



第3章 接待・つきあいでの会話
~ Conversation during Attendance to Clients ~
3-1 外国からの来客の場合
~ In case of Foreigners ~
来客を出迎える
~ Meeting the Guest ~



1. Excuse me. Are you Ms. Ellen Smith from ABC Company?
= Are you the representative from ABC Company?
= Excuse me sir. Are you Mr. Hall from XYZ Company?
2. I'm Yuko Goto of XYZ Corporation.
= My name is Yuri Takashi from the ABC Company.
3. I'm here to meet you.
= My company sent me to meet you.
4. I work in the same department as Mr. Kishida.
= We work together with Mr. Kishida in the same department.
5. Today, I came here for our manager, Mr. Tanaka.
= Today, I'm here on behalf of our manager, Mr. Tanaka.
= I come for business with you in behalf of Mr. Tanaka.
7. He's got a rush job and couldn't make it.
= He had an urgent job to finish. So, he can't come.
8. He'll meet you at our office tomorrow.
= Don't worry; he'll meet you at your office tomorrow.
9. Have we met before?
= Your face seems familiar. Have we met before?
EX) No, but I've talked with you on the phone before.
Yes, we already meet during my visit in your company.
10. I'm glad that we've finally met.
= I'm happy that you came.
= I'm honored to meet you again.
= It's my pleasure to meet you Mr. Goto.





3-1 外国からの来客の場合
~ In case of Foreigners ~
来客を出迎える
~ Meeting the Guest ~



1. We met when you visited Japan last year.
= I met you during your last visit in Japan.
EX) Oh, yes. I remember.
2. How was your flight?
= How was your trip? Is it okay?
3. Did you get any sleep on the plane?
= Did you have a goodnight sleep in the plane?
EX) Not really. I usually watched movies.
4. It's much hotter here than in New York, isn't it?
= Our weather here is too hot than in New York.
EX) It really is. I almost sweat.
= Yes, I agree with you. I'm almost sweating now.
5. Is this your first visit to Japan?
= Is this your first time here in Japan?
EX) No, I've been here once before.
Yes, this is actually my first time.
6. When was your last visit in Japan?
= In what year was your last visit here?
7. The time difference between London and Tokyo is nine hours.
= There's a nine-hour time difference between London and Tokyo.
= Japan is nine-hours ahead from London.





宿泊施設へ案内する
~ Bringing Guests to the hotel ~



1. I'll take you to your hotel.
= I'll lead you to the hotel.
2. Do you have a hotel reservation?
= Did you book for a reservation?
= Have you called the hotel for your reservation?
3. If you'd like, I'll make a reservation for you.
= If you like, I'll book you for a reservation.
4. Do you have any preference in hotels?
= What hotel types do you wish to stay?
= Which hotel in Tokyo do you usually stay?
EX) I usually stay at Tokyo Hotel.
5. We'll take a train to go into town.
= We'll take a train ride to go into town.
= OK, where is the train station?
6. There is a bus that goes to the center of the city.
= We can also reach the city through a bus ride.
7. Let's take a taxi to your hotel.
= We'll ride a taxi to your hotel.
8. I've brought my car, so I'll drive you to your hotel.
= Come with me. I'll drive you to your hotel.
9. Let me help you carry the luggage.
= Let me carry your luggage for you.
EX) No, thank you. I'm fine.
It's okay. No problem.
10. Do you need to exchange some money?
= Have you exchanged your money already?
EX) Yes, I don't have any Japanese yen.





宿泊施設へ案内する
~ Bringing Guests to the hotel ~



1. It takes about an hour to get into Tokyo from here.
= It's an hour ride to reach Tokyo.
2. When you come to our office, please take the subway.
= You can come to our office by subway.
3. It takes about three minutes to get to the subway station.
= It will take you three minutes to reach the subway station.
4. Let me show you where the station is.

= I will lead you to the station. Follow me.
5. Our office is very close to Tokyo station.
= Our office is located near Tokyo station.
6. If you take a taxi, please show this card to the driver.
= If you want to ride a taxi, please show this to the driver.
7. The fare is about 1,000 yen.
= It costs about 1,000 yen.
= You'll pay 1,000 yen for the taxi.
8. Would you like to have dinner?
= Do you want to have dinner?
EX) That sounds good. I'm a little hungry.
9. How about a light meal at the hotel restaurant?
10. I'll come to see you at 9 o'clock tomorrow morning.
= See you tomorrow at 9:00 a.m.



会社に来客を迎える

~ Welcome Guests to the office ~



1. Good morning. Did you sleep well last night?
= Hi! Good morning. How was your sleep last night?
2. Is everything all right?
= Was your sleep okay?
3. Is there anything you'd like me to do?
= Is there anything I can do for you?
= What can I do for you?
4. Did you have your breakfast already?
= Are you done with your breakfast?
EX) Yes, I tried a Javanese breakfast.
5. I'll show you how to get to our office.
= I'll show you our office. Please come with me.
6. Please take off the train at Tokyo Station.
= Please step down from the train as you reach Tokyo station.
7. Please take this elevator to the 10th floor.
= Please use the elevator up to the 10th floor.
8. Mr. Tanaka is waiting for you.
= Our manager is waiting for you there.
9. Welcome to Osaka, Mr. Wells.
= Welcome to our office Mr. Smith.
10. It's been a long time Mr. Yoshida.
= At last, we meet again Mr. Yoshida
EX) Mr. Jones, it's great to see you again.

会社に来客を迎える

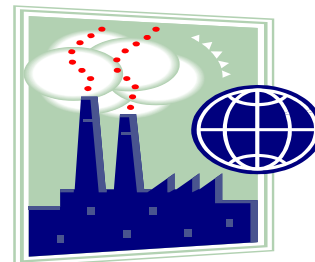
~ Welcome Guests to the office ~



1. Thank you for coming to our office.
 = Thank you for being here.
 = I'm glad that you've come to our office.
2. I've been looking forward to seeing you here.
 = I've been longing to see you again.
 = I've waited for your presence since then.
 = I'm expecting for your presence today.
3. I'll introduce you to the staff in my department later.
 = I want you to meet also the staffs of our company.
4. I think you've already met some of them.
 = I guess you've known enough our staffs.
5. Can I see the people who used to work in New York?
 EX) Sure. Let me call Mr. Kawano and tell him that you're here.
6. He's arranging a welcome party for you.
 = Actually, he set a welcome party for you.
 EX) Oh, that's very nice of him.
7. Would you like to see our office?
 = Do you want to see our office?
8. Let me show you around the office.
 = I'll show you our office.
9. We've just moved to this place six months ago.
 = We've just transferred here last month.
 = How did you find our office?



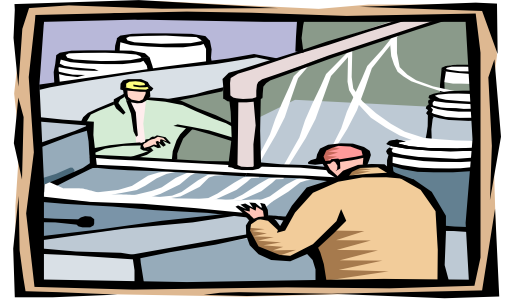
工場を見学する ~ Factory Tour ~



1. Our factory is about 30 minutes away from here by car.
= Our company is an hour away from here.
2. Do you have production facilities near here?
= Can we look for production equipment that is closer from here?
EX) Yes, I'll take you to our factory if you're interested.
3. This is the brochure of this factory.
= Here are some information and samples of our products.
4. We'll show you a video that outlines this factory.
= We'll show you a video clip that features our company.
5. The factory tour will take about an hour.
= Is it OK if our tour will take a little longer?
= It will take about an hour to make a tour of the factory.
6. Do you have any other production facilities?
= Can I see your other production plants aside from this?
EX) Yes, we have six factories throughout the country.
7. This factory has been operating for more than 20 years.
= We are experienced for over 20 years of operation.
8. This plant opened just three years ago.
= This is our newly opened plant.
9. It's equipped with state-of-the-art industrial robots.
=The assembly lines in this factory are impressive.
= You can only see the latest technology lines here in our plant.
10. The most up-to-date technology has been applied.
= We are applying the most advanced technology.



工場を見学する
~ Factory Tour ~



1. What products are manufactured here?
= What are your finish products here?
EX) This factory specializes in the assembly of video cameras.
2. This factory turns out 2,000 units per month.
= We can produce 2,000 units per month.
3. Production capacity of this plant is 1,000 tons per month.
4. This plant is fully automated.
= This plant has a built-in state-of -the-art technology as you can see.
5. We've just introduced the new equipment.
= We're the first to introduce this product to the market.
6. This is the product inspection room.
= This is the office of our product Inspector.
7. This factory satisfies all the environmental standards.
= We comply environmental requirements.
= Our company is an environmental-friendly company.



案内を終わるとき
~ At the end of Factory Tour ~



1. Now we've seen all the main facilities.
= I think you've seen all our facilities.
=So, how did you find the production plant?
2. Let's go back to the conference room and have a cup of coffee.
= Would you like to drink a cup of coffee in the office?
3. What did you think about our factory?
EX) It was very impressive.
4. What's your impression of our production facilities?
= How were our production lines? Did you like it?
5. Which part did you find the most interesting?
= Which part of the plant caught your attention?
6. Is there anything you'd like to know?
EX) Yes, I'd like to ask about operation rate.
7. I'm not sure about that.
= I'm not familiar with that.
8. Do you have any questions about our plant facilities here?
9. Let me ask the production manager about it.
= Wait, I'll call the production manager.





案内を終わるとき
~ At the end of Factory Tour ~



1. What is your assessment about your tour?
2. What is your comment about the equipments used?
3. Thank you for visiting our factory today.
4. Thank you for coming over.
5. I hope you enjoy the tour.
6. We hope that you will tell your other friends to make business with us.
7. I'm hoping that you'll recommend our company with your other friends.
8. We hope to see you again with your next visit.
9. Thank you so much for being here.

