

Carlos: I'm sorry, but I don't understand Japanese very well yet. Could you tell me it in English?

Hayakawa: This is a problem. I can't speak English.

Carlos: Well, would you please say it in simple Japanese.

Hayakawa: Okay, please tell Mr. Fuse to call me back.

Carlos: Have Fuse call you, right?

Hayakawa: Yes, that's right.

Carlos: When should he call you?

Hayakawa: Please ask him to call me early tomorrow morning.

Carlos: Will 9:00 o'clock tomorrow morning be all right with you?

Hayakawa: Yes, that's fine.

Carlos: Excuse me, could you give me your name again, please?

Hayakawa: Hayakawa of Onoda Industries.

Carlos: Mr. Hayakawa of Onoda Industries. Okay, I'm Carlos Pele. I'll give him the message.

Hayakawa: Thank you.

Carlos: Good-bye.

(P. 76) **Practical Conversation-2**

Jeff: Lordon Communications, Public Relation Department.

Asaoka: This is Asaoka of Star Electricity. I have an appointment with Mr. Ikenaga at 11:00, but he's not here yet. Is there any message from him for me?

Jeff: Oh, yes, he called a few minutes ago. He asked me to tell you that he is delayed because of a train accident, but he is on his way, and would like you to wait for him there.

Asaoka: I see. I'll keep waiting.

Jeff: I'm sorry for the inconvenience.

Practical Conversation-3

Kudoh: I'm sorry, but Okabayashi is out of the office right now.

Mizuno: Hmm ... I have some urgent business with him, so could you please contact him.

Kudoh: Okay, I'll try to get in touch with him.

Mizuno: Please do. It's rather urgent. (30 minutes later)

Kudoh: Hello, this is Kudoh of Hirakawa Trading Company — I spoke with you earlier.

Mizuno: Oh, yes, thank you. Did you call Mr. Okabayashi?

Kudoh: I called him on his beeper, but he hasn't called back yet. What would you like for me to do?

Mizuno: Hmm, not much more that can

be done, huh?

Kudoh: I'm sorry I can't help you more.

Mizuno: Well, I guess I'll just wait, so please have him call me.

(P. 77) **Practical Conversation-4**

Sano: Is Ms. Kurusu there?

Kodama: Yes, just a moment. May I have your name?

Sano: Sure, I'm Sano.

Kodama: (Putting the line on hold) Chris! Call on line 2 from a person named Sano.

Chris: Sano? Thanks.

(Answering the phone)

This is Chris.

Sano: Hi, how's it going? I have something to tell you. We are able to arrange the spring campaign on the street in Ginza.

Chris: Uh, sorry, but what company are you from?

Sano: This is Sano of Sakuho-do.

Chris: Just a moment please, sir.

(Putting the line on hold)

Kodama, could you answer this? I can't understand what he's saying nor who he is.

Kodama: O.K., Chris. (Picking up the line) Sorry to keep you waiting. Chris doesn't speak Japanese well.

Sano: Oh? Isn't this Diamond Planning Corporation?

Kodama: No, it isn't.

Sano: Oh, I'm verry sorry. I dialed the wrong number.

Kodama: That's okay.

Chris: What was it about?

Kodama: It was a wrong number. Maybe he had said "Is Ms. Kurusu there?"

Chris: There's a Japanese name "Chris," too?

Kodama: There's a name "Ku-ru-su," although it's rare. That was pretty funny.

(P. 78) **Practical Conversation-5**

Sakakibara: Please write down this message. Ready?

Gotoh: Yes, go ahead.

Sakakibara: We sent you 2 Orange, MM-V2100, multi-sync-monitors last Friday morning. You're supposed to receive them today.

Gotoh: I got it. Excuse me, could I have your name again?

Sakakibara: Sure, I'm Sakakibara.

Gotoh: So, it's Mr. Sakakibara of Happy Computer Service.

Sakakibara: Could I have your name, please?

Gotoh: Gotoh.

Sakakibara: Please be sure to tell him.
Gotoh: I'll give him the message. Thanks, bye.

Practical Conversation-6

Abe: I'm sorry, but he's in a meeting right now.

Nashimoto: This is urgent, so could you please show him a note saying that I'm calling.

Abe: Yes, just a moment, please.
 (He takes a note to the person being called, and then returns to the phone)

Abe: Sorry to have kept you waiting. I'm sorry, but it's not possible for him to leave the meeting now, so he will return your call.

(P. 81) **Practical Conversation-1**

Katayama: Is my aunty there?

Yamano: Aunty? What number are you calling?

Katayama: Yeah. I am Takeo.

Yamano: What number are you calling?

Katayama: 1234-9876.

Yamano: You called the wrong number. Try to call your aunty again.

Katayama: O.K.

Practical Conversation-2

Kawai: Hello, I'd like to ask you about the operation ...

Hoshina: This is the software business department. The support center will take care of your question. The center has a direct number. Could you please call there. The number is ...

Practical Conversation-3

Yagi: I'd like to speak with Yamazaki. This is Yagi. I heard that he just called me.

Kadokawa: Yamazaki? There's no one here by that name. What number did you call?

Yagi: Isn't this Japan System Service?

Kadokawa: No, it isn't. This is Japan Service Systems.

Yagi: Oh, I'm sorry. I have the wrong number.

(P. 82) **Practical Conversation-4**

Tezuka: JTP. Can I help you?

Hanaoka: Yes, I bought your table calculation software and ...

Tezuka: Yes?

Hanaoka: I can't seem to install it properly, so I thought I'd ask how to do it.

Tezuka: I'm sorry, but this is an advertising company.

Hanaoka: Huh? Isn't this JTP?

Tezuka: Yes, but I've heard that there is another company with the same name in Tokyo. Perhaps you want the other JTP.

Hanaoka: I guess so. Sorry.

Tezuka: That's okay. Good-bye.

Practical Conversation-5

Akagi: Yes.

Shiraishi: Yama-chan? Sorry to bother you, but could you please bring me the file on my desk.

Akagi: Who are calling? This is Research.

Shiraishi: Isn't this 362?

Akagi: No, it's 326.

Shiraishi: Oh, I'm sorry. I have a wrong number.

Akagi: That's okay.

(P. 85) **Practical Conversation-1**

Yamamoto: This is Yamamoto of JPT.

Kurita: Mr. Hamamoto?

Yamamoto: No, Yamamoto.

Kurita: I'm very sorry, Mr. Yamamoto.

Practical Conversation-2

Komori: This is Komori of Kanto Rika Kikai.

Angel: Country Kaki Kai?

Komori: No, Kanto Rika Kikai.

Angel: I'm very sorry. Kanto Rika Kikai, right?

Practical Conversation-3

Kawahara: Mr. Andrew? This is Kawahara. I'm at Shibuya now.

Andrew: Hello? Hello?

Kawahara: Hello? Can you hear me? This is Kawahara.

Andrew: Oh, Kawahara. Thank you for calling. Where are you now?

Kawahara: I am at Shibuya. Did I get any calls?

Andrew: Hello? Kawahara, could you speak a little louder.

Kawahara: Did I get any calls?

Andrew: No, I don't think so.

Kawahara: Okay. Well, I'm coming back now.

(P. 86) **Practical Conversation-1**

Kasuga: This is Kasuga of TIC Travel. Are you Mr. Ohtsuka?

Ohtsuka: Yes.

Kasuga: Congratulations!

Ohtsuka: What?

Kasuga: You have been selected from a list of 2,000 people for chance for a trip to America.

Ohtsuka: Sorry, but I'm not interested.

Kasuga: Could I talk to you for just a moment?

Ohtsuka: I'm sorry, but I'm busy with some work now.

Practical Conversation-2

Tsumura: Are you with your company's department of general affairs?

Ayabe: Yes.

Tsumura: Do you have English classes

for your employees?

Ayabe: Well, 20 percent of our employees are foreigners, so all our workers have no difficulties with speaking English.

Tsumura: I see. Well, are there Japanese classes for your foreign employees?

Ayabe: They all speak Japanese.

(P. 87) **Practical Conversation-3**

Tsuyuki: I am Tsuyuki of Yamate Life Insurance Company. My line was disconnected when my call was being forwarded to Mr. Doi of your company's department of general affairs.

Receptionist: I'm very sorry, I'll transfer again.

(P. 88) **Practical Conversation-4**

?: ... so could I have you give me Mr. Yamamoto's home phone number?

Kim: Mr. Yamamoto's phone number? I don't know it. Could you please wait a moment?

(Putting the line on hold and speaking to a nearby coworker)

It's kind of a strange person, and he wants Mr. Yamamoto's home phone number. I'm not sure what to say, so could you get on the line?

Satoh: Hello, may I help you?

?: I'd like to speak directly with Mr. Yamamoto.

Satoh: Yamamoto is out and won't be returning today.

?: I've been asking you people since yesterday to have him call me. Have you been giving him my messages?

Satoh: Yes, of course.

?: Well, then what? Mr. Yamamoto doesn't feel like calling me?

Satoh: No, I don't think that's the case.

?: Well, give me his home phone number.

Satoh: I'm sorry, but our company has a regulation against giving out home phone numbers.

?: Regulation?

Satoh: I believe Yamamoto will be calling here later, so I'll be sure to have him call you.

?: I can't believe this. What's your name?

Satoh: This is Satoh.

■ **Chapter 3 Making a Request**

(P. 91) **Practical Conversation-1**

Norman: Nakamura, can I talk to you for a second? It's about this manuscript.

Nakamura: Yes.

Norman: It's for the meeting at 3:00, but a client has just suddenly come and it doesn't look like I can finish typing it into the wordprocessor. Could you

please finish typing it for me?

Nakamura: How many pages is it?

Norman: There are 5 pages in total and I'm on the second page. It's finished up to here, so there's 2 pages left.

Nakamura: Sure, I'll do it.

Norman: Thanks. I know you're busy, but I need your help.

Practical Conversation-2

Mason: Mr. Iwakura, may I speak to you for a moment?

Iwakura: Sure.

Mason: It's about the advertising agency for the event we're organizing.

Iwakura: Yeah ... You're handing that, right?

Mason: Yes. Actually, a friend of mine from England works for an advertising agency in Japan, a company called Sohgeidoh.

Iwakura: Sohgeidoh? Never heard of them.

Mason: It isn't a big company. Have you seen the toupee commercial that's airing on TV now? It's theirs.

Iwakura: Hmm ... Is that right?

Mason: They've got two or three other ones on too. Could you at least meet them?

Iwakura: All right. Why don't we talk to sales about it.

(P. 93) **Practical Conversation-1**

Hobson: Hayakawa, could you make copies of this?

Hayakawa: Sorry, I'm a little busy right now.

Hobson: The meeting is at 3 o'clock. I'm in a hurry.

Hayakawa: Well, the manager asked me to do this now and I think it will take until 3 o'clock.

Hobson: Hmm.

Hayakawa: Isn't Hashimoto free?

Hobson: Oh, O.K. I'll ask Hashimoto.

Practical Conversation-2

Iwakura: Mason, about that advertising agency ...

Mason: Yes, how did it go?

Iwakura: We don't think we can give the job to a new company.

Mason: Yeah, I was afraid so.

Iwakura: Give my regards to your friend. Maybe we can work with them some other time.

(P. 95) **Practical Conversation-1**

Fujishima: Excuse me.

Miyazawa: Yes?

Fujishima: About that data I'm supposed to get by Monday ...

Miyazawa: Oh, that. Could you wait a lit-

tle longer?

Fujishima: When can I get it?

Miyazawa: Hmm ... How about by the end of today?

Fujishima: Okay. I know you're busy, but I need that data urgently.

Miyazawa: All right. I'll get it to you as soon as possible. Sorry.

Fujishima: Thanks.

Practical Conversation-2

Shitara: How was your vacation?

Miura: I went to the beach with friends. The weather was good, but there was a huge traffic jam, and it took us six hours to get back.

Shitara: Really? That must have been tough. Say, haven't you forgotten something?

Miura: What?

Shitara: This. (Making an okay sign with his fingers, signifying "money")

Miura: Sorry. I forgot completely. I put it aside somewhere to return it to you. Hang on a moment. There you go. Thanks a lot and sorry about the delay.

Shitara: Sorry for reminding you.

Miura: No, I should be the one doing the apologizing.

■ Chapter 4 Placing orders

(P. 97) Practical Conversation-1

Ellin: Excuse me. We'd like to order two pizzas, but we don't have a menu.

Pizza Nero: Our pizzas come in two sizes, 10-inch and 12-inch.

Ellin: We'd like 12-inch.

Pizza Nero: Crispy style or pan style?

Ellin: Crispy.

Pizza Nero: Okay, crispy. What toppings would you like?

Ellin: Make one pizza with mushrooms, green peppers, pepperoni, and onions, and make another with tomatoes, green peppers, onions, corn, and anchovies. Can we request double cheese?

Pizza Nero: Yes.

Ellin: Okay, then make both of them double cheese.

Pizza Nero: Okay, could you please give me your name and address?

Practical Conversation-2

Yamato: Hello. This is Yamato Office Supplies.

Miyake: This is ACC. We'd like to order some paper for our copier.

Yamato: We are always indebted to you. You'd like copier paper, right?

Miyake: Yes, 5 of A4, 3 of B4, and 3 bot-

ties of toner.

Yamato: So that's 5 boxes of A4 and 3 boxes of B4, right?

Miyake: Boxes? How many reams are there in a box?

Yamato: Five reams.

Miyake: Hmm ... well, all right. We'll use all that anyway.

Yamato: Thank you. 5 boxes of A4, 3 boxes of B4, and 3 bottles of toner, right? I'll have them delivered right away. Thank you.

(P. 98) Practical Conversation-1

Browne: Hello, I'd like to make reservations for a party.

Hamayoshi: Sure. On which day and for how many people?

Browne: December 4th, for 20 people.

Hamayoshi: We have two set courses, one for ¥5000 per person, and another for ¥7500. Both courses include 2 drinks per person.

Browne: I see. Well, that exceeds our budget a little. We'll think it over and call you again later.

Hamayoshi: Okay, I'll be waiting for your call.

(P. 99) Practical Conversation-2

Operator: All Japan Flight Center. May I help you?

Hobson: I'd like to make a reservation for the Fukuoka flight leaving at 4 o'clock, on the 20th of November.

Operator: Yes, November 20th, 4:00p.m., Fukuoka, right? Is it a return ticket, sir?

Hobson: Yes.

Operator: And the return?

Hobson: Return?

Operator: When will you be returning, sir?

Hobson: Oh, on November 22th. What time is the last flight?

Operator: 8:50 p.m., sir.

Hobson: Is that so? Well, then I'd like a one-way ticket please.

Operator: Sure. Do you smoke?

Hobson: No, I don't. And I'd like a window seat please.

Operator: Certainly. Could you give me your name, age, and telephone number?

Hobson: James Hobson, 25 years old, telephone number 03-1234-5678.

Operator: James Bobson, age 25, telephone number 03-1234-5678, right?

Hobson: No, that's James Hobson.

Operator: Sorry. Let me confirm. James Hobson, age 25, telephone number 03-1234-5678, November 20th, Fukuoka

flight 003, departure time 4:00 p.m., non-smoking, and your reservation number is 441. Thank you.

Hobson: Thanks.

■ Chapter 5 Inviting

(P. 101) Practical Conversation-1

Tominaga: Lee, you know about the farewell party for Mr. Inose on Friday, right?

Lee: Yes, I replied last week. You were saying you couldn't go either, weren't you?

Tominaga: Yeah, but I believe they have made reservations already, and they can't get enough people to go.

Lee: What? I wonder why no one wants to go.

Tominaga: Well, you know what sort of a guy Mr. Inose is. So none of the women want to go. Sakurai and I have decided to arrange our schedules so that we can go. Won't you come, too?

Lee: Hmm ... This Friday isn't it. Let's see. I have to check my schedule. I'll get back to you later today.

Tominaga: O.K., I'll be waiting.

Practical Conversation-2

Tokiwa: Iijima, you know about the new product exhibition on Thursday at Harumi?

Iijima: Yes, I couldn't go last time, so I'd like to go to this time. Are you going too?

Tokiwa: Yeah. I have tickets. How about going together?

Iijima: Really? Sure. Thank you.

Tokiwa: Okay, one ticket for you. That leaves one extra ticket. Is there anyone else who wants to go?

Takase: I want to go.

Tokiwa: Okay.

(P. 103) Practical Conversation-1

Ohmi: Beger, can I talk to you a second. It's about the sports festival.

Beger: On April 29th, right?

Ohmi: Right. I've heard from the section chief that you're good tennis, so I was wondering if you would team up with me for the festival.

Beger: I'm not that good. I haven't played much since coming to Japan, and I'd hate to disappoint you by losing. You're supposed to be real good, aren't you? I wouldn't make a good partner.

Ohmi: No way! I myself haven't been playing recently. There isn't anyone else who can play, is there? Besides, the sign-up is tomorrow.

Beger: But I'd be a big drag on you in a game ... Oh, yeah — Hattori was looking for a partner.

Ohmi: Really? I guess I'll ask him.

(P. 105) Practical Conversation-1

Kurahashi: This is Kurahashi of ACC. We have some samples of the image poster that we talked about the other day, so I'd like to take them to your company to show you.

Matsuzaka: Really? That was quick. Sure, I'd like for you to show me them.

Kurahashi: Well, how would 2:00 tomorrow be?

Matsuzaka: Sorry, but I have a meeting at 2:00.

Kurahashi: Okay, What time would be okay for you?

Matsuzaka: Hmm ... How would 4:00 be?

Kurahashi: That will be fine. I'll visit there at 4:00.

Matsuzaka: Okay, I'll be waiting.

Kurahashi: Bye.

Practical Conversation-2

Kubota: Beger, are you free this evening?

Beger: Sorry, but I already have some plans.

Kubota: Well, How about tomorrow evening?

Beger: Sorry, We have a welcome party at the dorm.

Kubota: Is that so? We were planning the same here ... When is a good time for you?

Beger: This week, I'm free just on Friday.

Kubota: Okay, we'll have it on Friday. Keep your schedule open for Friday, okay?

Beger: Okay.

■ Chapter 6 Permission

(P. 107) Practical Conversation-1

Scott: Mr. Ikeuchi, I'd like to take a paid vacation again this Thursday.

Ikeuchi: What? You took one just last week. That was also on Thursday, wasn't it? Is there something going on?

Scott: No, I just have some business to take care of.

Ikeuchi: Can't you give the reason?

Scott: I'm afraid I can't.

Ikeuchi: Hmm ... How about your work? It shouldn't get delayed, you know.

Scott: It's O.K., I'll work overtime on Wednesday.

Ikeuchi: I suppose I have no choice. You won't take off next week, will you?

Scott: I won't.

Ikeuchi: Well, I guess I have no choice. Go ahead and take the day off.

Scott: I'm really sorry, sir. Thank you very much.

Practical Conversation-2

Hobson: Mr. Akasaka, I'm going now to take stuff to the new product exhibition, but it's all pretty heavy. So I was wondering if I couldn't use the company car. Is that okay?

Akasaka: The Sales Department is going to use it probably. I doubt that it's available.

Hobson: I just asked them and they said that they won't need the car until 3:00.

Akasaka: Huh? They really said it's okay?

Hobson: Yes, Mr. Sone said so.

Akasaka: Well, then it's okay, but be sure to return it at 3:00. I'll get blamed later if you don't.

Hobson: I'll be back. Well, I'll be going now.

Akasaka: Okay.

(P. 109) Practical Conversation-1

Black: Excuse me, Mr. Iwakura. I will go out to Misaki Industry, but can I go home directly from there?

Iwakura: What? You haven't finished the report for tomorrow's meeting, right?

Black: Yes, but I have something I need to take care of, as I thought I'd finish the report at home. I can finish it.

Iwakura: But the meeting is first thing in the morning. Before the meeting, I want to check it. Can you return today? I think it will be finished earlier if you ask for someone's help.

Black: Yes?

Iwakura: You should ask Fukaya. He would help you right away, wouldn't he?

Black: Fukaya has helped me before. I don't want to ask him the help too much.

Iwakura: Well, how about Nemoto? He always works quickly.

Black: Nemoto? Hmm ...

Iwakura: Shall I ask him?

Black: It is okay to ask him, but I was hoping to go home directly.

Iwakura: It won't take so long if you work together with him.

Black: Yeah, it wouldn't take much time. But is it out of the question for me to go home directly?

Iwakura: Do you have some urgent business?

Black: Oh, it is not that urgent.

Iwakura: Well, why don't you just finish the report quickly?

Black: Okay, I will return to the office.

Iwakura: Thank you.

(P. 111) Practical Conversation-1

Norman: Mr. Iwakura, I visited Takebayashi at the hospital.

Iwakura: Oh; how was he?

Norman: It seems it will take a while for him to recover.

Iwakura: Really? It's going to be a problem if he isn't around ...

Norman: Could you let me do the Hokuyoh K.K. work Takebayashi was in charge of. I have heard a lot about it from Takebayashi and I've met the people from Hokuyoh K.K. too.

Iwakura: You? What about the work you're doing now?

Norman: There is a pause in the work right now.

Iwakura: Hmm ... Let me think about it. I'll give you a reply in the afternoon.

Norman: Okay.

Practical Conversation-2

Yokoyama: It's not finished yet?

Beger: No, it's not. I think it'll get done in about another hour.

Yokoyama: Shall I help?

Beger: No, that's all right. It's 9 o'clock already. Besides, your home is pretty far away, isn't it?

Yokoyama: Yeah. But the trains are still running, and I thought we would get the work done more quickly between the two of us.

Beger: No, it's okay, really. Thank you for the offer.

Yokoyama: You're sure? Well then, hang in there. See you later.

Beger: See you. You must be tired.

■ Chapter 7 Advice

(P. 113) Practical Conversation-1

Lee: Nakamura, a friend of mine is visiting Japan next week. Do you know any interesting places in Tokyo?

Nakamura: Hmm. How about, say, Roppongi or Aoyama?

Lee: Well he's from New York, so he might not be interested in such places.

Nakamura: Well, then, how about quiet spots like Asakusa? Oh yeah—the Hato Bus tour is also good. There is a choice of routes.

Lee: Hato Bus? Yeah, I've heard about it too.

Nakamura: I think we have a pamphlet

at home. I'll bring it tomorrow.

Practical Conversation-2

Morikawa: Hobson, what's wrong? You look depressed.

Hobson: Yeah, I'm going to meet with the section chief at Hokuyoh K.K. Mr. Yamazaki, but I have heard he is a terrible man.

Morikawa: Oh, Yamazaki. I know him. I have met him before. He's just very shy in front of strangers, so everybody gets tense when meeting with him for the first time. They think they're being ignored by him. Why don't you tell some joke to ease the tension. You're good at that, aren't you.

Hobson: Even if you say so, my jokes aren't sophisticated.

Morikawa: Of course, it is out of question to say something vulgar to him. Anyway, why don't you tell him that story about your mishap on your trip the other day. It was very funny.

Hobson: Hmm.

Morikawa: Don't worry. Mr. Yamazaki is a person who is easy to speak to about work.

Hobson: Really? That's a relief. Thanks.

(P. 114) **Practical Conversation-3**

Morikawa: Hobson, Do you know any disco in Roppongi that foreigners frequent?

Hobson: "Silver" is the place. It's almost like New York on weekends.

Morikawa: You go there often?

Hobson: Almost every week.

Morikawa: Take me with you next time.

Hobson: Sure. Do you mind if I take a friend?

Morikawa: Needless to say, your friend's a woman, right?

Hobson: No, unfortunately.

Morikawa: Well, there are a lot of girls there anyway.

Hobson: That's right. You can choose as you like.

Practical Conversation-4

Evans: Inoue, what's the matter? You don't seem yourself.

Inoue: Yeah, I have a cold and I'm feeling dull.

Evans: Yeah, there's some bug going around. "Baitaruekisu" is very good, you know.

Inoue: What is that?

Evans: Don't you know? It's a nutritious medicine. There are both expensive and cheap varieties, and the expensive ones are quite efficacious.

Inoue: Really? Do you know where it's

sold?

Evans: At all pharmacies. But if I'm not mistaken, Tominaga always keeps a supply. Why don't get some from him?

Inoue: Yeah, I'll ask.

(P. 115) **Practical Conversation-5**

Inoue: Beger.

Beger: Yes?

Inoue: We'll probably have karaoke at the upcoming party.

Beger: What? But I don't know any Japanese songs.

Inoue: It doesn't have to be a Japanese song.

Beger: Do I have to sing?

Inoue: Yeah, probably.

Beger: Well, OK, I'll practice.

Inoue: Try your best.

(P. 117) **Practical Conversation-1**

Okamura: Beger, isn't that tie a little too showy?

Beger: Really? Don't you think it lends a bright look?

Okamura: Well, it does, but it's too flashy. Maybe it's OK for going out at night.

Beger: Is that so? I thought it was pretty good myself.

Okamura: It suits you, but something more toned down is better for work.

Beger: You're right. I have another tie in my locker. I'll change.

Okamura: Yes, you probably should.

Practical Conversation-2

Mason: Morikawa, I looked over the documents and, here and here the wording is a little awkward.

Morikawa: Where? This? But I referred to a dictionary.

Mason: Well, the meaning can be understood, but the wording doesn't go well with the rest of the sentence. I think this way of expressing it is better.

Morikawa: Really? But isn't this expression rude?

Mason: No, it's more natural.

Morikawa: Hmm ... I guess it is, huh. I'll change it. My English is pretty bad, isn't it?

Mason: No, I don't think so.

Morikawa: No, it's bad. Please help me with my English. Also, is this expression okay? I'm not too sure about it.

Mason: This is a good expression. See, you are good at English.

Morikawa: No way. If there are any other mistakes, please tell me.

(P. 118) **Practical Conversation-3**

Tominaga: Norman, Do you have a

moment?

Norman: Yes. What?

Tominaga: Our work is sales, right? It's important to pay attention to one's appearance, isn't it?

Norman: Yes. Oh, is this about my appearance?

Tominaga: Yes. Maybe I'm being rude.

Norman: No, it's OK. I know I don't look too good. Actually, my wife has been hospitalized and I've been coming to work from the hospital for the past three days.

Tominaga: Oh, I didn't know. I'm sorry. How is she?

Norman: It's nothing serious. She will leave the hospital tomorrow.

Tominaga: That's good.

Norman: I will go home tonight. So I will be able to change my clothes.

Tominaga: Oh, I am sorry.

Practical Conversation-4

Gibson: Nakamura, do you have a moment? It's about this.

Nakamura: Yes?

Gibson: The spelling of the company names is wrong.

Nakamura: Sorry.

Gibson: Why is it that you got only the names wrong? The other parts are okay.

Nakamura:

Gibson: Did you just misunderstand something? This isn't good, you know. Company names are very important.

Nakamura: Yeah.

Gibson: You've made the same mistakes before. You should take more care.

Nakamura: Yes, sorry. I'll correct them.

(P. 119) Practical Conversation-5

Mason: Inoue, what's the matter with you these days?

Inoue: Mm ...

Mason: You appear listless during work and meetings, your calculations were off a decimal point the other day. You haven't managed even one contract this month.

Inoue: Sorry.

Mason: Do you have a problem?

Inoue: No.

Mason: Put a little more heart into your work, will you? We have to settle accounts this month.

Inoue: Yes.

Practical Conversation-6

Hobson: Yokoyama, you got on the elevator with a customer, right?

Yokoyama: Yes, it was the manager

from Showa K.K.

Hobson: Yeah, there is a protocol for getting on elevators.

Yokoyama: Really?

Hobson: Yes, you should get on first yourself, ask the customer which floor he wants, press the button and also when you get off ...

Yokoyama: Really, I didn't know. I was rude.

Hobson: It's OK if you do it once. You have only been here a while.

Yokoyama: Hobson, please tell me all about it.

Hobson: When I have just come to Japan, I also made a blunder. So Tominaga made an instruction list for me and I studied it. I will give a copy to you.

Yokoyama: Oh, thank you very much.

(P. 120) Practical Conversation-7

Lee: Yokoyama. When you picked up the phone, you said "Moshi, moshi," right?

Yokoyama: Did I?

Lee: Yes, you did. It is not good manners. You should say "Hai, Tsuda shohkai de gozaimasu."

Yokoyama: Oh, O.K. I'll do so.

Practical Conversation-8

Norman: Tominaga, about that meeting a while ago ...

Tominaga: Yes?

Norman: Before leaving, when you were asked for confirmation, you said "Yes." Do you intend to take the matter further?

Tominaga: No.

Norman: Well, then, if you say "Yes," it means just that. When you can't answer clearly, or when you don't actually want to do something, you shouldn't say "Yes."

Tominaga: I didn't actually mean "Yes" when I said it.

Norman: I can understand that, but for someone who is not used to the way Japanese speak English, he or she is likely to misunderstand it.

Tominaga: Is that so? What should I say?

Norman: When you don't want to take the matter up, you should say so.

Tominaga: That's kind of difficult ...

Norman: But "Yes" in such circumstances will be misunderstood. When you speak English ...

Tominaga: "I should forget Japanese ways," right?

Norman:

(P. 123) **Practical Conversation-1**

Norman: Nakamura, what was that telephone call about?

Nakamura: Uh ... I was talking to a friend.

Norman: These are work hours. That was a long conversation.

Nakamura: Yes, sorry.

Norman: It's OK if it's an emergency. But in the time you were chatting you could have written the report. Try not to use the phone for personal conversations.

Nakamura: Yes.

Practical Conversation-2

Kubota: Howe, are you done with this file?

Howe: Yes.

Kubota: Well then, replace it.

Howe: Oh, sorry. I had to answer a phone call.

Kubota: Others have to use the file too, you know. Replace files once you are done with them.

Howe: Okay.

(P. 124) **Practical Conversation-3**

Mason: Shohji, where were you all this time?

Shohji: I went to get some correctional fluid.

Mason: The stationery shop is close by. You could have come back in 5 minutes.

Shohji: Yeah. Well, it was a bit crowded.

Mason: Come on, it couldn't have been. Where have you been?

Shohji: Sorry. I went to take care of a personal matter. I didn't think it would take so long.

Mason: What? And I had to get this done on the word processor in a hurry. I have talked to you about this, haven't I? No stopping for personal matters.

Shohji: I know, but I had to do it during work hours.

Mason: But it is a problem if you are not here when I have to get something done. By the rules, you are not allowed to do it either ...

Shohji: Sorry. From now on, I'll tell you before I go.

Mason: What? Anyway, do this quickly.

Shohji: Okay.

Tominaga: Did you buy the correctional fluid?

Shohji: Oh, no! I forgot to buy what I had gone out to get. Mr. Mason ... I'd like to go out and to buy something.

Mason: Oh, again? What will you buy

this time?

Shohji: I forgot to buy the correctional fluid.

Mason: ... Finish the stuff on the word processor first. I need it soon.

Shohji: But, Tominaga seems to be in a hurry, too.

Mason: O.K., go ahead.

Shohji: I'm going out now. I'll be back in five minutes.

(P. 125) **Practical Conversation-4**

Iwakura: Lee, You didn't come back to the office yesterday, did you?

Lee: No, I didn't. I told you I'd be going home directly.

Iwakura: That's OK, but at least call once before going home.

Lee: Yes.

Iwakura: There was a call for you yesterday from Ohmori Sangyoh.

Lee: Is that so?

Iwakura: I told them you'd call back first thing this morning.

Lee: Sorry. I'll call right away.

Iwakura: Be sure to call here and check from now on.

Lee: Okay.

■ **Chapter 8 Communicating Information**

(P. 127) **Practical Conversation-1**

Ohoka: Is there some problem?

Sumitani: Huh? Oh, yes — I don't know how to make double-sided copies. Do you?

Ohoka: Yeah, it's easy. Okay, first make a copy like you usually do.

Sumitani: Okay, then what?

Ohoka: Then take that copy and, without turning it around or upside-down, put it as is in here.

Sumitani: Okay, I see. Thanks.

Ohoka: Oh, wait a moment. You're trying to make copies just like the original, right?

Sumitani: Right.

Ohoka: In that case, you don't put the original like this, but like this.

Sumitani: So you don't turn the top of the original around, either.

Ohoka: Right.

Sumitani: Thank you. You've really done me a favor.

Ohoka: No problem.

(P. 128) **Practical Conversation-2**

Arima: Uh, the reason I have gotten you all together today is so that we can have Nakamura explain about the stocktaking that begins at the start of next week. All right, Nakamura.

Nakamura: Okay, first you'll take the in-

ventory ledgers into the warehouse and check what's in stock. Write the number of what we actually have with a pencil in this column. In cases where the actual number doesn't match the the number in the ledger, stick a tag on it. Please work in pairs during the stocktaking. Mr. Arima and I will work on the distribution ledgers. The rest of you will make up four pairs, so do it by dividing the inventory ledgers into four.

Itoh: I have a question.

Nakamura: Yes?

Itoh: How do we divide them?

Nakamura: Well, there are six inventory ledgers in all, so at first do one ledger per pair. If you finish earlier than the others, then go on to the remaining ledgers.

Kimura: But then won't everyone do it slowly?

Honda: How silly. But he does have a point. Let's be sure to divide the work fairly.

Nakamura: Yeah, but the number in stock varies with the type of item. Just, because a ledger is thick, it doesn't necessarily always mean that it will be hard to do.

Honda: That's true.

Arima: Everyone will work overtime until we finish.

Everyone: What?

Nakamura: We'll need to complete the stocktaking by the end of next week. As long as we don't finish the counting of items in stock within these days, then it will be tough to write up the lists afterwards in time. Once you've finished checking, please bring the ledger to me. I'd like to get the lists started right away on the things we can write up at that time. Well, hang in there, everyone. The details of the schedule are here.

Arima: All right, so the actual stocktaking is to be completed by Wednesday, right?

Nakamura: Right.

Takano: What should we do with defective items?

Nakamura: Oh, I forgot. If you find any defective items, stick a tag that says so on the column in the ledger where it is listed. Separate the defectives away from the good items so that the good items can be recognized.

(P. 133) **Practical Conversation-1**

White: I got back from my business trip

yesterday.

Iketani: Thanks for going. How was it? Does it look like the agency there will do it?

White: Well, the person in charge is serious about it, but just doesn't seem to have the basic knowledge necessary for it.

Iketani: The actual person in charge is just that one guy?

White: So it seems. Also, it's not the case that he is in charge of this product only.

Iketani: So, he hasn't really done anything for us?

White: Yeah, and his product isn't in operating condition. I strongly expressed our feelings about that.

Iketani: Is that so? Well, I'll put in a few words myself.

White: I'd appreciate that.

Iketani: So you had a tough time. Sorry about that.

White: No, not at all. Well, I'll be going now.

(P. 134) **Practical Conversation-2**

Arima: Well, unless there are more questions, let's finish this meeting. Yes? Do you have a question?

White: Yes, I have an announcement. I'd like to give the details for the educational software fair. So please gather in front of the west ticket gate of Ebisu station on the Yamanote line by 8:30 a.m. In case you come by subway, please come out of the JR transfer exit. That is the west exit. I will give a map to everyone. If you are late, please go directly to the destination by yourself. The reception desk is just right of the entrance. Suzuki will be staying at the office on that day. In case you can't contact our portable phone at the fair, please leave your message with Suzuki. We will call her periodically. Do you have any questions?

Everybody: No.

White: Thank you very much.

Practical Conversation-3

Tanimura: I have an announcement from General Affairs. Starting next month, each department will be required to use counters when making copies. There are three counters per department, and each department will be responsible for its own counters. Then at the end of every month, you will have to report the numbers on your counters. One person will be selected