

## はじめに

この本のタイトルは『Hospitality English (おもてなしの観光英語)』です。近年、たくさんの外国人が来日して日本の各地を観光旅行するようになりました。また、2020年の東京オリンピックをきっかけとして、外国人観光客が激増することも予想されます。外国人観光客に日本滞在を楽しんでもらうためにも、私たちは外国人を心から「おもてなし」したいものです。そのためにふさわしい観光英語のテキストが必要です。ところが、従来の観光英語のテキストの多くは、日本人が外国で観光する場面を想定して編集されていますので、これでは不十分な面があります。将来を見据えると、日本人が外国人を日本で案内するという場面を想定したテキストが必要となります。

本テキストは、東京から始まり、北海道から鹿児島へと、各地で訪れた外国人を日本人が案内するという内容です。このテキストを学習することにより、みなさんは、観光・観光英語に関する知識が付き、日本文化の魅力を再確認し、さらに外国人にとって「異文化」である自国の文化をより深く理解できるようになります。また、テキストは4技能のスキルアップを目指す総合教材としての性格もあります。

Lessonは3つのセクションに分かれています。

はじめは、Readingを中心としたセクションで、その地域に関する一般的なことが述べられています。内容の理解確認のためのT/Fを用意しました。

次に、主に文法や語彙を含めた英語力のアップを目指すための Exercises セクションになります。実際的なダイアログ形式の聞き取り問題もあります。

そして、最後は文化的な面からの知識を問う Cultural Questionsセクションです。外国人観光客をおもてなしするには、日本についてもよく知ることが必要となります。単に英語力だけでなく、日本の地理や文化に関する知識もつけてほしいと思います。

さて、このようにいろいろな力がついたところで、みなさんは訪日する外国人をお迎えする準備が十分についたこととなります。それでは、Let's welcome visitors from overseas with open arms, our best smiles and "Hospitality English"!

著 者

# 各 Lesson の構成

1ページ目  
&  
2ページ目

## Introduction

日本語による導入部。  
その課で扱うテーマについて簡単に紹介しています。

## Readingセクション

取り上げている地域について一般的な事情を紹介したエッセイです。

3ページ目  
&  
4ページ目

## Cultural Questionsセクション

日本の史跡・名所・文化的物事を説明する英語表現を学びます。

## Words & Phrases

エッセイ中の注意を要する語句についての注釈です。

## T/Fコーナー

エッセイの内容理解をチェックします。

### 1 An Attitude of Hospitality: Welcome to Japan!

**Introduction**  
2014年時点で、1300万人を超える外国人観光客が日本を訪れています。政府は東京オリンピックの行われる2020年までに2000万人の訪日を目標としています。日本にお客をおもてなしする観光客に「おもてなし」(hospitality)の精神で接して、日本文化の高さを味わってもらいたいのです。そして何處も日本を名付けてくれる日本語 (Japan bango)、知照員 (go-Japanese bango) になってくれることを願います。

**Reading**  
The Japanese government has been trying to increase the number of foreign tourists to Japan. Several government measures have stimulated the tourist industry and other related industries. As a result, the economic impact of visitors from abroad on the Japanese economy is huge. They buy special goods that they can only find in Japan, such as Japanese cosmetics and electronics. Shopkeepers are making every effort to cater for them, hoping to increase sales and profits. However, we should not only look at the economic benefits of foreign tourism but also at the cultural issues.

Tourism can be a bridge to cross-cultural understanding and improved relationships. Japan is a small island nation and depends greatly on overseas trade. Contributing to world peace and stability will benefit the country. If people of other nationalities come to know Japan more deeply and feel a sense of familiarity, they are less likely to feel hostility when conflicts of interest occur. The most important thing is to know one another better and to try to narrow differences. Friendship between countries can be realized through hospitality.

It is important to make this nation an attractive destination, and welcome overseas visitors with hospitality whenever or wherever we meet them. Surprisingly, the words "hospitality" and "hostility" are derived from the same word root, "host." It suggests that, in the past, people accepted outsiders with ambiguous feelings, that is, both hospitality and hostility. Which attitude do you have when you meet a foreign tourist? Of course, you welcome them with hospitality as a citizen of the global village, I am sure.

**Words & Phrases**  
narrow differences → 相違点を狭くしていく  
derived from the same word root → 同一いり言し語根に由来する  
ambiguous → 両義的、二通り解釈できる

**T/F** Answer True (T) or False (F) according to the passage above.  
(1) T / F The word "host" was the origin of two opposing words, "hospitality" and "hostility."  
(2) T / F We should focus mainly on the economic gains from foreign tourists.  
(3) T / F The increase in the number of foreign visitors has had no effect on the Japanese economy.  
(4) T / F If foreign tourists have a positive image of Japan, there is a greater prospect of peace between their countries and Japan.

**Exercises**  
1 Dialogue Listen to the dialogue on the CD and fill in the blanks.  
James: Excuse me. I'd like to go to the ( ) Building. How can I get there?  
Mike: You should get off at the next station. There are several ( ) but you can take any one.  
James: How long does it take to reach the Building from the station?  
Mike: You can get to it in around a few minutes. There are elevators and escalators if you need them.  
James: Oh, really? By the way, can I inquire the Building?  
Mike: You have to go to the reception and fill in an ( ) form, giving your name.  
James: Thank you. I am interested in visiting many other places, too.  
Mike: Just ask people around you. I am sure they will help you find your ( ). Have a good trip.  
James: That's very kind of you.

**Exercises**  
2 Choose the most appropriate words and phrases for the definition below.  
(1) any person who is suspected of having an infectious disease may be isolated here  
(2) a document which is carried with a person who travels abroad  
(3) a place you have to pass through before going into a new country  
(4) a place where you declare if you have something valuable  
(A) customs (B) immigration office (C) passport (D) quarantine

3 Translate into English.  
(1) 外国人観光客に対しておもてなしの心で接したいです。  
(2) 私は外国語を勉強して日本と外国の架け橋になりたいのです。

**Exercises**  
2 Pictures of buildings  
A B  
C D

**Names**  
(a) Metropolitan Building (b) Tokyo University  
(c) Imperial Palace (d) Tokyo Station

**Explanations**  
(1) This is the oldest university in Japan.  
(2) This is the city hall of the Metropolitan Tokyo.  
(3) This is the place where royal families live.  
(4) This is the center of railway transportation in Japan.

## Exercisesセクション

- Dialogue まずはダイアログ中の語句の聞き取り練習、その後は、会話練習のモデルとして利用できます。
- 語彙の増強を図るためのタスクです。
- 基礎的な表現を作文演習で学びます。

## FYI (For Your Information) コラム

観光案内の際の注意点など、ワンポイント・アドバイスを掲載しています。

**FYI**  
Google、ストリート・ビュー (Google Street View) を使うことで、世界のさまざまな国の風景を見ることが出来ます。2018年現在は、東京・芝公園1-10-1、皇居・皇居内苑と皇居の周辺が公開されています。世界の各地の観光地は、ストリート・ビューを閲覧すればどこに行こうか考えることができます。日本には安全が公開されておらず、観光という観点で、自由に公開されていません。世界の人はストリート・ビューを見て、日本のことを知りたいか興味を持つことができるのです。

**Cultural Questions**  
1 Choose the appropriate country to explain its character.  
(1) A large number of its people visit Japan because this nation is located closest to Japan.  
(2) Tourists from this country are interested in skiing and seeing snow falling in Japan, because their home country is in the subtropical zone.  
(3) The majority of its nationals do not eat pork because of a religious taboo.  
(4) Visitors from here like to come to Japan because there is no jet lag even though the flight time is at least nine hours.  
(A) Australia (B) Korea (C) Malaysia (D) Taiwan

**Exercises**  
2 Pictures of buildings  
A B  
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**Explanations**  
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写真、名称、説明をマッチングさせることで、観光地ならびに文化的な知識を養います。

# Contents

## Lesson 1

An Attitude of Hospitality: Welcome to Japan! ————— 6

## Lesson 2

Preparations for the 2020 Olympic Games in Tokyo ————— 10

## Lesson 3

Do You Like to Watch Kabuki? ————— 14

## Lesson 4

The Sapporo Snow Festival ————— 18

## Lesson 5

Hiraizumi as the Buddhist Pure Land ————— 22

## Lesson 6

Yokohama Port ————— 26

## Lesson 7

Mt. Fuji ————— 30

## Lesson 8

Omi Province and Its Military History ————— 34

## Lesson 9

The Deer in Nara ————— 38

## Lesson 10

Kyoto Station ————— 42

## Lesson 11

Let's Explore Osaka ————— 46

## Lesson 12

Port City Kobe: A Phoenix Rises ————— 50

## Lesson 13

Sand Dunes in Tottori ————— 54

## Lesson 14

The Atomic Bomb Dome ————— 58

## Lesson 15

Dazaifu ————— 62

## Lesson 16

The Shimazu Clan and Satsuma Culture ————— 66

【付録】 基本的な会話表現と重要な語句／ 71 小テスト／ 80

# An Attitude of Hospitality: Welcome to Japan!

## ● Introduction

2014年時点で、1300万人を越す外国人観光客が日本を訪れています。政府は東京オリンピックの行われる2020年までに2000万人の訪日を目指しています。日本にわざわざ来てくれた観光客に「おもてなし」(hospitality)の精神で接して、日本文化の良さを味わってもらいたいものです。そして何度も日本を訪れてくれる日本ファン、日本通 (Japan hands)、知日派 (pro-Japanese faction)になってくれることを願います。



秋葉原の電気街

## Reading



The Japanese government has been trying to increase the number of foreign tourists to Japan. Several government measures have stimulated the tourist industry and other related industries. As a result, the economic impact of visitors from abroad on the Japanese economy is huge. They buy special goods that they can only find in Japan, such as Japanese cosmetics and electronics. Shopkeepers are making every effort to cater for them, hoping to increase sales and profits. However, we should not only look at the economic benefits of foreign tourism but also at the cultural issues.

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It is important to make this nation an attractive destination, and welcome overseas visitors with hospitality whenever or wherever we meet them. Surprisingly, the words “hospitality” and “hostility” are derived from the same word root, “host.” It suggests that, in the past, people accepted outsiders with ambiguous feelings, that is, both hospitality and hostility. Which attitude do you have when you meet a foreign tourist? Of course, you welcome them with hospitality as a citizen of the global village, I am sure.

(262 words)

**Words**  
&  
**Phrases**

**narrow differences** ▶相違点を減らしていく  
**derived from the same word root ~** ▶~という同じ語根に由来する  
**ambiguous** ▶両義的な、二通りに解釈できる

**T / F**

**Answer True (T) or False (F) according to the passage above.**

- (1) T / F The word “host” was the origin of two opposing words, “hospitality” and “hostility.”
- (2) T / F We should focus mainly on the economic gains from foreign tourists.
- (3) T / F The increase in the number of foreign visitors has had no effect on the Japanese economy.
- (4) T / F If foreign tourists have a positive image of Japan, there is a greater prospect of peace between their countries and Japan.



観光立国推進閣僚会議では、2020年までに訪日外国人観光客の数を2000万にすることを目的として、ビザの緩和を行いました。これにより、ベトナム、インドネシア、フィリピンからの観光客の増加が見込まれます。さらには、目標を上積みして3000万という数字も挙がっています。これからはアジア諸国からの観光客の増加を意識して、観光案内を考えていく必要があります。観光業では「アジア」がこれからの重要なキーワードになりそうです。

**Exercises**

**1**

**Dialogue**

**Listen to the dialogue on the CD and fill in the blanks.**



- James: Excuse me. I'd like to go to the ( ) Building. How can I get there?
- Misa: You should get off at the next station. There are several ( ) but you can take any one.
- James: How long does it take to reach the Building from the station?
- Misa: You can get to it in around a few minutes. There are elevators and escalators if you need them.
- James: Oh, really? By the way, can I go inside the Building?
- Misa: You have to go to the reception and fill in an ( ) form, giving your name.
- James: Thank you. I am interested in visiting many other places, too.
- Misa: Just ask people around you. I am sure they will help you find your ( ). Have a good trip.
- James: That's very kind of you.



**2 Choose the most appropriate words and phrases for the definition below.**

- (1) any person who is suspected of having an infectious disease may be isolated here
- (2) a document which is carried with a person who travels abroad
- (3) a place you have to pass through before going into a new country
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(A) customs (B) immigration office (C) passport (D) quarantine

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グーグル・ストリート・ビュー (Google Street View) を使うことで、世界のさまざまな国の風景を見ることができます。2015年時点では、北米とヨーロッパ、香港や日本を中心としたアジアがカバーされています。世界の各地の観光客は、ストリート・ビューを見ながら次はどこに行こうか考えることができます。日本はほぼ全域がカバーされているので、観光という視点では、日本にとって有利です。世界の人々はストリート・ビューを見て、日本のどこを訪見たいか見当をつけることができるのです。

## Cultural Questions

**Q 1 Choose the appropriate country to explain its character.**

- (1) A large number of its people visit Japan because this nation is located closest to Japan.
- (2) Tourists from this country are interested in skiing and seeing snow falling in Japan, because their home country is in the subtropical zone.
- (3) The majority of its nationals do not eat pork because of a religious taboo.
- (4) Visitors from here like to come to Japan because there is no jet lag even though the flight time is at least nine hours.

(A) Australia (B) Korea (C) Malaysia (D) Taiwan

**Q 2** Please choose an appropriate name and explanation for the pictures below.

### Pictures of buildings

A



B



C



D



### Names

- |                           |                      |
|---------------------------|----------------------|
| (a) Metropolitan Building | (b) Tokyo University |
| (c) Imperial Palace       | (d) Tokyo Station    |

### Explanations

- (1) This is the oldest university in Japan.
- (2) This is the city hall of the Metropolitan Tokyo.
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- (4) This is the center of railway transportation in Japan.