

第 11 課 宅配便ですね

目標

You can do delivery reception service.

会話

Clerk Welcome.

Customer I want to send this package.

Clerk Package delivery, isn't it? All right. Do you have any specific delivery date and time?

Customer I want it delivered as soon as possible. When will it be delivered?

Clerk With this package, the earliest would be the morning of the day after tomorrow. Would that be OK?

Customer The day after tomorrow is fine. Then please do that.

Clerk The fee is 1,000yen.

Customer Here.

Clerk This is your copy. We will take your package now.

Customer Thanks.

Clerk Thank you very much. We are looking forward to serving you again.

ことば

宅配便 Courier かしこまりました Yes, Sir/ma'am.

お届け日時 Delivery date and time なるべく As much as possible

最短 Shortest 料金 Fees お客様控え Customer Receipts

またお越しくださいませ Please come again サイズ Size

はかる Measure 送り先 Destination 品名 Product name

郵便番号 Zip/Postal Code 指定なし Not specified ワレモノ Fragile item

なまもの Fresh food

コラム

p.84 「自分の時間」で働く Work on your own time.

Speaking of convenience stores, most of them are open 24 hours a day, 365 days a year. Its appeal is the convenience of being able to use it anytime. The people who work at each store support this convenience, but do you know what kind of shifts they work?

Although it may differ depending on the store, many stores adopt A five-shift system: “early morning (6:00-9:00)”, “morning (9:00-13:00)”, “afternoon (13:00-17:00)”, “evening (17:00-22:00)”, and “late night (22:00-6:00)”. Some people may look at this and think, “Oh, I could work with this too.” A part-time job at a convenience store is perfect for people who want to make the most of their free time even if they are busy with school or family matters.

People who want to get up early and work hard or can work at night are also welcome. The store will pay a higher hourly rate if you work early in the morning or late at night. In this way, convenience stores are convenient workplaces for people who use them and part-time workers who can choose their working hours.

p.85 あいさつも大切な仕事 Greetings are also an essential part of the job.

When you say “convenience store work,” you don’t only have to deal with customers at the cash register but also stock items, clean, etc. There are a lot of different jobs, so generally, two or more people work on one shift. It’s reassuring to have people working together. Therefore, communication with these people is critical.

First of all, the basics are greetings. Work begins and ends with greetings such as “Good morning,” “Excuse me,” and “Thank you for your hard work.” It is also important to communicate the status of your work in words, such as “I have finished ____” or “I have not finished ____ yet.”

If you have a problem, let’s help each other by saying, “Shall I do ○○?” or “Can I have you do ○○ for me?” Furthermore, it is necessary to “hand over” not only people on the same shift but also people on the other shifts before and after you. In other words, all the people who work at the same convenience store are important “co-workers.” First of all, please expand your circle of communication with your co-workers with a smile and a cheerful greeting.