

Enhancing Business Japanese Pedagogy: How to Make an Appointment:

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Project's Goals

- ❑ 2009 U.S. Department of Education “Business and International Education” (BIE) grant award (Masahiko Minami as a co-writer).
 - ❑ The project allows to restructure SF State University’s Japanese Program’s business related modules.
 - ❑ <http://www.sfsu.edu/~collhum/business-japanese/>
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Project's Goals

- The modules will be integrated into two business-related Japanese courses:
 - *Business Japanese*
 - Organizing the course content of *Business Japanese* based on several thematic units
 - *Advanced Business Japanese: Business Writing*
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Project's Goals

Business Japanese

- is designed for those who have completed some upper-division Japanese courses.
 - enables those students to master conversational expressions that are useful in business environments.
 - specifically provides intensive training in business Japanese.
 - focuses on the forms of communication frequently encountered in the business world.
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Project's Goals

- The goals of *Business Japanese* include:
 - learning expressions and vocabularies that are essential to business,
 - acquiring verbal and nonverbal communication strategies for better interaction with Japanese business associates,
 - learning how to deal with Japanese business people both in formal and informal settings,
 - reading business-related articles.
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Course Organization

- The course includes
 - lectures
 - discussions
 - reading and writing exercises
 - vocabulary quizzes
 - assignments
 - final examination.
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Course Organization



□ The course

- basically follows the textbook **ビジネスのための日本語**, with supplementary materials.
 - focuses on conversational expressions that are immediately useful in a business environment.
 - provides a collection of useful conversations for business people.
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Course Organization

1	Polite and humble expressions	
2	Introductions (self-introductions) 紹介 (自己紹介)	Introducing oneself
		Introducing others
		Introducing oneself at a reception desk & to people from another company
3	Greetings あいさつ	Arriving at work & leaving work
		Saying hello & goodbye
		Meeting after a long time
		Returning to work after an absence
		Exchanging greetings with a customer
4	Permission 許可	Asking for permission (to visit, leave early, & borrow something) ❖ Giving permission ❖ Refusing permission
5	Requests 依頼	Making a request ❖ Agreeing & declining
6	Inviting & associating with others 誘い	Inviting ❖ Accepting & declining an invitation
7	Telephoning 電話	Answering the phone
		Asking to leave a message
		Offering to take a message
8	Appointments アポイントメント	Asking for an appointment
		Scheduling a meeting date
		Confirming a date, time, & location
9	Proposals & offers of help 提案・申し出	Offering help ❖ Accepting ❖ Declining
10	Advice, complaints & apologies 注意・苦情・謝罪	Recommended manners
11	Greetings 退職・転勤・帰国のあいさつ	Retirement, job transfer, & returning to one's home country



Course Organization

- Each lesson consists of *Stages 1 - 4*.
 - *Stage 1* provides students with practical conversational expressions that include practical expressions (mainly through substitution drills).
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アポイントの申し入れ

A: X社社員

B: Y社社員

見積もりについて、お聞きしたことが
大丈夫かという時間はない

アポイントの申し入れ
Asking for an appointment

では、いつがよろしいでしょうか。

ええ、いいですよ。

そうですねえ。

曜日の設定

A: X社社員

B: Y社社員

来週の初めはいかがですか。

曜日の設定
Setting up the meeting day

りはいかがですか。

来週の初めはちょっと…。

ええ、木曜日でしたら構いませんよ。

時間の設定

A: X社社員

B: Y社社員

木曜日の何時ごろがよろしいでしょうか

時間の設定
Setting up the time

では、3時ごろはいかがですか

平日なら何時でも構いませんよ。

ええ、いいですよ。

日時の確認と場所の設定

A: X社社員

B: Y社社員

それでは、13日木曜日の3時としようこと

日時の確認と場所の設定
Confirming the date and time
And deciding where to meet

御社のどちらに伺いましょうか。

私(わたくし)どものビルの3階
営業部にお越してください。

確認して電話を切る

A: X社社員

B: Y社社員

では、御社の3階営業部に13日（木曜）の14時～15時でお願いいたします。

確認して電話を切る
Confirming the arrangements
and ending the conversation

はい、お待ちしております。

ありがとうございました。
失礼いたします。

Course Organization

- Each lesson consists of *Stages 1 - 4*.
 - *Stage 1* provides students with practical situations that include confirming the arrangements and ending the conversation mainly through

確認して電話を切る
Confirming the arrangements
and ending the conversation

Course Organization

- Each lesson consists of **Stages 1 - 4**.
 - **Stage 2** is intended for students to ask questions in particular (mainly through role-play and role-play drills).

アポイントの時間の変更依頼
Asking to change the time

Course Organization

- Each lesson consists of *Stages 1 - 4*.
 - *Stage 3* provides students with opportunities to practice the expressions that they have learned in the previous stages.
 - Students create role-plays, on their own, that simulate actual business situations, and they perform those self-created role-plays in class.
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Course Organization

- Each lesson consists of *Stages 1 - 4*.
 - *Stage 4* includes a section of business articles students have an opportunity to read.
 - Those articles further explain the topic's Japanese business practices.
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Students' Responses

- This class was a lot of fun and will be very useful in the future.
 - Super fun class. Learned lots of useful expressions.
 - You're good enough.
 - Very energetic and fun teacher, GTM!
 - It was a great semester! You seem much more cheerful and happier compared to 309! That's great. Thanks very much! I enjoyed the class very much!
 - I was very impressed with this class. I thought it would be hard to learn in this course, but the repetition of saying the learned material in class was extremely effective. Thank you.
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