

Basic Business
Knowledge

Greetings and Language in Business

In this second issue of Smile Work, we would like to tell you about useful tips for greeting in business in Japan.

There are different greeting manners depending on the situation, whether you are talking to your bosses or colleagues, or you are inside or outside the company can all change how you should greet. Greeting nicely may help later communication to be more smooth.



1. Basic Greetings

There are three basic points for greetings. Keep the following three points in mind.

① Greet the other person first

Try to greet others first. You can put your feelings into greetings, even a single word of "ohayou" or "o tsukare sama".

In order to build a smooth relationship, keep in mind to greet other people. If you give a pleasant greeting, you can keep a good atmosphere in the workplace.

② Words first, bows later

There is a word "Gosengorei" in Japanese.

The meaning of "Gosengorei" is that you say the words first and then bow. This is generally considered to be a correct greeting manner.

For example, you say, "Good morning" looking into the other person's eyes, and then bow. Remember this and try to make it a habit.

③ Making a good impression with a cheerful smile

Try to make a good impression with a cheerful smile when greeting someone.

Other people's impressions of you are based on how you greet them.



2. Different Types of Greetings Depending on the Situation



We will show you some words and replies to keep in mind when greeting people at work.

Scene ① When arriving at work

When you start your work, you should say some positive words to your bosses and colleagues. It would be nice if you could add something after "good morning" such as about today's weather.

Scene ② When leaving your seat or going out

If you are leaving your seat or going out, remember to tell your colleagues that you are heading out. This is so that those who remain at the office will not have problems when they answer the phone or have guests. Remember to convey information such as what you are going to do, where you are going, and what time you will be back.

例 ・ A 企業へ打ち合わせのために行ってまいります。15時頃帰社予定となります。
E.g. (A.kigyō e uchiawase no tame ni itte mairi masu .15 ji goro kisha yotei to nari masu)
When your bosses and colleagues are going out, try to greet them using words such as "take care".

Scene ③ When returning to work

When you return to the office you need to say that you have returned before taking a seat.

例 ①戻ってまいりました。(modotte mairi mashi ta)
②ただいま、戻りました。(tadaima, modo ri mashi ta)
③遅くなりましたが、ただいま戻りました。(oso ku nari mashi ta ga , tadaima modo ri mashi ta)
※When you are late

When other people return to the office, it is important to greet them cheerfully.

Scene ④ When passing someone in the hallway while working

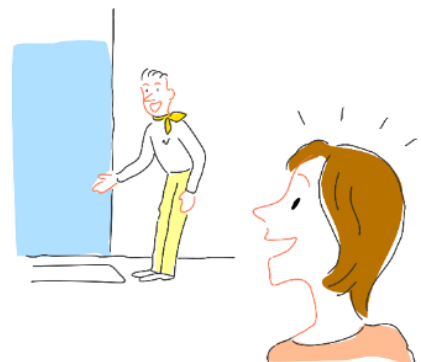
When you pass someone in the hallway, it is common to greet them with "otsukaresamadesu". However, when they are concentrating on their work or having a conversation with someone, it is always better to just bow slightly.

Scene ⑤ When leaving the office

When you finish your work, try to say something nice and polite to your bosses and colleagues.

When you leave the office first:
お先に失礼します(o saki ni shiturei shi masu)
お先に失礼いたします(o saki ni shiturei itashi masu)

When the other workers leave the office first:
お疲れ様です(o tsuka re sama desu)
お疲れ様でした(o tsuka re sama deshi ta)



3. Words to Avoid



There are some expressions that you need to be careful not to use in the business scene. Let's use proper language.

Unsuitable words in the business scene	Suitable words in the business scene
ご苦労様です (go kurousama desu)	お疲れ様です (o tsuka re sama desu)
お世話様です (o sewasama desu)	お世話になっております (o sewa ni natte ori masu)
なるほどです (naruhodo desu ne)	仰る通りだと思います (ossha ru too ri da to omo i masu) その通りだと思います (sono too ri da to omo i masu)
どちらにいたしますか (dochira ni itashi masu ka)	どちらになさいますか (dochira ni nasai masu ka)
お久しぶりです (o hisa shiburi desu)	ご無沙汰しております (go busata shi te ori masu)

Try to be careful about the meaning of the words, and change the tone of your voice. Unsuitable words in the business scene, on the left side, are rude, especially to superiors. Learn the right words to greet others and give a good impression.



4. Greetings in the Business Scene

Finally, we will share with you some basic examples of greetings in business, in two different situations: With those inside or outside the company. Be sure to understand them well, so that you can use them properly.

The greetings for within your company are as follows:

[Greetings within your company]

Greetings	When to use them
おはようございます (ohayougozaimasu)	When arriving at work
～へ行ってまいります (～ e itte mairi masu)	When leaving the office for reasons such as having a meeting with clients
行ってらっしゃいませ (itte rasshai mase)	When other workers leave the office
ただいま戻りました (tadai ma modo ri mashi ta)	When returning to the office
おかえりなさい(okaerinasai)	When a colleague returns to the office
はい、かしこまりました (hai kashikomari mashi ta)	When you receive a new instruction or task from your boss or senior colleague
お疲れ様でした (o tsuka re sama deshi ta)	When you or someone else leaves to go home
ありがとうございます (arigatou gozaimasu)	When you receive compliments or encouragement
恐れ入ります(oso re i ri masu)	When someone helps with your work
申し訳ございません (mou shi wake gozai masen)	When you make a mistake at work

Try to make good use of each greeting to build a better relationship with other workers.

5. Greetings to Business Partners and Customers

Now, here are some basic expressions to greet people from outside your company.



[Greeting those not from your company]

Greetings	When to use
いらっしゃいませ (irasshai mase)	When a business partner or customer comes to the office
失礼いたします (shitsurei itashi masu)	When entering the meeting room
失礼いたしました (shitsurei itashi mashi ta)	When leaving the meeting room
いつもお世話になっております (itsumo o sewa ni natte ori masu)	<ul style="list-style-type: none"> • When your business partner greets you first • When contacting a customer (by phone or e-mail)
ご無沙汰しております (go busata shi te ori masu)	When you contact a customer or a business partner you haven't seen in a long time

If you and your business partner have built a strong relationship, you may sometimes use more casual greetings than the ones mentioned above. Be sure to use the proper language based on who you talk to. If you are in a business meeting or are meeting the clients for the first time, please choose your greetings carefully.

"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 ⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒

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