

each character.

In addition, so as to facilitate ease of understanding should you choose not to study the text in chapter order, selected vocabulary is often repeated in subsequent chapters.

③English translations of the dialogue

So as not to use unnatural English in the translations there are some instances when the Japanese differs a little from the English. In such instances a symbol appears in the text.

Places marked with a () show where English expressions that are not in Japanese are used to make the translation more natural. Places marked with a < > show where a free translation has been used due to a lack of an appropriate direct translation in English.

④Explanation of the expressions

In each chapter, expressions that should be learned have an accompanying English translation.

At the beginning of the explanation section, the expression is written in both Japanese and English. The English used here may sometimes differ from that used in the conversation. In this section the accompanying English translation is for ease of understanding whereas the translation for the conversation utilizes the most natural English based on the sentence flow.

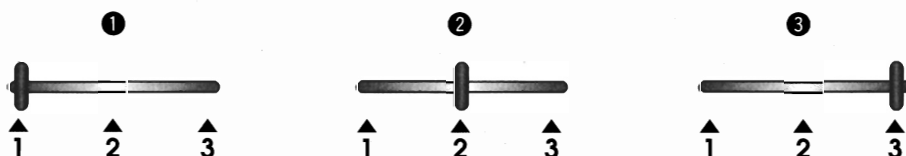
⑤Drills

The drills have been prepared so as you can practice the expressions learned in each chapter. You are able to review and practice the expressions simply through vocabulary substitution. The answers are in the back of the book.

⑥Formal / Informal

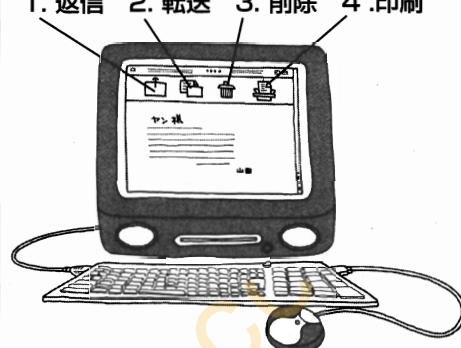
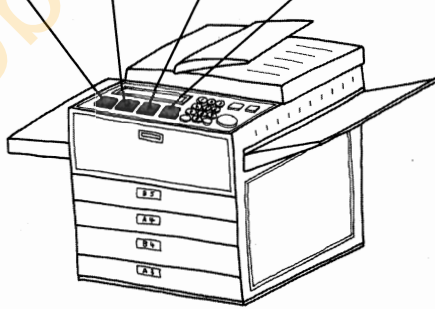


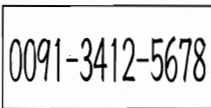
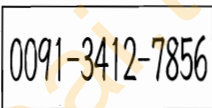

In business, simple conveyance of meaning is not acceptable. Phrases and expressions used must be selected so as not to offend the person to whom you are speaking depending on who they are and the situation in which the conversation is taking place. Therefore, in each chapter, one of the expressions that has been learned is selected and the corresponding formal and informal form is presented.

So as you can see and understand the levels of formality or informality of each expression, the following marks have been included: The number ① represents a very formal expression. In contrast, a ③ represents an informal expression which should not be used to a superior or somebody with whom you are not well acquainted. The number ② represents an expression that is polite but, can also be used in a situation where formality is not required.

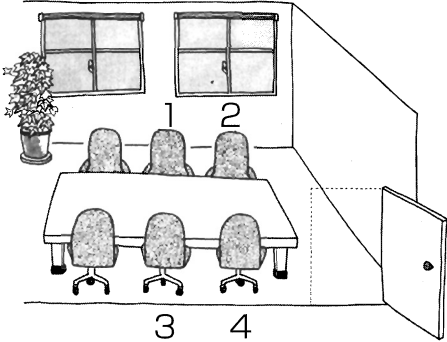


Note: In cases where page space does not permit, or there are no suitable examples, the drills and formal and informal examples have been omitted.

解答欄

課	解答				課	解答
1	1	2	3	4	14	1. 返信 2. 転送 3. 削除 4. 印刷 
2	1	2	3			
3	1	2	3			
4	1	2	3			
5	1	2	3			
6	1	2	3	4		
7	1	2	3			
8	1	2	3			
9	1	2			15	1. 等倍 2. 縮小 3. 拡大 4. 用紙選択 
	1	2				
						
	3	4				
						
10	1	2				
11	1	2	3			
12	1	2				
13						
	1					
	2					
	3					
	4					
						

解答欄

課	解答				課	解答			
16	1	2			33	1	2	3	
17	1	2	3	4	34	1	2	3	
18	1	2	3		35	1	2	3	4
19	1	2	3		36	1	2	3	4
20	1	2	3		37	1	2	3	
21	1	2			38	1	2	3	
22	1	2	3		39	1	2	3	
23	1	2	3	4	40	1	2	3	
24	1	2	3		41	1	2	3	
25	1	2	3		42				
26	1	2	3		1	<div>スミスさんへ みどり銀行の田中様に 電話してください。 8/14 ヤン</div>			
27	1	2	3		2	<div>スミスさんへ みどり銀行の田中様から お電話がありました。 8/14 ヤン</div>			
28	1	2	3		3	<div>スミスさんへ みどり銀行の田中様から お電話がありました。 またかけるとのことです。 8/14 ヤン</div>			
29	<div></div>								
30	1	2	3		43	1	2	3	
31	1	2	3		44	1	2	3	
32	1	2	3	4	45	1	2	3	

しょうかい

紹介する

Introducing Oneself

- 1 ● はじめまして
- 2 ● よろしくお^{ねが}いします
- 3 ● がんばりたいと思^{おも}います



1 はじめまして

スミスさんが取引先^{とりひきさき}の女の人^{おんなひと}と話^{はな}しています。

スミスさんは取引先^{とりひきさき}の人^{ひと}に何^{なに}をあげますか。



Dialogue

スミス：はじめまして。ABC商事^{しょうじ}のスミスと申^{もう}します。

よろしくお願^{ねが}いします。

中川^{なかがわ}：中川^{なかがわ}です。こちらこそよろしくお願^{ねが}いします。

スミス：あの、これ、カナダのお菓子^{かし}です。

みなさんでどうぞ。

中川^{なかがわ}：あ、すみません。

スミスさんは取引先^{とりひきさき}の人^{ひと}に何^{なに}をあげましたか。

1. カナダの食べ物^{たもの}
2. 日本^{にほん}の食べ物^{たもの}
3. カナダの飲み物^{のものの}
4. 日本^{にほん}の飲み物^{のものの}

Vocabulary

取引先^{とりひきさき} clients

商事^{しょうじ} a trading company

(お)菓子^{かし} sweets (polite form)

English

Mr. Smith is talking to a female client.

What will Mr. Smith give her?

Mr. Smith : How do you do? I'm (John) Smith from ABC Corporation. < It's nice to meet you. >
 Ms. Nakagawa : I am Nakagawa. < I hope we can work well together. >
 Mr. Smith : These are some sweets from Canada.
 < I hope you enjoy them with your staff. >
 Ms. Nakagawa : Thank you.

What did Mr. Smith give her?

1. Canadian food
2. Japanese food
3. Canadian drink
4. Japanese drink

Expressions

はじめまして How do you do?

This greeting is used when meeting somebody for the first time. It is the shortened form of “はじめておめにかかります” (“We are meeting for the first time”).

ABC商事のスミスと申します I'm (John) Smith from ABC Corporation

When introducing himself, Mr. Smith says “ABCしょうじのスミスと申します”. The first person pronoun is often left unsaid in Japanese. This is a polite expression. It is not necessary to use this when talking to acquaintances. In Japan, introductions using family name alone are common practice.

よろしく願います I hope we can work well together

This expression is very often used when introducing oneself and when asking someone to do something.

みなさんでどうぞ Please enjoy them with your staff

“どうぞ” (“please”) is used when handing somebody presents, souvenirs, etc. When handing over something like sweets, which can be shared with other people, “みなさんでどうぞ” is used.

すみません Thank you

“すみません” varies in meaning. In the dialogue, Mr. Smith means “thank you”. See page 131 (useful expressions)

Coffee Break お土産 (おみやげ) 1

[Souvenir]

It is not obligatory to take a souvenir to somebody you visit. However, if you wish to take a gift to somebody, something from your country will be welcomed. When handing over souvenir, expressions such as “～のおみやげです” (“this is a souvenir from ~”) are used by. “つまらないのですが” (“It is nothing much but.....”) is not frequently used by Japanese speakers nowadays. When receiving a souvenir, the recipient says “ありがとうございます” (“thank you”). The package will not be opened at this time.



② よろしくお^{ねが}いします

ヤンさんが^{じょうし}上司と^{とりひきさき}取引先に行きました。

^{とりひきさき}取引先の人^{ひと}の名^な前は^{なん}何ですか。



渡辺

ヤン

佐藤

Dialogue

渡^{わた}辺^{なべ}：あ^あ、佐^さ藤^{とう}さん。

佐^さ藤^{とう}：あ、渡^{わた}辺^{なべ}さん、ど^うも。 -p

渡^{わた}辺^{なべ}：今^{こん}度^ど、う^{えい}ち^{ぎょう}の^ぶ営^{はい}業^{ぎく}部^くに配^{はい}属^{ぞく}さ^れたヤン^{さん}です。

ヤン：ヤンと^{もう}申^{もう}し^ます。

渡^{わた}辺^{なべ}：こ^{やま}ち^{かわ}ら、山^{さん}川^{ぶつ}物^{さん}産^さの佐^さ藤^{とう}課^か長^{ちやう}です。

佐^さ藤^{とう}：佐^さ藤^{とう}です。よ^{ねが}ろしくお^{ねが}い^しま^す。

ヤン：こ^{ねが}ち^らこ^そよ^ろしくお^{ねが}い^しま^す。

^{とりひきさき}取引先の人^{ひと}の名^な前は^{なん}何ですか。

1. 渡^{わた}辺^{なべ}さん
2. 山^{やま}川^{かわ}さん
3. 佐^さ藤^{とう}さん

Vocabulary

^{じょうし}上司 superior

^{とりひきさき}取引先 clients

^{えいぎやうぶ}営^ぶ業^{ぎく}部 Sales Department

^{はいぞく}配^{はい}属^{ぞく} assignment

^{ぶつさん}物^{ぶつ}産^{さん} a manufacturing trade company

^{かちやう}課^か長^{ちやう} Section Manager

English

Ms. Yan is visiting a client with her superior.

What is her client's name ?

Mr. Watanabe : Oh, Mr. Sato.

Mr. Sato : Oh, Mr. Watanabe. Hello.

Mr. Watanabe : (I'd like you to meet a colleague of mine.) This is Ms. Yan.

She has just been assigned to our Sales Department.

Ms. Yan : My name is Yan.

Mr. Watanabe : This is Mr. Sato, the Section Manager of Yamakawa Trading.

Mr. Sato : My name is Sato. <It's nice to meet you.>

Ms. Yan : <It's nice to meet you, too.>

What is her client's name ?

1. Mr. Watanabe
2. Mr. Yamakawa
3. Mr. Sato

Expressions

どうも Hi

In the dialogue, “どうも” is used as a greeting like “こんにちは”. This expression is used in casual situations when the speakers know each other well. It should not be used with a superior. See page 133.

ヤンと申します I'm Yan

See scene 1 for the expression “ともうします”.

佐藤課長 Mr.Sato, the Section Manager

When referring to someone in a managerial position, titles such as “かちょう”, “ぶちょう” (general manager), and “しゃちょう” (C.E.O.) are often attached to his/her family name, e.g. “さとうかちょう”.

渡辺さん Mr.Watanabe

When addressing someone, the suffix “さん” is used after their family name. It is used for both men and women, however, it is not appropriate for addressing one's seniors. The suffix “くん” is used when addressing one's subordinates. Even though it is usually male employees who are addressed with “くん”, female employees are also addressed in the same way by some senior male personnel.

こちら this

This is more polite than “これ” and used when introducing a third person. For example, Mr.Hayashi would be introduced “こちらにははやしさんです”, or “こちら、はやしさん”.

Drill

例：山川物産、佐藤課長 → こちら、山川物産の佐藤課長です。

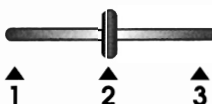
- ① みどり銀行、吉田支店長 ② 日本ツアー、小林さん
③ サン食品、青木部長

Formal vs. Informal

ヤンと申します



ヤンといひます





③ がんばりたいと思います^{おも}

ヤンさんがオフィスでスピーチをしています。

ヤンさんはどこから来^きましたか。



Dialogue

ヤン：総務部^{そうむぶ}から参^{まい}りましたヤンです。マレーシア人^{じん}です。
 入社^{にゅうしゃ}してからずっと総務部^{そうむぶ}にいました。
 営業^{えいぎょう}の仕事^{しごと}は初^{はじ}めてですが、がんばりたいと思^{おも}います。
 どうぞよろしくお願^{ねが}いいたします。

ヤンさんはどこから来^きましたか。

1. 営業部^{えいぎょうぶ}
2. 総務部^{そうむぶ}
3. マレーシア支社^{ししや}

Vocabulary

オフィス office スピーチ speech 総務部^{そうむぶ} General Affairs Department
 入社^{にゅうしゃ} join a company 営業^{えいぎょう} Sales 営業部^{えいぎょうぶ} Sales Department 支社^{ししや} branch (office)

English

Ms. Yan is making a speech at the office.

Where did Ms. Yan come from?

Ms. Yan : My name is Yan, from the General Affairs Department.
 I am Malaysian. I have been working at General Affairs
 since I joined the company. This is my first time working
 in Sales, and I will try to do my best.
 < I hope we can work well together. >

Where did Ms. Yan come from?

1. the Sales Department
2. the General Affairs Department
3. the Malaysia Branch Office

Expressions

総務部から参りましたヤンです My name is Yan, from the General Affairs Department

Having been transferred to another section of the company, Ms. Yan introduces herself explaining which section she used to be in. The verb “まいりました” is more polite than “きました”.

がんばりたいと思います I will try to do my best

Ms. Yan means that she will do her best by saying “がんばりたいとおもいます”. “がんばります” is also used in such situations.

どうぞよろしくおねがいいたします I hope we can work well together

Expressions such as “よろしくおねがいします” and “どうぞよろしく” are used when introducing yourself (see scene 1). Ms. Yan is making a formal speech, therefore, she uses both “どうぞ”, and “いたします”, which is the honorific humble form of “します”, to make her language more polite.

Drill

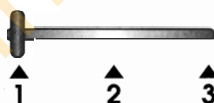
例：総務部、ヤン → 総務部から参りましたヤンです。

- ① 京都支店、田中 ② 北部営業所、小川 ③ 人事部、加藤

Formal vs. Informal

どうぞよろしくおねがいいたします

よろしく！



Coffee Break 握手 (あくしゅ)

[Handshake]

Q : Why is it that when Japanese people shake hands their grip is weak and conveys no sincerity?

A : The traditional greeting among Japanese people is the bow. A person bowing bends forward from the waist while also giving a verbal greeting. The more important the recipient of the bow is the deeper the bow is. When greeting non-Japanese, a handshake is also used. Some people shake hands while bowing. There is no offence meant by a weak grip, it is simply that Japanese people are unused to the custom of shaking hands.

復習 【Review】.....

①

You are Mr.Smith of ABC Corporation. You are meeting Ms.Nakagawa of Yamakawa Trading for the first time. You are introducing yourself, and giving her the gift you brought her.

Ms.Nakagawa : はじめまして。^{なかがわ}中川です。

Mr.Smith : はじめまして。スミスです。_____ 1 _____。

Ms.Nakagawa : こちらこそ、よろしく^{ねが}お願いします。

Mr.Smith : これ、_____ 2 _____。_____ 3 _____。

Ms.Nakagawa : ありがとうございます。

②

You are Mr.Smith of ABC Corporation. You are visiting a client, Mr.Kobayashi of Yamato Trading, with your superior Mr.Watanabe. After your superior has finished introducing you to Mr.Kobayashi, you greet Mr.Kobayashi for the first time.

Mr.Watanabe : ^{こばやし}小林さん、うちの^{えいぎょうぶ}営業部のスミスです。

Mr.Smith : スミスと_____ 1 _____。

Mr.Watanabe : こちら、ヤマト^{ぶっさん}物産の^{こばやし}小林さんです。

Mr.Kobayashi : ^{こばやし}小林です。よろしく^{ねが}お願いします。

Mr.Smith : _____ 2 _____。

い し ひょうめ い
意思を表明する
Expressing One's
Intentions

- 4 ● またかけます
- 5 ● せつめい説明させていただきます
- 6 ● き聞うつもりです



4 またかけます

スミスさんが取引先に電話をしています。

スミスさんはこれからどうしますか。



Dialogue

取引先：はい、ヤマト物産でございます。

スミス：ABC商事のスミスと申しますが、
小林さんは、いらっしゃいますか。

取引先：申し訳ございません。
ただいま別の電話に出ておりますが。

スミス：そうですか。

それでは、またかけます。

スミスさんはこれからどうしますか。

1. 小林さんが電話に出るのを待つ
2. 小林さんから電話がかかってくるのを待つ
3. 後でもう一度小林さんに電話する

Vocabulary

取引先 clients

物産 a manufacturing trade company

商事 a trading company

ただいま at the moment

English

Mr. Smith is calling a client. What will Mr. Smith do afterwards?

Client : <Good morning. > Yamato Trading.

Mr. Smith : (Hello.) This is Smith of ABC Corporation.

<I'd like to speak to Mr. Kobayashi, please.>

Client : I'm sorry. Mr. Kobayashi is on another line at the moment.

Mr. Smith : I see. I'll call back later. (Thank you.) (Good-bye.)

What will Mr. Smith do afterwards?

1. wait on hold for Mr. Kobayashi
2. wait for Mr. Kobayashi to call him back
3. call Mr. Kobayashi again at a later time

Expressions

ヤマト物産^{ぶつさん}でございます This is Yamato Trading

The expression “でございます” is more polite than “です”. When answering the phone, the speaker might say “ABCしょうじでございます”(“This is ABC Corporation”), “おがわでございます”(“This is Ogawa speaking”), and so forth. The speaker does not use the expression “と申します” in this situation.

スミス^{もう}と申します This is Smith

When introducing himself, the speaker says “～と申します”. See scene 1. It is not necessary to use this when talking to acquaintances. Therefore, when calling somebody within your own office, “です” should be used, while “～と申します” is more appropriate when talking to somebody from an outside company.

小林^{こばやし}さんは、いらっしゃいますか Is Mr. Kobayashi in?

The expression “～は、いらっしゃいますか” is used to ask for somebody on the telephone. It is more polite than “こばやしさん、おねがいします”(see scene 16).

申し訳^{もう わけ}ございません I'm sorry

In a case where a request cannot be dealt with, the expression “もうしわけございません” is used. This expression is more polite than “すみません”.

別の電話^{べつ でん わ}に出^でております He/she is on another line

This literally means that he/she is talking on another line. “おります” is honorific humble form of “います” and is used because the person referred to is the speaker's colleague.

またかけます I'll call again

When expressing one's intentions, verbs in the masu-form are used. For example, “またかけます”(“I'll call again”) and “あしたうかがいます”(“I'll visit you tomorrow”).



5 説明させていただきます

社内で会議をしています。

ヤンさんはどの資料から説明を始めますか。



Dialogue

同僚：まず、来月の展示会について検討したいと思います。
 お手許の資料をご覧ください。
 えーと、スケジュールが書いてあるものです。
 では、ヤンさん、説明をお願いします。
 ヤン：はい。では、説明させていただきます。

ヤンさんはどの資料から説明を始めますか。

1. 展示会の報告
2. 展示会のスケジュール
3. 展示会の時の注意事項

Vocabulary

社内 in-house 資料 agenda 展示会 exhibition 検討する discuss
 スケジュール schedule 報告書 report 注意事項 major points

English

An in-house meeting is being conducted.
 Which agenda will Ms. Yan begin with in her presentation?

Co-worker : First of all, I'd like to discuss next month's exhibition.
 Please take a look at the agenda <we have handed out>, the one on the schedule. Ms.
 Yan, <will you give us an outline of the schedule, please?>
 Ms. Yan : Yes. <Let me get started,> then.

Which agenda will Ms. Yan begin with in her presentation?

1. report on the exhibition
2. schedule of the exhibition
3. major points in running an exhibition