

実用会話—3

◀ 部長から作成したリストに難点があると言われた

A manager has a problem with the list made by a section chief



⑧ 政岡：遠藤君、新規のプロジェクトの人員のことなんだけど、ちょっといいかな。
まさあか しんき じんいん

⑨ 遠藤：はい、今まいります。
えんどう

(部長の席に行く)

遠藤：すみません。お待たせしました。何でしょうか。

政岡：いや、君のリストに須田君が入っていないから、おかしいなと思ってね。あれだけ営業成績もいいのに、何か問題でもあるの？
すだ せいせき

遠藤：いえ、そういうわけじゃないんですが……。

政岡：能力がある社員には、十分に力を発揮できる場所を作ってあげるのが上の者のつとめだよ。そうじゃないかな？
のうりょく はつき

遠藤：それはもちろんそうです。

政岡：それなら、まず第一に須田君を入れるべきだろ。

遠藤：ええ、ただ、このプロジェクトでやりたいのは須田君だけじゃないですし、ほかにも実力のある者はおりますし。ですから、リストの5人が最高のメンバーだと思うんですよ。それに須田君はまだいくらでもチャンスがありますし……。

政岡：そうかね。須田君だけの押しの強さが、ほかのメンバーにはあるのかね。わたしにはそうは思えないんだが……。

遠藤：押しの強さだけでは、まずいんですよ。協調性とかほかの面も考えてのことで、すから、須田君じゃちょっと……。
きょうこうせい

政岡：そうかね……。まあ、今回は君を信用するか。
しんよう

遠藤：お願いします。この5名に思いきりやらせてみたいので。



Notes

新規 new、人員 the number of persons、成績 result、協調性 cooperativeness、信用する trust

Don't worry about "KEIGO!"

Although keigo is mostly used in business, it is one of the reasons that the Japanese language is said to be difficult for foreigners to master.

In the Japanese community, behavior and sense of value are based on the concepts of "uchi" and "soto"—which practically mean "us / our company" and "customer / client." Modern Japanese people use "keigo" for various reasons including expression of social status and respect towards superiors — but not to retain the old feudal age.

That's why the foreigners doing business in Japan or Japanese companies cannot avoid studying keigo. Japanese use keigo with their superiors even when they quarrel.

Keigo includes "teinei-go (polite form)" which is considered as the standard style such as "-desu" and "-masu," "sonkei-go (honorific form)" and "kenjo-go (humble form)." The choice of form is determined by the relationship between the two speakers. If the subject is a person deserving respect, a person not familiar to the speaker or the speaker's client, the verb takes the honorific form. If the subject is the speaker, his family, or persons who belong to his uchi-group (especially when he talks to a person who belongs to a soto-group) the humble form of the verb must be used. Both form can be polite or non-polite.

		Whom you're referring to			
		boss	senpai (senior)	kohai (junior)	client
Whom you're talking to	boss	①	②	③	④
	senpai	⑤	⑥	⑦	⑧
	kohai	⑨	⑩	⑪	⑫

① いついらっしゃいますか。私もまいりますが。

② いついらっしゃいますか。鈴木さんも行きますけど。
鈴木さん、今どこにいるかご存じですか。

③ いついらっしゃいますか。山田(君)も行きますけど。
山田(君)、今どこにいるかご存じですか。

④ いついらっしゃいますか。田中様もいらっしゃいますけど。
田中様、今どこにいらっしゃるかご存じですか。

⑤ いつ行きますか。部長もいらっしゃいますけど。
部長、今どこにいらっしゃるか知ってますか。

⑥ いつ行きますか。わたし(僕)も行きますけど。

⑦ いつ行きますか。山田も行きますけど。
山田、今どこにいるか知ってますか。

⑧ いつ行きますか。田中様(さん)もいらっしゃいますけど。
田中様(さん)、今どこにいらっしゃるか知ってますか。

⑨いつ行く？ 部長もいらっしゃるけど。
部長、いまだどこにいらっしゃるか知ってる？

⑩いつ行く？ 鈴木さんも行くけど。
鈴木さん、今どこにいるか知ってる？

⑪いつ行く？ 俺も行くけど。

⑫いつ行く？ 田中さんもいらっしゃるけど。
田中さん、今どこにいらっしゃるか知ってる？

The use of keigo is relative. For example, when talking with the boss in the office, the speaker uses honorific when he refers to his boss, but when talking with a client, he must use the humble form of the verb when he refers to even the president of his company. There are two points, whom you're referring to and whom you're talking to.

	Whom you're referring to			
	boss	senpai	kohai	client
When you're talking to a client	⑬	⑭	⑮	⑯

- ⑬いついらっしゃいますか。渡辺もまいります。渡辺が今どこにおるかご存じですか。
⑭いついらっしゃいますか。鈴木もまいります。鈴木が今どこにおるかご存じですか。
⑮いついらっしゃいますか。山田もまいります。山田が今どこにおるかご存じですか。
⑯いついらっしゃいますか。私もまいります。

However, as shown in the following list, sometimes even the Japanese confuse the honorific and humble forms or attach the auxiliary verb “-reru” (expressing respect) to the humble verbs.

Neutral	Incorrect usages	Corrections
(To a client) ～ですか	～でございますか	～でいらっしゃいますか
(Do you have ~? / Is there ~?) ～がありますか	～がございますか	～がおありですか ～をお持ちですか ～を扱っていらっしゃいますか
(You mean ...) ～と言うと？	～と申されますと？	～とおっしゃいますと？
(Is Mr. /Ms. ~ available?) ～、いますか	～、おられますか	～、いらっしゃいますか

English Translation (Practical Conversation)

■ Chapter 1 Greetings

(P. 20) **Practical Conversation-1**

Katoh: How do you do? My name is Katoh. I'm afraid that there's many things for me to learn about this job, so I hope to give it my best. Please grant me your kind assistance.

Yoshida: I'm Yoshida. If you ever have any questions, feel free to ask me.

Practical Conversation-2

Cole: Hello, I will join this section. My name is Cole. I might not know the details of this work well, so I'd appreciate it if you would help me with them.

Minami: Nice to meet you. I have heard you always do a good job. I heard it from Mr. Tsuchiya.

Cole: Oh, do you know Mr. Tsuchiya?

Minami: Yes, he was hired at the same time as me. I have heard a lot about you from him.

Practical Conversation-3

Harada: You're always a great service to us. I'm Harada of the third sales section of Japan International Trade. Although I have spoken on the phone with you many times, this is the first time to meet you. I apologize for not having personally met you earlier. I look forward to continuing our work together.

Simons: I do too. It somehow doesn't feel like this is the first time for us to meet.

(P. 21) **Practical Conversation-4**

Maxwell: Sorry to have kept you waiting. I am in charge of public relations. My name is Steve Maxwell. Nice to meet you.

Okamoto: Nice to meet you, too. I am Okamoto of the publicity department of Nagai Electricity. I was introduced by Mr. Tajima.

Maxwell: Oh, Mr. Tajima.

Okamoto: Yes, he was my senior at our university.

(P. 23) **Practical Conversation-1**

Kawasaki: This is Tanaka who is our section chief. Chief, this is Tsukada who is manager of the sales department.

(As Tanaka and Tsukada exchange business cards with each other.)

Tsukada: Nice to meet you, my name is Tsukada.

Tanaka: My name is Tanaka. I deeply

appreciate your constant service.

Practical Conversation-2

Kawasaki: This is a manager, Mr. Horibe and a section chief, Mr. Tanaka. This is Mr. Tsukada. He is the sales department manager.

Tsukada: My name is Tsukada. Nice to meet you. I appreciate Mr. Kawasaki's constant good work.

Kawasaki: We're the ones who are thankful.

Horibe: Thank you very much for your constant patronage to Mr. Kawasaki.

Practical Conversation-3

Yamashita: Thank you for your constant patronage. Unfortunately I will be transferred to our office in Osaka soon. So I would like to introduce a new salesperson who will take over my position and I would like to say farewell to you also.

Asai: Oh, thank you for your kindness.

Yokoh: Nice to meet you, sir. My name is Yokoh.

Asai: My name is Asai. Nice to meet you. So a young person has taken over our account.

Yamashita: Though she is young, she is a reliable person. Please help guide her in her new responsibility.

Yokoh: Please grant me your kind assistance.

(P. 24) **Practical Conversation-4**

Yamada: Hi, long time no see.

Nakano: Hi, how are you?

(Mr. Yamada notices Mr. Nakano's associate.)

Nakano: Ah, this is Michael. He is now working with me.

McMillan: Nice to meet you. My name is Michael McMillan.

Yamada: Hello, my name is Yamada. We were hired at the same time.

McMillan: Oh, really?

Nakano: Well, I have to go. See you later.

Yamada: Okay, see you again.

Practical Conversation-5

Ikeuchi: A new guy is going to join us today. His name is Katoh and he is from our Yokohama branch. I want him to get used to our work soon. Mr. Katoh...

Katoh: Hello, my name is Katoh. I am from the Yokohama branch. As I am not familiar with your office's work now, I may give some trouble to you. Anyway, I will do my best. Nice to meet you.

Liu: How do you do? My name is Liu. I

joined this department just last year, so I have been here just a little longer than you. Well, let's do our best.

Katoh: I am looking to you for guidance.

Tsuchiyama: Hi. I am Tsuchiyama. I guess I am the oldest among us. I know this section's work well, so please ask me if you have any questions.

(P. 27) **Practical Conversation-1**

Ide: It has been a long time since I saw you last.

Miles: Long time no see. How was your summer vacation. Did you go anywhere?

Ide: Yes. I went to Hokkaido with my wife after not having done so for a long time.

Miles: That's nice.

Practical Conversation-2

Kosaka: Hi, long time no see. How are you?

Fukazawa: Hummph.

Kosaka: How is it over there?

Fukazawa: It's tough. It is hard for me.

Kosaka: Really? How is your wife?

Fukazawa: She returned with me, but she seems to like it there ...

Kosaka: It is not so bad is it? I heard someone's wife had a nervous breakdown there and returned to Japan.

Fukazawa: I know. But I feel rather sick.

Kosaka: Are you that busy?

Fukazawa: Yes. I am thinking to ask my boss to increase the staff.

(P. 28) **Practical Conversation-1**

Mary: Hi. I am going to return to the United States tomorrow, so we cannot meet with each other for the time being. So take care yourself.

Mikami: Oh, that is good. When will you come back?

Mary: I will probably return around the 10th of January.

Mikami: I see. Well, happy new year and enjoy your trip.

Mary: Thank you. You have a good year, too.

(P. 32) **Practical Conversation-1**

Matsuzaka: Good morning.

Martin: Good morning. Strong wind today, isn't it?

Matsuzaka: It's Haru-ichiban.

Martin: Haru-ichiban?

Matsuzaka: It's the first day in which a strong wind comes in the spring.

Martin: Oh, I see. Does it come at this time every year?

Matsuzaka: I do not think so. This is the earliest it has ever been. It is very

warm today, isn't it?

Martin: Yeah, it sure is.

Matsuzaka: I have heard that it is like a day in early April.

Martin: Oh, spring has come.

Practical Conversation-2

Aikawa: Long time no see.

Natori: It has a long time since I saw you last.

Aikawa: How are you doing? Did you get a bonus?

Natori: Yes, I did.

Aikawa: Oh, That is good. I envy you as your company is not affected by bad business conditions.

Natori: How is work going? I have heard that you have a lot of business trips as usual.

Aikawa: Yes, I have a lot of work. I spent New year's in Thailand.

Natori: I suppose your wife must be having a hard time also.

Aikawa: I do not think so. I think she has already gotten used to it.

(P. 35) **Practical Conversation-1**

Ichikawa: Something good happen, Sakagami?

Skagami: You can tell?

Ichikawa: Of course. Just now you were smiling about something. That's not like the Sakagami that I usually know.

Sakagami: Well, I was smiling — our baby was just born.

Ichikawa: Really? Didn't you say that it wouldn't be until next week?

Sakagami: Yeah, but the baby was born earlier than expected.

Ichikawa: Well, congratulations! Is it a boy or a girl?

Sakagami: A boy. He's got a nose like mine. I'd say he got his eyes and mouth from my wife.

Ichikawa: So you've become a doting parent and your face is bursting with smiles.

(P. 36) **Practical Conversation-2**

Nakagawa: You are the top person in our section.

Inagaki: Yes! Takemura sure is.

Takemura: Mr. Tsuchiyama should thank us for getting this contract. He has a close relationship with Mr. Kiuchi of Hirayama Trade. He set the groundwork for getting the contract. If he hadn't, we wouldn't have gotten the contract so quickly.

Nakagawa: It is the result of Takemura's hard work.

Inagaki: Yes, Takemura's constant

efforts were rewarded. It was Takemura who got Mr. Tsuchiyama to act. That is Takemura's natural virtue.

Takemura: I'm embarrassed to hear this. But, I am happy. Honestly speaking, I thought it wouldn't be finished until the end of this year.

Nakagawa: Oh, what a modest attitude you have! Right, Inagaki?

Inagaki: Yeah, you are the number 1 salesperson.

Takemura: Oh, don't flatter me so much. It is not a big deal.

Inagaki: This is not flattery. I really think so.

Nakagawa: Yes, Inagaki always tries to become a person like Takemura.

Inagaki: Yes.

Takemura: Oh, thanks. I am glad to hear that from my junior. Well, I have to give the report to the manager.

Inagaki: I am sure the manager will be glad.

Nakagawa: I think so, too.

(P. 37) **Practical Conversation-3**

Swan: Here's the report, sir.

Sagawa: Oh, you've finished it? Just put it there. I'll look at it later.

Swan: Okay. I'll put it here.

(After a while)

Sagawa: Swan, could you come here a second?

Swan: Yes.

Sagawa: I've read the report. It looks like your daily Japanese studies have really improved your Japanese skills.

Godoh: Swan is already in the advanced Japanese class at our company.

Sagawa: Oh, that's great!

Swan: Thank you very much.

Godoh: I have a monthly attendance report of the personal department. According to the report, he is seldom absent from the class.

Sagawa: Oh, he does his best. He is great!

Swan: I do not think so. To tell the truth, I was late in informing you that I have passed the Japanese proficiency test, level 1.

Sagawa: That's terrific. You are a model foreign worker.

Swan: I do not think so. Anyway, I am glad to be praised. Thank you very much.

Godoh: That's great! You can do the same work as a Japanese.

Swan: I do not think so. I have to study more.

(P. 39) **Practical Conversation-1**

Simon: You're still not finished, Kajiwara?

Kajiwara: Yeah, I'm going to stay a little longer. You really should go ahead and go home. Don't worry about me.

Simon: Yeah, but you stay here late every night, don't you? You shouldn't push yourself so hard. What good is it if you just end up destroying your health?

Kajiwara: But the deadline is the day after tomorrow. I'll stay just a bit longer.

Simon: Let me know if there's something I can do. I'd be glad to help.

Kajiwara: Thanks. The way this is going today, I might ask for your help tomorrow.

Simon: Sure. Feel free to ask me. I'll do anything to help my senior.

Kajiwara: Thanks.

(P. 40) **Practical Conversation-2**

Kuroki: Ahh, It's just not working out right.

Ejima: What's wrong?

Kuroki: That deal with Saigon Trading Company.

Ejima: Oh, that. Well, there's no use in getting all worked up about it now. It's best to just let it go.

Kuroki: Yeah, but I spent a year and a half going back and forth to them. I had thought we were ready to sign a contract.

Ejima: Yeah, it's hard to believe they wouldn't. But it was those other guys — Yamaguchi production — that were at fault. It appears that they have been in tight with Saigon for a long time.

Kuroki: Still, the section chief at Saigon, Kijima, say it would all be okay.

Ejima: It's no good talking to just a section chief. I'm sure Yamaguchi talked to someone higher up at Saigon.

Kuroki: Someone higher, like a department manager? Yamaguchi sure is in a different league from us.

Ejima: Don't say such a pathetic thing. It's not that they're in a different league, it's that we didn't push hard enough. If you don't think of it that way, then you won't be able to do this work.

Kuroki: Yeah, that's true, but I just can't get over it.

Ejima: There's nothing you can do about it. Yamaguchi is no good. But more

than anything, you should keep up the hard work.
Kuroki: What was the purpose of this past year and a half? I won't be able to look our section chief in the face.
Ejima: Even the section chief will understand.

Kuroki: Ahh.

(P. 43) **Practical Conversation-1**

Ozaki: Mr. Shimomura, you should take the file soon. The client has been waiting.

Shimomura: Sure. I will finish this work soon.

Ozaki: You should do it later. Hurry up.

Shimomura: O.K., I will.

Ozaki: Anyway, say hello to him!

Shimomura: Yes, I will. I may return around 4 o'clock.

Ozaki: Anyway, call me after you deliver it.

Shimomura: Sure. I'm leaving now.

Ozaki: Take care.

Practical Conversation-2

Suzumoto: Well, it is nearly 5 o'clock.

Furuichi: What's happened? You have a depressed look.

Suzumoto: I do not have any particular reason. Although it's "Hanakin" today, I have overtime work.

Furuichi: Oh, that's too bad. Do you still have a lot of work?

Suzumoto: I guess it will take 2 hours to finish. I was really interrupted by having to go out unexpectedly this afternoon. I did not expect it today.

Furuichi: I wish I could help you, but ...

Suzumoto: Do not worry. Anyway, you have somewhere to go, right? I saw that Mr. Suzuki has come.

Furuichi: He was hired at the same as me. Well, I'm taking off now.

Suzumoto: Take it easy.

(P. 45) **Practical Conversation-1**

Katayama: Mr. Eguchi, congratulations!

Eguchi: Thanks.

Katayama: So you're going to be the vice president of the Osaka branch.

Eguchi: Yeah.

Katayama: That's really wonderful. I wish you the best of success.

Eguchi: Thank you. But I'll be living away from my family, so it's going to be tough.

(P. 46) **Practical Conversation-2**

Terashima: I appreciate your constant patronage. I have to go to England for one month starting next week, so I came to express farewell to you.

Saijoh: Oh, thank you very much.

Terashima: Mr. Suzuki will take care of your company in my place for a while. If you have any questions, please do not hesitate to ask him.

Saijoh: Okay. Have a safe trip.

Terashima: Thank you very much.

Practical Conversation-3

Ram: Mr. Murata, I have heard you will transfer to the office in Singapore. You had been hoping to do so for some time, haven't you? Congratulations.

Murata: Thank you. Oh, yeah — Dick, the guy who quit our company not too long ago is in Singapore, right?

Ram: Yeah, I think he's working for a Japanese company there.

Murata: Is that so? Well, it would be nice to meet him over there.

Ram: Shall I find out where he's at?

Murata: Sorry to ask, but could you?

Ram: Sure, I'll be going home to Singapore this summer, so maybe the three of us can get together.

Murata: Yeah, that would be fun.

(P. 47) **Practical Conversation-4**

Clinton: Mr. Tanaka. Thank you very much for all you have done for me.

Tanaka: Oh, I'll miss you. I can't believe you're really going back to the U.S., George.

Clinton: Yes, I intend to look for a job like this there.

Tanaka: Well, good luck. If you come to Japan again, let me know.

Clinton: Thank you. Good luck to you.

Tanaka: Please at least send me a Christmas card.

Practical Conversation-5

Choe: Thank you very much for all you have done for me.

Matsumoto: Oh, today's the day?

Choe: Yes. I'm leaving the company today.

Matsumoto: Many thanks for your hard work for a long time. I have heard you will go back to Korea, right?

Choe: Yes.

Matsumoto: Please do your best there.

Choe: Thank you for your kindness. And please take care yourself.

Matsumoto: Oh, thanks.

Choe: Since Korea isn't far away, please visit us when you have time. I will show you around.

(P. 49) **Practical Conversation-1**

Tsukui: Thanks for helping out at my mother's funeral.

Tachibana: Oh, not at all. You must have had a hard time, haven't you?

Tsukui: Anyway, thank you very much for coming on your day off.

Tachibana: Do not mention it so politely.

Tsukui: This is a small token of my appreciation.

Tachibana: Oh, that is too kind for me.

Tsukui: No, really, this is just a small token.

Tachibana: I feel sorry that you've gone to the trouble of getting it for me.

Practical Conversation-2

Oki: I have finished. Is this O.K.?

Asahina: Thanks. You've really helped me.

Oki: Would you like some coffee? I will go out and get it.

Asahina: What?

Oki: Coffee.

Asahina: Oh, well, straight coffee, please. (Mr. Oki brings some coffee.)

Oki: Here you go.

Asahina: Thanks.

(P. 50) Practical Conversation-3

Fukushima: Miss. Miyazaki. About the negatives which I borrowed from the data office.

Miyazaki: Yes?

Fukushima: To tell the truth, I have lost them ...

Miyazaki: What? The ones for the product samples?

Fukushima: Yes, I tried hard to find it, but I couldn't.

Miyazaki: Oh, those were just some copies. You do not need to worry so much.

Fukushima: I am terribly sorry. I will be careful from now on.

Practical Conversation-4

Miyazawa: I'm very sorry I'm late for our appointment.

Satoh: What happened?

Miyazawa: To tell the truth, the taxi which I took was involved in a traffic accident on the highway.

Satoh: What? Are you O.K.?

Miyazawa: I am O.K. It was just a little fender bender. But then I couldn't contact you at all.

Satoh: That's O.K. Anyway, now, I'm just glad you weren't injured.

Miyazawa: Thank you very much. I now feel strongly about the importance of having a portable phone.

Satoh: Yeah. It wasn't a big deal this time, but there certainly are times when it's necessary to have one.

(P. 51) Practical Conversation-5

Aida: I'm really sorry, Aikawa.

Aikawa: What's wrong?

Aida: I spilled ink on this.

Aikawa: What? No way! It took me a long time to do this.

Aida: I'm very sorry.

Aikawa: Well, I guess all I can do is just to redo it.

Aida: I'll treat you to lunch today.

Aikawa: That's right you will — to the finest eel.

(P. 53) Practical Conversation-1

Ohkubo: Hi, Mr. Adachi, I heard you will get married soon. Congratulations!

Adachi: Thank you.

Ohkubo: What is she like?

Adachi: Oh, she's a woman.

Ohkubo: That's not what I mean! Where did you meet?

Adachi: She was a junior member of our club in college.

Ohkubo: Oh, really? Is she working now?

Adachi: Yes.

Ohkubo: Will she continue working after you get married?

Adachi: We'll both be working for a while — as our company doesn't pay so much.

Ohkubo: I see.

Practical Conversation-2

Tashiro: Good morning.

Tsukui: Good morning.

Tashiro: I was sorry to hear about your mother.

Tsukui: Oh, thank you. I'm sorry that I took so much time off. Any big changes while I was gone?

Tashiro: No, not particularly.

Tsukui: Really? Well, I'll go greet everyone now.

(P. 54) Practical Conversation-3

Yamaguchi: Long time no see.

Andoh: Yeah, I haven't see you for a while. How have you been?

Yamaguchi: Good. By the way, I heard about your father.

Andoh: Oh, yeah ...

Yamaguchi: I'm sorry I didn't know earlier.

Andoh: That's okay.

Practical Conversation-4

Keator: How old is your mother?

Aoki: Oh, she passed away last year.

Keator: I'm so sorry. I shouldn't have asked.

Aoki: No, don't worry about it.

Keator: I'm really sorry.

Aoki: It's okay, really. But why did you ask?

Keator: Oh, no reason in particular.

Practical Conversation-5

Kumagaya: Congratulations! I've heard

you had a son. Have you already given him a name?
Ohbayashi: Oh, thanks. I'd been hoping to have a son. But it's difficult to decide on a name as everyone around us is throwing in his or her suggestion.

■ Chapter 2 Telephone Conversation
 (P. 58) **Practical Conversation-1**

Smith: Star Electricity, Public Relations Section.

Sasaki: This is Sasaki of Lordon Communications. Mr. Smith?

Smith: Yes. Good evening.

Sasaki: Do you always work this late?

Smith: No, no. Just these days. What can I do for you?

Sasaki: Is Mr. Yoshida there?

Practical Conversation-2

Lopez: Star Electricity.

Nishikawa: This is Nishikawa of Hirota Transport. I'm sorry to disturb you during your lunchtime.

Lopez: That's all right. What can I do for you?

Nishikawa: Could you please put Mr. Watanabe on the line?

Practical Conversation-3

Ohta: Hirakawa Trading Corporation, Sales Section 2.

Nohara: This is Nohara of Star Electricity.

Ohta: What can I do for you?

Nohara: I got Mr. Ohta's name from Mr. Kiyose of ABC Trading Company. I'd like to talk to Mr. Ohta regarding our products.

(P. 59) **Practical Conversation-4**

Matsumoto: Tokyo Densen.

Larson: Matsumoto? This is Larson.

Matsumoto: Hello, Mr. Larson. It's been a long time since I called you last. What can I do for you?

Larson: I'd like to place an order.

Matsumoto: Thank you very much. What will you order?

Larson: I sent you a fax today ...

Matsumoto: Oh, we've received it. Just a moment. I have your order. Thank you very much. I think we can send it tomorrow.

Larson: I see. By the way, thank you very much for giving me the souvenir the other day.

Matsumoto: Oh, it's my pleasure.

Larson: How many days did you stay in Hawaii?

Matsumoto: For one week. I worked for 5 days and had two days off.

Larson: That's good. I wish I had your

status. We all enjoyed the chocolate you gave me. It tasted great.

Matsumoto: That's good.

Larson: Please say hello to the director.

Matsumoto: Sure. Be sure to come by here sometime soon.

Larson: Thanks. Well, I'll talk to you again.

Matsumoto: Good-bye.

(P. 61) **Practical Conversation-1**

Dupont: Hello. This is Dupont of ABC Trading Company.

Yamano: Hello, can I help you?

Dupont: Is Mr. Yamano of Sales Section 2 there?

Yamano: This is Yamano speaking.

Practical Conversation-2

Hosokawa: Heart Motors, Shonan Branch.

Kim: This is Kim of Yokohama Motors. Ms. Honda?

Hosokawa: Oh, Mr. Kim? This is Hosokawa. Ms. Honda is away from her desk right now.

Kim: Oh, is that you Mr. Hosokawa? Thanks for your assistance the other day.

(P. 63) **Practical Conversation-1**

Wang: Shibata Electricity, Sales Department, Section 4.

Ohhira: This is Ohhira.

Wang: Hi, how are you doing?

Ohhira: I'm still here at the client's office. Is the section chief there?

Wang: Just a moment. (Putting the line on hold) Sir, Ohhira's on line 5.

(P. 64) **Practical Conversation-2**

Smith: Star Electricity, Public Relations Department.

Sasaki: This is Sasaki of Lordon. Can I talk to Mr. Nakamura?

Smith: Just a moment please. (Putting the line on hold and calling Mr. Nakamura's extension) Lordon on line 2 for you.

Sasaki: Oh? From London?

Smith: No, it's Mr. Sasaki of Lordon Communications.

Nakamura: Hello, Nakamura speaking.

Sasaki: Hello, Mr. Nakamura, this is Sasaki of Lordon.

Nakamura: Thanks for calling. As for today ...

Practical Conversation-3

Chris: ABC Trading Company.

Tomiyama: This is Tomiyama of Johnan Travel.

Chris: What can I do for you?

Tomiyama: Is Watanabe there?

Chris: There are two people named

Watanabe here.

Tomiyama: Oh, the Watanabe I'd like to speak to is a woman.

Chris: Okay. Just a moment, please.

Watanabe: Hello, Watanabe speaking.

Tomiyama: This is Tomiyama of Johnan Travel.

(P. 69) **Practical Conversation-1**

Shimizu: Is Mr. Yamano of sales section 2 there?

Seto: I'm afraid he is out visiting clients today, and he is supposed to be back around 5:00 in the afternoon.

Shimizu: Okay, I'll call again around 5:00.

Practical Conversation-2

Kagawa: At what time will he be back?

Yamane: He's supposed to be back around 4:00.

Kagawa: Will you ask him to return my call when he gets back?

Practical Conversation-3

Nagasaki: He's overseas on business now.

Ise: When will he be back at the office?

Nagasaki: Monday, the 6th of next month.

Ise: Is there anyone else there who is familiar with the matter?

Practical Conversation-4

Shibata: Sorry, he is on another line.

Takayanagi: Do you think he will finish soon?

Shibata: Hmm ... I don't think so. The call came in just a few minutes ago.

Takayanagi: Do you mind if I wait on the line?

(P. 70) **Practical Conversation-5**

Hasegawa: Does it look like she'll still be on the line for a while?

Kanai: I can't say. Would you like to wait?

Hasegawa: Well, I'll be going out soon.

Kanai: Could you wait just a moment, please.

(Kanai shows Sugiyama a note saying that Hasegawa is waiting on another line)

Sugiyama: (Putting the line on hold) I'll be finished soon, so have him wait a moment.

Kanai: Sorry to have kept you waiting. Ms. Sugiyama will be finished soon, so could you wait a little more.

Hasegawa: Thank you.

Practical Conversation-6

Okuno: Sorry to keep you waiting, but Mr. Mohri is on a business trip starting today. He'll be back on Monday of next week.

Wakasa: Oh, no ... What shall I do? I

really need to talk to him today.

Okuno: He calls the office regularly, so I can relay a message.

Wakasa: That will be great. I'll be in my office until 3:00 in the afternoon. If he calls later than that, have him leave the message with either Suzuki or Yamamoto.

Okuno: Okay. Just in case, could you please give me your phone number.

Wakasa: Yes, ready? It's 3323-5514.

(P. 71) **Practical Conversation-7**

Israel: Just a moment, please.

(Putting the line on hold and then speaking to Aoyama)

Aoyama, Mr. Ohta of Hirakawa Trading Company is on the line.

Aoyama: Oh! Tell him that I'm not here. Tell him I'll be out the whole day.

Israel: I have kept you waiting. I am terribly sorry, but Aoyama is out visiting clients all day today.

Ohta: Oh! When will she return to the office?

Israel: I don't think she will return here today. However, she will call from her destination.

Ohta: O.K., if she calls there, please ask her to call me tomorrow.

Israel: O.K., sir. I will tell her that. Just in case, may I have your phone number, please?

Practical Conversation-8

Noguchi: This is Noguchi of Hirakawa Trading Company. Is Mr. Matsuo there?

Nancy: I'm afraid he's away from his desk right now.

Noguchi: I'd like for him to call me right away when he gets back, but I'm going to another room now, so could you please take a message.

Nancy: Sure.

Noguchi: Please have him call me at 1533-9871.

Nancy: Okay, I'll tell him that.

(P. 75) **Practical Conversation-1**

Carlos: Systa Industries, Public Relations Department.

Hayakawa: Hello, I'm Hayakawa of Onoda Industries. Is Mr. Fuse there?

Carlos: I'm afraid there's nobody else here besides me at this moment.

Hayakawa: Is everybody else gone?

Carlos: Yes, they are.

Hayakawa: Will anybody come back to the office today?

Carlos: No, I don't think so.

Hayakawa: Hmm ... Can I leave a message?