Workplace and Hospitality English

Department of Global Tourism and Business
Osaka Seikei University

***Chapter 1**: Dealing with a Complaint about Service*

Front Desk: Hello, Miller Printing Company. How can I help you?

Customer: Yes, **I have a complaint about an order** I made last week.

FD: **I am sorry to hear that**. What is your complaint?

C: I ordered 100 copies of a poster, and I was **overcharged**.

FD: **I apologize for the error**. Can you please show me your photo ID and credit card?

C: Yes, here you go.

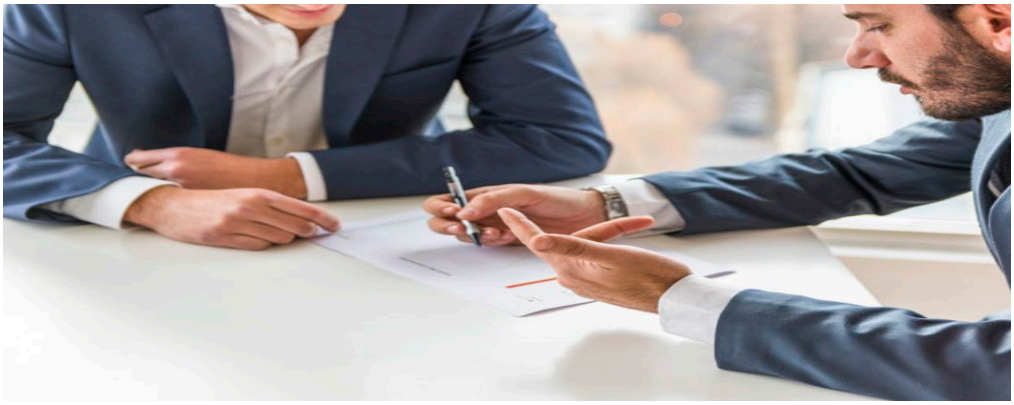
FD: Thank you. **When did you place your order?**
And **how much were you overcharged**?

C: I ordered 100 copies of a poster last week on March 3rd.
The order was only 150 dollars, but I was charged 300 dollars!

FD: I am very sorry. **I will cancel the charges immediately**.

C: Thank you for your help.

FD: Please do business with us again.



Key Phrases

I have a complaint about an order

Overcharged

Apologize

Error

I am sorry to hear that

I will cancel the charges immediately

Culture Point

Do you make complaints often about a company or service? In Western countries, it is normal for customers to make a complaint when they are unhappy with a product or service. In business, the motto is always, “The customer is always right.” Do you agree?

欧米では商品やサービスに満足できないときには苦情やクレームが当たり前のようです。「お客様はいつも正しい」とみなさんも思いますか？

Exercise: Practice Dealing with a Complaint ①-⑥

Front Desk: ① (Greet the customer and ask how you can help.)

Customer: Yes, I have a complaint about an order I made last week.

FD: ② (Apologize to the customer. Ask them their complaint.)

C: I ordered 100 copies of a poster, and I was overcharged.

FD: ③ (Apologize for the error. Ask the customer for their photo Id and credit card.)

C: Yes, here you go.

FD: ④ (Thank the customer. Ask the customer when they placed their order and how much they were overcharged.)

C: I ordered 100 copies of a poster last week on March 3rd. The order was only 150 dollars, but I was charged 300 dollars!

FD: ⑤ (Apologize again to the customer. Tell the customer you will cancel the charges quickly.)

C: Thank you for your help.

FD: ⑥ (Tell the customer you would like to do business again.)

Exercise: Practice Discussion Questions with a partner

1. Have you ever made a complaint about a product or service? What was it? Why?

2. "The customer is always right." Do you agree or disagree? Why?

3. Do you think that the level of Japanese customer service is higher or lower than other countries? Why?

***Chapter 2**: American English or British English*

A: I am going meet a new business partner tomorrow. She speaks British English. **Which do you prefer**, American English or British English?

B: **I prefer** American English.

A: Really? Why?

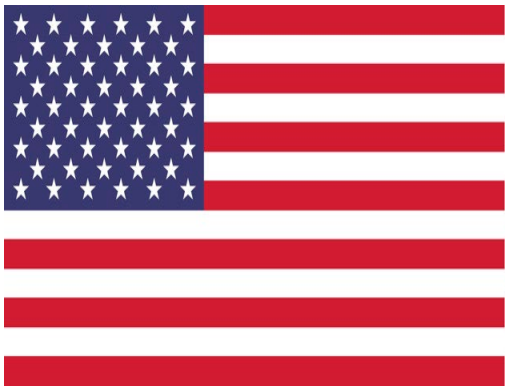
B: Well, I think **American English is the most useful** because **it's used in many Hollywood movies** and popular songs. **I really enjoy** watching movies and listening to music from America in my free time.

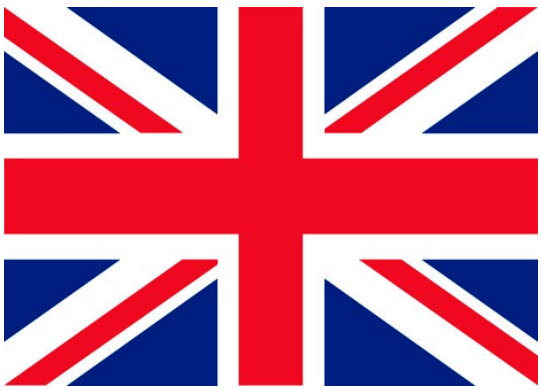
A: Wow, I see. Well, I prefer British English.

B: Oh, really?

A: Yes, British English is **used in many places** like the U.K, Australia, and New Zealand. **I plan to go to the U.K**. next year on a business trip.

B: Wow, **that sounds great**!





Different words, Same meaning

American English	British English
1. Elevator	1. Lift
2. Subway	2. Underground
3. Cell phone	3. Mobile phone
4. Sneakers	4. Trainers
5. Cookies	5. Biscuit
6. French fries	6. Chips
7. Potato chips	7. Crips
8. Vacation	8. Holiday
9. Apartment	9. Flat
10.Soccer	10.Football

Key Phrases

Which do you prefer?

I prefer American English

It's used in many Hollywood movies

British English is used in many places

I plan to go to the U.K.

Exercise:
Talk about which you prefer – American English or British English?

Which do you prefer, ____①____ or ____②____?”

I think that ____①____ is better than ____②____.

First, ____①____ is the most useful because ~~~~~~~~~.

Second, ____①____ is ~~~~~~~~ (more) ~~~~~~~~ than ____②____.

Also, I think____①____ is ~~~~~~~~~.

That is why I prefer ____①____ more than ____②____.

<u>Example:</u> ***Which do you prefer, American English or British English? I think that American English is better than British English. First, American English is the most useful because it's used in many Hollywood movies and popular songs. Second, American English is spoken by more people than British English. Also, I think American English is easy to understand. That is why I prefer American English more than British English.***

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Exercise: Practice Presentation Skills and Make a presentation about which you prefer – American English or British English?

The 3 skills necessary for a good presentation

1. Eye contact

2. Gestures

3.Voice (Intonation, Pauses)

- **Voice**: Mark areas of your speech with arrows to mark high and low voice pitch. Use slash marks (//) to mark pauses.
- **Gestures:** Underline key words where you will do a hand gesture.
- **Eye Contact:** Do regular eye contact throughout.

Example:

Which do you prefer, // American English // or British English? // I think that American English is better than British English.

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***Chapter 3**: Acronyms in Business*

A: I **need you to finish the report** this week, **ASAP**.

B: What does "ASAP" mean?

A: Oh, you don't know this word? ASAP is an **acronym**.
Did you know that English uses many acronyms in **daily conversation**?

B: Really? What are acronyms?

A: An acronym is a word made from the **abbreviation of letters**.
"ASAP" is an acronym that means "**as soon as possible**."

B: Wow, I didn't know that! Do you know any others?

A: Yes, there are many acronyms that are **used in business**. In **job applications**, you often see the words "**DOE**," which means **"depends on experience."**

Common Acronyms in Business

Acronyms	Meaning
1. ASAP	1. As soon as possible
2. DOE	2. Depends on Experience
3. PR	3. Public relations
4. ETA	4. Estimated Time of Arrival
5. R&D	5. Research and development
6. FYI	6. For your information
7. ROI	7. Return on investment
8. P&L	8. Profit and loss
9. PTO	9. Paid time off
10.TBD	10.To be decided / determined
11.DOB	11.Date of birth
12.FAQ	12.Frequently asked questions

いくつ知っていましたか？

1. ASAP　できるだけ早く
2. DOE　経験に応じて（給与を決定）
3. PR　パブリックリレーションズ
4. ETA　到着予定時刻
5. R&D　研究開発
6. FYI　ご参考までに
7. ROI　投資収益率
8. P&L　損益
9. PTO　有給休暇
10. TBD　未定
11. DOB　生年月日
12. FAQ　よくある質問

Exercise: Practice using each sentence with an acronym

1. I need you to finish this report as soon as possible.
2. The salary for this job depends on experience.
3. Jim is the new chief executive officer for our company.
4. Please look at our frequently asked questions before you contact us.
5. Our company needs to work more on improving our public relations and image.
6. The chart on this page lists our company's profits and losses.
7. For your information, our office hours will start earlier next week.
8. All new employees get 10 days of paid time off every year.
9. Please write your date of birth on this line.
10. Our company will focus more on research and development this year

Exercise: Write an email to your coworkers using acronyms about a new rule or change at your company

Dear Staff,

FYI – our company will begin a new rule about using PTO in the Spring. Please tell your manager ASAP if you will use PTO in the Spring.

Thank you,

Alex

Dear .....

.....

.....

.....

Thank you,

.....

***Chapter 4**: Interviewing for a Job*

Interviewer: Welcome to Orange Corporation. How are you today?

Job applicant: Very good, **thank you for your time today**.

I: Ok, great. Let's start off with some questions.
Why do you want to work for our company?

JA: Well, I like my current job, but **I am ready for a new challenge**.
I think your company is the next step for me in my career.

I: Wow, thank you. **What are your strengths?**

JA: **I really enjoy working with people. I am a people person**.

I: **What are your weaknesses?**

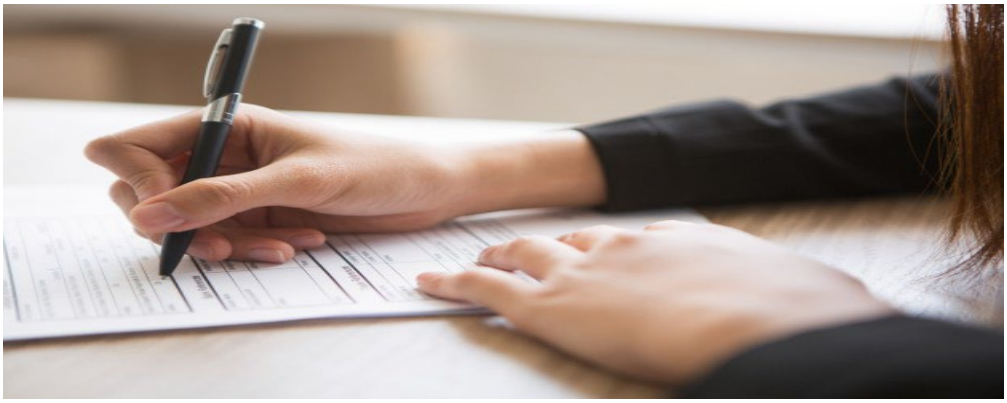
JA: **I get nervous when I do presentations, but I always do my best to prepare.**

I: **Do you have any questions about our company?**

JA: When will I hear back about a second interview?

I: We will send you notice by email next week.

JA: Thank you for your time today. **I look forward to the second interview.**



Key Expressions

Thank you for your time today

I am ready for a new challenge

I think your company is the next step for me in my career

I am a people person

I really enjoy working with people

I get nervous when I do presentations, but I always do my best to prepare

Culture Point

Are you good at interviewing? In Western countries, interviewers expect job applicants to actively promote themselves. Good interview manner in Western countries requires that you be early, smile often, shake hands firmly, and act confident.

Be prepared for these common interview questions:

1. Can you introduce yourself?

2.Why do you want to work for our company?

3. What are your strengths and weaknesses?

4. Do you have any questions about our company?

欧米では、仕事の面接時には積極的に自分を売り込みます。早く到着して、繰り返し笑顔をみせ、強めの握手をし、自信があるようにふるまうのがマナーです。質問がないかと問われたら No と言わず、質問できるようにしておきましょう。

Exercise: Answer the interview questions ①-⑥

Interviewer: Welcome to Orange Corporation. How are you today?

Job applicant: ① (Say that you are very good. Thank the interviewer for their time.)

I: Ok, great. Let's start off with some questions. Why do you want to work for our company?

JA: ② (Say that you like your current job. That that you are ready for a new challenge. Tell the interviewer that their company is the next step for your career.)

I: Wow, thank you. What are your strengths?

JA: ③(Tell the interviewer that you enjoy working with people)

I: What are your weaknesses?

JA: ④(Tell the interviewer that you get nervous during presentations. Let the interviewer know you always prepare.)

I: Do you have any questions about our company?

JA: ⑤ (Ask when you will hear about a second interview.)

I: We will send a you a notice by email next week.

JA: ⑥(Thank the interviewer for their time. Tell them you look forward to the second interview.)

Exercise: Write a resume about your education and experience

Lisa Burns

EDUCATION:

Osaka Seikei University

B.A., Global Tourism and Business, March 2020

EXPERIENCE:

Tour Guide

ABC Company, 2020 – Present

Led groups of international tourists in the Kansai area

Assistant Manager

Jack's Fast Food Company, 2018-2020

Managed schedules and ran the weekend shifts

SKILLS / CERTIFICATIONS:

TOEIC 700, Driver's License, Microsoft Office

_____

EDUCATION:

_____

_____

EXPERIENCE:

_____

_____

_____

_____

_____

_____

SKILLS / CERTIFICATIONS:

_____ _____ _____

***Chapter 5**: A Client Cancels a Meeting*

Front Desk: Hello, how can I help you?

Client: Yes, I have a **sales meeting** scheduled with Mr. Robert Jones for next week. **Something came up suddenly**, so **I need to cancel my sales meeting.**

FD: **I am sorry to hear that. Could you please tell me your first and last name?**

C: Lisa Bates.

FD: Thank you. **How do you spell your first and last name**, please?

C: L-I-S-A, B-A-T-E-S.

FD: Thank you. **What was the date and time of your meeting?**

C: My meeting was scheduled for next Tuesday at 3:00 PM.

FD: Alright, **I will cancel your meeting** and let Mr. Robert Jones know about the change. **Would you like to schedule a meeting on a different day?**

C: Yes, I would. Is Mr. Robert Jones free next month on Monday?

FD: **I will contact him today and let you know if he is available.**

Key Expressions

I would like to cancel my sales meeting

I am sorry to hear that

What was the date and time of your meeting?

I will cancel your meeting

Would you like to schedule a meeting on a different day?

I will contact him today and let you know

Something came up suddenly

Types of Meetings

There are many different types of meetings in offices. Look at some of the examples below:

Sales meeting

Department meeting

Information Sharing meeting

Status Update meeting

Problem Solving Meeting

Exercise: Take care of the client canceling their meeting ①-⑤

Front Desk: ①(Greet the client and ask how you can help.)

Client: Yes, I have a sales meeting scheduled with Mr. Robert Jones for next week. Something came up suddenly, so I need to cancel my sales meeting.

FD: ②(Tell the client you are sorry to hear about the change. Ask for the client's first and last name.)

C: Lisa Bates.

FD: ③(Thank the client. Ask how to spell their first and last name.)

C: L-I-S-A, B-A-T-E-S.

FD: ④(Thank the client again. Ask for the and time of the meeting.)

C: My meeting was scheduled for next Tuesday at 3:00 PM.

FD: ④(Tell the client you will cancel the meeting and let Mr. Robert Jones know about the change. Ask if you can schedule the meeting for a different day.)

C: Yes, I would. Is Mr. Robert Jones free next month on Monday?

FD: I will contact him today and let you know if he is available.

⑤(Tell the client you will contact Mr. Robert Jones and let the client know if he is.)

Exercise: Make your own Schedule of Meetings for the Week

Monday	Tuesday	Wednesday	Thursday	Friday
9:30 a.m. Sales meeting	1:30 p.m. Department meeting	10:00 a.m. Status update meeting 1:00 p.m. Problem solving meeting	4:00 p.m. Information Sharing meeting	11:00 a.m. Department meeting

Monday	Tuesday	Wednesday	Thursday	Friday

***Chapter 6**: Calling in Sick*

Assistant Manager: Thank you for calling ABC Miller Group.

Jill Adams **speaking**. How can I help you?

Caller: Hi, Jill. This is Alex Jones from the Marketing department.

I am **not feeling well**, and **I won't be coming into work today**.

I am going to use a **sick day**.

AM: **I'm sorry to hear that**. Please get well soon.

Will you be back in the office tomorrow?

C: I am not sure. I have a really bad **headache** and **sore throat**.

I'll call again tomorrow morning and let you know.

AM: **I'll let your manager know** you won't be in the office today.

C: Thank you, goodbye.

Key Expressions

I won't be coming into work today

Sick day

I am sorry to hear that that

Will you be back in the office tomorrow?

I'll let your manager know

Culture Point

Do you use sick days? In Western countries, it is common for people to use sick days and take off from work when they are not feeling well. In the U.K., Australia, New Zealand, and Canada, sick days are guaranteed to all workers by law.

欧米では体調不良の時にはたいてい「病気休暇」が使われます。無理して出勤するのはむしろ NG。国によっては病気休暇と有給休暇がひとまとめになっていますが、病気休暇は法律で全労働者に保証されているものです。

Exercise: Try to call in sick ①-③

Assistant Manager: Thank you for calling ABC Miller Group.

Jill Adams speaking. How can I help you?

Caller: ①(Say your name and your office department. Say that you are not feeling well and that you are going to use a sick day.)

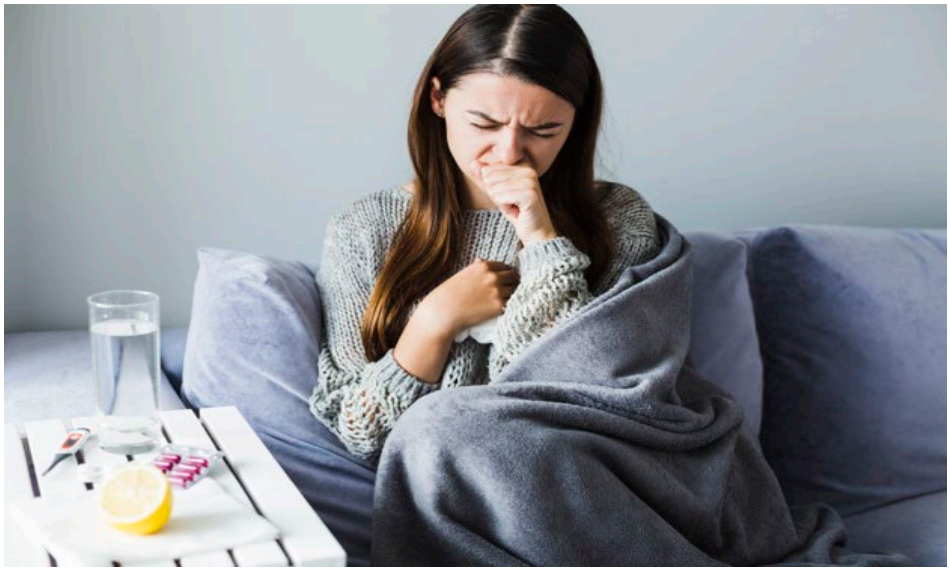
AM: I'm sorry to hear that. Please get well soon.

Will you be back in the office tomorrow?

C: ②(Say that you are not sure you will be in the office tomorrow because you have a bad headache and sore throat. Say that you will call again tomorrow and let the office know if you will come to work.)

AM: I'll let your manager know you won't be in the office today.

C: ③(Thank the person and end the phone call.)



Exercise: Write an email to your manager explaining that you are calling in sick and will not be at work

Dear Emma Roberts,

I am not feeling well today and I won't be coming into work today.

I am going to use a sick day. I have a headache and a sore throat.

Thank you,

Alex Jones

Dear _____

_____

_____

Thank you,

_____

***Chapter 7**: Leaving a Message*

Receiver: Hello, Best Office Supply Company. This is Alex.

Caller: This is Lisa Bates from ABC Hotel Group. Could I speak to Mr. Cruz?

R: I'm sorry. He's **not in the office today**. **May I take a message**?

C: Yes, please tell him **we need to meet and review our sales contract**.

R: Thank you, **how do you spell your first and last name, please?**

C: Lisa, L-I-S-A. Bates, B-A-T-E-S.

R: Thank you. And **what is your phone number?**

C: 090-8539-4951.

R: Is that your **cell phone number** or your **office phone number**?

C: That is my cell phone number.

R: Thank you for your call. **I will pass along your message to my boss**.

Key Expressions

He's not in the office today

May I take a message?

Review the sales contract

I will pass along your message to my boss

Culture Point

Cell phone or mobile phone?

In American English, "cell phone" is used most often. In British English, "mobile phone," or simply "mobile" is commonly used.

アメリカ英語では携帯電話を cell phone、イギリス英語では、mobile phone または単に mobile と呼ぶことが一般的なようです。

Exercise: Try to leave a message ①-⑤

Receiver: Hello, Best Office Supply Company. This is Alex.

Caller: ①(Say your name and your company. Ask to speak with Mr. Cruz)

R: I'm sorry. He's not in the office today. May I take a message?

C: ②(Say you need to meet and review a sales contract)

R: Thank you, how do you spell your first and last name, please?

C: ③(Spell your first and last name)

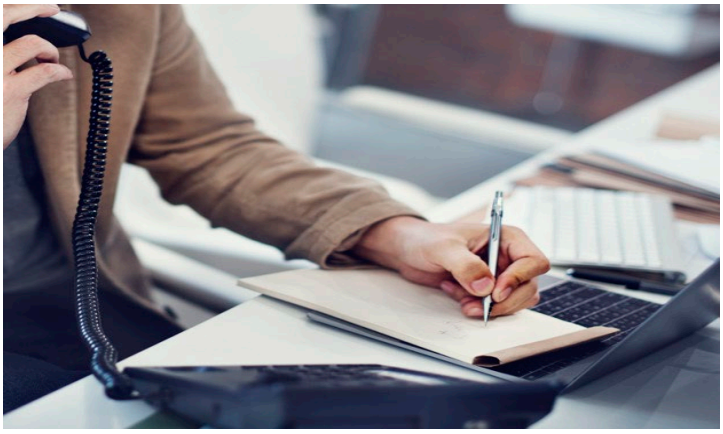
R: Thank you. And what is your phone number?

C: ④(Say your phone number)

R: Is that your cell phone number or your home phone number?

C: ⑤(Confirm either your cell phone or office phone number)

R: Thank you for your call. I will pass along your message to my boss.



Exercise: Practice writing a message

Message

Date 02/15

Caller Lisa Bates

Phone 090-8539-4951

Message Meet and talk

about sales contract

Message

Date _____

Caller _____

Phone _____

Message _____

_____

Chapter 8: Taking Appointments

Caller: Hello, this is Robert Miller calling from Best Office Supply Company.

Receiver: Thank you for your call. This is Smith Company.
How may I help you?

C: I would like to **arrange a meeting** with your **sales team**.
Can we meet in the morning?

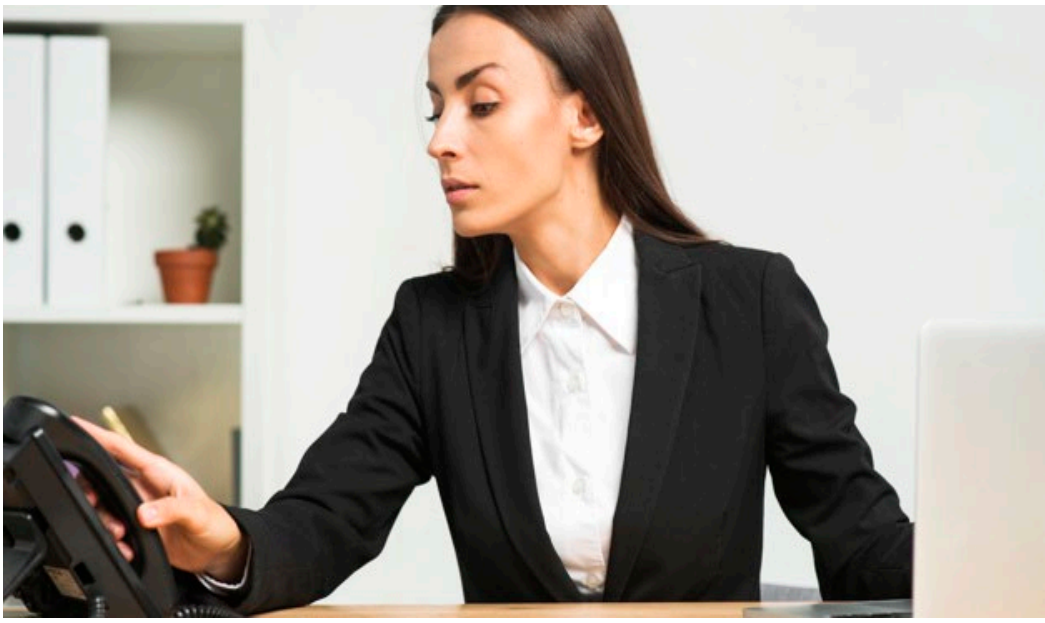
R: I'm sorry, the **sales team** is busy in the morning.
Could we meet in the afternoon?

C: Yes, we are **available** then. Is 2:30 alright?

R: Yes, 2:30 is fine. We'll see you then.

C: Ok, I am **looking forward to** our meeting. Thank you.

R: Thank you, see you soon.



Did you know?

Departments are often referred to as teams in offices:

Sales team

Support team

Marketing team

Human Resources team

Key Expressions

Arrange a meeting

Can we meet in the morning?

Sales team

Available

Looking forward

Exercise: Try to make an appointment ①-④

Caller: ① (Say your name and your company)

Receiver: Thank you for your call. This is Smith Company.

How may I help you?

C: ② (Ask for a meeting with the sales team in the morning)

R: I'm sorry, the sales team is busy in the morning.

Could we meet in the afternoon?

C: ③ (Ask if 2:30 PM is available)

R: Yes, 2:30 is fine. We'll see you then.

C: ④ (Say you are looking forward to the meeting and thank the caller)

R: Thank you, see you soon.

Exercise: Make a Business Card to Introduce Yourself

Business Card Sample

Best Office Supply Company

Robert Miller

Salesperson

3-10-62 Aikawa, Higashiyodogawa-ku

Osaka, Japan 533-0007

6-6829-2628

robertmiller@bosc.com

Make your own Business Card

_____

_____

_____

_____

_____

_____

_____

Chapter 9: Asking to Speak with Someone

Front Desk: Hello, Smile Hotels Group. How can I help you?

Roberta Jones: Yes, this is Roberta Jones calling from Jones Travel Agency. **May I speak with** Ms. Emma Black, please?

FD: **Please hold**. **I'll put you through to her office**.

Ms. Black: Hello, **Emma Black speaking**.

RJ: Ms. Emma Black. Hello sir, my name is Roberta Jones. I am calling from Jones Travel Company.

Ms. Black: How can I help you?

RJ: **I want to meet and discuss our travel packages**. I think **they would be great for your customers.**

Ms. Black: Ok, **when can you come by for a meeting?** How about tomorrow afternoon at 3:00?

RJ: Yes, absolutely. Thank you very much. I'll be there.

Key Phrases

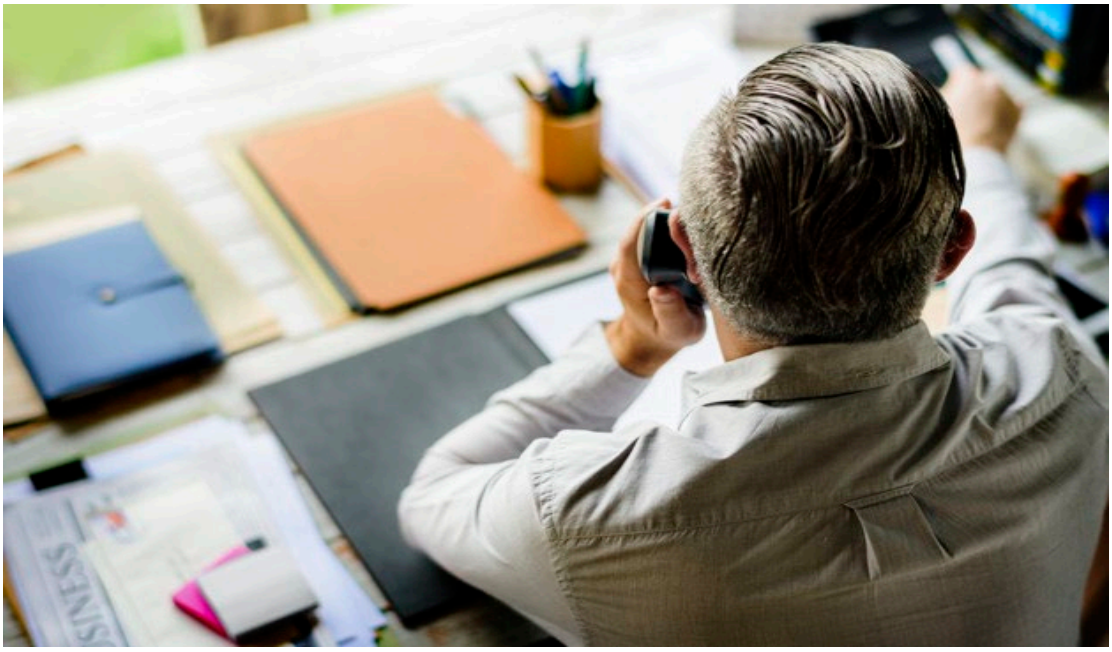
Please hold

I'll put you through to his office

I want to meet and discuss our travel packages

When can you come by for a meeting?

They would be great for your customers



Culture Point

Honorifics are used often in English. Sir and Ma'am are used to address men and women without their names. Mr. and Ms. are used to address men and women in combination with family names. E.g. Adam Smith becomes Mr. Smith. Roberta Jones becomes Ms. Jones.

英語では敬称がよく使われます。Mr.と Ms.はみなさんもご存知ですね。

Sir や Ma'am などは名前を知らない相手にたいしても丁寧に呼びかけることができる便利な表現です。

Exercise: Try asking to speak with someone ①-④

Front Desk: Hello, Smile Hotels Group. How can I help you?

Roberta Jones: ① **(Say your name and your company. Ask to speak with Ms. Emma Black.)**

FD: Please hold. I'll put you through to her office.

Ms. Black: Hello, Emma Black speaking.

RJ: ② **(Greet Ms. Emma Black. Say your name and your company again.)**

Ms. Black: How can I help you?

RJ: ③ **(Say that you want to meet and talk about travel packages. Say that the travel packages would be good for Ms. Black's customers.)**

Ms. Black: Ok, when can you come by for a meeting? How about tomorrow afternoon at 3:00?

RJ: ④ **(Say thank you and confirm that you will be at the meeting.)**

Exercise: Practice introducing your name, company and why you want to meet

Name:

Roberta Jones

Company:

Jones Travel Company

Why you want to meet:

I want to meet and discuss our travel packages.

Name:

Company:

Why you want to meet:

Chapter 10: Taking a Restaurant Reservation

Restaurant Staff: Hello, this is JP Pizza. How can I help you?

Customer: Hello, **I'd like to make a reservation for two** please.

RS: **When would you like to make your reservation?**

Customer: I'd like to reserve for next Friday at 7:00 PM please.

RS: Thank you. **Can you please spell your first and last name?**
Customer: Sara, S-A-R-A. Reid, R-E-I-D.

RS: Thank you. **Please let me confirm your reservation**. Your reservation will be next Friday for two at 7:00 PM. Is that correct?

Customer: Yes, that's right.

RS: Thank you, **will that be all?**

Customer: Yes, **that will be all.**

RS: Thank you very much. We will see you next week.

Key Phrases

How can I help you?

I'd like to make a reservation for two

When would you like to make your reservation?

Please let me confirm your reservation

Is that correct?

Will that be all?

Culture Point

Delivery, takeout or takeaway?

Food delivery restaurants are very common in the U.S. and the U.K. "Takeout" is used when a customer orders food at a restaurant to take home with them. In British English, the word "takeaway" is used instead.

アメリカでもイギリスでも食事のデリバリーサービスはごく一般的です。「テイクアウト」も行われていますが、イギリス英語では「テイクアウト」とは言わないようですね。

Exercise: Try to take a restaurant reservation ①-⑤

Restaurant Staff: ①(Say hello and the name of your restaurant. Ask the customer how you can help.)

Customer: Hello, I'd like to make a reservation for two please.

RS: ②(Ask the customer when they would like to make a reservation)

Customer: I'd like to reserve for next Friday at 7:00 PM please.

RS: ③(Say thank you. Ask the customer to spell their first and last name.)

Customer: Sara, S-A-R-A. Reid, R-E-I-D.

RS: ④(Thank the customer again. Confirm the reservation details. Ask if the details are correct.)

Customer: Yes, that's right.

RS: (Thank the customer again. Ask if that will be all.)

Customer: Yes, that will be all.

RS: ⑤(Say thank you. Tell the customer you will see them next week.)

Exercise: Practice writing and taking a reservation

Reservation Sheet	Reservation Sheet
Guests:	**Guests:**
2 people	_____
Time:	**Time:**
7:00 PM	_____
Day:	**Day:**
Friday	_____

Steps for taking a reservation:

① **(Say hello and the name of your restaurant. Ask the customer how you can help.)**

② **(Ask the customer when they would like to make a reservation)**

③ **(Say thank you. Ask the customer to spell their first and last name.)**

④ **(Thank the customer again. Confirm the reservation details. Ask if the details are correct.)**

⑤ **(Say thank you. Tell the customer you will see them next week.)**

客室乗務員の過去と現在

2019年3月、英国大手ヴァージン・アトランティック航空は、勤務中の女性客室乗務員に化粧をするよう義務付けていた規則を止めることを発表しました。同社は『前よりも快適に働け、自分自身をどのように表現できるか、より多くの選択肢を社員に示すことができる』(2019年3月6日付朝日新聞)としています。

このように、客室乗務員の動向は注目を集めることが多いのですが、いつからこのような職業が始まったのでしょうか。

1922年、初めて欧州の航空会社で採用された客室乗務員は男性でした。なぜなら、当時長距離の移動には船や鉄道の旅が一般的であり、運賃は、船や鉄道よりも高く航空機による移動は限られた人たちのものでした。しかも機内は窮屈で、燃料の匂いやエンジンやプロペラの振動もあり、快適とは言いがたい状況だったようです。そのため乗客のサービスを担当するには、一流ホテルや船会社から“スチュワード”経験のある男性が採用されたのです。

初めて女性の客室乗務員が米国に登場したのは 1930 年です。　しかも看護師資格を持っていました。これが好評を博し、空の旅がより安全で快適であるというイメージが定着しました。このことを大手航空会社も黙認しているわけにはいきません。女性の客室乗務員は、「マーケティングの観点から特筆すべき価値として見なすようになった」(Barry 2007) のです。

JAL のスチュワーデス（当時の名称）第一期生が誕生したのは 1951 年です。ANA の前身の航空会社が採用試験を 1955 年に初めて実施した時は、就職難であったために初任給 7000 円の職に女性が殺到したそうです。ちなみに上級職公務員の初任給は当時 7650 円でした。

現在の LCC の先駆けとなった米国のサウスウエスト航空は、次々に新しいサービスを提供して話題となります。例えば客室乗務員が奇抜なユーモアで旅客を楽しませたり、従来の業務だけでなく、機内の清掃や旅客のチェックインも手伝ったりするようになりました。この試みは今やごく当たり前になりつつあります。機内サービスも客室乗務員の役割も時代とともに変化しています。

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