfod os gwelwch yn dda?

Prynhawn da, Gethin dwi, mae gen i gyfarfod.

Bore da. Ble mae'r gweithdy plis?

Mae arholiad 'da fi, ble mae'r dosbarth os gwelwch yn dda?

Gweithgaredd 10 / Activity 10 (Screen 19-20)

Try to write the Welsh in the right order to recreate the English sentences.

Good morning, I have a meeting today.

Bore da

heddiw

gyfarfod

mae gen i

Good afternoon. Where's the exam please?

_____.

_____?

arholiad

Prynhawn da

os gwelwch yn dda

Ble mae'r

Gweithgaredd 11 / Activity 11 (Screen 21)

Read the Welsh phrase and circle the matching English phrase.

Helo, mae gen i arsylwad prynhawn 'ma.

Hello, I have an observation this afternoon.

Hello, I have a meeting this afternoon.

Hello, I have a workshop this morning.

Hello, I have a review today.

Dweud ble mae rhywbeth / Saying where something is (Screen 22)

When you go into your provider's centre and ask where someone or something is, such as a meeting or exam, you are likely to be directed to a specific room – ystafell.

Sometimes the room type will be referred to, here are some examples:

- ▶ **Swyddfa** – Office
- ▶ **Gweithdy** – Workshop
- ▶ **Labordy** – Laboratory
- ▶ **Llyfrgell** – Library
- ▶ **Darlithfa** – Lecture room / lecture theatre
- ▶ **Ystafell hyfforddi** – Training room
- ▶ **Dosbarth** – Classroom

Gwybodaeth ychwanegol / Additional information

Draw up a list of the types of rooms used in your workplace and keep it at hand.

Gweithgaredd 12 / Activity 12 (Screen 23)

Try to identify the event and where it is taking place. Write the correct events and locations in the spaces.

	Event:	Location
Mae'r cyfarfod yn y swyddfa	<input type="text"/>	<input type="text"/>
Mae'r arsylwad yn y gweithdy	<input type="text"/>	<input type="text"/>
Mae'r adolygiad yn y llyfrgell	<input type="text"/>	<input type="text"/>

office	workshop	library
meeting	observation	review

Gweithgaredd 13 / Activity 13 (Screen 24)

Often rooms are numbered, and sometimes they are given an alphanumeric code.

For example, 'mae'r cyfarfod yn ystafell 8b', 'the meeting is in room 8b'.

Knowing your numbers and alphabet in Welsh will be useful here.

Match up the Welsh phrases with the correct English translations.

Mae'r cyfarfod yn ystafell A3.

The meeting is in room C7.

Mae'r cyfarfod yn ystafell C7.

The meeting is in room 4B.

Mae'r cyfarfod yn ystafell 4B.

The meeting is in room 2A.

Mae'r cyfarfod yn ystafell 2A.

The meeting is in room A3.

Gweithgaredd 14 / Activity 14 (Screen 25)

Now see if you can identify the event and the room. Try writing the English translation in the spaces below.

Mae'r arholiad yn nosbarth 10C.

Mae'r sesiwn yn nosbarth C1.

Mae'r asesiad yn labordy M4.

Mae'r cyfarfod asesu yn swyddfa M4.

Gweithgaredd 15 / Activity 15 (Screen 26)

Read the dialogue and try to practise out loud.

Derbynnydd | Receptionist:

Bore da. Croeso. Ga i'ch helpu chi?

Iawn. Pwy yw'r asesydd?

A beth yw'ch enw chi?

Iawn, diolch.

Mae'r arholiad yn ystafell 2B.

Croeso.

Prentis | Apprentice:

Bore da. Mae gen i arholiad bore 'ma.

Mr Watkins.

Gethin Thomas dwi.

Ble mae'r arholiad os gwelwch yn dda?

Diolch yn fawr.

Gweithgaredd 16 / Activity 16 (Screen 27)

Let's practise. Try to write the Welsh in the right order to recreate a similar dialogue.

Derbynnydd | Receptionist:

Prentis | Apprentice:

Bore da, sut alla i'ch helpu chi?

Croeso.

Gweithdy gyda Dewi? Iawn.

Diolch yn fawr. Hwyl.

Ble mae'r gweithdy os gwelwch yn dda?

Bore da. Mae gweithdy gyda fi gyda Dewi Morris.

Mae gweithdy Dewi yn ystafell C4.

Dweud wrth rywun eich bod yn dysgu Cymraeg / Telling someone that you are learning Welsh (Screen 28)

We are nearly at the end of the course and you have developed a lot of Welsh skills. This is what you need if you want to tell someone that you are learning Welsh.

- ▶ **Dach chi'n siarad Cymraeg? / Dych chi'n siarad Cymraeg?** – Do you speak Welsh?
- ▶ **Dwi'n dysgu Cymraeg** – I'm learning Welsh
- ▶ **Dysgwr dwi** – I'm a learner

If someone asks you whether you speak Welsh and you want to say 'a little bit', you answer:

- ▶ **'tipyn bach'** – a little bit

Geirfa / Vocabulary

- ▶ **Cymraeg** – Welsh
- ▶ **dysgu** – (to) learn
- ▶ **Dwi'n dysgu Cymraeg** – I am learning Welsh
- ▶ **Dysgwr** – Learner
- ▶ **Dysgwr dwi** – I'm a learner

Yn araf, plîs / Slowly, please (Screen 29)

When you start using your Welsh you may find it difficult to begin with to follow what others are saying. There is nothing wrong with asking people to slow down. Simply say 'yn araf, plîs'.

You can also ask them to repeat what they said, 'eto plîs', or 'wnewch chi ail-adrodd'.

- ▶ **Yn araf, plîs.** – Slowly, please.
- ▶ **Yn araf.** – Slowly.
- ▶ **Eto plîs.** – Again please.
- ▶ **A wnewch chi ail-adrodd os gwelwch yn dda.** – Can you repeat please.

Gwybodaeth ychwanegol / Additional information

You might have noticed that some Welsh speakers in bilingual organisations wear orange lanyards or pin-badges to show that they are Welsh speakers. You can also get lanyards and pin-badges for Welsh learners with the word 'Dysgwr'. It's a great way to let people know what your skills are – and it's a great way to find people to practise your Welsh with!

Geirfa / Vocabulary

- ▶ **Araf** – Slow
- ▶ **Yn araf** – Slowly
- ▶ **Eto** – Again
- ▶ **Ail-adrodd** – Repeat

Gweithgaredd 17 / Activity 17 (Screen 30)

Write the following in Welsh.

I'm learning Welsh

I'm a learner

Slowly, please

Can you repeat

Cwis cyflym / Quick quiz (Screen 31-44)

Tick the correct answer for the 12 questions to see how much you have learned.

1. Which of these phrases means '*I have a meeting*'?

Mae gen i arsylwad

Mae gen i weithdy

Mae gen i gyfarfod

Mae gen i sesiwn

2. To ask where something is, we use:

Pryd mae...?

Shw mae?

Ble mae...?

Am faint o'r gloch?

3. If the meeting is in office 3C, which of the following is correct?

Mae'r cyfarfod yn ystafell 3C

Mae'r cyfarfod yng ngweithdy
3C

Mae'r cyfarfod yn swyddfa 3C

Mae'r cyfarfod yn 3C

4. How would you start a formal e-mail?

Shw mae

Diolch

Cofion

Annwyl

5. How would you thank someone for their message in an e-mail?

Diolch am ffonio

Diolch am y cyfarfod

Diolch am eich neges

Diolch am yr adborth

6. What is the meaning of '*Mae gen i adolygiad*'?

I have a meeting

I have an observation

I have a review

Where is the meeting?

7. How would you tell someone that you are learning Welsh?

Dwi'n siarad Cymraeg

Dwi'n dysgu Cymraeg

Dych chi'n siarad Cymraeg?

Mae hi'n siarad Cymraeg

8. How would you say that you speak a '*little bit*' of Welsh?

Bore da

Dysgu Cymraeg

Tipyn bach

Araf

9. How would you say, '*Where is the exam?*'

Ble mae'r cyfarfod?

Ble mae'r arholiad?

Pwy yw'r asesydd?

Mae gen i arholiad

10. To sign off an e-mail with '*regards*', what would you say?

Yr eiddoch yn gywir

Diolch yn fawr

Cofion cynnes

Hwyl fawr

11. How would you say '*I have an observation this afternoon*'?

Mae gen i arholiad prynhawn
'ma

Mae gen i arsylwad prynhawn
'ma

Mae gen i gyfarfod bore 'ma

Mae gen i weithdy prynhawn
'ma

12. You are told '*Mae'r cyfarfod yn y llyfrgell*', where do you need to go?

The workshop

The hall

The office

The library

Da iawn! Well done!

And that's it! In this unit we looked at how to:

- ▶ Use Welsh in e-mails
- ▶ Tell people that you have a meeting, exam or observation and ask where it is
- ▶ Ask people if they speak Welsh
- ▶ Tell people that you are learning Welsh

You have now completed the Prentis-iaith course. We hope that you have enjoyed the course and that you now feel more confident to use your Welsh skills in your workplace and with your assessor or tutor.

Da iawn a llongyfarchiadau! Well done and congratulations.