

Basic Business
Knowledge

Basic Working Manners



In this first issue of Smile Work, we would like to tell you about the basics of business etiquette in Japan.

There are many aspects of business manner, such as greetings, language, communication, and the ways of thinking and conveying ideas.

Greetings and Bows

Greetings are important when we see each other, as they create opportunities to make a good impression on the other person and build a good relationship.

Depending on the angle that you bow your head, the meaning of the greeting will change. In general, the following are used depending on the person and situation.

- (1) Very deep bow: The angle to lower yourself to is about 45 degrees. Use this for formal greetings, apologies, or to express your gratitude.
- (2) Deep bow: The angle to lower yourself to is about 30 degrees. Use this when greeting visitors, and to show people your respect.
- (3) Slight bow: The angle to lower yourself to is about 15 degrees. Use this when passing someone in the hallway or greeting colleagues.



Self-Presentation

The first impression is important in business. How you present yourself is especially important.

You don't have to wear trendy clothes or high-end items. Key points are your cleanliness and whether your outfit is suitable for your workplace.



Try to be careful about your clothes and hairstyle in accordance with your work

The following are important points.

- (1) Your hair is clean
- (2) Your beard is shaved
- (3) Your suits and work clothes are not dirty
- (4) You don't have bad breath or body odor

Use of Words

Speak politely at work

In business manner, we use three honorific language systems: "polite language," "honorific language," and "humble language." If you don't use the proper language, it will make a bad impression on the other person. In addition, there is a high possibility that unnecessary trouble will develop from a misunderstanding of your meaning.

"polite language,"
"honorific
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"humble
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Reporting, Communicating, Consulting

Reporting, communicating, and consulting are important, because they can facilitate conversations and prevent problems in advance. The specific meaning of each is as follows.

Reporting: Reporting progress and results, communicating problems and mistakes, etcetera.

Communication: Communicate decisions. Information should be shared promptly and correctly

Consultation: Discuss questions and concerns, and receive advice and judgments



Having the Mindset of a Working Adult

Be punctual

In business, don't be late for appointments or meetings. Punctuality is mandatory.

Have awareness

Keep in mind that you are receiving a salary, and approach all work with responsibility.

Learn the work quickly

To become an effective worker quickly, you need to learn from your seniors, not only by listening, but also observing.

Learn the rules of the company

Every company has its own rules. It is important to learn the rules quickly and get used to them

Working for a Japanese Company

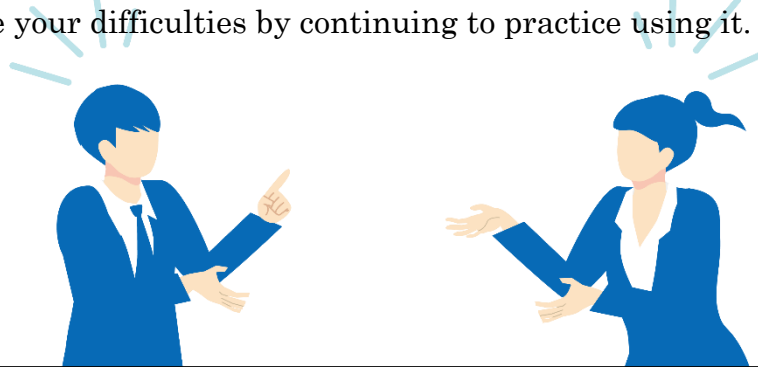
Try to use Japanese at work as much as you can

It is polite to use Japanese when working for a Japanese company.

Even if you have colleagues who speak your native language, having conversation that exclude other colleagues may build up walls between you.

Be sure to consider the circumstances and the atmosphere of your company before using your native language.

Japanese is needed for working and living in Japan, and even if you are not good at it, you can overcome your difficulties by continuing to practice using it.



How to Make a Good Impression

5 tips to give others a good impression when you meet for the first time

(1) Try to bad habits

Try to avoid things like touching your hair and rubbing your fingers while talking. It gives others a bad impression.

(2) Do not interrupt others while they are talking.

Listen to the other person until they finish and they give your opinion. Try not to deny them directly, but you don't have to agree with everything.

(3) Immediately use the names you learn to make a good impression

It's nice to have your name remembered right away. If you use the other person's name, it will be easier for you to remember it, and will make a good impression on them.

(4) Try not to exaggerate, but still express your emotions clearly.

Keep in mind that conversation is a game of catch. It is always better when the other person is responsive.

(5) Try to be careful when parting

Don't forget to smile when you say goodbye. If the other person knows you have had a good time, they will want to see you again.



Foreigners working in Japan is treated the same as Japanese ones. When you make a mistake at work, we would point it out, and teach you how to prevent it from happening. Of course, when Japanese employees make mistakes, we give them the same instruction.

You should memorize the documents, and rules related to the employment for foreigners. That helps you avoid the troubles. you need to follow the company's rules in order to work in Japan.

To all foreign residents

You can post any information about your communities or events in this magazine!

Please feel free to contact us.

"Job Emergency Map" Leaflet for Foreign Workers.

To create a comfortable working environment for foreigners, we have made the Fukushima prefecture "Job Emergency Map".

This map shows organizations that can be consulted when you have problems in the workplace.

You can download the leaflet by scanning the QR code on the right ⇒⇒⇒⇒⇒⇒⇒⇒



If you have any comments or inquiries about this magazine, please contact us using the QR code below.

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