

<b>Chapter 9</b>	<b>How to take care of guests</b>	<b>/</b>
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When people visit a company for the first time, how will they judge it? In addition to the size of the company, its name recognition and performance, how it treats guests also provides a good indication of the corporate culture of the company. In this class, let's learn how to receive guests and how to behave as a person representing the company.

## 1. Receiving visitors

### 1.1 Basic behaviors of receiving and transferring a guest – standing and approaching

#### ① Greet in a positive, welcoming manner.

- ➡ Some companies designate the greeting words according to the time.
- ➡ Be aware that in this situation you are the face of the company, and so be sure to greet as if you are doing so on behalf of the company's representative.
- ➡ A greeting helps people to connect with each other.

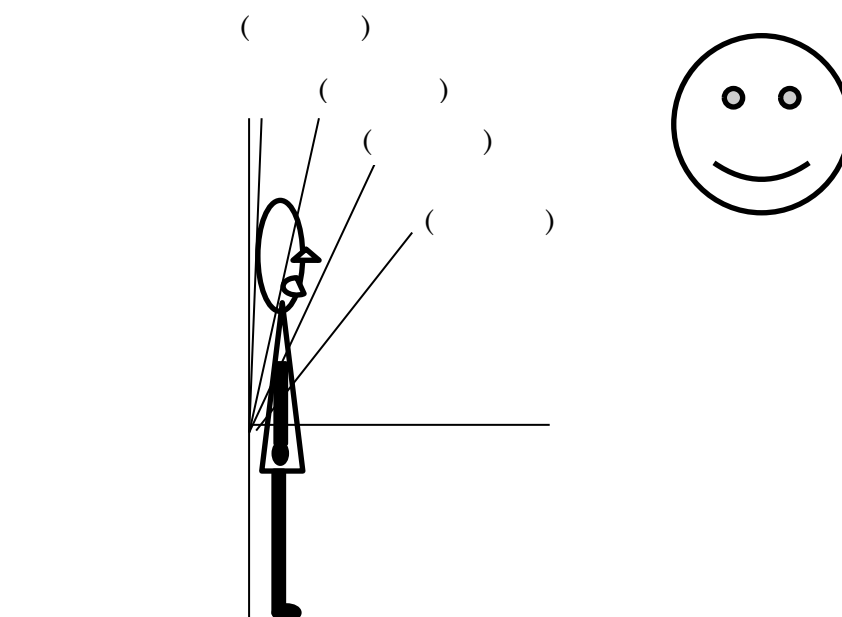
#### ② Confirm who the guest is and transfer him/her to the correct person to fulfill his/her objective.

- ➡ Consider respecting the guest's time. 'Time is Money'
- ➡ Consider the guest's schedule and avoid wasting his/her time, which will also to save you time.

\*For security reasons, many companies now issue an admission card to people entering the company building.

🎵 point of note 🎵

Always maintain a pleasant demeanor. Review the following points.



## 1.2 Appointment

In business, it is a basic rule to make an appointment before visiting a company. A person may drop in to say hello because he/she is in the neighborhood, but this is only possible when the visitor is well known to the company. Let's look at the difference responses in a case where the visitor has an appointment and in a case where they don't.

▼In the case where you receive a visitor with an appointment

Conversation: 'Irasshaimase ○○Bussan no ○○sama desune.

Omachishite orimashita. Goan-nai itashimasu.'

'Hello. You are Mr. ○○of ○○Company. We've been expecting you.

Please come this way.'

Response: Inform the person in charge that the guest has arrived, and usher the guest to the room where the meeting is likely to take place (usually a reception room).

\*If there is a list of names of people who are expected to visit the company, you should go through it in advance.

▼In the case where you receive a visitor without an appointment

Conversation: 'Irasshaimase. Onamae to shimei o chodai shitemo yoroshii desuka?'

'Hello. May I have your name and company please?'

You should also ask for the purpose of the visit.

Response: Inform the person in charge and confirm his/her intention to see the visitor.

While you are having this conversation, ensure that the guest is waiting at some distance from you to ensure privacy, saying 'please take a seat, etc.

\*If the person in charge will meet the visitor, guide him/her to the meeting point.

\*If the person in charge will not meet the visitor, say one of the following:

'ainiku ○○wa tadaima kaigichu de gozaimashite honjitsu wa oaidekinai to moushite orimasu'

'○○ is in the meeting right now and he says he won't be able to see you today.'

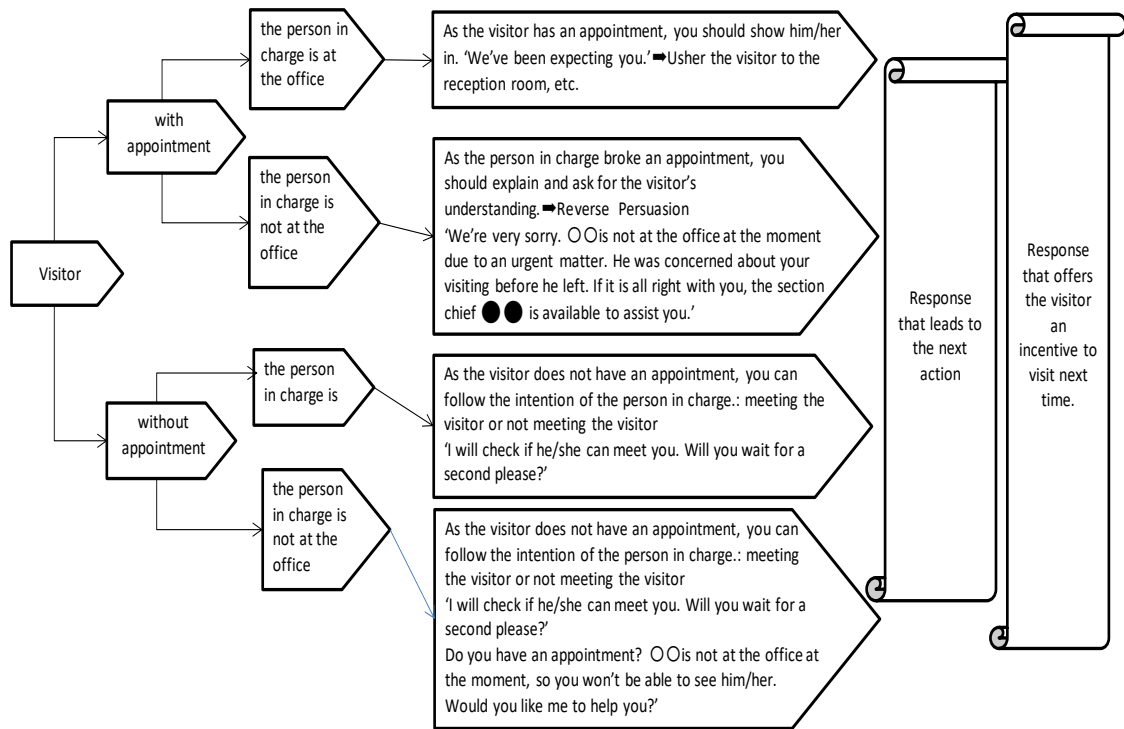
'aratamete ○○kara gorenraku sashiagemasunode osoreirimasuga omeishi O chodaishite yoroshiideshouka?'

'○○ will contact you at a later date.

May I have your name card please?'

\*If the person in charge is not at the office, take appropriate action in accordance with the visitor's intention.

### ▼Flow of dealing with a visitor



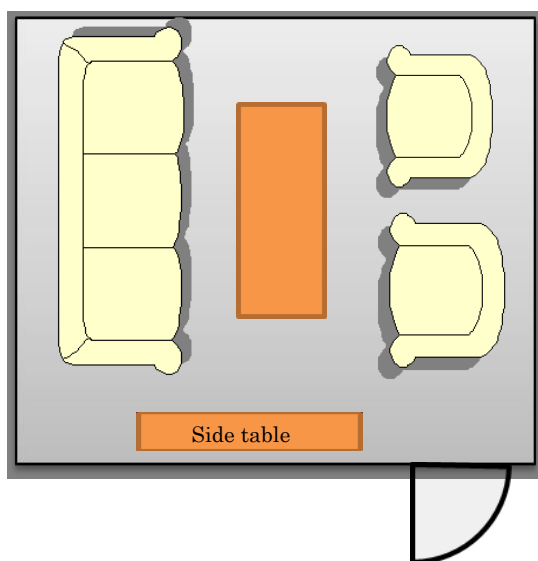
### 1.3 Ushering

How to usher the visitor to the reception room or meeting room: To keep the visitor relaxed, it is important to inform him/her clearly about where you are taking them.

#### ▼Points to note when ushering

- ① Hallway: Walk a few steps diagonally ahead in step with the visitor.
- ② Corners and uneven surfaces: Tell the visitor to watch out for them, saying, for example, 'We are going to turn left down the hallway', or 'Please watch for the uneven surface'.
- ③ Elevator: Tell the visitor which floor you are going to, step in first while saying 'Excuse me', push the button, and allow the visitor to enter. When arriving, allow the customer to step out of the elevator first.
- ④ Reception room: Knock on the door, saying 'Here we are', and open the door.  
Have the visitor take the appropriate seat. If the visitor has a coat, take it while saying, 'let me take your coat'.
- ⑤ Door: If the door opens outwards→Hold the door and allow the visitor to enter before you.  
If the door opens inwards→Go in first and hold the door to let the visitor in.

▼Points to consider when you are in the reception room or the elevator:

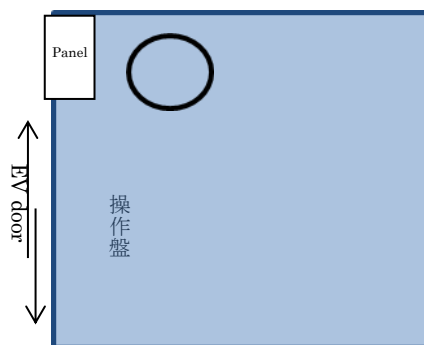


**<In a reception room>**

\*Understand Kamiza (seat of higher position) and Shimoza (seat of lower position).

**<In an elevator>**

\*You should stand in front of the operation panel.



▼Offering tea and cakes

Japanese tea and confectionery→Serve confectionery first.

Set a tea cup and saucer at the side table and serve tea.

Black tea, coffee and Western confectionery→Serve cutlery and confectionery, then tea or coffee with sugar and cream.

\*When serving tea, put a tea cup with the pattern facing the front.

## 1-4 Seeing off the visitor

Seeing off a visitor with courtesy is an important part of good etiquette.

Say, 'Thank you very much for your visit'. or, at the least, offer a heartfelt bow.

If you see off the visitor in front of the elevator, keep bowing for a little while after the door closes in case the door suddenly opens again.

If you see off the visitor at the gate, keep bowing until he/she or the car the visitor is in, is out of sight.

## 1-5 Cleaning up

When a visitor leaves, start immediately cleaning up the reception room that has been used, and get it ready for the next guest. A user should keep in mind to 'make it cleaner and more tidy than it was before use'.

In addition, you should write a thank-you-for-visiting mail, send any necessary documents, and sort out business cards, etc.

## 1-6 Seating

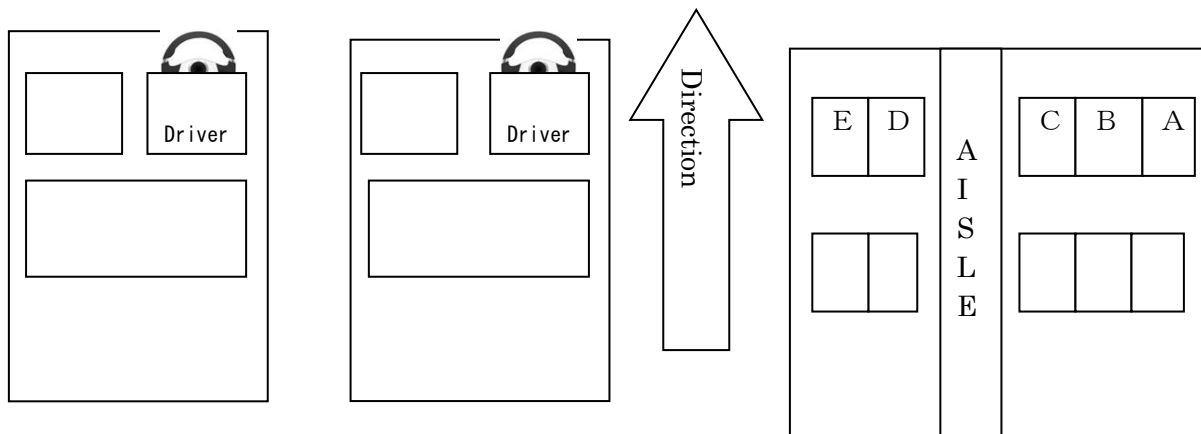
### ♪ work ♪

When going somewhere with your superior or a customer in a taxi, a train or a plane, you should keep in mind seating rules.

It is important to sit in the direction of forward movement. How would you arrange the seating in the following situations?

#### <in a (Japanese) car>

- a. In the case where there is a driver
- b. In the case where your superior or a customer drives



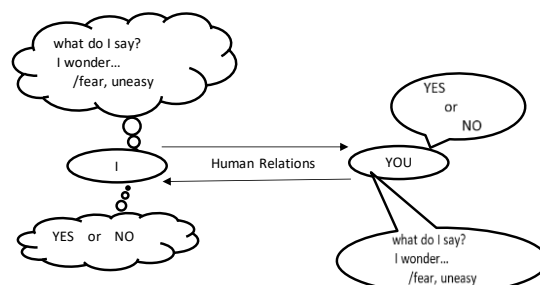
## 2. Persuasion

Persuasion is a key tool to facilitate human relations. When you want to encourage someone to do something, you should speak in a way that makes him/her do it smoothly. Sometimes, your attitude and language may create a difficult situation.

It is not always easy to persuade someone on your first try. Sometimes you need to try several times.

Here are some tips for effective persuasion:

- ① Speak to an anxious person in a reassuring manner.
- ② Make sure the timing is right.
- ③ If necessary, make several attempts to persuade the person.



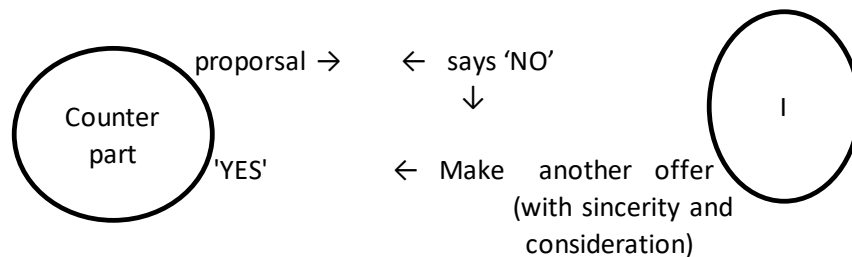
No problems occur if you accept everything that other people ask or persuade you to do, but if more than one person asks you to do two different things, you cannot do both. You must inevitably turn down one of the two things.

### 3. 'Reverse Persuasion'

Daily business operations can seem like a repetition of persuasion and rejection. To contrast with persuasion, let's define 'rejection' as 'reverse persuasion'. Reverse persuasion can often lead to discontent and an awkward situation with your counterpart. To avoid discord, you should be careful not to cause bad feelings in a relationship.

The following is the principle of reverse persuasion:

- 1 Apology: Apologize first.
- 2 Explanation: Clearly explain the situation.
- 3 Proposal of conditions: Consider in the other side's position and present your best offer.
- 4 Confirmation: Make sure you have fully convinced your counterpart of the conditions you offered.



When you have to say 'no' to your counterpart but you need him/her to say 'yes', you can reach your goal by showing a sincere attitude and consideration with a smile and patience while taking control of the conversation.

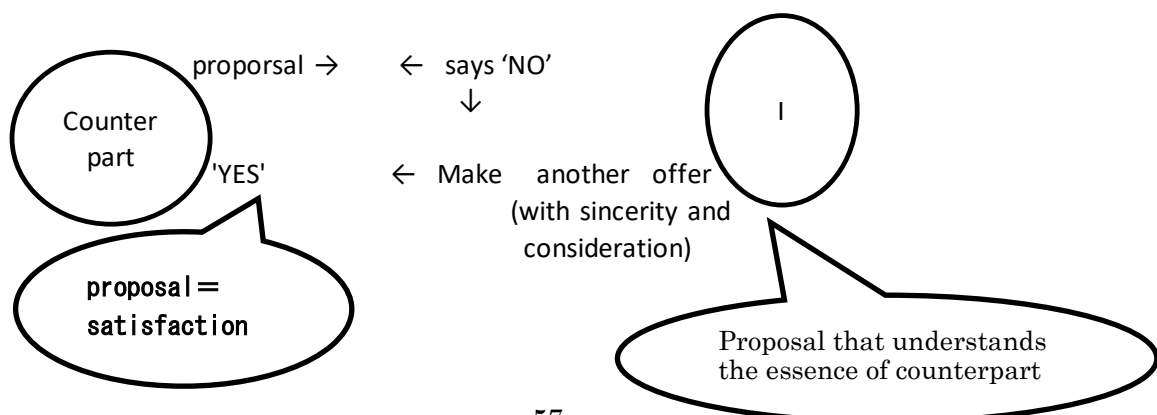


### 4. Win-win Persuasion (strategic persuasion)

Once you feel that you understand reverse persuasion, let's go to the next step.

According to the conditions you present in the third stage of reverse persuasion, the distance between you and your counterpart may change greatly.

Whether the distance is reduced or not depends on you. The closer the distance becomes, the greater chance there is of a successful business interaction. Let's try putting proposals into words by considering the essence of the request of your counterpart rather than just presenting its conditions, so that the counterpart will be satisfied and you will feel confident.



**【Post-learning task】**

♪♪♪♪ 'How to take care of guests' Worksheet② ♪♪♪♪

Case 2: Reverse Persuasion

You are 'A' of Nippon Shoji Trading Company.

A sales person of Osaka Corporation (Mr. B) has come to your company to see the manager, Yamashita. Mr. B has an appointment, but Yamashita has been called out on urgent business and won't be coming back today. How would you deal with this situation?

Speaker	Dialogue
A (Nippon Shoji)	
B (Osaka Corporation)	
A	
B	
A	
B	
A	
B	
A	
B	

**[Pre-learning task]**

- ◆ Write down what you believe you should do, assuming that you are going to plan a class reunion as an organizer.

- ◆ 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.