

## 第19課 ご迷惑をおかけしてすみません

## 目標

You can report your mistake to the store manager and apologize.

## 会話

Clerk           Manager, what should I do?

Manager        What's wrong, Jan-san?

Clerk           To be honest, I forgot to bag up Japanese fried chicken for the customer just earlier. I'm very sorry.

Manager        Oh... Has the customer left already?

Clerk           Yes....

Manager        All right. Then we might receive a call from the customer. Thank you for letting me know.

Clerk           I'm sorry for the trouble.

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Manager        We received a call from the customer, Jan-san.

Clerk           Oh, really. Was he/she angry?

Manager        No, he/she wasn't that angry. You reported it to me very quickly, so I apologized right away.

Clerk           Is that so. I'm relieved.

Manager        He/she will come later. Please apologize politely and give him/her a refund.

Clerk Yes, I understand. I will be careful not to make the same mistake again.

Manager Don't worry too much.

## ことば

ミス Mistake 謝罪(する) Apologize 先ほど Earlier  
 から揚げ Karaage 入れ忘れる I forgot to put it in the bag  
 報告(する) Report 迷惑 Annoying  
 おわびする I apologize 返金 Refund  
 二度と~ない Never again おつり Change 遅刻(する) Be late  
 気づく Notice 言い訳 Excuses 事実 Fact 繰り返す Repeat  
 日々 Every day 画面 Screen タッチする Touch はんこ Hanko

## コラム

p.120 「報・連・相」のチカラ The power of “report, contact, and consult”

Have you ever heard the word “ho·ren·so”? Written in kanji, it is 報・連・相 which means “report,” “contact,” and “consult.” It is a necessary keyword in Japan and an important point when working at a convenience store.

The first thing we do is “report”. Report the status and results of your assigned work. Even if you're still in the process, let's keep you informed of the progress. Next is “contact”. Don't forget to contact them with information about the store and your plans. Lastly, there is “consult. “If you have troubles, are confused, or don't understand anything, let's talk about it. Don't just decide alone, thinking, “I

don't need to consult with you about this." I'm sure you can find solutions by asking the people around you.

At first, you may think it's a bit of a hassle. However, it is one of the most essential forms of communication. By "reporting", "contacting", and "consulting," you should be able to prevent mistakes and troubles. You can take advantage of ho・ren・so, "Japanese culture," which allows work to proceed smoothly.

p.121 働きながら四季を知る Learn about the four seasons while working.

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Japan has spring, summer, autumn, and winter, but what events come to mind each season?

Do you mean "Doll's Festival", "Cherry Blossom Viewing", "Mother's Day", "Father's Day", Halloween, or Beaujolais Nouveau wine? Christmas, New Year, Valentine's Day, White Day, etc. Fun events continue throughout the year.

So, did you know that there is an event like this? For example, the summer "Doyo no Ushi no Hi". On this day, we eat "eel" to build up our stamina to beat the hot summer heat. Then, on "Setsubun" at the beginning of February, people throw beans to welcome the new year and eat seaweed rolls called "Ehomaki" to bring good luck. Some people may say they hear about these events for the first time.

The convenience stores sell all foods and presents for the events mentioned here. Deepen your knowledge of Japanese culture while experiencing the changes of the four seasons.