

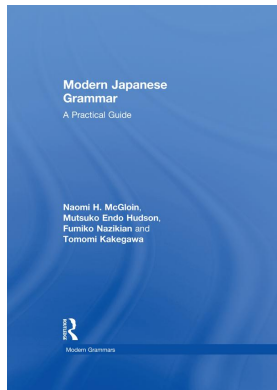
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## **Modern Japanese Grammar A Practical Guide**

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### **Social interaction**

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## Part B

# Functions



# **Social interaction and communication strategies**

# 30

## Social interaction

In any language, choosing appropriate linguistic forms and strategies according to the context is important for successful communication. The ‘context’ includes who is talking to whom, when, where, about what, in what way, and why (with what intention). In addition, how the speaker identifies or wishes to project himself/herself at the time affects how he/she speaks. Use of inappropriate speech styles may have serious consequences in Japanese, in which such distinctions as formal–informal and polite–rough are overtly made. The failure to use appropriate communication strategies may also result in being considered rude.

In Japan it is customary for people to bow when they greet someone, introduce themselves, apologize, and so on. Bowing about 30 degrees is considered ordinary, and a person lower in rank is expected to wait to raise his/her head until the social superior does so first.

### 30.1 Determining the style

There are two main styles in Japanese, formal and informal. *Formal style* is defined as sentences ending in **desu** (with nouns and adjectives), **masu** (with verbs), and their variations (e.g. negative, past tense), and *informal style* as those ending in **da**, **(r)u**, and their variations. They are typically used as follows.

Informal style: To family members, close friends and colleagues, and children  
 Formal style: To social superiors and acquaintances.

Speaking to social superiors, such as people who are higher in rank and/or older, honorific words and constructions (**keego**) are also expected to be used to a varying degree.

During a social interaction, one’s communication style often shifts for a variety of reasons. The factors can be divided into three major categories: (a) medium of communication; (b) setting; and (c) participants and referents. These and additional factors, such as the topic of conversation and the presence of bystanders, interact and shape the speaking (or writing) style.

#### (a) Medium of communication

Spoken and written languages are different in any language, but the difference seems particularly prominent in Japanese. Spoken Japanese displays the following features to a different degree.

- Fragmented with many incomplete sentences and omissions.
- Interactive, accompanied by interactive particles (e.g. **ne**, **yo**), fillers (e.g. **anoo** ‘um’), and listener responses (called **aizuchi**; e.g. **hai** ‘yes’).
- Full of contractions (e.g. **ik-anaku-cha** ← **ik-anaku-te wa** ‘I must go’).
- The word order may be switched around, and subject, object, time and place words, etc. may appear after the verb, as opposed to the canonical subject–object–verb order.

Both spoken and written languages can be more or less conversational or presentational. For example, chatting with friends is very different from how news reports and formal speeches are presented. The writing style in scholarly articles and newspaper editorials is presentational,

containing many Sino-Japanese (**kanji**) words, while texting, e-chat, and e-mail to friends are highly conversational.

## ▶ 6

**(b) Setting**

The setting of communication may be formal, informal (casual), business, professional, private, or ritual, among others. A job interview is an example of a formal setting.

**(c) Participants and referents**

The group membership (i.e. in-group or out-group) of the speaker and other participants, their age, gender, social status, and the relative ranks among them all figure importantly. So does the psychological distance the speaker feels toward the listener and the referent, and this may shift during the same conversation. The speaker's preference to appear in a certain way (e.g. educated, friendly, polite), also affects the choice of linguistic forms, such as honorific (**keego**) and dialect forms.

It will be safe for an adult to speak in formal (**desu/masu**) style when meeting another adult for the first time. If two people close in age and rank become friends, they usually start using informal style at some point. In Japanese culture, no matter how close one may become with someone older and/or higher in status, one does not switch to informal style, unless specifically requested. See 29.7 on how the in-group/out-group membership of the speakers affects speech style.

## ▶ 6.2; 29

## 30.2

**Greetings**

**Ohayoo** and **ohayoo gozaimasu** are used in the morning (usually before 11 a.m.). The former is used to one's family members and social equals (e.g. close friends, colleagues), while the latter is polite and appropriate to one's boss, teacher, and someone you do not know well. Neither of the greetings used in the afternoon and evening have such a distinction.

おはよう。/ おはようございます。	<b>Ohayoo. / Ohayoo gozaimasu.</b>	Good morning.
こんにちは。	<b>Konnichi wa.</b>	Good afternoon.
こんばんは。	<b>Konban wa.</b>	Good evening.
おやすみなさい。	<b>Oyasumi nasai.</b>	Good night.

It is not common in Japan for strangers to exchange 'hello' or 'hi' when they pass each other on the street. Family members do not say **konnichi wa** 'hello' or **konban wa** 'good evening' to each other, though **ohayoo** 'good morning' has no such restriction.

There are many expressions corresponding to 'hello' in English. To announce one's return home or to the office and to welcome someone back, the following phrases are used.

A: ただいま。	<b>Tadaima.</b>	Hello. (I'm now back.)
B: おかえりなさい。	<b>Okaeri nasai.</b>	Hello. (Welcome back.)

The following three dialogues are examples of exchanges between people who have not seen each other in a while. **O-genki desu ka** ('Are you well?') may be added in such a case, like 'How have you been?' in English. The Japanese phrase is also used when there is a legitimate concern about the other party's health, for example, someone who was ill recently.

- (1) 先生: ああ、本田さん、久しぶり。(I)  
**Sensee:** **Aa, Honda-san, hisashiburi.**  
 Teacher: Oh, Mr/Ms Honda. I haven't seen you in a while.  
 本田: ご無沙汰しておりまして申し訳ありません。(F)  
**Honda:** **Go-busata shite orimashite mooshiwake arimasen.**  
 Honda: I'm sorry not to have kept in better touch. (Formal/polite)

- (2) 松井: 久しぶりですね。お元気ですか。  
**Matsui: Hisashiburi desu ne. O-genki desu ka.**  
 Matsui: Long time no see. How have you been?  
 知人: ええ、お陰さまで。  
**Chijin: Ee, okagesama de.**  
 Acquaintance: Fine, thank you.
- (3) A: お変わりありませんか。  
**O-kawari arimasen ka.**  
 How have you been? (Lit. Is there not any change?)  
 B: はい、お陰さまで。  
**Hai, okagesama de.**  
 Yes, thank you for asking.

Rather than saying **o-genki desu ka** (Lit. 'Are you well?'), Japanese people briefly comment on the weather to someone whom they see often. Common weather-related phrases include **ii tenki desu nee** 'nice weather, isn't it' (when the sun is out even if it is cold), **yoku furimasu nee** 'it's been raining/snowing a lot, hasn't it,' and **samuku/atatakaku narimashita nee** 'it's gotten cold/warm, hasn't it.' The addressee usually responds with **soo desu nee** 'yes' to all of these.

- A: おはようございます。  
**Ohayoo gozaimasu.**  
 Good morning.  
 B: おはようございます。今日はいい天気ですねえ。  
**Ohayoo gozaimasu. Kyou wa ii tenki desu nee.**  
 Good morning. The weather is nice today, isn't it.  
 A: そうですねえ。  
**Soo desu nee.**  
 Yes, indeed.

### 30.3 Introducing oneself

The most common phrases to introduce oneself are **hajimemashite** 'how do you do?' (Lit. 'for the first time') and **doozo yoroshiku** 'nice to meet you' (Lit. 'please be nice'). Adults give either their full name or family name, while children may give just their given name.

- 森: 初めまして。森一郎です。どうぞよろしく。  
**Mori: Hajimemashite. Mori Ichiroo desu. Doozo yoroshiku.**  
 Mori: How do you do? I'm Ichiro Mori. Nice to meet you.

In a formal situation, **doozo yoroshiku onegai shimasu** (Lit. 'I humbly request that you be nice') and NAME **to mooshimasu** (Lit. 'I humbly call myself...') are used. These are more polite than **doozo yoroshiku** and NAME **desu**, respectively.

- 町田: 初めまして。町田(あゆみ)と申します。  
 どうぞよろしくお願ひします。  
**Machida: Hajimemashite. Machida (Ayumi) to mooshimasu.**  
**Doozo yoroshiku onegai shimasu.**  
 Machida: How do you do? I'm (Ayumi) Machida. It's nice to meet you.

### 30.4 Introducing others

When introducing someone to another person, the Japanese custom is to introduce the person lower in rank first, then the person higher in rank. In the following example, a college student, Ms Iwai, is introducing her friend Mr Suzuki to Prof. Yamamoto.

- 岩井： 山本先生、友達の鈴木さんです。  
(to Mr Suzuki) こちらは東京大学の山本先生です。
- Iwai: Yamamoto-sensee, tomodachi no Suzuki-san desu.**  
(to Mr Suzuki) **Kochira wa Tookyoo Daigaku no Yamamoto-sensee desu.**
- Iwai: Prof. Yamamoto, this is my friend Mr Suzuki.  
(to Mr Suzuki) This is Prof. Yamamoto of Tokyo University.

## 30.5 Addressing and referring to someone

To address or refer to someone, **-san** is usually attached to family (or sometimes full) names. It can be used regardless of the gender or marital status of the addressee ('Mr, Mrs, Miss, Ms'), but it cannot be used with one's own name because it is a polite suffix. Neither is it used to refer to criminals or those considered not worthy of respect.

田中さん、今日いっしょに映画（を）見ませんか。

**Tanaka-san, kyoo issho ni eega (o) mimasen ka.**

Mr/Ms Tanaka, would you like to see a movie with me today?

**-san** can also be attached to given names and certain occupation names.

恵子さん      **Keeko-san**      Ms Keiko (woman's given name)

花屋さん      **Hanaya-san**      Mr/Ms florist

**-san** is appropriate when addressing or referring to someone who is equal or lower in status, but not to one's social superiors. To the latter, one would use their titles (e.g. **shachoo** 'company president,' **kantoku** 'team manager,' **sensee** 'teacher') or kinship terms (e.g. **okaasan** 'mother,' **oniichan** 'elder brother'). The title **sensee** is used not only to address teachers, but also doctors, lawyers, writers, and the like.

Other suffixes attached to names include **-sama** (more formal than **-san**), **-chan** (diminutive, familiar), and **-kun** (usually to younger males).

**-sama** is common in business situations addressing or referring to a customer, client or guest, and also in the address line of a letter or an e-mail. The following sentence may be heard in hotels and restaurants, etc.

加藤様、いらっしゃいますか。お電話でございます。(VF)

**Katoo-sama, irasshaimasu ka. O-denwa de gozaimasu.**

Is Mr/Ms Kato here? There is a telephone call for you.

**-chan** is used when addressing or referring to children or one's younger siblings.

太郎ちゃん、いくつ?

**Taroo-chan, ikutsu? (I)**      Taro-chan, how old are you?

Grown-ups, especially women, often use first name-**chan** or nickname-**chan** for close friends and family members.

ふみちゃん、今日、映画見に行かない?

**Fumi-chan, kyoo, eega mi ni ikanai?**

Fumi-chan, do you want to go see a movie today?

The typical use of **-kun** is by male speakers to another male who is socially equal or lower in status. It may also be used by a male boss to female subordinates in a company and by male and female students to male friends.

田中君、きのうのプレゼン、どうだった?

**Tanaka-kun, kinoo no purezen, doo datta?**

Tanaka-kun, how did your presentation go yesterday?



It is rude to call out-group people by their name alone, without any of the above suffixes attached to it. A bare form is appropriate when one addresses or refers to in-group people; e.g. a family member or someone from one's own company when speaking to outsiders. In addition, male speakers often address their close friends by just family names without any suffixes, which sounds more masculine than rude.

Japanese kinship terms come in pairs depending on to whom one is talking about the family member. Talking inside the family, one would say **otoosan** ('Father') / **papa** ('Dad'), **okaasan** ('Mother') / **mama** ('Mom'), etc., which are also used to address them. Talking to outsiders, adults are supposed to use the formal equivalents **chichi** ('father'), **haha** ('mother'), etc., but it is becoming more and more common for young people to use **otoosan**, **okaasan**, etc., especially in informal situations.

▶ 34.7

## 30.6 Visiting someone's home

There are a variety of formulaic expressions used when visiting someone's home. Below are examples of exchanges between a visitor and a host, who are acquaintances.

### At the entrance

Guest:	ごめんください。	<b>Gomen kudasai.</b>	Hello.
Host:	いらっしやい(ませ)。	<b>Irasshai(mase).</b>	Welcome!

### Entering the room

Host:	どうぞお入りください。	<b>Doozo o-hairi kudasai.</b>
	Please come in.	
Guest:	おじゃまします。	<b>O-jama shimasu.</b>
	Thank you very much. (Lit. I will disturb you.)	
	or:	
	失礼します。	<b>Shitsuree shimasu.</b>
	Excuse me.	

### Offering food or drink

Host:	お茶、いかがですか。	<b>O-cha, ikaga desu ka.</b>
	Would you care for tea?	
Guest:	あ、どうぞおかまいなく。	<b>A, doozo o-kamai naku.</b>
	Oh, please don't bother.	
	or:	
	あ、すみません。じゃあ、お願いします。	
	<b>A, sumimasen. Jaa, o-negai shimasu.</b>	
	Oh, I feel bad to trouble you, but thank you.	
Host:	どうぞ召し上がってください。	<b>Doozo meshiagatte kudasai.</b>
	Please help yourself.	
Guest:	すみません。じゃあ、遠慮なくいただきます。	
	<b>Sumimasen. Jaa, enryo naku itadakimasu.</b>	
	Thank you very much (Lit. I will receive it without reservation).	

Offering another serving

- Host: おかわり/もう少し/もう一杯いかがですか。  
**O-kawari / Moo sukoshi / Moo ippai, ikaga desu ka.**  
 Would you like another serving / a little more / another cup (of tea, etc.)?
- Guest: すみません。じゃあ、もう少しいただきます。  
**Sumimasen. Jaa, moo sukoshi itadakimasu.**  
 Thank you. I would love to have some more.  
 or:  
 ありがとうございます。でも、もうおなかいっぱいですから...。  
**Arigatoo gozaimasu. Demo, moo onaka ippai desu kara ...**  
 Thank you, but I am full, so ...
- Host: どうぞご遠慮なく。  
**Doozo go-enryo naku.**  
 Please feel free. (Lit. Don't hesitate.)

To decline an offer, the guest tends to avoid being direct and end the sentence with **kara** or **node** ('so'), as shown above.

## 30.7

## Leave taking

**Sayo(o)nara** ('good-bye') may be the best known Japanese phrase for leave taking, but its use is quite restricted. One situation in which it is appropriate is when one leaves and does not expect to see the addressee for a long time. Other common usages are by teachers and students at school (even though they may see each other the next day) and by TV announcers to the audience.

Informal phrases such as the following are used between close friends. Children, especially girls, often say **bai-bai** ('bye') instead.

- (それ) じゃあ、また。 (Sore) **jaa, mata.** See you!  
 またあした。 **Mata ashita.** See you tomorrow!

Special phrases are used when temporarily leaving one's home, office, and country.

- The person leaving: いきます。 **Itte kimasu.**  
 Good-bye! (Lit., I'll go and come back.)
- The person staying: いてらっしゃい。 **Itte rasshai.**  
 Good-bye! (Lit., Go and come back!)

**Shitsuree shimasu** ('excuse me') is a polite phrase used to one's boss, teacher, **senpai** (one's senior), and the like. There are special expressions for leaving the workplace for the day. Below, the shorter phrase is appropriate for one's colleagues and subordinates, and the longer phrase for one's boss.

- The person leaving: お先に。/ お先に失礼します。  
**O-saki ni. / O-saki ni shitsuree shimasu.**  
 Good-bye. (Lit. Excuse me for leaving before you.)
- The person staying: お疲れさま。/ お疲れさまでした。  
**O-tsukare-sama. / O-tsukare-sama deshita.**  
 Good-bye. (Thank you for your hard work.)

**O-tsukare-sama deshita** (Lit. 'you must be tired') is customarily said to one's colleagues and subordinates, but it is becoming more and more common to say it to one's social superiors. **Go-kuroo-sama (deshita)** (similar to 'Good work!'), however, is still used only to one's subordinates.

Typical exchanges between a visitor and a host, who are acquaintances, are provided below.

## Announcing that one must leave

Guest: もう 10 時ですね。そろそろ失礼しなくちゃ...。  
**Moo juuji desu ne. Sorosoro shitsuree shinakucha.**  
 It's already ten o'clock. I should be leaving.

Host: いえ、いえ、どうぞごゆっくりしていらして下さい。  
**Ie, ie, doozo go-yukkuri shite irashite kudasai.**  
 Oh, no, please stay longer.

Guest: いえ、本当に。今日はありがとうございました。  
**Ie, hontoo ni. Kyoo wa arigatoo gozaimashita.**  
 Really. Thank you very much for everything today.

Host: いえ、何のおかまいもできませんで...。  
**Ie, nan no o-kamai mo dekimasen de...**  
 Oh, for nothing. (Lit. I couldn't do anything for you.)

## At the door

Guest: どうもおじゃましました。では、失礼します。  
**Doomo o-jama shimashita. Dewa, shitsuree shimasu.**  
 Sorry to have taken so much of your time. (Lit. I disturbed you.)  
 Good-bye.

## 30.8

## What to say when giving and receiving gifts

When giving and receiving gifts, people use various formulaic expressions depending on the occasion (formal, informal), the relationship between the giver and the receiver (higher, equal, or lower in rank, close or distant), and the content of the gift, among others. To an acquaintance and his/her social superior, it is customary for the giver to minimize the value of the gift out of modesty. In polite situations, both the giver and receiver often speak in incomplete sentences to soften the tone.

これ、つまらないものですが、どうぞ。

**Kore, tsumaranai mono desu ga, doozo.**

This is just a small gift (Lit. boring thing), but please (accept it).

The receiver would first show hesitation, and then eventually accept it. Below is a sample exchange.

Giver: これ、大したものじゃないんですが、よろしかったら...。  
**Kore, taishita mono ja nai n desu ga, yoroshikattara...**  
 This is nothing much, but if it is all right with you (please accept it).

Receiver: そんな気を遣っていただかなくても良かったのに...。  
**Sonna ki o tsukatte itadakanakute mo yokatta noni...**  
 Oh, you shouldn't have...

Giver: いえ、ほんの気持ちばかりですので...。  
**Ie, honno kimochi bakari desu node...**  
 It's really just a small token, so...

Receiver: そうですか。どうもすみません。  
**Soo desu ka. Doomo sumimasen.**  
 Really? Thank you very much (Lit. I'm sorry).

or: じゃあ、せっかくですから...。ありがとうございます。  
**Jaa, sekkaku desu kara... Arigatoo gozaimasu.**  
 Well, since you kindly brought it... Thank you very much.

Speaking to close friends and colleagues and/or in an informal situation, the giver would use less formulaic expressions. The first one below is useful in various situations.

これ、よかったら...。

**Kore, yokattara...**

Here's something for you. (Lit. This, if it's OK.)

#### Between friends

Giver: これ、誕生日のプレゼント。気に入ってくれるといいんだけど...。  
**Kore, tanjooobi no purezento. Ki ni itte kureru to ii n da kedo...**  
This is a birthday present for you. I hope you'll like it, but...

Receiver: え、いいの? ありがとう。  
**E? Ii no? Arigatoo.**  
Oh, really? Thank you.

#### Between neighbors

Giver: あのう、甘いものがお好きだって聞いたんで...  
**Anoo, amai mono ga o-suki da tte kiita n de...**  
Um, I heard you like sweets, so...

Receiver: あ、すみません。いつもありがとうございます。  
**A, sumimasen. Itsumo arigatoo gozaimasu.**  
Oh, I feel bad, but thank you very much, as always.

## 30.9 Congratulating someone

The basic phrase to congratulate someone is **omedetoo**, which by itself can be said to one's family members, friends, and others' children. The polite ending **gozaimasu** is added when speaking to one's acquaintance, boss, teacher, and the like.

誕生日、おめでとう。/(お) 誕生日、おめでとうございます。

**Tanjooobi, omedetoo. / (O-)tanjooobi, omedetoo gozaimasu.**

Happy birthday!

卒業、おめでとう。/ ご卒業、おめでとうございます。

**Sotsugyoo, omedetoo. / Go-sotsugyoo, omedetoo gozaimasu.**

Congratulations on your graduation!

ご結婚、おめでとう。/ ご結婚、おめでとうございます。

**Go-kekkon, omedetoo. / Go-kekkon, omedetoo gozaimasu.**

Congratulations on your marriage!

▶ 29

## 30.10 Other formulaic expressions

Expressing empathy and sympathy, as well as appreciation, is highly valued in Japan. To show appreciation for working hard, for example, the sympathetic phrases **o-tsukare-sama (deshita)** 'it must have been tiring' and **go-kuroo-sama (deshita)** ('it must have been difficult') are frequently heard. **O-tsukare-sama (deshita)** can be said to people in the speaker's age group and younger (and sometimes even to one's senior), but **go-kuroo-sama (deshita)** is appropriate only to someone younger and/or lower in rank. (See also 30.7.)

To someone who is having a difficult time, **taihen desu ne** ('It must be tough') is often used. **Kawaisoo** ('poor thing; that's unfortunate') can be used only to people in one's age group and

younger. To and about one's elders, (o-) **kinodoku** ('poor thing; that's unfortunate') is more appropriate.

- (1) 友人： 今仕事を探しているんだけど、なかなかなくて…。  
**Yuujin:** **Ima shigoto o sagashite iru n da kedo, nakanaka nakute**  
 Friend: I am looking for a job now, but it's not easy ...
- 私： あ、本当。大変だねえ。  
**Watashi:** **A hontoo. Taihen da nee.**  
 I: Really. That's too bad.
- 友人： うん、いろいろ受けたんだけど、だめだった。  
**Yuujin:** **Un, iroiro uketa n da kedo, dame datta.**  
 Friend: Yeah, I applied to many places, but none of them worked out.
- 私： そう。あんまりがっかりしないようにね。  
**Watashi:** **Soo. Anmari gakkari shinai yoo ni ne.**  
 I: Really. Don't be disappointed.
- (2) 近所の人： 田中さんのお父さん、ご病気だそうですよ。  
**Kinjo no hito:** **Tanaka-san no otoosan, go-byooki da soo desu yo.**  
 Neighbor: I heard that Mr/Ms Tanaka's father is ill.
- 私： そうですか。それはお気の毒ですねえ。  
**Watashi:** **Soo desu ka. Sore wa o-ki no doku desu nee.**  
 I: Really. I am sorry to hear that.

To express condolences, there are set phrases to say and phrases not to say. For example, reduplicated words (e.g. **kasane-gasane** 'again') are avoided, for fear that a death may be repeated. **Zannen desu ne** ('it's too bad; I'm sorry') is also inappropriate on such occasions.

この度は御愁傷様でございます。心からお悔やみを申しあげます。  
**Kono tabi wa go-shuushoo-sama de gozaimasu. Kokoro kara o-kuyami o mooshiagemasu.**  
 I'm very sorry for your loss. Please accept my sincere condolences.

(お父様の) ご冥福をお祈りしております。  
**(O-too-sama no) go-meefuku o o-inori shite orimasu.**  
 May he (your father) rest in peace.

To tell people to take care of themselves, different phrases are used depending on the addressee and whether they are currently ill or not. Below, the longer version is more polite than the shorter version.

To someone in poor health

(どうぞ) お大事に。/(どうぞ) お大事になさって下さい。  
**(Doozo) o-daiji ni. / (Doozo) o-daiji ni nasatte kudasai.**  
 Please take care.

To someone in good health

女： 気をつけてね。/ 元気でね。or 元気でいてね。(informal)  
**Female: Ki o tsukete ne. / Genki de ne. / Genki de ite ne.**

男： 気をつけろよ。/ 元気でな。or 元気でいろよ。  
**Male: Ki o tsukero yo. / Genki de na. / Genki de iro yo.**  
 Please take care. / Stay healthy. (to family and friends)

男/女 どうぞお元気で。/ お元気でいらして下さい。(formal)  
**M/F: Doozo o-genki de. / O-genki de irashite kudasai.**  
 Please take care. (to acquaintances and boss, etc.)

Below are common expressions used when someone or something does not seem right. The longer version is appropriate when speaking to one's social superior or someone one does not know well, and the shorter version for one's family and friends.

- A: 大丈夫? / 大丈夫ですか。  
**Daijoubu? / Daijoubu desu ka.**  
 Are you all right?
- or: どうかした? / どうかしましたか。  
**Doo ka shita? / Doo ka shimashita ka.**  
 Is there something wrong?
- B: 大丈夫。 / 大丈夫です。  
**Daijoubu. / Daijoubu desu.**  
 I'm OK.

## 30.11 Using the phone

There are formulaic phrases and protocols for talking on the telephone. In a business setting, for example, the person who answers the phone gives the company and department names often followed by his/her family name, then the caller identifies himself/herself giving his/her affiliation. **Moshi moshi** ('hello; are you there?') is often used during telephone conversations, both business and private types.

プルルルル... Pururururu... (ringtone)

- 田中: 紀の丸書店、洋書部 (の田中) でございます。  
**Tanaka: Kinomaru Shoten, Yoosho-bu (no Tanaka) de gozaimasu.**  
 This is (Tanaka of) Kinomaru Bookstore Foreign Languages Department.
- 豊田: あのう、日本大学の豊田と申しますが、松田さんはいらっしゃいますか。  
**Toyota: Anoo, Nihon Daigaku no Toyota to mooshimasu ga, Matsuda-san wa irasshaimasu ka.**  
 Um, this is Toyota of Nihon University calling. Can I speak to Mr/Ms Matsuda?
- 田中: はい、少々お待ち下さい (ませ)。  
**Tanaka: Hai, shooshoo o-machi kudasai(mase).**  
 Yes, (may I ask you to) please wait a minute.
- 松田: もしもし、お電話変わりました。松田ですが。  
**Matsuda: Moshi moshi, o-denwa kawarimashita. Matsuda desu ga.**  
 Hello. This is Matsuda speaking now.
- or
- 田中: 申し訳ございません。松田は只今席をはずしておりますが...。  
**Tanaka: Mooshiwake gozaimasen. Matsuda wa tadaima seki o hazushite orimasu ga...**  
 I'm very sorry. Matsuda just stepped out of the office.
- 豊田: そうですか。じゃ、すみませんが、お帰りにになったらこちらにお電話下さるようお伝えいただけますか。  
**Toyota: Soo desu ka. Ja, sumimasen ga, o-kaeri ni nattara kochira ni o-denwa kudasaru yoo o-tsutae itadakemasu ka.**  
 I see. I am sorry to bother you, but would you please ask him to call me when he gets back?

Ending a telephone conversation properly is as important as starting it properly. People usually send a signal when they wish to end.

At the end of a business conversation:

A: はい、分かりました。それでは、今日のところはそういうことでよろしかったでしょうか。

**Hai, wakarimashita. Sore dewa, kyoo no tokoro wa soo yuu koto de yoroshikatta deshoo ka.**

Ok. Would that be all for today, then?

B: はい、では、よろしくお願ひします。

**Hai, dewa, yoroshiku o-negai shimasu.**

Yes, thank you very much in advance.

失礼します。and/or ごめん下さい。

**Shitsuree shimasu and/or Gomen kudasai.**

Good-bye.

At the end of a casual conversation:

A: うん、分かった。じゃ、そろそろ...

**Un, wakatta. Ja, sorosoro...**

OK. Well, then...

B: うん、じゃ、また。

**Un. Ja, mata.**

OK. Talk to you again.