Persona

A tutor's persona may have a positive or negative impact on the student's learning, interest, and motivation during lessons. It is important that tutors show the appropriate persona so as not to affect how the student learns.

Tone

General English Lessons (GE)	Casual and accommodating
Business Conversation (BCC)	Formal and accommodating (receptionist-like)
Young Learners (YL)	Fun and accommodating (kids) Casual and accommodating (teens)

	Self-introduction	Level Check	Demo Lesson & Feedback
GE FTL	Casual and accommodating		
BCC FTL	Casual and accommodating		Formal and accommodating (receptionist-like)
YL FTL	Fun and accommodating (kids), Casual and accommodating (teens)	Examiner	Fun and accommodating (kids), Casual and accommodating (teens)
	Introduction	**Demo Eiken Exam**	**Lesson Proper & Feedback**
YL Eiken	Casual and accommodating	Examiner	Casual and accommodating

Remember:

1. *Be careful when emphasizing details to students with low listening and comprehension skills.*
2. *Avoid raising your voice, as this may sound like you're shouting.*
3. *In the Self Introduction and Demo Lesson proper, maximize the use of the chat box and apply the necessary Level Adjustment techniques (speaking pace, word choice, and talk time).*

Character

• **Appropriately use the honorific "san."**

Remember:

*For young learner students, tutors should **NOT** use any honorific ("san," "chan").*

• **Address the student with their correct name.**

• **Avoid doing the following:**
   a. laughing at the student's mistake
   b. interrupting the student while talking

• **Refrain from asking personal details (unless explicitly stated in the material).**

Remember:

Personal details refer to any information that is clearly about a particular person. It may include (but not limited to the following):

1. *Biographical information or current living situation (birthday, age, phone number, email address, home address, etc.)*
2. *Looks and appearance (weight, character traits, etc.)*
3. *Workplace data and information about education (salary, tax information, student numbers, etc.)*
4. *Private and subjective data (religion, political opinions, relationships, gender preference, etc.)*
5. *Health, sickness, and genetics (medical history, genetic data, infertility, disability, etc.)*