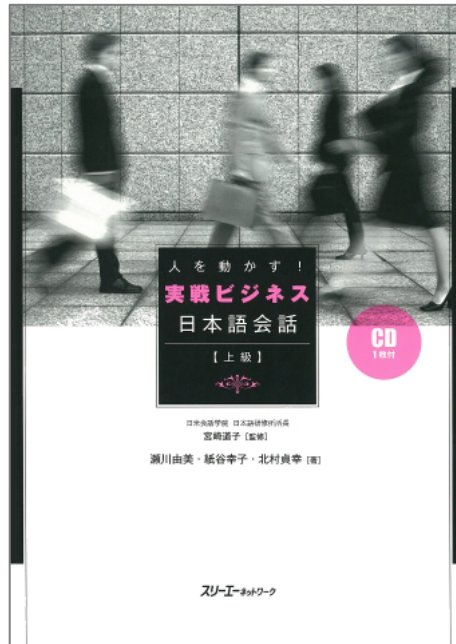


## Business: Advanced (Level 18-21)

Textbook: 人を動かす！実戦ビジネス日本語会話 上級



### Level 18 (8 lessons)

#### 【Goal】

1. Start and keep the good mood of the conversation
2. Tell the information needed to take over one's work and understand it

#### Lesson 1:

- Politely greet someone on the phone when you're speaking to him/her for the first time
- Explain situation and ask for a meet-up
- Make an appropriate preface remark

#### Lesson 2:

- Ask the opponent's schedule to set a date and time for a meet-up
- Confirm date and time
- Give closing remarks to end conversation

#### Lesson 3:

- Start from opening remarks and continue until closing remarks without stopping
- Imagine business scenes you may encounter, and use strategic conversation 1-4 from the beginning until the end



Lesson 4:

- Confirm an appointment
- Greet in an appropriate manner
- Proceed the conversation in consideration of the opponent

Lesson 5:

- Broach a conversation and explain situation
- Order someone to take over a job
- Order the content of a job in order

Lesson 6:

- Check content, ask questions and seek for orders from boss/colleagues
- Understand conjunctions used when presenting multiple pieces of information
- Indicate who to contact in case of emergency

Lesson 7:

- Clearly explain procedure, levels of importance, priorities
- Imagine business scenes you may encounter, and use strategic conversation 1-4 from the beginning until the end

Lesson 8:

- Clearly explain the work when handing over
- Seeking orders while checking and asking questions
- Giving orders in consideration of the opponent

**Level 19 (8 lessons)**

**【Goal】**

1. Use effective expressions during a meet-up and proceed with negotiations
2. Respond to customers' complaints appropriately by choosing certain words and phrases

Lesson 1:

- Greet people at another company when you're the visitor
- Understand the meaning of small talk
- Tell the reason of visit and start negotiating



Lesson 2:

- Ask specific conditions and make suggestions
- Suggest compromising
- Put your response on hold and make a closing remark

Lesson 3:

- Visit another company and negotiate using effective expressions
- Imagine a business scene you may encounter, and use strategic conversation 1-4 from the beginning until the end

Lesson 4:

- Proceed with negotiations while considering the opponent
- Insist each other's positions
- Compromise while seeking the opponent's intentions

Lesson 5:

- Ask your boss to take over in coping with a customer's complaint
- Explain the details of the complaint received and the current situation
- After stating the points of reflection, apologize

Lesson 6:

- Explain your position and ask for understanding
- Devise remedial measures and ask for understanding
- Make a closing remark that leads to future business

Lesson 7:

- Cope with a customer's complaint together with your boss
- Imagine a business scene you may encounter, and use strategic conversation 1-3 from the beginning until the end

Lesson 8:

- Explain situation to your boss in a clear manner
- Apologize and explain your position
- Devise remedial measures and ask for understanding



## Level 20 (8 lessons)

### 【Goal】

1. Respond to a customer's complaint appropriately with your boss
2. Try to solve an issue that occurred between a client, by explaining what happened, and what will be done to solve it

#### Lesson 1:

- Report an occurrence of a trouble
- Explain the trouble that occurred and ask what the cause might be
- Ask for a detailed explanation of the trouble

#### Lesson 2:

- Ask the situation of the trouble that occurred
- Tell people that you're helpless in solving the trouble
- Promise that the trouble will be solved immediately

#### Lesson 3:

- Respond to a client's complaint
- Imagine a business scene you may encounter, and use strategic conversation 1-4 from the beginning until the end

#### Lesson 4:

- Ask what kind of trouble occurred while in consideration of the opponent
- Understand the issue, and immediately make an action
- Promise that the trouble will be solved immediately

#### Lesson 5:

- Reporting a complaint from a client to your boss
- State the first actions made for the complaint and the issues that arose
- Consult solutions with your boss

#### Lesson 6:

- Receive warnings and orders from your boss
- Order next actions, and designate certain roles to each person in your team
- Way to use conjunctions that add information



Lesson 7:

- Work with your boss to solve trouble between your client
- Imagine a business scene you may encounter, and use strategic conversation 1-2 from the beginning until the end

Lesson 8:

- Explain how the trouble between a client occurred and what the current situation is
- State evidence and warn your colleagues
- Appropriately use phrases for response, apologies, self-reflections

**Level 21 (8 lessons)**

**【Goal】**

1. When trouble occurs between a client, make an effort to solve the issue, seeking your boss' help
2. Work with clients with sincerity and decline transactions

Lesson 1:

- State reasons and decline
- Give premises, conditions and suggest high possibilities
- Explain the sequence of events

Lesson 2:

- Show understanding towards the opponent's situations
- Explain situations and state conclusion
- Make a closing remark that leads to continuation of work

Lesson 3:

- Decline new transactions with a client, in consideration of them
- Imagine a business scene you may encounter, and use strategic conversation 1-3 from the beginning until the end

Lesson 4:

- Explain the reason of refusal
- Explain sequence of events in consideration of the opponent
- Contact the opponent with the willingness to continue work together



Lesson 5:

- Greeting for a visit, and exchanging name cards
- Explaining the reason for your visit, and start discussing the main topic
- Developing the opponent's response further and ask questions based on it

Lesson 6:

- Ask for a detailed explanation after hearing response from the opponent
- Ask for more information from the opponent
- Be aware of phrases to use when politely asking the opponent to do a favor for you

Lesson 7:

- Ask information you really need within a limited time
- Imagine a business scene you may encounter, and use strategic conversation 1-5 from the beginning until the end

Lesson 8:

- Self-introduce, explain your purpose and move on to the main topic
- Ask questions using appropriate expressions, and develop them
- Receive information of the opponent by using appropriate expressions

For further information, contact us at:

[info@we-j.jp](mailto:info@we-j.jp)

**we Languages**

<https://we-japan.com/>

+81 50 5490 2495