

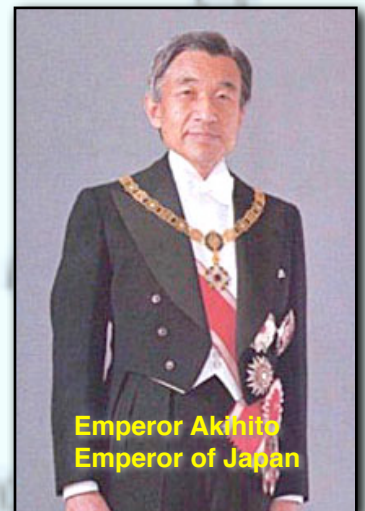
Dr. Culture's[®]

GUIDE TO JAPAN

Let's begin with an overall geographical outlook on Japan including information on weather, a bit on history, a bit on the Japanese people including some cultural components. Japan consists of four main islands and overall, is just smaller than the state of Montana. You'll find Japan has all four seasons and the farther north you travel the colder it will be and on the island of Aikido (if you travel that far North) you would find it *incredibly* cold. In fact, in the winter, for every 50 miles or so north of Tokyo, subtract 1-2 degrees from the Tokyo temperature. The nation has a few active and many dormant volcanoes. Mount Fuji, located west of Tokyo on Honshu Island, is Japan's highest point, with an elevation of 12,388 feet (3,776 meters). Earthquakes are fairly common, and more destructive ones hit every few years.

A HISTORICAL THUMBNAIL SKETCH: Japan has had a line of Emperors continue to the present day. From the 12th century until late 19th-century feudal lords or *Shoguns* held political control. It was the Shoguns who expelled all foreigners in the 17th-century (or boiled them in oil) on a suspicion that they were spies for European armies. This outlook will have strong cultural affects in the 1900s as Japanese do not expect – or want—other cultures to mix or assimilate with their “superior” culture. As a result of this, not surprisingly, there was very little contact between Japan and “the outside world.” It was not until the 1850s when Matthew Perry sailed into a Japanese bay that US and Japanese relations began. This also marked the beginning of the end for the Shoguns. The current Emperor, *Akihito* took to the throne in 1989. His father, Hirohito, (you'll recall the name from WWII) was Emperor from 1926 to 1989. His reign was called *Showa* or “enlightened peace.” You may still find reference to him as “Emperor Showa.”

Other major historical events are important in understanding the modern Japanese. They defeated China thereby establishing their influence in Korea in 1895. Ten years later Japan was also victorious in the Russo-Japanese war, which led their recognition as a military power. When World War I came along Japan joined into the fray which brought Japan enhanced global influence, and expanded its land holdings according to the Treaty of Versailles. The postwar years brought prosperity to the rapidly changing



Emperor Akihito
Emperor of Japan

nation particularly regarding their military influence in Asia.

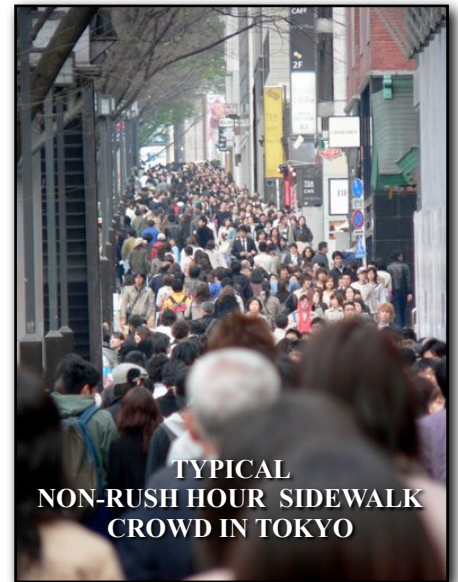


Most Americans will cite December 7, 1941 as the beginning of WWII. For those in Asia, however, the war started many years prior. In the late 1930s Japan invaded much of Asia, displaying tremendous barbarism such as documented in the book by Iris Chang entitled *The Rape of Nanking: The Forgotten Holocaust of WWII*. It was during that time in December 1937, when the capital of China suffered the most brutal massacre as found anywhere in the annals of wartime barbarity. The

Japanese Army swept into the ancient city of Nanking and within weeks, not only looted and burned the defenseless city, but systematically raped, tortured, and murdered more than 300,000 Chinese civilians -- *more than the combined death toll of the atomic bomb attacks on Hiroshima and Nagasaki*. After the US

dropped those two atomic bombs in the summer of 1945, the war came to a swift conclusion. This ushered in a period of military occupation chiefly by U.S. forces, lasting from 1945 to 1952. The Americans helped guide the construction and adoption of a new constitution renouncing war, granting basic human rights, and declaring Japan a democracy.

CROSS CULTURAL COMPONENTS: The population of Japan is roughly 130 million. Although Japan's population is less than half that of United States, Japanese live on less than five percent of the total territory of the US (less than the size of Montana, remember?). Not surprisingly you should expect Japan to be one of the most densely populated countries in the world -- *and it is*. This is something that drives most Americans insane. Most will complain that everywhere they go they are rubbing shoulder to shoulder, and body to body with other Japanese be it standing in lines, riding on trains, etc.. Not surprisingly, nearly half of the people are concentrated in only three major metropolitan areas: Tokyo, Osaka, and Nagoya. There are small numbers of Koreans (about 600,000) and Chinese as well here as well. You'll also find a small number of Ainu living mostly of the island of Aikido. If you are non-Japanese, you must register annually with the police and you do not have access to citizenship rights. Otherwise, the population of Japan is overwhelmingly ethnic Japanese -- approximately 99 percent.



TYPICAL
NON-RUSH HOUR SIDEWALK
CROWD IN TOKYO

Japanese is the official language (*duh*). The Japanese language is incredibly complicated using two phonetic alphabets, which are simplified from Chinese pictographs or Chinese characters, adopted from ancient times. A third phonetic alphabet uses Roman letters. The good news is that English is taught in all secondary schools and is generally regarded to be the language of business. *The Japanese also place great worth on nonverbal language or communication*. The way you present yourself, the way you do not express emotion, proper



execution of the bow, veneration of personal or professional position, handing your business card over with both hands not (do not pull your card out of your wallet which normally rests back by your *butt*), all of these things speak volumes about you and are particularly critical to understand for the American because most Americans do not think about these issues at all.

In fact, the Japanese seem to expect to sense another person's feelings on a subject without verbal communication but rather by insinuation, subtly, reading nonverbals and/or a combination of all three. This is easily misinterpreted by the American businessman as an attempt to be vague or incomplete. Of course, from the Japanese side they may consider a person's inability to discern or interpret feelings as a sign of little social education, crudeness, and overall, the view that you are a social and cultural Neanderthal.

One other thing, the Japanese value silence -- and this drives Americans into a frothing-rabid-state of insanity. But, with a little practice, you can do it. Resist the tendency to “fill-up” quiet times during meetings, etc., with chatter. I have often surprised my Japanese colleagues by saying, “Let me think about this...” or “Let’s Think About This...” and then just be quiet for an *excruciating full minute*. Then, nod slightly, pause, (they understand non-verbals, remember) and then continue or ask them for their input/opinion. Whoa! They weren’t expecting that!

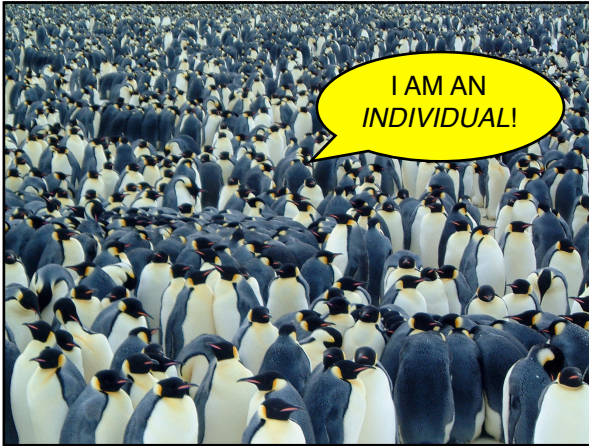
This simple gambit shows you to be an intellectually, culturally capable American, just as sophisticated as themselves and although they won’t consciously think it, this makes you easier to work with because you behave in manners *similar to their culturally appropriate styles*. PERHAPS MOST IMPORTANT: You will show yourself to be distinctly different from other Americans including (probably) those in your own group!

In terms of religion the most practiced religion is a combination of Buddhism and Shinto. Shinto is a religion without a recognized founder or central scripture, stresses ancient mythology and man's relationship to nature. There are many gods and all Japanese Emperors are considered literal descendants of the sun goddess, Amaterasu. Shinto was, historically speaking, very powerful in ancient Japan. It was a powerful component then and still continues to exert great influence over today’s Japanese culture -- although not as easily observable as religious practice in the US.

Today, many households observe some ceremonies of Shinto and Buddhism such as a Shinto marriage and a Buddhist



funeral. Most will have small shrines and their homes but overall religious celebrations and practices are more a social tradition rather than the result of religious conviction for most. The Shinto principles of ancestor veneration (great honor given to the older people of the family and if they are deceased they are still honored), ritual purity (such as the handling of the ever famous tea cups in the tea ceremony), and respect for nature's beauty are all obvious and easily observable in Japanese culture. Tremendous emphasis is placed on the beauty in the city in terms of trees, parks and flowers, etc.



GENERAL OUTLOOKS: one of the biggest differences between Japanese culture and US culture is that in the US we are *individually* focused -- an individual based culture. In Japan just the opposite is true. Whereas in the United States we have laws that protect the individual (no smoking and restaurants, no display of religious icons in state federal or local businesses), in Japan overwhelmingly the society is group oriented and their laws are designed to protect *the group* over the individual.

This will play itself out in many different ways perhaps the most profound is the issue of loyalty. Loyalty to the group -- this could be family, a group of friends, or loyalty to your job or organization. Loyalty to ones superiors is absolutely essential and in every case will take precedence over your own personal -- individual -- feelings. It depends how Westernized your Japanese counterpart is but generally, in business, loyalty, devotion, and cooperation are valued over individual self promotion and drive to move ahead in the organization -- an aggressive "fast-track" kind of guy, or "driven" individual is viewed differently here. If you behave like this here, you are, in effect, saying you are more important than your peers, your friends, your group -- you are sacrificing them for your benefit. This is viewed negatively because you are causing "loss of face" for everyone else around you in order that you individually move in front of them. Remember, loyalty, respect, balance?

Group orientation is the most powerful cultural component in Japan and the most difficult for most Americans to deal with. Politeness is important as well -- rarely is a direct "no" given, but expect to hear phrases such as "I will try" or "I will think about it." This is one of the many ways the Japanese say "no." Also, out of politeness during conversations, don't be surprised your Japanese counterpart will be nodding their head saying "yes", "very good," etc. In practical terms your Japanese counterpart is saying is "I see your lips moving."

All-important in Japanese social life is the maintenance of relationships. This is the second most frustrating component for most North Americans to deal with. Many of my

Japanese friends will tell me that you Americans view friends as Kleenex -- use them once and throw them away.

(FYI--as an aside, forget the handkerchief--this is viewed as simply gross! Why would you blow your nose on this cloth and then put it back in your pocket? *Euwww!*)

Anyway, “discarding” friendships is hard to believe for the Japanese mind where maintaining close relationships is critical. You may hear Americans comment that the Japanese are cold, rude, uncaring people. Around the big cities this is easily observable however, once you have established a friendship with someone and then are introduced to their group, you will be folded into the group as an “honorary” member. Don’t be surprised to receive phone calls from your new "friends" that ask how you are doing in Japan, are you having trouble with the money, can I help you with the subway, if you need medical attention we know a couple of good doctors who speak good English, etc.

One of the most profound demonstrations of group/friendship loyalty and relationship maintenance for the American is to look at what happens (usually) when one of your Japanese friends or business associates has to go to the hospital. Traditionally, everyone who has a relationship with him will go by the hospital and visit – *everyone*.

When you visit, you also take a gift -- Dr. Culture’s recommendation for hospital bound Japanese friends -- pajamas. Your visit and your gift are logged into a “Visitors Book” by your Japanese counterpart’s colleague, and the next time you go back (call ahead!) to again visit this person in the hospital (oh, yes, you Americans, you must visit more than once!) they will probably be wearing your gift. When your Japanese friend leaves the hospital, the "Visitor’s Book" will be taken into a department-store and handed over to a “Gifts” department. The department will choose and wrap gifts of commensurate value so that your Japanese counterpart can now go around and return your kindness (and all other visitors) by giving you/them a gift thereby thanking all for visiting him/her in the hospital during their time of need. Complicated? Burdensome? For the American mind, *you betcha*. But due to the tremendous emphasis on relationship maintenance in Japan, this should not be surprising -- rather, typical!



ADDITIONAL LITTLE BIT OF KNOWLEDGE TIPS: Generally, within the American culture, when a newborn is brought home, the child will sleep in the parents room for a short time then if financial capabilities allow it, the child is moved to its own room usually close by. If not close by, a nursery monitor will be set up to insure the baby is "observed." To illustrate the cultural importance of group and loyalty, one need look no farther then the culturally encouraged outlook on newborn care.

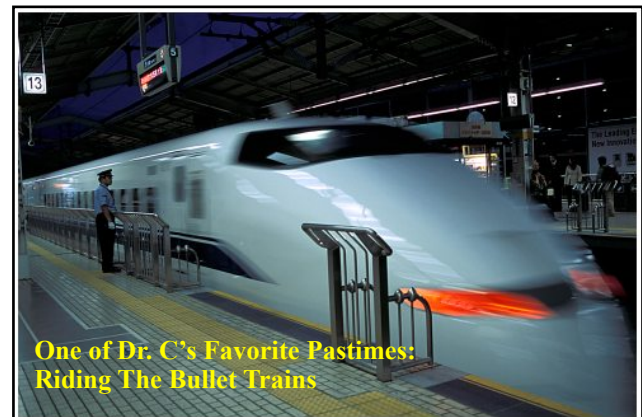


It is not unusual for a newborn Japanese child to sleep with the parents in the same bed that has the parents for *several years—Yes, years.* The number of years will vary sometimes; it may “only” be three, four, or five years while other families feel that nine, ten, or eleven years is better. As you would understand, this helps nurture the dependency of the young Japanese child on the parents. The cultural structure in place drives the belief that by enculturating the child with this close bonding and nurturing, the Japanese child will grow up to be dependent and when the child is dependent, then the child will be dependable. If the child is dependable

then the child will be loyal, etc. It is uncanny to me to hear Japanese mothers compliment or praise their child by saying the child “is so dependent on me” while in the US it is virtually opposite -- and you hear American mothers complimenting or praising their child by describing their child as “such an independent little person.”

NOTE: Considering the young Japanese child/children sleep with the parents for so long, many Americans will ask us, “Then, how do you have other children?” I asked my long time Japanese friend and Sushi Chef extraordinaire and he replied, “*Oh, Dr. C-san,..One must be resourceful...*”

Don't expect to see Kimonos and other stereotypical trappings in your day-to-day activities. They are certainly there but not generally not found in Japanese business arena. Understand that the Japanese are very fashion conscious as well – especially the women. Considering conformity is very important within Japanese culture, the general rule is to act similar, dress similar, and overall be in harmony with the crowd. The way you present yourself to the world -- in your dress -- says something about you and your group. “The nail that stands up gets hammered” and “The first goose in the flock gets shot” are typical sayings regarding this outlook. Japanese businessmen will wear suits and a tie in public and proper dress is expected.



**One of Dr. C's Favorite Pastimes:
Riding The Bullet Trains**

As experienced in U.S. culture, we understand the youth of the culture have their own ideas about dress and the Japanese are just as frustrated with *their* children's appearance just as American parents are.

HELPFUL HINTS IN MOVING SMOOTHLY THROUGH THE JAPANESE CULTURE

GREETINGS: Not surprisingly, the bow is the traditional greeting between Japanese. To show great respect, one is expected to bow lower than the other person. Don't be surprised however that the Japanese will shake hands with Westerners. Moreover it's a case-by-case decision regarding bowing and shaking hands, or simply bowing, etc. When it comes to either bowing or shaking hands, just follow your host's lead. Dr. Culture's recommendation would be a slight bow followed by an extension of your hand. Your handshake should not be a North American bone-crusher but rather an easy "cold-fish" type handshake is appropriate. The bone-crusher handshake is a sign of no class and aggressiveness.

Not surprisingly, since the Japanese are formal, titles are important—especially during introductions. The family name is usually attached with the suffix "San." For instance, Mr. Hashimuri in the United States is called Hashimuri-san in Japan. The use of the first name is generally reserved for family and friends. Between business representatives, the exchange of business cards (offered and accepted with both hands) will often accompany a greeting. For many North Americans this sounds silly.

Make no mistake about it, the Japanese take this very seriously and for you to do it wrong or poorly, is viewed no differently than passing gas at the Thanksgiving table. Dr. Culture's recommendation: business cards should go in your shirt pocket and when presenting your card do so with both hands. When receiving accept with both hands and *then read the card* -- -- even if it's in Japanese, you're expected to stare at for a few moments. Obviously, your card should be in English on one side and Japanese on the other. Don't be surprised if your Japanese counterpart's card is translated into English on the other side as well. **Under no circumstances do you write anything on their card.** If you must make notes, write it on something else. Gentlemen, do not place the card in your wallet and then put back into your pants pocket -- on your butt. *You have just sat on someone's "face."* Got it?

CROSS CULTURAL HORROR STORY: I once saw a card exchange that was horribly embarrassing to me as an American -- and now that you are much more culturally aware as a result of reading this guide, you can understand. Here's what happened:;

An American business type was unprepared to present his card to a small Japanese group of executives and the Japanese client (of a higher position than the American) handed *his* card first to the American (instead of the other way around)

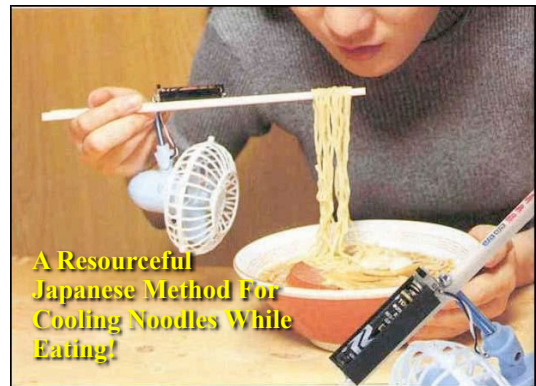
and the American took the card, thanked him as he put the card in his mouth and bit it--actually he was holding the card in his teeth -- while the rest of the Japanese business types stared in wild-eyed silent *horror*. The American then reached into his back pants pocket, pulled out his wallet, removed the Japanese executive's card from his teeth, put it into his wallet, retrieved a card of his own, put THAT card in his mouth teeth -- all the while jabbering to the Japanese rep -- put his wallet (with the Japanese executive's card) back in his pants pocket, then pulled his card out of his teeth, and handed it to the Japanese executive who, pretended to read the card but was actually staring at the bite-mark-teeth impressions on the card and pretending not to be horrified.....whoa!

LANGUAGE USE: Greetings usually depend on the relationship. You find in Japanese culture a much more a more finely defined class structure than in other cultures. A worker might greet a superior with the Japanese word for good morning (Ohayogozaimasu) which would be different then the word used by a Japanese worker greeting a customer (Irasshaimase) translates more to welcome vs. good morning. When business representative meet for the first time, the Japanese version of nice to meet you (Hajimemashite) may be used but the more well-known "Konnichiwa" is a standard greeting and (thankfully) easier for the American mind to remember and the American tongue to use. "Ohayoh" (pronounced like the state, Ohio) is used as an informal "Good Morning" between friends or others you are normally informal with.

GESTURES: It is impolite to yawn in public. Keep your feet all in the floor do not show the soles of your feet to others if you must cross your legs crossed in the than the user ankles do not place and ankle over the knee. To call someone such as in calling a taxi, you waive all fingers with the palm down. It is considered much more polite to point with the entire hand -- don't use any single finger. Do not confuse laughter with joy or amusement; it can also be a sign of embarrassment. If you must use a toothpick, cover your mouth. *Watch your Japanese hosts and follow their lead.* Do not chew gum in public, as this is impolite. And do not be surprised see young girls walking hand in hand. This is the articulation of a strong friendship and relationship maintenance.

GIFT GIVING: This is extremely important in Japan because a gift says a great deal about the giver's relationship and respect for the recipient. This is especially crucial in business relationships. Generally, you'll find food and drink to be the most common gifts because gifts for the house would quickly clutter the small homes. Gift giving, by the way, reaches its peak at the end of each year when giving the right price gift (the price is much more important than the gift) to all the right people (family, friends, business contacts) as this will "set the tone" for the coming year.

EATING, DRINKING: Generally (that means disregard the youth of any culture) it is considered bad manners to eat while walking in public. Snack foods however all are sold at street stands but are usually eaten at the stand. In a traditional meal, the Japanese typically eat from their bowl while holding it chest level instead of bending down the table. Chopsticks are used to eat most meals but many use Western utensils when eating Western food.



Don't be surprised to see American fast food well represented in Japan. The main meal is eaten in the evening and because many people work late hours, they may eat dinner in office building restaurants or on the way home – and many times, after they have been drinking for several hours. This isn't to say that the Japanese are out “partying” every night. It's quite the opposite.



Similar to the 1950s and '60s American "beer call," the Japanese use the opportunity to socialize and drink as a chance to speak more freely or informally. The strict rules of social order, rules of loyalty, saving face, not wishing to criticize, etc., seem to be suspended somewhat when alcohol is on the table -- even if it is not being consumed. Do not be surprised if your Japanese host take you out and buy you drinks all night! There is a reason for this (as well as hoping to show you they are good hosts). And, the reason is not limited to contemporary

Japan -- it goes back to the beginning of time -- or at least to the invention of alcohol; From the Romans, “In Vino Veritas” --*In Wine There is Truth*, or the Greeks -- Aristophanes: “*Quick bring me a beaker of wine so that I may say something clever*” or the French proverb, “*In water one sees one's face, but in wine, one beholds the heart of another.*” No matter how it is said, the Japanese want to see through the outer “mask” and visit with “the real” you while a the same time allow you to their “more natural” selves as well. It's a “Group-Thing” remember?

LIFESTYLE: Dynamic changes are occurring in Japan's culture today. However, the father is still the head of the home, the mother has a responsibility for household affairs, and it is not unusual for the woman to handle all the money of the household -- and the head of the household (father) usually receives an allowance from the wife. It is not unusual for the Japanese men to ask for raise from their wife. This has become a cultural institution now in

Japan and similar to our Valentines Day activities and it is traditionally the time Japanese men have hopes of "earning a raise."

ADVANCED CULTURAL TECHNIQUES

CULTURAL JUDO

Perhaps you work from home or for an international business giant, but if you deal with non-US cultures, entirely new psychological skills, leadership skills, and communication skills are needed. One specialty we train is learning to “see the invisible”-- to recognize previously unnoticed cultural components that are right in front of you, *and always were*. Understanding why another culture behaves the way it does allows you a unique position; instead of struggling against it, now you use the cultural movements *to your advantage*. You find two great examples of this in Japanese Culture involving alcohol and karaoke.

REVISITED: WHY THE DRINKING?

Alcohol is important in the Japanese business world. As mentioned above, once alcohol is on the table -- even if not consumed -- it is a “signal” of a more informal environment. Discussions can be more relaxed than in the office – important in the formal Japanese business culture. The drinking (and push to have you sing) is best understood as (1) their attempt to relax barriers; to see the *real* you and (2) allow you to see the real *them*. Defenses are down after twelve drinks too many and the “real self” is revealed! Then it’s time to sing.....

LET’S SEE YOUR WA

Many American business types feel the Japanese are hard to understand culturally. Not so! But, you do need to do a little cultural homework. You can start with a cultural self-instruction by focusing on the important *group* mindset of the Japanese. Then ask yourself, “if I can’t talk about business, what *can* I talk about?” What a surprise for American business types when they discover their Japanese counterparts want to first know them *personally*. It doesn’t matter if you are an organizational sales and techno-superstar! A business relationship may ensue after “group-approval” but the Japanese want to know you first. To get that approval, you must show you have balance between your business and personal self. Japanese culture values this balance, or *Wa*, in your life. Discussing local history, baseball, writing/reading poetry, dancing, or singing (however badly) shows your *Wa* – and is viewed very positively. It is a “good thing.”

READY FOR YOUR CLOSE-UP?

One Japanese cultural test method is Karaoke -- in Japanese, Kara, *without* and Oke, *orchestra*. Many Westerners view Karaoke as simply an alcohol-enriched bar game. Wrong. In Japan, Karaoke is a powerful cultural phenomenon (and a fun-for-all-ages activity). Businessmen singing in a bar is no different than us sitting around a campfire singing with friends under the stars, etc. Japanese culture says Karaoke builds group camaraderie, cohesiveness, etc. As a

business outsider, Karaoke can move you to a closer, enhanced position with your new business “family.” Here’s how it happens: You are drinking with your Japanese colleagues at a bar and after two or three of them have sung to the group they hand the microphone *to you*.

CULTURAL TRANSLATION: You are “officially” being considered for membership in the group – *this has nothing to do with singing*. If you don’t understand the cultural dynamics here, your business trip may fail before it begins. It is your big moment -- and you have rehearsed a few songs, right? So, what do you do?

Duh,...you sing! Doing so separates you from all the other awkward, business types for all the right reasons – and isn’t that “a good thing?” Incredibly, if you have a couple other Americans with you, then all of you get up and sing together -- remember, a group focused culture?

OTHER QUICK TIPS:

The workweek is usually 48 hours without overtime, done in five and a half working days.

Incorporate the words, “I’m sorry” or “*Gomen Naisai*” into your vocabulary. Don’t be ingratiating for fear of offending; just be polite.

“Connections” are very helpful in Japan and contracts are rarely considered final. You or they may renegotiate.

Because age equals rank, show greatest respect to the older ones of the Japanese group you’re working with.

BE INDIRECT. Don’t accuse or praise directly. By praising directly (especially in front of other Japanese workers) you have singled out one of the group -- not good! This makes the honored one very uncomfortable because he certainly could not have done those great things without the help of his “group” and it makes his group uncomfortable because they have performed so poorly that you’re not even recognizing the rest of the group.

THE MORE DIFFICULT THE SITUATION, THE MORE INDIRECT YOU SHOULD BE.

On the job your Japanese counterparts will often appear very serious, etc., so don’t try to “lighten things up” with humor, etc. Remember, until alcohol is on the table (it doesn’t have to be consumed!) expect things to be more formal than found in the American workplace. AS mentioned above, don’t be surprised when the meeting adjourns -- *only to reconvene in a bar*. This allows for a more informal (by Japanese standards) setting which lends itself to more direct

(by Japanese standards) in their business discussions. Bring an extra liver; they are only getting started... ;-)

Relationship maintenance—You may have to pretend your Japanese colleague has understood you even if you know this is not the case. This bit of “facesaving” is an important concept for the American businessman. You can surmount this by later saying you need his help to explain something and reverse the situation; in effect, asking him to help you explain *to him* what you know he didn’t understand. However, this is done indirectly and no one loses face.

More useful phrases follow:

- * Good morning -- Ohayo gozaimasu
- * Good afternoon (day) -- Konnichiwa
- * Good evening -- Konbanwa
- * Good-bye -- Sayonara
- * Good night -- Oyasuminasai
- * How are you? -- O genki desu ka?
- * How do you do? -- Hajimemashite
- * Pleased to meet you -- Dozo yoroshiku or Yoroshiku onegaishimasu
- * I am fine -- Hai, genki desu
- * And you? -- Anata wa?
- * Thank you (very much) -- Domo arigato gozaimasu
- * You're welcome -- Do itashi mashite
- * Say! Listen! (to get attention) -- Anone
- * Excuse me (to get attention) -- Sumi masen
- * Excuse me (pardon me) -- Gomen nasai or Shitsurei shimasu
- * I am sorry -- Gomen nasai
- * Please (when offering something) -- Dozo
- * Please (when requesting something) -- Kudasai
- * Please show me -- Misete kudasai
- * Please write it -- Kaite kudasai
- * Please give me this -- Kore o kudasai
- * I'm sick -- Byoki desu
- * Let's go -- Ikimasho
- * Do you speak English? -- Anata wa eigo o hanashimasu ka?
- * Yes, I speak a little -- Hai, sukoshi hanashimasu
- * Do you understand? -- Wakarimasu ka?
- * Yes, I understand -- Hai, wakarimasu
- * Oh, I see -- As, soo desu ka
- * No, I don't understand -- Iie, wakarimasen
- * Please say it again -- Mo ichido itte kudasai

- * Please speak slowly -- Yukkuri hanashi te kudasai
- * Please wait a moment -- Chotto matte kudasai
- * What is your name? -- Anata-no namae wa?
- * My name is _____ -- Watashi no namae wa _____ desu
- * Where is it? -- Doko desu ka?
- * What time is it? -- Nan-ji desu ka?
- * How much is it? -- Sore wa ikura desu ka?
- * I will take it -- Sore kudasai
- * No, thank you -- Iie kekko desu
- * Do you like it? -- Suki desu ka?
- * I like it -- Suki desu
- * I don't like it -- Kirai desu
- * It's beautiful -- Kirei desu
- * Hello (on telephone only) -- Moshi moshi
- * Let me see -- So desu ne
- * Welcome -- Irrasshaimase