

Keigo(Polite-Telheigo/Honorific-Sonkeigo/Humble-Kenjögo)

Pero Pero Penguin's

5-minute Japanese Class by Hitomi Hirayama



Vol. 66

I'm done! I finally finished my **keigo** lessons!! I learned all about it from Vol. 62 through Vol. 65. But I still get confused if I don't think carefully about how I can actually use those forms in different situations. I wish I could use them right away without thinking, but when I start wondering which forms to use, everything gets mixed up. Could you give me a comprehensive **keigo** quiz so that I can become more used to it? I would like to really work on my **keigo** in order to speak good Japanese by the end of this year, **voroshiku onegai shimasu**!

I'm sure you have done a great job learning **keigo**. You're right that it is important to have quizzes so you can review what you have learned. So we'll do that in this column. The next lesson will be the last on **keigo**. Please look forward to Vol. 67. because I will explain **keigo** usages that are completely different from what you have learned so far.

You might still be confused since I have mainly explained the grammar of **keigo** so far. Let me summarize it all in a simple way.

There are three kinds of **keigo**: "**teineigo** (polite form), **sonkeigo** (honorific form) and **kenjōgo** (humble form)."

- **Teineigo**: Used for speaking politely regardless of the speaker or the listener. It is often used for objects or nouns rather than humans beings.
- Sonkeigo: Used to describe the listener's actions rather than your own or the members of your group.*
- **Kenjōgo**: By applying this form to humble yourself and members of your group,* the listener's position sounds higher than the speaker. Thus, it gives a much politer impression to the listener.

"Members of your group" include members of your immediate family and other relatives, as well as company colleagues, in contrast to the listener or members of the group the listener is associated with.

e.g., you and your family members ←comparison→ the listener you and your company ←comparison→ the listener's company

Different usages: (summary of Vol. 62 through Vol. 65)



shimasu

itashimasu

A. You may frequently hear the **keigo** you have learned so far when you are in a fast-food restaurant or a coffee shop. Although you don't have to use "**sonkeigo**" or "**kenjōgo**," you will understand what they are talking about. In the following conversation, the customer is using the language correctly, but there are mistakes in what the waitress says. Find the mistakes in this and the following conversations

(A customer is indecisive about what he wants.)

Waitress: Please, look at this menu.

- 1. よかったらこっちの詳しいメニュー拝見して下さい。
 yokattara kotchi no kuwashii *menu* haikenshite kudasai
 When you decide what you want, I'm ready to take your order.
- 2. 決まったら注文をお伺いになります。 kimattara chūmon o oukagai ni narimasu

Customer: I'd like to have iced milk and doughnuts.

アイスミルクひとつとドーナツお願いします。 *ice milk* hitotsu to *doughnut* onegai shimasu

Waitress: Would you like me to warm this up for you?

3. これお暖めですか? kore oatatame desu ka?

Customer: Yes, please. / No, thanks.

はい お願いします。 / いえ。

はい お願いしまり。 / いん。 hai onegaishimasu / ie

waitress: Would you like to have ice in your iced milk?

4. アイスミルクに氷お入れられますか? ice milk ni kōri oireraremasu ka?

Customer: Yes, please. / Without ice, please. / No ice, please.

はい。/氷抜きで。/氷なしで。

hai / kōri nuki de / kōri nashi de

Waitress: Which size would you like?

5. サイズはどちらになさいますか? size wa dochira ni nasaimasu ka?

Customer: Short, please.

ショートお願いします。

short onegaishimasu

Waitress: Are you eating in? / Are you taking out?

6. ここでお食べなさいますか? / お持ち帰りいたしますか?

koko de otabe nasaimasu ka? / omochikaeri itashimasu ka?

nswers A.

- $1.\ yoroshikereba\ kochirano...gorankudasai \quad 2.\ okimari\ deshitara...ukagaimasu$
- 3. kochira atatame raremasu ka 4....oire itashimasu ka 5. none
- 6. kochira de meshiagarimasu ka / omochikaeri ni narimasu ka

B. Mr. Pole has been in hospital. Now he is making a phone call to his office.

Pole: I'm awfully sorry to have caused you so much inconvenience.

1. この度は大変ご迷惑をお掛けなさいました。

konotabi wa taihen gomeiwaku o okakenasaimashita

Employee: Have you recovered from your injury?

2. もうごけがはお治りいたしましたか? mō gokega wa onaori-itashimashita ka?

Pole: Yes, I'm feeling much better, thanks for asking.

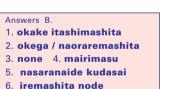
3. はい、お陰さまで良くなりました。 hai okagesama de yokunarimashita

I'll be back at work next week.

4. 来週は会社に参られます。 raishū wa kaisha ni mairaremasu

Employee: That's good, but don't do anything more than you have to.

- 5. でもご無理いたさないで下さい。 **demo gomuri-itasanaide kudasai** We have hired a new employee.
- 6. 新しいスタッフを入れられましたので!? atarashii *staff* o ireraremashita node





C. Apologizing to a customer for an employee's misbehavior

Client: Did you know about this matter?

この件について存じていらっしゃいましたか?
 kono ken nitsuite zonjite irasshaimashita ka?

Pole: No, not at all...

2. いいえ、全く・・・こちらの不手際でご迷惑を

ie, mattaku... kochira no futegiwa de gomewaku o

I'm terribly sorry to have caused you trouble because of our negligence.

お掛けなさいまして申しわけなかったです。

okake nasaimashite moshiwake-nakatta desu

Answers C. 1. gozonji deshita ka

2. okake itashimashite / mōshiwake-gozaimasen deshita