

## Appendices

### Appendix 1: Interview Questions

1. How long have you been working in this hotel?
2. What is your position in this hotel?
3. How do you think of the communication in the hotel?
4. The hotel has Japanese language as their main language, how fluent do you think are you? (foreign staffs)
5. The hotel has Japanese language as their main language, how fluent do you think the foreign staffs here? (Japanese staffs)
6. Based on your experience, did you encounter any challenges / difficulties when communicating in the multi-cultural environment?
7. In your opinion, is it more effective to communicate through speaking or writing?

## Appendix 2

### Interviewee Script – Ms. Piriya Apitha Pasini Oom – 2 July 2019

- Author : *Konnichiwa*
- Interviewee : *Konnichiwa*
- Author : May I know what is your name
- Interviewee : Oom
- Author : Where did you come from?
- Interviewee : I came from Thailand
- Author : What is your mother language?
- Interviewee : Thai
- Author : How long have you been working in this hotel?
- Interviewee : One year and 2 months
- Author : What is your position in the hotel?
- Interviewee : Front desk
- Author : How do you think of the communication in the hotel?
- Interviewee : If in Japanese its quite hard for me, especially, in the office.
- Author : The hotel has Japanese Language as the main language,  
how do you define your fluency in communicating in Japanese?
- Interviewee : Maybe daily use is ok for me,
- Author : Based on your experience, do you encounter any challenge when  
communicating in Japanese? If yes, for example in what cases?
- Interviewee : For example, when I receive a call from Japanese.

Author : In your opinion is it more effective to write when communicating or better to speak only?

Interviewee : If use easy vocabulary, its better by speaking. But if deeper Japanese through writing is better as I can search in the internet for the definitions that I don't understand very well. For example, in *hikitsugi* 引継ぎ, for me it's better to explain through speaking than reading the one written in the list.

Author : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

Interviewee : Thank you.



### Appendix 3

#### Interviewee Script – Mr. Park Gyeong Beom – 2 July 2019

Author : *Konnichiwa*

Interviewee : *Konnichiwa*

Author : Please introduce yourself.

Interviewee : My name is Park. I come from Korea. I have been staying in Japan for eight years. I have done a lot of jobs in Japan but, this is my first hotel that I work at ever since I came to Japan.

Author : How long have you been working in this hotel?

Interviewee : 1 year and around 7 months.

Author : I see, 1 year and 7 months.

What is your position in the hotel?

Interviewee : Front desk staff.

Author : How do you think about the communication in the hotel?

Interviewee : In my opinion, the communication done in the hotel is considered good. However, there are many staffs from different backgrounds, because working in Japan, therefore using Japanese language in communicating. And probably to make the communication to be understood better, mix with English. By having two mix language when communicating, and with everyone always try their best, although it may be hard but I think good communication can be achieved.

Author : The hotel has Japanese language as the main language, how fluent do you think you are when communicating in Japanese.



**Interviewee** : Asking about how fluent I think my Japanese is, I considered it to be okay. For daily conversation, I don't have any problems in that level. But there are people whose Japanese skills are below me, that's why when communicating, choosing of words is important and quite difficult because to let the opposite party to understand what I'm talking about; I have to choose the words that are used daily. In my case, I think I can understand and speak Japanese but sometimes when Japanese people speak with deep Japanese in which the chosen words are difficult to understand, that is also my challenge when communicating in Japanese.

**Author** : Based on your experience, do you encounter any challenge when communicating in Japanese?

**Interviewee** : Just as I mentioned before, I have to be aware in which Japanese level is the opposite party that I have conversation with. And to adjust ourselves with the fluency level of the opposite party, the use of familiar terms in work, from there, the opposite party will understand what we are trying to tell.

**Author** : In your opinion, is it better to write or speak when communicating?

**Interviewee** : It's better to speak when communicating.

**Author** : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

**Interviewee** : Thank you.

## Appendix 4

### Interviewee Script – Ms. Kuo Ruey – 2 July 2019

- Author : *Konnichiwa*
- Interviewee : *Konnichiwa*
- Author : Please introduce yourself.
- Interviewee : My name is Kuo. I come from Taiwan. Previously, I worked in the Guest House or known as *Minpaku* in Japanese. And now I'm working in Karaksa Hotel.
- Author : How long have you been working in this hotel?
- Interviewee : I have been working in this hotel for about 1 year.
- Author : What is your position in the hotel?
- Interviewee : Front Desk but in the hotel, we also performed the back-office job too.
- Author : How do you think about the communication in the hotel?
- Interviewee : Sometimes, because we are foreigners and Japanese language is not our native language, so there are times we can misunderstand what the Japanese staff is saying. The Japanese level of foreigner staffs are about average, and because the hotel has lots of problem. So, in solving problem might be minimum. But if wanted to do more things, we must improve more on our Japanese level.
- Author : The hotel has Japanese language as the main language, how fluent do you think you are when communicating in Japanese.
- Interviewee : Actually, sometimes I feel weak when communicating in Japanese. Because, at times, when I wanted to report to my manager, I have to think a lot on how to deliver my message. Making sure the chosen words are correct. Also, when telling message to Japanese staff, I

should search first to make sure the message I wanted to convey is according to my thinking. It will be time consuming. However, if using Japanese common terms is still okay. But using formal language might be a little bit challenging. This is because mostly when reporting or speaking its better 70% of common or informal terminologies and 30% formal terms.

Author : Based on your experience, do you encounter any challenge when communicating in Japanese?

Interviewee : In my own experience, it is when explaining to a Japanese staff. This is because we both have different way of thinking. Resulting the message, I want to convey is not according to my thinking. As a result, I must give some time about 5 or 10 minutes to make sure both of us have mutual understanding. But after knowing about that person for a few months, I have better understanding in the way of Japanese people thinking.

Author : In your opinion, is it better to write or speak when communicating?

Interviewee : In my personal thinking, first by speaking. Then by writing. This is because I am from Taiwan. I can write *kanji* and Japanese people can read *kanji* so when explaining I will do it through speaking but for the important points, I will write also to make them understand.

Author : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

Interviewee : Thank you.



## Appendix 5

### Interviewee Script – Ms. Sakai Eriko – 3 July 2019

- Author : *Konnichiwa*
- Interviewee : *Konnichiwa*
- Author : Please introduce yourself.
- Interviewee : My name is Sakai Eriko. I am Japanese and previously from I do have any experience in the hotel industry. I can speak Korean fluently.
- Author : How long have you been working in this hotel?
- Interviewee : I have been working here for 2 years and 3 months. I entered here in April 2017.
- Author : What is your position in the hotel?
- Interviewee : I am the assistant manager in Karaksa Hotel Osaka Namba.
- Author : How do you think about the communication in the hotel?
- Interviewee : In the hotel, everyone uses Japanese when communicating. Including with foreign staffs. However, there are times where different languages are used such as English, Chinese, Korean too. Having different languages used in a working environment makes communication between staffs is fun!
- Author : The hotel has Japanese language as the main language, how fluent do you think you are when communicating in Japanese.
- Interviewee : Mostly, for daily conversation, communication is not a problem. This is because everyone is fluent, so we are never troubled. But, in formal contexts such as mails or writing might be a little difficult. However, through verbal communication, so far not a problem.



Author : Based on your experience, do you encounter any challenge when communicating in Japanese?

Interviewee : As I mentioned before, communication through speaking or verbal mostly is not a problem. But in mails, such as business mail in context, *kanji* (Chinese characters) or difficult Japanese terms might be tough for the foreign staffs. So, as Japanese too, we must be careful and aware when selecting words when giving explanation to them so that everyone will understand the idea we would like to convey.

Author : In your opinion, is it better to write or speak when communicating?

Interviewee : In my opinion, it is better to do it in two ways. Both speaking and writing. This is because, working in the hotel, everyone does not work at the same time. So, when there is something going on it is written in *hikitsugi* so that the next shift staffs will know what is currently going on in the hotel.

Author : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

Interviewee : Thank you.

## Appendix 6

### Interviewee Script – Ms. Nielyn Grace Sa Ayo – 3 July 2019

- Author : *Konnichiwa*
- Interviewee : *Konnichiwa*
- Author : Please introduce yourself
- Interviewee : My name is Nielyn Grace Saayo. I am from the Philippines. I can speak English, *Tagalog* (Philippine dialect), and Japanese. I studied in a hospitality college.
- Author : How long have you been working in this hotel?
- Interviewee : I have been working in this hotel for 4 years as per this November.
- Author : What is your position in the hotel?
- Interviewee : In the hotel, I am working as a front desk and chief but I am also in charge uniform, daily operation and training.
- Author : How do you think about the communication in the hotel?
- Interviewee : As a training in charge, sometimes I find it difficult to communicate especially because I am a foreigner and when I communicate with different staffs of different background or with Japanese staffs.
- Author : The hotel has Japanese language as the main language, how fluent do you think you are when communicating in Japanese.
- Interviewee : I consider my Japanese level is alright for daily conversation. But, for business Japanese I might encounter some difficulties. However, when communicating with my Japanese seniors are not a problem, but in meetings there are some times that the terms used are not very familiar to me.

**Author** : Based on your experience, do you encounter any challenge when communicating in Japanese?

**Interviewee** : Mostly the problem I encountered is, when meeting, they (the staffs) asked my opinion. But I just cannot express the things I want to convey because I do not know how to say it in their language or business or known as formal Japanese terminologies.

**Author** : In your opinion, is it better to write or speak when communicating?

**Interviewee** : In my opinion it is more effective to deliver message by speaking because it is harder to write in Japanese in my opinion.

**Author** : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

**Interviewee** : Thank you.

## Appendix 7

### Interviewee Script – Ms. Tabata Jyuri – 4 July 2019

- Author : *Konnichiwa*
- Interviewee : *Konnichiwa*
- Author : Please introduce yourself
- Interviewee : My name is Tabata Jyuri. I am born in Japan. As for experience in hotel industry, this hotel is my first time.
- Author : How long have you been working in this hotel?
- Interviewee : I started working here since May 2018, around 1 year and almost 2 months.
- Author : What is your position in the hotel?
- Interviewee : Front desk.
- Author : How do you think about the communication in the hotel?
- Interviewee : There are many staffs that are foreigners but since everyone is fluent, so the communication turned out very well.
- Author : The hotel has Japanese language as the main language, how fluent do you think the foreign staffs are when communicating in Japanese.
- Interviewee : So far, the communication is fluent. Even though sometimes not using Japanese language to communicate, when using English language, everyone is also fluent, by there everyone is really fluent in both communicating in Japanese nor English.
- Author : Based on your experience, do you encounter any challenge when communicating in Japanese in a multi-cultural environment?



**Interviewee** : Sometimes if there is a time when neither Japanese or English communication is understood. Will somehow find a way for getting the message to be understood, or even using pocketalk.

**Author** : In your opinion, is it better to write or speak when communicating?

**Interviewee** : It is better to do communication through speaking.

**Author** : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

**Interviewee** : Thank you.



## Appendix 8

### Interviewee Script – Mr. Moon Sin Hyoung – 5 July 2019

Author : *Konnichiwa*

Interviewee : *Konnichiwa*

Author : Please introduce yourself

Interviewee : My name is Moon Sin Hyoung. I am from Korea and I have been staying in Japan for about 10 years.

Author : How long have you been working in this hotel?

Interviewee : Since April 2018, so that means already 1 year and half.

Author : What is your position in the hotel?

Interviewee : Front desk.

Author : How do you think about the communication in the hotel?

Interviewee : Everyone did the communication pretty well, so I think it's all good.

Author : The hotel has Japanese language as the main language, how fluent do you think you are when communicating in Japanese.

Interviewee : I think for daily life conversation and working conversation, I have no problem.

Author : Based on your experience, do you encounter any challenge when communicating in Japanese?

Interviewee : Actually, I think there is no problem. But if to mention one, it is onetime when encountering a question from a person from a foreign country, and especially not understanding their language, is pretty difficult to overcome.

Author : In your opinion, is it better to write or speak when communicating?

Interviewee : That being said, it is better to communicate through speaking. Because in this time, we are able to see their expression and body language when the other person is trying to convey their message.

Author : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

Interviewee : Thank you.



## Appendix 9

### Interviewee Script – Ms. Fitriyani – 5 July 2019

Author : *Konnichiwa*

Interviewee : *Konnichiwa*

Author : Please introduce yourself

Interviewee : My name is Fitri. I come from Indonesia. I studied Japanese language as my major in university. I have been staying in Japan for 3 years.

Author : How long have you been working in this hotel?

Interviewee : 11 months.

Author : What is your position in the hotel?

Interviewee : Front Desk.

Author : How do you think about the communication in the hotel?

Interviewee : Usually communication in using Japanese even with foreign staffs.

Author : The hotel has Japanese language as the main language, how fluent do you think you are when communicating in Japanese.

Interviewee : As for daily communication, I think I have no problem in my Japanese skill.

Author : Based on your experience, do you encounter any challenge when communicating in Japanese?

Interviewee : Communicating in using Japanese in between staffs, in my experience, so far none, because everyone is really fluent.



Author : In your opinion, is it better to write or speak when communicating?

Interviewee : Actually, in order to refrain from encountering misunderstanding, better to write first. And then for explanation to be done through speaking to have a clearer explanation.

Author : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

Interviewee : Thank you.



## Appendix 10

### Interviewee Script – Mr. Shidochi Masaaki – 8 July 2019

- Author : *Konnichiwa*
- Interviewee : *Konnichiwa*
- Author : Please introduce yourself
- Interviewee : My name is Masaaki Shidochi, I am Japanese. I can speak English fluently and previously I stayed in America for 4 years.
- Author : How long have you been working in this hotel?
- Interviewee : I have been working in this hotel since the beginning of their opening. Which is 2 years ago, November 2017.
- Author : What is your position in the hotel?
- Interviewee : Front Desk.
- Author : How do you think about the communication in the hotel?
- Interviewee : Because there is lots of staff from different countries working here, different types of culture are there. At first it is really tough but because of good teamwork, good communication is achieved.
- Author : The hotel has Japanese language as the main language, how fluent do you think the foreign staffs are when communicating in Japanese.
- Interviewee : Especially in working context, because in the hotel does not use difficult Japanese language terminologies so it is okay. However, because Japanese language is not their mother tongue, writing mails or formal texts may be a bit challenging for them.
- Author : Based on your experience, do you encounter any challenge when communicating in a multi-cultural environment?

Interviewee : Actually, because everyone is very fluent in Japanese, never felt any challenge when communicating in Japanese with everyone.

Author : In your opinion, is it better to write or speak when communicating?

Interviewee : If in passing over of tasks, firstly taking memo and then explaining, in my opinion, in both ways, communication is done, is better to achieve better communication.

Author : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

Interviewee : Thank you.



## Appendix 11

### Interview Script – Mr. Miyazaki Toshihiro – 9 July 2019

- Author : *Konnichiwa*
- Interviewee : *Konnichiwa*
- Author : Please introduce yourself
- Interviewee : My name is Toshiro Miyazaki, I am Japanese.
- Author : How long have you been working in this hotel?
- Interviewee : Since September 2018 I started working here.
- Author : What is your position in the hotel?
- Interviewee : Front Desk
- Author : How do you think about the communication in the hotel?
- Interviewee : Easy communication environment is made in my opinion.
- Author : The hotel has Japanese language as the main language, how fluent do you think the foreign staffs are when communicating in Japanese.
- Interviewee : So far everyone's communication through Japanese has been good. But, with the ability of mastering deeper Japanese, better communication can be achieved in my opinion.
- Author : Based on your experience, do you encounter any challenge when communicating in a multi-cultural environment?
- Interviewee : Specifically, none. But in context like different forms of documents such as poems or sentences, like several trivial terms might be a bit challenging for foreigners to understand.
- Author : In your opinion, is it better to write or speak when communicating?



Interviewee : Definitely, for flow of communication, I think it is important to be done through as we can see our partners expression and conversation mood. However, it is also important to write as the message may contain more trivial matters in which are important for the receiver to understand.

Author : So, that's all for today's interview, thank you so much for lending your time to be interviewed by me.

Interviewee : Thank you.



## Appendix 12

### Interview 1



### Interview 2



### Interview 3



**Interview 4**



**Interview 5**



**Interview 6**

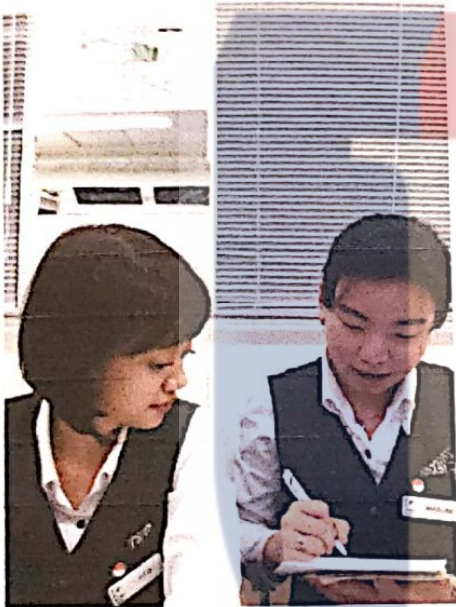




**Interview 7**



**Interview 8**



**Interview 9**





**Interview 10**

