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| Chapter 1 | Orientation - Importance of Greetings (Theory & Practice) - | / |
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<Orientation>

1. Outline and objective

This class outlines the business activities of the people working in business fields, deepening understanding of the qualities, abilities and skills required by business organizations such as companies.

The main objective of the class is for students to learn the necessity of positive communication in business organizations, and the importance of managing human relations by fully utilizing communication skills.

2. Educational goal

To develop students' practical abilities and skills required as a creative business person, and help them explore career development opportunities.

3. Teaching method and points to note

As there are many roleplaying activities and a lot of group work, students are required to positively participate in the class.

4. Textbook and reference books

Handouts are distributed as a textbook.

Reference books are announced during the class.

5. Evaluation

Comprehensive evaluation of the works such as role-play (20%), multiple reports (30%) and semester final examination (50%).

6. Others

Attending class is the most important rule.

If you are absent from any class, make sure to report it before or after the class.

Those who wish to enroll in 'Internship I' and 'Internship II' are strongly recommended to take this class as a pre-learning program.

【Orientation】

1. Business etiquette and manners

Q1: What do you think is the definition of business manners?

What comes to mind when you consider business manners?

Perhaps you think of the following: 'necessary when entering the business world', 'general knowledge of office etiquette', and 'how to exchange business cards and create business documents', etc.

Put simply, business manners are tools that enhance your ability to work. No matter how good your ability, business manners are necessary to allow it to be recognized as work. For example, a novelist will not be able to put his/her work out into the world if he/she does not practice proper business etiquette. Business etiquette is important in any career. Ultimately, work is achieved not by yourself, but through establishing personal relationships and collaboration.

2. Greetings

There is a saying in Japan: Everything starts with rei (bow) and ends with rei (bow).

consider the meaning of greetings and why they are so important.

Q2: What do you think is the definition of greeting?

2.1 Basic greetings and good posture

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| ① Approaching posture | Slightly bend forward and show your attention and courtesy. eg. Say 'I'm at your service' in your mind. |
| | |
| ② Eshaku | Bend forward about 15 degrees and slightly lower your head. Used when passing by colleagues, or walking past someone. eg. 'Otsukaresama de gozaimasu' (Hi. How are you?). *Used mainly in daily situations at work. |
| | |
| ③ Keirei | Bend forward about 30 degrees and lower your head. Used when exchanging greetings with superiors and customers both at your company or the customer's. eg. 'Hello' 'Welcome'. |
| | |
| ④ Saikereii | Bend forward about 45 degrees and deeply lower your head. Used when expressing deep feelings of gratitude or apology, or exchanging greetings with your executives. eg. 'Thank you very much', 'I'm very sorry'. |
| | |

points of note

- ① Please note that it is important to express your sincerity in greetings.

Let's say our greetings with sincerity.

Voice should be brought out from your abdomen.

Breathe deeply.

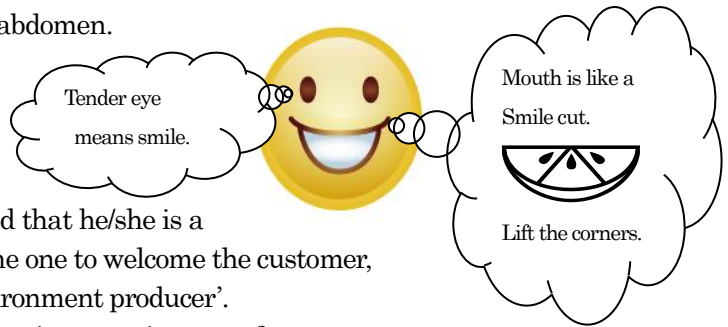
Say words with a smile on your face.

Tender eyes; smile

Lift the corners of your mouth.

- ② When treating a customer, keep in mind that he/she is a 'conveyor of information'. If you are the one to welcome the customer, you must concentrate on being an 'environment producer'.

How should you act as a producer of a business environment?



Customer
= 'conveyor of information'



You
= 'environment producer'

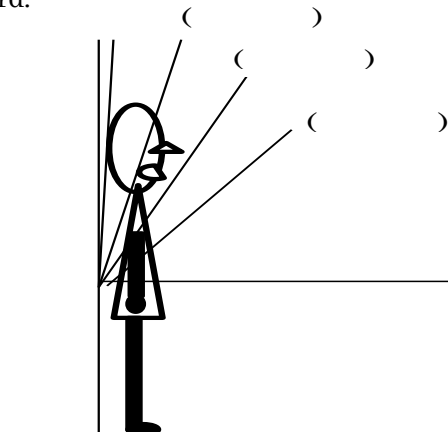
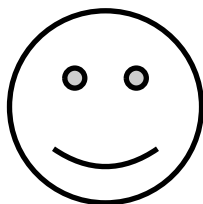
2.2 Practice of basic posture

▼First, learn the basic standing posture by practice.

- 1: Stand up by aligning your heels, calves, hip, backbone and the back of the head in a straight line as if you are standing against a wall.
- 2: Hold in your stomach and keep your chest lifted.
- 3: Do not lift up your shoulders. Let your hands hang naturally at your sides with your fingers touching.
- 4: Face forward and put your chin down.

▼How to greet

- 1: Stand with your heels together and with your feet slightly parted at an angle of 15 degrees.
- 2: Bow from the hip.
(Your head, neck and back should move together. → Do not bend only the neck.)
- 3: Along with point 1, women should put their hands together in front of them.
- 4: Look down at a spot about 1.5m from your feet.
- 5: Hold your posture at the point of leaning forward.
- 6: Raise your upper body slowly.
- 7: Make eye contact with a smile.



2.3 Practice exercise

Q3: Suppose you are told by your superior to visit and greet the new division manager of AB Company. What meaning do you think your greeting should convey.

Points of note

A greeting has two purposes: to introduce oneself, and to create a positive impression that could lead to more business later.

In business, you should judge every situation with great care and conduct yourself accordingly.

3. Appearance Checklist

For women: You don't have to stand out with your clothes or hairstyle. Extremely long or short skirts and pants do not look neat and won't give a good impression. Try to create a good impression through your appearance and attitude. For that purpose, you should be aware of what kind of clothes and style are appropriate on a day-to-day basis.

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| Hairstyle | A good impression is more likely to be created when your face can be clearly seen. | | | | |
| | Color: Natural color | | | | |
| | Bangs: Don't let them cover your forehead to any great extent. | | | | |
| | How to tie: In the back, remove stray hair on the sides. | | | | |
| | *Your hair should not drop in front of your face when bowing. | | | | |
| | *Do not touch your hair when you bow. | | | | |
| Face | Makeup: No heavy makeup; no 'panda' eyes; always wear at least basic makeup. | | | | |
| | Eyebrows: Not too thin, not too thick | | | | |
| | Glasses: Style should not be too casual — always keep clean. | | | | |
| Nails | Take good care of your nails (length, shape, etc.). | | | | |
| | No nail art; if manicured, preferably use light beige or soft pink color. | | | | |
| Suits | Choose the one that suits your body shape (appropriate length of skirt or pants). | | | | |
| | Color: black, gray, dark blue | | | | |
| | Style: Basic, not very fashionable (no slit skirt) | | | | |
| | *Be careful of wrinkles, creases and fraying of the skirt | | | | |
| | *Brush your suit and remove dust in advance. | | | | |
| Clothes inside a suit jacket | Soft-colored, white-based blouse, shirt, knit sweater that goes with the color of your suit Underwear should not be seen through your clothes. | | | | |

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| Accessories | Do not wear earrings, piercings or rings. | |
| | If wearing a necklace, ensure it doesn't draw attention. | |
| | Your wristwatch should have a simple design that goes with your suit. | |
| Stockings | Color: Natural, such as beige | |
| | *Bring an extra pair of stockings in case they run. | |
| Shoes (pumps) | Color: Black | |
| | Heel height: 3 to 5 cm | |
| | Design: Plain | |
| | *Always polish your shoes. | |
| Bag | Color: Black, or the color that goes with your suit | |
| | Size: One that can fit A4-sized documents | |
| | *The bag should stand up on its own so that it does not fall over when placed on the floor. | |
| | *Keep a towel and a nylon bag in your bag in case it rains. | |
| Others | If you are wearing glasses, ensure they have a simple design. You don't have to swap your glasses for contact lenses. | |
| | Be careful of unpleasant odors, such as tobacco, perfume, or body odor. | |

For men: Cleanliness comes first. A pleasant impression is as important for men as it is for women.

year month day ☒

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| Hairstyle | A good impression is more likely to be created when your face can be clearly seen. | |
| | Color: Natural; no brown-dyed haircolor | |
| | Bangs: Don't let them cover your forehead to any great extent. | |
| | Sideburns: Should not cover your ears | |
| | Hair at the back: Short enough to avoid covering the collar (clean impression) | |
| | Style: Avoid shaggy or spiky hairstyles; fix 'bed hair' before going out. | |
| Face | Beards: Shave your face clean without leaving unshaved parts. | |
| | Eyebrows: Natural; not too thin, not too thick | |
| | Glasses: Style should not be too casual — always keep clean. | |
| Nails | Take good care of your nails (length, shape, etc.). | |
| Suits | Choose the one that suits your body shape | |
| | Color: black, gray, dark blue | |
| | Style: Basic, not very fashionable (fits to your shoulder width) | |
| | *Press or iron the creases out of your trousers. | |
| | *Brush your suit and remove dust in advance. | |

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| Clothes inside a suit jacket | Choose a white or soft-colored shirt that goes with the color of your suit. | |
| | *Iron the shirt. | |
| | Do not wear dark-colored underwear or T-shirt. | |
| Accessories | Do not wear earrings, piercings or rings. | |
| | If wearing a necklace, ensure it doesn't draw attention. | |
| | Your wristwatch should have a simple design that goes with your suit. | |
| Necktie | Color: Standard monochromatic, striped, dots, or checkered tie that goes with the color of your suit | |
| | Design: Simple, not too fashionable *No crooked tie *No loosened tie | |
| | *Tie clip: Keep attached to the shirt when bowing | |
| | | |
| Shoes / Socks | Color: Black (brown also OK) | |
| | Design: Plain | |
| | *Always polish your shoes. | |
| | *Avoid wearing white-cotton, colored, ankle, and sports socks. | |
| Bag | Color: Black, or the color that goes with your suit | |
| | Size: One that can fit A4-sized documents | |
| | *The bag should stand up on its own so that it does not fall over when placed on the floor. | |
| | *Keep a towel and a nylon bag in your bag in case it rains. | |
| Others | If you are wearing glasses, ensure they have a simple design. You don't have to swap your glasses for contact lenses. | |
| | Be careful of unpleasant odors, such as tobacco, perfume, or body odor. | |

b You must engage in pre-learning and post-learning tasks in every class. ♪

【Post-learning task】

◆ Write a list of business manners in 400 (Japanese) characters.

<How to write>

1. Use a PC. Submit a Word document.
2. Formatting: 40 letters × 30 lines
3. Font: MS Mincho, 10.5 point

MS Gothic, etc. can be used if necessary.

4. Margin setting: Normal
5. Number of characters: 350 to 400

* In business scenarios, when explaining the current situation or summarizing your talk orally, you should complete it in about one minute. If you put it into writing, about 400 characters should be sufficient.

If the number of characters is specified:

- ① Don't exceed that number.
- ② Write more than 80 percent of the specified number (in this case, more than 350 characters).

6. Others:

Read over what you have written to avoid typos and omissions.

If there is anything you don't understand, confirm definitions and meanings by consulting a dictionary, etc.

You will not obtain points if you appear to have deviated from ethical practices such as copying and pasting text from other literature, or copying a friend's work.

*Focus on creating an excellent and well-organized document.

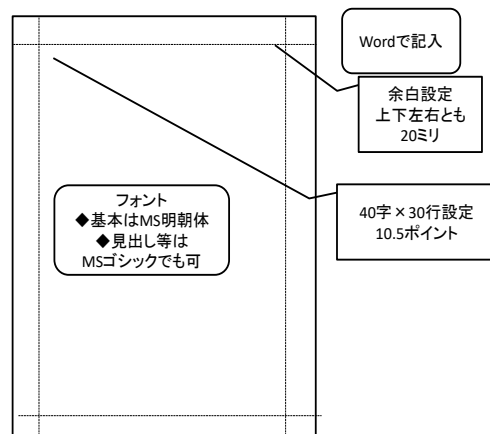
📖 First, format Word document in Japanese:

Font: MS Mincho, 10.5 point

*MS Gothic is OK for headlines, etc.

Margin: 20mm on both sides.

40 letters × 30 lines



📖 Then, let's write: Consider the readers!

1st line: Title (MS Gothic, 12 point)

2nd line: Department, Student ID NO., Name (MS Mincho, 10.5 point)

One space between first name and last name

3rd line: Skip over

📖 Paragraphs

- a unit of thought
- a space at the beginning
- basically, three paragraphs with less than 400 characters for each

📖 Writing structure

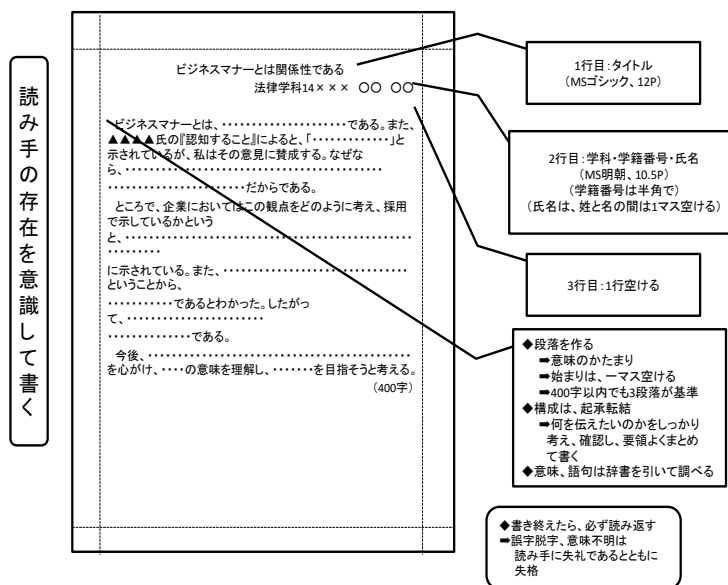
Introduction, development, turn, conclusion

- Consider thoroughly what you would like to convey, put your thoughts together and write.

📖 Consult a dictionary for the meaning of any words you are not sure about.

📖 Be sure to read over what you have written.

- typographical errors and omissions, as well as ambiguous words, are disrespectful to readers.



【Pre-learning task】

◆ Study the ecological activities of various companies.

Check the websites of various companies to confirm how they contribute to society in addition to pursuing profit, and write about it in your notebook.

