

『おもてなしの日本語 基本編 (初版第1刷)』(2020年3月刊行)につきまして、誤り、表記の不統一などがございました。誤りをお詫び申し上げますとともに、下記のように訂正させていただきます。

頁	訂正前	訂正後
カバー 表そで		Acknowledgement
カバー 表そで		Asking
p2	This book is intended for anyone who wants to enter the hospitality industry, so it can be used by a wide range of learners. Until now, textbooks that specifically showed how to express manners and hospitality in Japanese were not The textbook were not narrow enough in scope. Therefore, we created this book to present easy-to-understand concrete examples and Japanese expressions that show what ometenashi is and how staff members use ometenashi expressions. Cultural notes also include information on Japanese manners, Japanese attitudes and perspectives on cross-cultural communications so learners other than those wishing to enter the customer service industry in the future will plenty to study and learn. There aren't many complicated grammar items used in hospitality settings, and the vocabulary is selected from vocabulary that we believe is often used in the hospitality industry. We hope that learners will be able to understand and operate in Japanese-style customer service and Japanese culture.	This book is intended for anyone who wants to enter the hospitality industry, so it can be used by a wide range of learners. Until now, textbooks that specifically showed how to express manners and hospitality in Japanese were not The textbook were not narrow enough in scope. Therefore, we created this book to present easy-to-understand concrete examples and Japanese expressions that show what ometenashi is and how staff members use ometenashi expressions. Cultural Notes also include information on Japanese manners, Japanese attitudes and perspectives on cross-cultural communications so learners other than those wishing to enter the customer service industry in the future will also have plenty to study and learn. There are not many complicated grammar items used in hospitality settings, and the vocabulary is selected from words that we believe are often used in the hospitality industry. We hope that learners will be able to understand and operate in Japanese-style customer service and Japanese culture.
p4 凡例・敬語早見表	Usage guide-Polite Speech Simplified Chart	Usage guide Honorific Simplified Chart
p4 表情	Expressions	Facial Expressions
p5 傾聴	Listening	Listening Closely
p7 1	Ometenashi Japanese refers to understanding the seven concepts of ningenkankei kouchiku (building interpersonal relationships), kokorokubari (thoughtfulness), aite wo omou kokoro (being mindful of others), jinsoku na taiou (quick response), yoriso kokoro (closeness), juunan na taiyou (fl exible response) and seijitsu na kokoro (honesty) and communicating while having mastered the art of expressing these concepts in Japanese. Ningenkankei kouchiku (building interpersonal relationships): Communicating to build strong relationships with customers Kokorokubari (thoughtfulness): Acting with the customer in mind Aite wo omou kokoro (being mindful of others): Being compassionate and sympathetic toward the customer Jinsoku na taiou (quick response): Responding quickly and correctly Yoriso kokoro (closeness): Getting close to and sympathizing with the customer's feelings Juunan na taiou (fl exible response): Responding fl exibly with alternative proposals and ideas Seijitsu na kokoro (honesty): Respond honestly and with understanding, without falsehoods	Ometenashi Japanese refers to understanding the seven concepts of ningenkankei kouchiku (building interpersonal relationships), kokorokubari (thoughtfulness), aite wo omou kokoro (being mindful of others), jinsoku na outai (quick response), yoriso kokoro (closeness), juunan na outai (fl exible response) and seijitsu na kokoro (honesty) and communicating while having mastered the art of expressing these concepts in Japanese. Ningenkankei kouchiku (building interpersonal relationships): Communicating to build strong relationships with customers Kokorokubari (thoughtfulness): Acting with the customer in mind Aite wo omou kokoro (being mindful of others): Being compassionate and sympathetic toward the customer Jinsoku na outai (quick response): Responding quickly and correctly Yoriso kokoro (closeness): Getting close to and sympathizing with the customer's feelings Juunan na outai (fl exible response): Responding fl exibly with alternative proposals and ideas Seijitsu na kokoro (honesty): Responding honestly and with understanding, without falsehoods
p7 2 (1)	Omataseitashimashita. Ainiku, manshitsu degozaimasu. Moushiwake arimasen.	Omataseitashimashita. Ainiku, manshitsu de gozaimasu. Moushiwake gozaimasen .
p7 2 (2)	Omataseshimashita. Ainiku, kono shouhin ga gozaimasen. Moushiwake gozaimasen.	Omatase it ashimashita. Ainiku, kono shouhin wa zaiko ga gozaimasen. Moushiwake gozaimasen.
p7 2 (3)	Omataseitashimashita. Ainiku, honjitsu no yoyaku ha ippai desu. Moushiwake arimasen.	Omataseitashimashita. Ainiku, honjitsu no yoyaku wa ippai de gozaimasu . Moushiwake gozaimasen .
p7 最後の行	Each semantic function is further explained in the "Let's take a look" section, but be sure to review them all together.	Each semantic function is further explained in the "見てみましょう (Let's Take a Look)" section, but be sure to review them all together.
p13	In this book, you will learn what Japanese ometenashi is like and also learn sentence patterns and meanings in cultural notes and conversational sentences from a functional perspective. First, before studying the conversation, think about the theme of the section and then learn the lesson in the context of the given situation.	In this book, you will learn what Japanese ometenashi is like and also learn sentence patterns and meanings in "Cultural Notes" and "Let's Take a Look" from a functional perspective. First, before studying the conversation, think about the theme of the section and then learn the lesson in the context of the given situation.
p13	Structure There are eight chapters in total, each of which is divided into a Section 1 and Section 2. Each section is laid out as follows:	Structure There are eight chapters in total, each of which is divided into a Section 1 and Section 2. Each section is laid out as follows:
p13	Here's the point! Understand each sentence pattern and semantic function. The ometenashi phrases that you will learn in that chapter are marked with aⓈ. Ometenashi phrases are phrases that are often used in customer service settings.	Here's the point! Understand each sentence pattern and semantic function. The ometenashi phrases that you will learn in that chapter are marked with a Ⓢ. Ometenashi phrases are phrases that are often used in customer service settings.
p18 ます形の語幹	(V-masu word stem of masu form)	(V-masuru word stem of verb masu form)
p18 する動詞 (IIIグループの動詞)の「する」をとった形	(V-suru suru verb (group III verb) form with suru removed)	(V-suru suru verb (group III verb) form with する removed)
p18 敬語早見表	Honorific simplified chart	Honorific Simplified Chart
p21 セクション2	おじぎ「どうぞごゆっくりお過ごしくださいませ。」	おじぎ「 どうもありがとうございました。 」
p22	In this book, you will learn ometenashi no kokoro (the heart of ometenashi), ningenkankei kouchiku (building interpersonal relationships), kokorokubari (thoughtfulness), aite wo omou kokoro (being mindful of others), jinsoku na taiou (quick response), yoriso kokoro (closeness), juunan na taiyou (flexible response) and seijitsu na kokoro (honesty) in that order. Learn how to express the heart of ometenashi in words and the methodology behind ometenashi phrases.	In this book, you will learn ometenashi no kokoro (the heart of ometenashi), ningenkankei kouchiku (building interpersonal relationships), kokorokubari (thoughtfulness), aite wo omou kokoro (being mindful of others), jinsoku na outai (quick response), yoriso kokoro (closeness), juunan na outai (flexible response) and seijitsu na kokoro (honesty) in that order. Learn how to express the heart of ometenashi in words and the methodology behind ometenashi phrases.
p28	セクション2 おじぎ 「どうぞごゆっくりお過ごしくださいませ。」 Bowling "Please enjoy your stay." (日式) 行礼"請復用。/請好好休息。" Cúi chào "Quy khách thong thả a."	セクション2 おじぎ 「 どうもありがとうございました。 」 Bowling "Thank you very much." (日式) 行礼"謝謝您的光臨。" Cúi chào " Cám ơn quý khách. "
p44	Hyoujou (facial expressions) are equally as important as first impressions. Rather than only putting on a smile when assisting customers, part of ometenashi is regularly maintaining a gentle expression that says, "I can assist you at any time". Also, be aware that your facial expression can be seen from a distance when bowing. Try to always be mindful of your facial expressions.	Hyoujou (facial expressions) are equally as important as first impressions. Rather than only putting on a smile when assisting customers, part of ometenashi is regularly maintaining a gentle expression that says, "I can assist you at any time". Also, be aware that your facial expression can be seen from a distance when bowing or from distance . Try to always be mindful of your facial expressions.
p56 見てみましょう①	【会話1：デパートでお客さまとスタッフが話しています】	【会話1：デパートで スタッフとお客さま が話しています】
p59	ブルは本館の地下1階でございます。	ブルは本館の地下 1階 でございます。
p68 デパートのことば	Department Vocabulary	Department store Vocabulary
p76 セクション2 一歩進んだ応対「もしよろしければ、確認いたしましょうか。」	Going One Step Further "I can confirm it, if you would like."	Going One Step Further " If you'd like, I can check. "
p76	In Section 1, we learned what to do to provide accurate guidance in accordance with customers' requests. In Section 2, we will learn how to progress to the point where you will be able to sense how the customer feels and respond in a way that pleases them without them having to ever explicitly state their requests. This includes, for example, going beyond simply doing things like recommending a restaurant to the customer, and instead taking things one step further by calling a restaurant for a customer to see if it is crowded or making reservations for them, even if unprompted by the customer. It is this degree of action that is known as Ippo Susunda Taiou (going one step further).	In Section 1, we learned what to do to provide accurate guidance in accordance with customers' requests. In Section 2, we will learn how to progress to the point where you will be able to sense how the customer feels and respond in a way that pleases them without them having to ever explicitly state their requests. This includes, for example, going beyond simply doing things like recommending a restaurant to the customer, and instead taking things one step further by calling a restaurant for a customer to see if it is crowded or making reservations for them, even if unprompted by the customer. It is this degree of action that is known as Ippo Susunda Outai (going one step further).
p102 セクション1 傾聴「何かございましたか。」	Listening "Is there something I can help you with?"	Listening Closely "Is there something I can help you with?"
p102	Keichou (listening closely) means listening to what someone is saying, not with your ear, but with your heart. Opening your ears to what someone has to say rather than doing all of the talking yourself can help you get closer to that person. Just taking it upon yourself to do something is not ometenashi. Listening is another form of ometenashi. Here, you will learn the ometenashi of how to receive someone.	Keichou (listening closely) means listening to what someone is saying, not with your ear, but with your heart. Opening your ears to what someone has to say rather than doing all of the talking yourself can help you get closer to that person. Just taking it upon yourself to do something is not ometenashi. Listening closely is another form of ometenashi. Here, you will learn the ometenashi of how to receive someone.
p108 セクション2 クレームを聞く「ご迷惑をおかけし、大変申し訳ございませんでした。」	Listening to Complaints "I apologize terribly for having troubled you."	Listening to Complaints " We are very sorry to have inconvenienced you. "

p118 セクション1 代案「セミダブルの部屋でしたらご用意できますが、いかがでしょうか。」	Alternate Suggestions "We can arrange a semi-double room. Would that be okay?"	Alternate Suggestions "We can offer you a semi-double room. What would you prefer?"
p124	What you may consider to be the best form of omotenashi is not always the best for your customers. That is why you should offer a variety of options to meet the needs of your customers. The best kind of omotenashi is that which the customer chooses on their own. Therefore, it is essential to acquire a wide range of knowledge and information so that you are able to provide different kinds of annai (guidance).	What you may consider to be the best form of omotenashi is not always the best for your customers. That is why you should offer a variety of options to meet the needs of your customers. The best kind of omotenashi is that which the customer chooses on their own. Therefore, it is essential to acquire a wide range of knowledge and information so that you are able to provide different kinds of teian (suggestions).
p140	There are many types of apologies. The word すみません in particular is often used in daily life. This word has many meanings and is not only used when apologizing, but also when thanking someone, making a request and when calling for someone. It is used to apologize when someone has had something displeasurable or troublesome happen, even if it is not directly your fault. You will likely find yourself apologizing to a customer at some point when working in hospitality. However, the customer is not always right. Even in such times, you must still apologize for the fact that the customer has been inconvenienced. And you must also show appreciation for them taking the time to express their opinion to you.	There are many types of apologies. The word すみません in particular is often used in daily life. This word has many meanings and is not only used when apologizing, but also when thanking someone, making a request and when calling for someone. It is necessary to apologize when someone has had something displeasurable or troublesome happen, even if it is not directly your fault. You will likely find yourself apologizing to a customer at some point when working in hospitality. However, the customer is not always right. Even in such times, you must still apologize for the fact that the customer has been inconvenienced. And you must also show appreciation for them taking the time to express their opinion to you.
p153 第1課②	Staff member: Thank you very much. [bows slightly] I'll carry it for you to the door.	Staff member: Thank you very much. [bows slightly] I'll carry it for you to the door for you.
p154 第2課①	【Conversation 1: A staff member and a customer are talking in the lobby of a Japanese-style inn】 Staff member: Hello. [smiling] My name is Tanaka, and I'll be in charge of your room, Ms. Kobayashi. I look forward to assisting you. Customer: Oh, I'm Kobayashi. Thank you for your help. Staff member: Please let me know anytime if there is anything you do not understand. You can also reach me anytime by calling the front desk. Customer: Okay. 【Conversation 2: A customer has come to the reception desk】 Staff member: Welcome. Customer: I have a reservation under the name Yamanaka. Staff member: Please wait one moment. [the staff member makes an internal call] We will be with you in a moment, so please wait over there.	【Conversation 1: A staff member and a customer are talking in the lobby of a Japanese-style inn】 Staff member: Hello. [smiling] My name is Tanaka, and I'll be in charge of your room, Mr./Ms. Kobayashi. I look forward to assisting you. Customer: Oh, I'm Kobayashi. Thank you for your help. Staff member: Please let me know anytime if there is anything you do not understand. You can also reach me anytime by calling the front desk. Customer: Okay. 【Conversation 2: A customer has come to the reception desk】 Staff member: Welcome. [smiling] Customer: My name is Hayashi, and I'm here to meet with Mr./Ms. Yamanaka. Staff member: Please wait one moment. [the staff member makes an internal call] He/She will be with you in a moment, so please wait over there.
p154 第2課①	前台接待：欢迎光临。	前台接待：欢迎光临。 [微笑]
p154 第2課①	Nhân viên: Kính chào quý khách.	Nhân viên: Kính chào quý khách. [Tươi cười]
p155 第2課②	【Talking to a customer at a check-in counter at the airport】 Staff member: [smiling] Good morning. [bowing while smiling] Please show me your passport. Customer: Okay. [shows passport] Staff member: Thank you. Ms. Tanaka, will you be checking any luggage? Customer: No. Staff member: Okay. Your seat is 35 A, a window seat. Here is your passport. [shows the customer her boarding pass] This is your boarding pass. Your boarding gate is 61 [folds one hand over the other], and boarding begins at 9:25. [staff member hands the customer her boarding pass] Thank you very much. [smiles] Have a good trip. [bows while smiling]	【Talking to a customer at a check-in counter at the airport】 Staff member: [smiling] Good morning. [bowing while smiling] May I have your passport please. Customer: Okay. [shows passport] Staff member: Thank you. Mr./Ms. Tanaka, will you be checking any luggage? Customer: No. Staff member: Okay. Your seat is 35 A, a window seat. Here is your passport. [shows the customer his/her boarding pass] This is your boarding pass. Your boarding gate is 61 [gestures to the boarding pass], and boarding begins at 9:25. [staff member hands the customer his/her boarding pass] Thank you very much. [smiles] Have a good trip. [bows while smiling]
p156 第3課①	【Conversation 1: A staff member and a customer are talking at a department store】 Staff member: Welcome. Customer: Excuse me, where is your bathroom? Staff member: [points in the direction] (The bathroom is) Right over there. 【Conversation 2: A staff member and a customer are talking at a hotel】 Customer: Umm, does this hotel have a pool? Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off the elevator, keep going straight. The pool entrance is on the left side. Customer: Ah, I see.	【Conversation 1: A staff member and a customer are talking at a department store】 Staff member: Welcome. Customer: Excuse me, where is your bathroom? Staff member: [points in the direction] It's right that way. Customer: I see. Thank you. 【Conversation 2: A customer and a staff member are talking at a hotel】 Customer: Umm, does this hotel have a pool? Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off the elevator, keep going straight. The pool entrance is on the left side. Customer: Ah, I see.
p157 第3課②	【After check-in at a hotel, a bellhop shows a customer to their room】 Staff member: Well then, I'll show you to your room. Customer: Okay, thank you. Staff member: This way, please. [leads the way] [they get on the elevator] Your room is on the tenth floor. [they get off the elevator] [points in the direction] Right this way. This is your room. Please go ahead. Customer: Thank you. Staff member: Please relax and enjoy your stay. [bows] I'll be leaving now. [bows]	【After check-in at a hotel, a bellhop shows a customer to their room】 Staff member: Well then, I'll show you to your room. Customer: Okay, thank you. Staff member: This way, please. [leads the way] [they get on the elevator] Your room is on the tenth floor. [they get off the elevator] [points in the direction] Right this way. [they walk for a bit and arrive in front of the room] This is your room. Please go ahead. Customer: Thank you. Staff member: Please relax and enjoy your stay. [bows] I'll be leaving now. [bows]
p157 第3課②	服务员：不客气，您好好休息。那我先走了。	服务员：不客气，您好好休息。 [鞠躬] 那我先走了。 [鞠躬]
p158 第4課①	Staff member: If you're heading to the park, then there is a set meal restaurant and a soba restaurant.	Staff member: If you're heading to the park, then there is a set meal restaurant and a soba restaurant along the way.
p158 第4課①	Staff member: Enjoy your walk.	Staff member: Enjoy your walk. [bows]
p158 第4課①	服务员：您慢走。	服务员：您慢走。 [鞠躬]
p158 第4課①	Nhân viên: Quý khách đi vui vẻ ạ.	Nhân viên: Quý khách đi vui vẻ ạ. [cúi chào]
p160 第5課①	Staff member: We've been waiting for you Ms. Yamamoto.	Staff member: We've been waiting for you Mr./Ms. Yamamoto.
p161 第5課②	Staff member: Ms. Sakai. And your number is 035-0687-5342. Okay. We'll look into it and contact you as soon as we can.	Staff member: Mr./Ms. Sakai. And your number is 035-0687-5342. Okay. We'll look into it and contact you as soon as we can.
p161 第5課②	Nhân viên: Cô Sakai ạ. Số điện thoại là 035-0687-5342 đúng không ạ. Tôi hiểu rồi. Bây giờ tôi sẽ kiểm tra ngay và sẽ gọi điện lại ạ.	Nhân viên: Ông / Bà Sakai ạ. Số điện thoại là 035-0687-5342 đúng không ạ. Tôi hiểu rồi. Bây giờ tôi sẽ kiểm tra ngay và sẽ gọi điện lại ạ.
p162 第6課①	【A customer and a staff member are talking in the lobby of a hotel】 Staff member: Ms. Tanaka, how was your meal? Customer: Well, it was... Staff member: Was something wrong? Customer: The food was okay, but the people sitting next to me were really loud, and the service was terrible. Staff member: Is that so? I'm very sorry about that. If you don't mind, could you tell me more? Customer: The staff had bad attitudes and they took forever to come when I called them. Staff member: I see. I'm sorry to hear about that. Thank you for your valuable opinion.	【A customer and a staff member are talking in the lobby of a hotel】 Staff member: Mr./Ms. Tanaka, how was your meal? Customer: Well, it was... Staff member: Is there something I can help you with? Customer: The food was okay, but the people sitting next to me were really loud, and the service was terrible. Staff member: Is that so? I'm very sorry about that. If you don't mind, could you tell me more? Customer: One staff member had a bad attitude and took forever to come when I called. Staff member: I see. I'm sorry to hear about that. Thank you for your valuable opinion.
p162 第6課①	服务员：原来是这样。真的很抱歉。谢谢您的宝贵意见。	服务员：原来是这样。真的很抱歉。谢谢您的宝贵意见。 [鞠躬]
p162 第6課①	Nhân viên: Vâng ạ? Tôi thành thật xin lỗi quý khách. Cảm ơn quý khách đã đóng góp ý kiến quý báu cho chúng tôi.	Nhân viên: Vâng ạ? Tôi thành thật xin lỗi quý khách. Cảm ơn quý khách đã đóng góp ý kiến quý báu cho chúng tôi. [cúi chào]
p163 第6課②	Staff member: We are very sorry to have inconvenienced you today due to our carelessness. [bows deeply]	Staff member: We are very sorry to have inconvenienced you today due to our carelessness. [bows deeply]
p163 第6課②	Staff member: Is that so? I'm very sorry.	Staff member: Is that so? I'm very sorry. [bows deeply]
p164 第7課①	Staff member: I'll check. One moment, please. [after checking] I'm sorry, but all of our double rooms are taken. We have a slightly larger single available, but it is currently being cleaned, so there will be a 20-minute wait. But we can offer you a semi-double room now. What would you prefer?	Staff member: I'll check. One moment, please. [after checking] I'm sorry, but all of our double rooms are taken. We have a slightly larger single available. Or we can offer you a semi-double room, but it is currently being cleaned, so there will be a 20-minute wait. What would you prefer?

p165 第7課②	<p>【A customer is asking a staff member a question at a hotel concierge】</p> <p>Customer: Is there anything to see in this area?</p> <p>Staff member: Let's see. There are several sites in this area, but how much time do you have until your departure?</p> <p>Customer: Around 4:00.</p> <p>Staff member: I see. Then, there is an art museum and a glass workshop nearby. You can try hands-on glass making there. What would you like to do?</p> <p>Customer: Is the glass workshop the only place I can try things hands-on?</p> <p>Staff member: Well, you can also try hands-on Japanese sweets making. If you're interested, please take a look at these pamphlets. There are several.</p> <p>Customer: Thanks.</p> <p>Staff member: We can make reservations for you, so please let me know if you'd like us to.</p> <p>Customer: Thanks.</p>	<p>【A customer is asking a staff member a question at a hotel concierge】</p> <p>Customer: Is there anything to see in this area?</p> <p>Staff member: Let's see. There are several sites in this area, but how much time do you have until your departure?</p> <p>Customer: About four hours.</p> <p>Staff member: I see. Then, there is an art museum and a glass workshop nearby. You can try hands-on glass making there, if you would like. What would you like to do?</p> <p>Customer: Is the glass workshop the only place I can try things hands-on?</p> <p>Staff member: Well, you can also try hands-on Japanese sweets making. If you're interested, please take a look at these pamphlets. There are several.</p> <p>Customer: Thanks.</p> <p>Staff member: We can make reservations for you, so please let me know if you'd like us to.</p> <p>Customer: Thanks.</p>
p166 第8課①	<p>Staff member: Please wait a moment while I check. [after looking]</p>	<p>Staff member: Okay. Please wait a moment while I check. [after looking]</p>
p167 第8課②	<p>【A customer and a staff member are talking at an airport】</p> <p>Customer: Excuse me, I just got my checked luggage back, but my bag is missing one of its wheels.</p> <p>Staff member: I'm truly sorry. We can fix it for you here for you, or we can pay the repair fees for you today.</p> <p>Customer: I have another business trip right after this. What a hassle.</p> <p>Staff member: I'm very sorry.</p> <p>Customer: I guess it can't be helped. Then fix it, and hurry up with the paperwork.</p> <p>Staff member: Understood. I'm very sorry for all of the trouble we've caused you. I'll handle the paperwork right away, so please have a seat and wait just a moment.</p> <p>Customer: Fine.</p> <p>Staff member: Sorry to have kept you waiting. I've finished the paperwork. Please accept my apology for everything. [bows deeply]</p>	<p>【A customer and a staff member are talking at an airport】</p> <p>Customer: Excuse me, I just got my checked luggage back, but my bag is missing one of its wheels.</p> <p>Staff member: I'm truly sorry. We can fix it for you here for you, or we can pay the repair fees for you today.</p> <p>Customer: I have another business trip right after this. What a hassle.</p> <p>Staff member: I'm very sorry.</p> <p>Customer: I guess it can't be helped. Then fix it, and hurry up with the paperwork.</p> <p>Staff member: Understood. I'm terribly sorry to have troubled you. I'll handle the paperwork right away, so please have a seat and wait just a moment.</p> <p>Customer: Fine.</p> <p>Staff member: Sorry to have kept you waiting. I've finished the paperwork. Please accept my apology for everything. [bows deeply]</p>
p170 成り立つ	to consist of; to be valid	to consist of; to be valid
p170 迎える	to face; to head toward	to welcome
p171 柔軟な	soft flexible	soft flexible
p171 判断する	decision	to decide
p172 お礼	bow; gratitude	bow ; gratitude
p172 (名刺入れの) 輪	(business card case) ring 環、环 <i>mì gāp lại (của ví đựng danh thiếp)</i>	リストより削除
p176 一方	one direction, one hand	on the other hand
p177 奥	inner part, interior; bottom	rear section, inner section
p179 取りつぐ	to announce (someone's arrival), to receive (a guest at reception)	to forward (a call)
p179 うけたまわる	to receive (an order), to take (a reservation)	to receive (an order); to take (a reservation)
p180 禁煙	no smoking; quitting smoking	no smoking; quitting smoking
p180 ナンバー	number of people	number of people
p181 申しつける	to instruct, to tell to do (humble form)	to instruct, to tell to do (humble form)
p181 グランドスタッフ	grandstand	ground staff
p182 距離感	sense of distance (physical or emotional) 距离感、高冷 <i>cảm giác xa cách, có khoảng cách</i>	sense of distance (physical or emotional) 距离感、高冷 <i>cảm giác xa cách, có khoảng cách</i>
p182 タイヤ	tire	tire, wheel