

研修用テキストの抜粋

■接客業務における「丁寧さ」

堅苦しい表現を使う必要はありませんが、接客業務では常にフォーマルな表現を心がけます。お客様をお迎えする現場で親しくなったお客様が、'Hi, Taro.'と呼びかけてくださっても、こちらからは、'Good afternoon, Mr. / Ms. ()'と返答するように、Eメールライティングメッセージにおいても現場でのフォーマリティーが反映するような丁寧な表現を用い、特に、否定的な内容を伝える場合には気をつけましょう。

避けたい表現	丁寧な表現
・主語を省略する表現 Looking forward to your arrival.	We are looking forward to your arrival.
・一般ビジネスで多用されるシンプルな基本動詞 tell (知らせる), come (到着する), leave (出発する), like (好む)	inform (知らせる), arrive (到着する), depart (出発する), prefer (好む)
・基本動詞を用いたイディオム表現 get in touch (連絡する), find out (見つける), keep an eye on (something) (目を離さない)	contact (連絡する), locate (見つける), watch (something) carefully (目を離さない)
・短縮表現 I'll ..., We couldn't...	I will..., We could not...
・短縮語 *お客様が使用する場合は理解したい。 FYI (ご参考まで) / ASAP (出来るだけはやく)	For your information / as soon as possible
・お客様に依頼する場合 Please .../ Would you ...? (指示表現) Please do not put food, valuables or dangerous items in your stored bags. You must...	Could you (please) ...? (依頼表現) Could you please make sure that your stored luggage does not include food, valuables or dangerous items. We would like to ask you to...
・お客様に尋ねる場合 What do you want? Do you want a smoking room?	How may I help you? Do you prefer a smoking room?
・お客様に提案する場合 You can... You can try our other hotel. You should... You should try the tea ceremony. We can... We can ask for delivery of your things by courier. If you want to... If you want to check in early, we can store your luggage.	May we suggest that you...? May we suggest that you try our other hotel? We recommend that you... We recommend that you try the tea ceremony. We are happy to... We are happy to arrange delivery of your items by courier. If you would like to... If you would like to check in early, we are happy to store your luggage.
・お客様に謝罪する場合 We are sorry about... We are really sorry about the mix-up with your reservation dates.	We apologize for... Please accept our apologies for... Please accept our sincerest apologies for the confusion over your reservation dates.