

Useful Japanese Expressions

GENERAL

Good Morning
Good Afternoon
Good Evening
Job well done (to your coworkers)
Excuse me (when enter/exit office)
Thank you
Welcome
I'm sorry / Excuse me
I am terribly sorry.
After you (to let others go first)
Are you alright?
Please be careful.
Danger!
Don't do that.

Ohayou Gozaimasu
Konichiwa
Konbanwa
Otsukaresama desu
Shitsurei shimasu
Arigatou Gozaimasu
Irashaimase
Sumimasen
Moushi wake gozaimasen.
Osaki ni douzo.
Daijoubu desuka?
Okhotsuke kudasai.
Abunai !
Dame desuyo.

Asking and Keeping Customers Waiting

Sorry to keep you waiting.
Please wait a moment.
Please wait here.
Next please

Omatase itashimashita.
Sho sho omachi kudasai.
Koko de omachi kudasai.
Tsugi douzo.

When you have trouble understanding customers

I'm sorry
I'm sorry I don't understand
Sorry, could you say that one more time please ?
Please speak more slowly.

Gomen nasai
Gomen nasai , chotto wakarimasen
Sumimasen ga, mou ichido onegaishimasu.
Mou sukoshi yukkuri hanashite kudasai.

Accepting Payment and Giving Change

Your bill comes to XXyen.
I am receiving XXyen (taking money)
I am receiving exactly XXyen (at register).
Your change is XXyen (when giving change).

Okaikei wa XXen ni narimasu.
XXen o azukari itashimasu.
XXen chodo o azukari itashimasu
XXen no okaeshi desu.

LIFT

Good Morning
Good Afternoon
Good Evening
Please show me your lift pass.
Wait please
Please wait here.
Please watch your step.
Please look behind when you sit down on the lift.
Please lower the safety bar.
Are you alright?
Please be careful.
Danger!
Don't do that.

Ohayou Gozaimasu
Konichiwa
Konbanwa
Lifuto ken o misete kudasai.
Chotto matte kudasai
Koko de omachi kudasai.
Ashimoto ni okhotsuke kudasai.
Ushiro o kakunin shite suwatte kudasai.
Anzen baaru o oroshite kudasai.
Daijoubu desuka?
Okhotsuke kudasai.
Abunai !
Dame desuyo.

RESTAURANT

Welcome

Mr/Mrs XX , XX people please

(entrance staff says to hall staff to pass on customers)

Mr/Mrs XX , XX people, I will show you to your table

(hall staff says after receiving customer)

Before dining, I would like to briefly explain.
itadakimasu.

Today we have a buffet

Please feel free to serve yourself.

This is the alcohol and juice menu.

When you decide, please feel free to call me.

If you would like to order, I will take it now.

Would you like something to drink?

Right away (I understand - after taking order)

Please wait a moment.

Sorry to keep you waiting.

Please wait here.

Your bill comes to XXyen.

I am receiving XXyen (taking money)

I am receiving exactly XXyen (at register).

Your change is XXyen (when giving change).

Thank you for using our restaurant today.

I'm sorry / Excuse me

I am terribly sorry.

After you (to let others go first)

Irashaimase

XX sama, XX mei sama onegai shimasu.

XX sama, XX mei sama goannai itashimasu.

Oshokuji no mae ni, kantan ni gosetsumei sasete

Oshokuji wa baikin ni narimasu node

Achira kara go jiyuu ni otori kudasai.

Kochira ga arukouru, juusu no menyu de gozaimasu.

Okimari ni narimashitara, oyobi kudasai.

Gochuumon ga gozaimashitara, o ukagai itashimasu.

Onomi mono wa nanika ikaga desuka?

Kashikomarimashita.

Sho sho omachi kudasai.

Omatase itashimashita.

Koko de omachi kudasai.

Okaikei wa XXen ni narimasu.

XXen o azukari itashimasu.

XXen chodo o azukari itashimasu

XXen no okaeshi desu.

Honjitsu wa go riyou itadaki arigatou gozaimasu.

Sumimasen

Moushi wake gozaimasen.

Osaki ni douzo.

TICKET SALES

What kind of ticket would you like?

What kind of ticket.voucher do you have?

Morning / Afternoon / Evening / No. of times ticket

Your bill comes to XXyen.

I am receiving XXyen (taking money)

I am receiving exactly XXyen (at register).

Your change is XXyen (when giving change).

Sorry to keep you waiting.

Please wait a moment.

Please wait here.

Next please

Lifuto ken no shurui wa dou saremasuka?

Waribiki ken wa omochi desuka?

Gozen / Gogo / Naitaa / Kaisuu ken.

Okaikei wa XXen ni narimasu.

XXen o azukari itashimasu.

XXen chodo o azukari itashimasu

XXen no okaeshi desu.

Omatase itashimashita.

Sho sho omachi kudasai.

Koko de omachi kudasai.

Tsugi douzo.

GIFT SHOP

Welcome

I recommend XX

Customer, are you looking for something?

Customer, what would you like?

How does it fit?

Is it too small?

Is it too big?

Your bill comes to XXyen.

Irashaimase

XX ga osusume desu.

Okyaku sama, nanika osagashi desuka?

Okyaku sama, nanika ikaga desuka?

Dou desuka?

Chiisai desuka?

Ookii desuka?

Okaikei wa XXen ni narimasu.

I am receiving XXyen (taking money)
I am receiving exactly XXyen (at register).
Your change is XXyen (when giving change).
Sorry to keep you waiting.
Please wait a moment.
Please wait here.
Next please

XXen o azukari itashimasu.
XXen chodo o azukari itashimasu
XXen no okaeshi desu.
Omatase itashimashita.
Sho sho omachi kudasai.
Koko de omachi kudasai.
Tsugi douzo.

SKI RENTAL

Welcome
What size is your foot?
How tall are you?
I recommend XXcm ski/board.
How does it fit?
I will adjust it.
Is it too small?
Is it too big?
Sorry to keep you waiting.
Please wait a moment.
Please wait here.
Next please
Your bill comes to XXyen.
I am receiving XXyen (taking money)
I am receiving exactly XXyen (at register).
Your change is XXyen (when giving change).

Irashaimase
Ashi wa nan senchi desuka?
Se wa nan senchi desuka?
XX senchi no ita ga osusume desu.
Dou desuka?
Chousetsu shimasu.
Chiisai desuka?
Ookii desuka?
Omatase itashimashita.
Sho sho omachi kudasai.
Koko de omachi kudasai.
Tsugi douzo.
Okaikei wa XXen ni narimasu.
XXen o azukari itashimasu.
XXen chodo o azukari itashimasu
XXen no okaeshi desu.

SKI INSTRUCTOR / SKI PATROL

Please ski/board slowly
Please watch me.
Please copy me.
Please follow me
Are you alright?
Please be careful.
Danger!
Don't do that.
Please wait here.
Next please

Yukkuri subette kudasai.
Watashi o mite kudasai.
Watashi o mane shite kudasai.
Watashi ni tsuite kite kudasai.
Daijoubu desuka?
Okhotsuke kudasai.
Abunai !
Dame desuyo.
Koko de omachi kudasai.
Tsugi douzo.

SLOPE CONCIERGE

Customer, are you looking for something?
XX is over there (pointing out location)
I recommend XX.
Sorry to keep you waiting.
Please wait a moment.
Please wait here.
Are you alright?
Please be careful.
Danger!
Don't do that.

Okyaku sama, nanika osagashi desuka?
XX wa achira ni arimasu.
XX ga osusume desu.
Omatase itashimashita.
Sho sho omachi kudasai.
Koko de omachi kudasai.
Daijoubu desuka?
Okhotsuke kudasai.
Abunai !
Dame desuyo.

BELLHOP

Welcome
I will take your luggage
Please proceed to the Hotel Front Desk
I will show you to your room
Your room number is XX
Your room is on the XX floor
The XX is on the YY floor
Where shall I put your luggage?
The phone number for room service is XX
Please take your time (enjoy your stay)
Excuse me (when enter/exit customer's room)
Sorry to keep you waiting.
Please wait a moment.
Please wait here.

Irashaimase
Nimotsu o omochi shimasu.
Furonto made douzo.
Heya made go annai itashimasu.
Okyakusama no oheya wa XX gou shitu desu.
Okyakusama no oheya wa XX kai ni narimasu.
XX wa YY kai ni narimasu.
Onimotsu wa dochira ni okimashoka?
Ruumu saabisu wa XX ban ni narimasu.
Go yukkuri douzo.
Shitsurei itashimasu
Omatase itashimashita.
Sho sho omachi kudasai.
Koko de omachi kudasai.

HOTEL FRONT / INFORMATION

Greeting and Checking in Customers

Welcome
Are you checking in?
Do you have a reservation?
Please fill out this card.
Here is your room key.
Your room number is XX
Your room is on the XX floor
The XX is on the YY floor
The elevators are over there.
Please follow the bellhop.
Sorry to keep you waiting.
Please wait a moment.
Please wait here.
Next please

Irashaimase
Chekku in de gozaimasuka?
Okyakusama wa yoyaku ga gozaimasuka?
Kochira no kaado o gokinyuu itadakemasuka
Heya no kagi wa kochira ni narimasu.
Okyakusama wa XX gou shitu ni narimasu.
Okyakusama no heya wa XX kai ni narimasu.
XX wa YY kai ni narimasu.
Elebeeta wa achira ni narimasu.
Kakari no mono ga oheya made goannai itashimasu.
Omatase itashimashita.
Sho sho omachi kudasai.
Koko de omachi kudasai.
Tsugi douzo.

Greeting and Checking out Customers

Are you checking out?
Your bill comes to XXyen.
I am receiving XXyen (taking money)
I am receiving exactly XXyen (at register).
Your change is XXyen (when giving change).
Please sign here.
Please come again.
Please be careful going home.

Chekku auto de gozaimasuka?
Okaikei wa XXen ni narimasu.
XXen o azukari itashimasu.
XXen chodo o azukari itashimasu
XXen no okaeshi desu.
Kochira ni sain o onegaishimasu.
Mata okoshi kudasai mase.
Okhotsuke kaeri kudasai.

Helping with Information

Customer, are you looking for something?
I recommend XX
The XX is on the YY floor
Here is some information about XX

Okyaku sama, nanika osagashi desuka?
XX ga osusume desu.
XX wa YY kai ni narimasu.
XX no panfuretto wa kochira ni narimasu.