



# はままつマナー

Hamamatsu Manners

HAMAMATSU MANNERS The road sign to being a great adult

# The road sign to being a great adult

Can you see how other people feel?  
How would you answer this question?  
When you are happy, you smile  
When you are sad, you cry  
When you are excited for something, you can't sit still  
If you look for people's feelings,  
If you really try to see,  
Definitely,  
You can see them  
They appear in people's faces, words and actions

If everyone, including you,  
could treat people, objects and things with  
consideration and respect,  
Definitely,  
We could all relax,  
and live in a more friendly, comfortable place

Well,  
Would you like to take the road  
To being a great adult?



## CONTENTS

01 Greeting with a Smile . . . . . P 5  
02 Let's make the "Thank you" flowers bloom . . . . . P 9  
03 Say "I'm sorry" with honest feelings . . . . . P10  
04 Be On Time . . . . . P17

05 Clean Up After Yourself . . . . . P23  
06 Being Polite . . . . . P29

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“Good morning!”

Let’s have a good day today!

“Hello!”

How are you? Is everything going alright?

“Good bye!”

Let’s meet again tomorrow.

Every greeting we exchange  
Becomes a bridge  
Connecting you and me.

Every feeling we share  
Brings you and me  
Closer together.

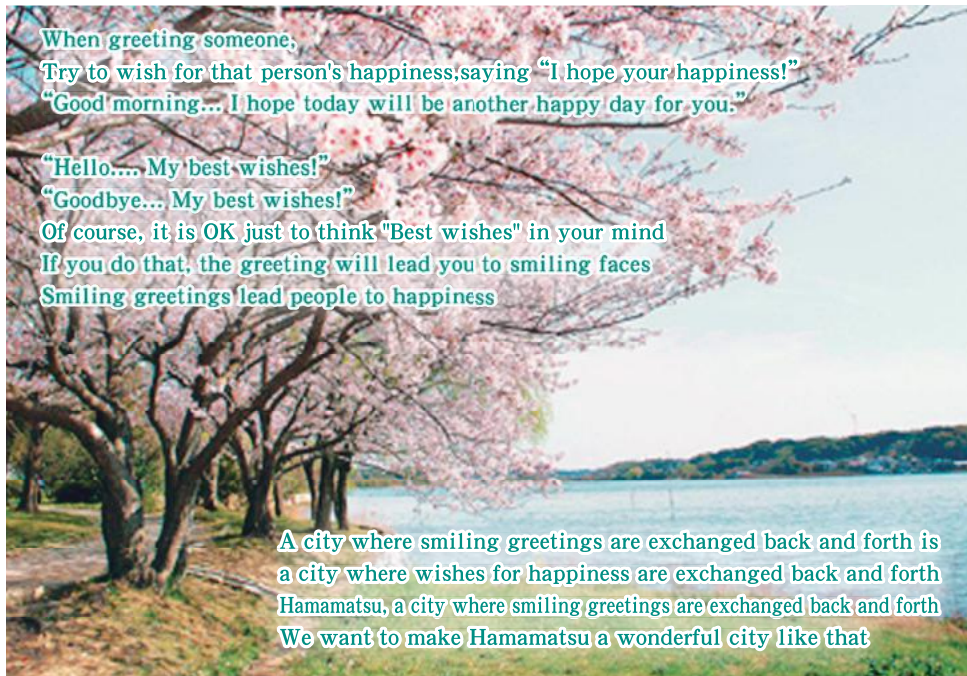
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*Connections*

## HAMAMATSU MANNER 01

# Greeting with a Smile

Open our mind and show people the wishes for their happiness



### Point !

- Make eye contact and don't forget to smile
- Make the first move
- Give your name in a cheerful voice

### Let's discuss !

- Do you make much of greetings with your family?
- Have you ever felt good after being greeted?
- 

# Let's Become a Master of Bowing

A Bow, a Japanese Way of Showing Respect

There are beautiful ways even for casual bowing in everyday life.



### Slight bow : 15 Degrees

A bow used when you pass each other or when you cross in front of others.



### Saluting bow : 30 Degrees

A standard bow

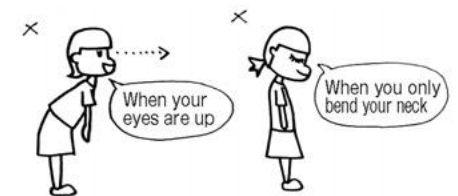


### Most respectful bow : 45 degrees to 60 degrees

A bow for when you are making a request, thanking or apologizing etc. or when you especially want to express your feelings to the other person.

- Bow down swiftly and rise back up slowly.
- When your head is down, keep your eyes down.

Do you ever bowed your head repeatedly?  
Also, it is rude to bow while walking or sitting down.



### Smiling Training

Open your mouth wide and say "ieeeh". Next, purse your lips and say "ooh". Repeat this for about 30 times. The muscles on your face will remember this and smiling will become easier. It's also good to try to keep the corners of your mouth up in your normal expression.

A single word can  
warm a person's heart

And a single word can  
hurt a person's heart

HAMAMATSU MANNER **02**

*Let's make the "Thank you" flowers bloom*

~"Thank you" is a magical phrase which can warm the hearts of both the person who is saying it and the person who is receiving it~




**Thank you** for  
making a warm meal for me

**Thank you** for  
worrying about me

**Thank you** for  
being with me

I haven't noticed until now

Living with the support of many people  
We are living in a world full of "Thank you"

 **Let's look back !**

- Have you been saying "Thank you"?
- Have people been saying "Thank you" to you?
- 

HAMAMATSU MANNER **03**

*Say "I'm sorry" with honest feelings*

**I'm sorry** for saying such terrible things that time

**I'm sorry** I didn't notice your feelings

**I'm sorry** for keeping you waiting

With just one word, the gloom in your heart can disappear immediately



It can't be helped, but everyone will be a nuisance to other people at some point.

However, whether or not we can make a sincere apology is very important.

Let's refrain from using words that sound like excuses such as "But", "However", "It should be like that" etc..

From now on, let's include feelings like "I will make sure this will not happen again." , "I will not do or say things to people that I don't want said or done to me" etc..

# If You Can Do This, You will Become a Master

## Cushioning words

…Words you add before getting down to business. Consideration words for smooth communication. What other words are there? Think about how junior high school students should say these words.

When handing over things	Documents etc : "Please look at this." Gifts etc: "Please accept this small token."
Before inviting others	"If it is ok with you..." "It may be troublesome for you, but..."
Before declining	"It's very kind of you, but...", "It's a shame...", "Unfortunately...", "I'm very sorry..."
When you want to consult other people	"am sorry to bother you while you are busy...", "Is it ok...?", "Excuse me, but...", "Can you please let me know..."
When you are complimented	"Thanks to you...", "Thank you very much", "I am overwhelmed, thank you"
Before you ask for a favour	"I'm sorry to trouble you...", "Excuse me, but...", "If its not too troublesome for you...", "It would be a great help if you help me with this"
Before you say something hard to put in words	"It's difficult to explain this, but...", "I may be asking too much, but...", "I think you may already know, but...", "I may just be thinking too much, but..."
Before you ask a difficult question	"It's rude for me to be asking, but..."

## Bad words

…Refrain from using words that will upset others or hurt their feelings.

	Explanation and examples	Let's review !
Insulting	Things that people hate, personal things etc.	
Negative	"But", "However", "Even if you say that," "Saying this", "At the end"	
Interruptive	"Oh, I know! That..."	
Cutting others off	"You know, yesterday I..."	
Making presumptions	"You hated it right?" "You wanted to do it right?"	
Fault-finding	"If you say that won't it be ○○?"	
Negative	"It was not delicious", "This is boring", "I heard it wasn't as expected"	
Jumping ahead	"It ends up like this" ←People would not be too pleased if you gave away the ending of a movie at the movie theater	

# Let's Try Practising!

## How to make a phone call

~Let's use words effectively~

By using cushioning words such as honorifics (honorific, humble and respect language) and positive words (yes, thank you, I understand etc.), let's try to increase your own charm and your impression in other people.

- ① Cheerful greeting. First give your name and then ask for the other person's name. (Speak with a smile! Try to speak with your voice in a higher tone than normal.)
- ② When you are talking, start with the conclusion first and try to keep the content as short as possible, keeping the 5W1H in mind. (Use a combination of cushion words, positive words and honorific language to maintain a pleasant conversation.)
- ③ Give responses while listening to the conversation. (yes, I see, really? etc.) Repeat what you've heard while taking notes down. (Do not forget to keep an empathic, receptive attitude throughout.)
- ④ At the end of the phone call, ensure the other person has hung up the phone before quietly putting down the receiver.


Be careful of the time you call and try to add in the following phrases when you call.  
 "Sorry for calling you early in the morning."  
 "Excuse me for calling you so late."  
 "Sorry to disturb you while you are busy."  
 "Sorry to disturb you while you are eating." etc.

## How to write a letter of appreciation

~Showing your appreciation~

A heartfelt letter of appreciation will move the other person's heart. When giving an appreciation letter to a superior, it is a good manner to give a hand written letter in an envelope within 3 days. Also, making a phone call or sending an email rather than a letter of appreciation would be seen as less formal, so include an apologetic phrase such as "Sorry it is in haste" or "Please forgive my impoliteness".

- ① Start with a salutation such as "Haikai (Dear)" or a seasonal greeting. (If you have a close relationship with the recipient, you can write "zenryaku" to omit the salutation and go straight to the seasonal greeting.)
- ② Use conjunction words such as "Then" or "Now" to link the body of the letter.
- ③ Express your appreciation in the body of the letter.
- ④ End the letter wishing for the good health of the recipient, a sentence of gratitude or a sentence of apology.
- ⑤ If you used "Haikai (Dear)" at the start of your letter, end with "Keigu (Yours truly)", if you omitted the salutation and wrote "zenryaku", end with "Sousou (sincerely)".
- ⑥ Put the date, your name and the name of the addressee etc.



The "me" in my house  
The "me" when I step out of the door  
Both of them are the same "me", but...

There are some things you just have to do  
There are some things you just have to endure  
In order to get along with people and society  
There are some things you must not forget



Public



“Be on time, clean up after yourself, be polite”

Manners for a happy everyday life

“Be on time”

The one thing everyone is equally given  
is time

Treating time with respect,  
Is treating your life with respect  
Respecting the time of others  
Is respecting one's own time



時

*Time*

# Be On Time

Are you keeping anyone waiting?



The time you are spending now is life itself. Valuing time is also like valuing your life.

Time is impartial in one way, but it also has limits. For that reason alone, each and every person values their own time. People who can value time are people who value their own lives, and can live a full life.

Then, as we understand this importance, we can value the time of others too.

If you can make the most of your time, you can achieve your goals. Also, the bond between people are made up of reliance and trust in others. Reliance and trust starts from the action of "being punctual".



## Family life



You are here because you have inherited the "Life Baton". There is a limit to the time you spend with your family who have raised and supported you. Make the most out of the limited time you have with them.



### Let's discuss !

- How would you like to make the most out of the time with your family?
- When do you have to be on time?
- 

## School life

### Point !

- Always remember to "take action ( ) minutes beforehand", "be seated ( ) minutes beforehand".
- If a command such as "stand up" or "gather" is called, stop your work immediately so as to not keep other people waiting.
- Make sure you leave extra time to spare in order to be punctual.



### Let's discuss !

- When is it important to be on time so that everyone can live together comfortably?
- What can you do and what can other people do to be on time?
-



Recently junior high school students have more opportunities to study a lot of things with being concerned with society. You'll meet new people. What kind of things do you need to be on time during these situations?

## When You Participate in Society

Time is a resource that everyone shares.

- Always make an appointment in advance.
- Don't be late when you're meeting someone. (Being 5 minutes early is expected.)
- For group activities, check the date, and don't rely on instruction. Think for yourself and act.

### Point!

### column

## How to make an appointment and things to note

- Make contact from a week to 10 days in advance.
- After making an appointment, write it in your schedule and do not forget about it.
- In the case more than a week has passed since you first made contact, call again the day before to confirm.

## Have you ever heard of a "Time Thief"?



In the Edo Period, people would wake with the morning sun and go to bed with the setting sun. For this reason, people decide on a plan and be careful not to waste any time during their working day.

For that reason, snatching away peoples time with unexpected visits or calling people to stand around talking was disliked. A person who does this is called a "Time Thief"

Money can be returned later, but time is seen as an important item that can not be returned, so being a "Time Thief" was considered a serious crime.

## Q&A

**Q** What should you be careful of when you want to visit someone?

**A** It is polite to make an appointment before making a visit. Even in abrupt cases, it is polite to call beforehand and check before visiting. There are many things to think about regarding visits, so arriving about 5 minutes early is about right.





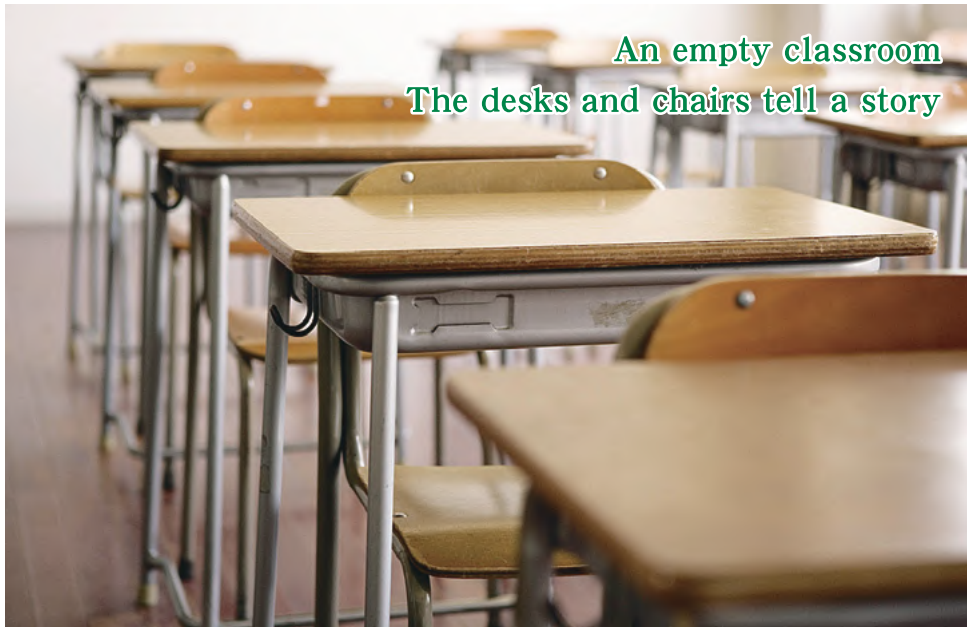
“Be on time, clean up after yourself, be polite”  
Manners for a happy everyday life

“Clean up after yourself”  
If the heels of your shoes line up,  
You've braced yourself for it  
If your desk is in a tidy place,  
You feel ready to go  
If you organize things,  
You feel refreshed  
The beauty of tidiness  
Will move you

場  
Place

# Clean Up After Yourself

The beauty of tidiness will move you



An empty classroom  
The desks and chairs tell a story

## The Classroom

~The important place passed down through the years~

### Point!

- If you find garbage, throw it in the garbage can.
- Keep the classroom tidy.  
(desks, chairs, lockers, class-library etc.)
- When leaving your seat, place your seat under your desk.



## The Entry

~The first thing visitors see : The visage of the house, the visage of the school~

### Point!

- Place your shoes with lining up the heels of them on the shoe shelf or leave them on a concrete floor.
- Take off your coat or hat at the entry.

## ◆◆ Making you a Master of Manners ①

### «How to take off your jacket and shoes»

- Take off hats, bags and scarves outside the genkan. Taking off your coat or jacket outside was traditional in Japan, but lately people are adopting a more European style, and taking their jackets off after stepping inside (a safe bet is to follow traditional Japanese style when visiting a Japanese home or a high class home.)
- Step up into the house after taking off your shoes, and without turning your backside to the host, turn sideways, bend down and place your shoes in the genkan facing outward with the heel touching the step.
- If it is raining, shake the water from your umbrella after folding it, and if there is an umbrella stand, place it in that. If not, place it somewhere outside the genkan where it will not cause an obstruction. Also, if there is water on your shoes or bag, wipe it off with a handkerchief.



## At the Onsen, Public Bath and Toilet

~How would you like it to be if you're using it next?~

### Point!

- Rinse off the seat and bucket you used and put them back in order.
- If you dirtied the toilet, make sure to clean it.
- If the toilet paper runs out, replenish it for the next person.



## Using Transport (Bus, Shinkansen, Train)

### Point!

- Place your bag on your lap or on the luggage rack.
- Be careful not to block passageways when travelling in a group.
- Be mindful of how loud you are speaking or the volume of your headphones.

## ◆ Making you a Master of Manners ②

### «How to hold an umbrella»

- Tie it up with the strap and hold it close to your body so as not to hit anyone.
- If you hold your umbrella close to your body it will be less likely to tip over.



## At the Park

~There are a lot of people here, little kids, babies and their mothers, pregnant ladies and the elderly.~

### Point!

- Check if it is ok to play with the ball here.
- Be aware of your surroundings, and act in such a way that everyone can have a good time.
- Do not do things to bother other people. (hogging playground equipment, fireworks, graffiti etc.)



Because that's where everyone gets together...

## Public buildings, Places for business (libraries, movie theaters, halls, restaurants, shops etc.)

### Point!

- Watch the volume of your voice.
- Replace desks and chairs. Leave the place cleaner than you found it before using.
- Not touching artwork is a general rule



Preserve the peace, preserve the space

### 😊 Let's discuss!

- Let's think about the good things about cleaning up.
- How do you feel when you can't clean up?
- 

## ~Throw away garbage, use resources~ Have you heard the 3Rs are now 5Rs? ~You didn't know? Let's look it up.~

- Reduce** Use disposable items and don't buy in excess. Lead a simple life.
- Reuse** You can use blank paper as memo pads, and give things you don't need to people who want them.
- Recycle** Separate and use. Dispose milk cartons and trays into recycle boxes.
- Refuse** Refuse excess packaging and unneeded bags, chopsticks and spoons.
- Repair** Repair and use for longer. For example, you can buy a repair kit for a broken umbrella.

**Have you ever thought about how the people who collect your rubbish feel?**  
In help the people who collect your garbage to work in good spirit, separate rubbish and keep the 5Rs in mind.

You don't want to become an embarrassing adult like those who mix cans in their burnable rubbish or who freely throw rubbish from their cars.



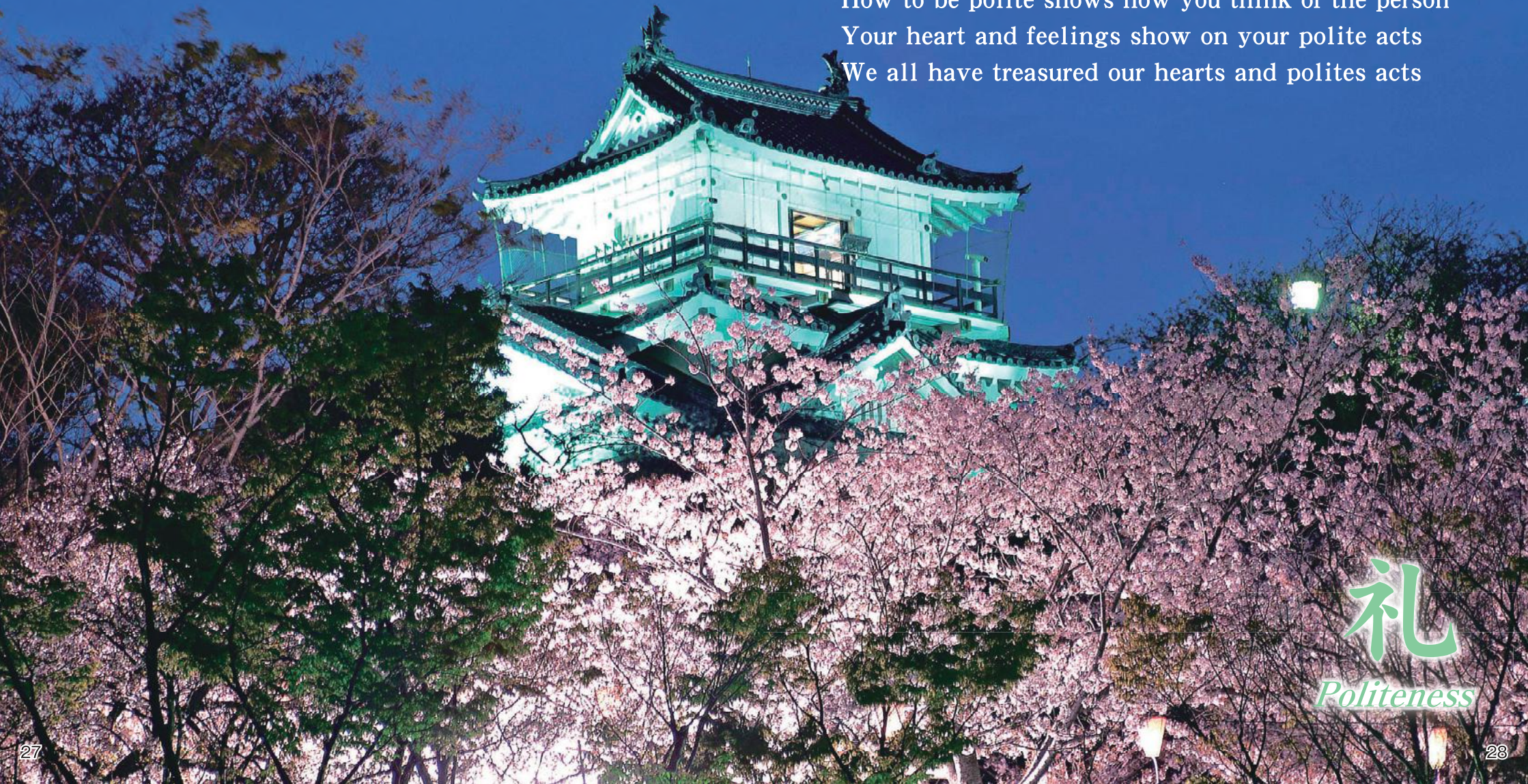
**Q** How much garbage do we (Hamamatsu-city) have per 1day?

- A** 7tons
- B** 75tons
- C** 750tons

(Answers check→See P23.)

“Be on time, clean up after yourself, be polite”  
Manners for a happy everyday life

“Be polite”  
Being polite  
Is a heart of tenderness  
Being polite  
Is a heart of gratitude  
How to be polite shows how you think of the person  
Your heart and feelings show on your polite acts  
We all have treasured our hearts and polite acts



礼  
*Politeness*

## HAMAMATSU MANNER 06

# Being Polite

~Once you leave your house, you are in public.~

People you don't know, or people you will never meet again. It is nice to think that Hamamatsu people are considerate of one another in public places where various people come and go, right? The point of "politeness" is "to be considerate of people", and that is called code of etiquette. Let's think about "politeness" from here on out.

### Point!

- Try to think about the other person and compromise.
- Make sure you are not causing a nuisance to anybody.
- Act appropriately :  
Think about T (time) P (place) and O (occasion) .

### column

## TPO is important!

### ●Your Appearance

There is correct attire depending on the TPO, like school ceremonies, club activities and workshops etc.. There are also appropriate dress codes for important ceremonial occasions.

Your appearance conveys that person's character and your consideration of other people.

### ●The volume of your voice

You need an awareness of TPO to tell whether or not it's OK to talk or use phones in places like libraries, movie theaters, and on trains.

The rule for public places is to act so that everyone can get along, so watch the volume of your voice.

### ●Manners for eating ~Be grateful for someone's effort put into making your meal.~

- Don't get out of your seat and run around recklessly.  
(There are other people eating, too.)
- Don't place your elbows on the table or cross your legs.
- Don't be noisy, like chewing loudly or banging tableware.
- Do not speak or laugh loudly with food in your mouth.
- Do not speak about things that may bring down the atmosphere during the meal, do not use foul language, speak of rumors, or indecency.
- Do not eat sloppily or too quickly.

- Do not talk on the phone or send messages. (Meal times are a time for conversation.)
- Do not burp. Cover your mouth when you need to cough or sneeze.
- Do not wipe the table with your wet towel. (A wet towel is for wiping your hands.)
- Use chopsticks properly.

### <Poor Chopstick Manners>

- Do not hover your chopsticks over the food when trying to decide what to eat.
- Do not raise your chopsticks to your mouth while sauce is dripping from them.
- Do not pick at rice and other things stuck to your chopsticks.
- Do not fiddle around inside of dishes with your chopsticks looking for something to eat.
- Do not draw dishes towards yourself using chopsticks.
- Do not skewer your food with a chopstick.
- Do not lick your chopsticks.

## ◆ Making you a Master of Manners ③

### <<Table manners ~For when you grow up~>>

We enjoy food with all 5 using 5 senses. Not just taste, try and enjoy the presentation and the smell. Take note of the atmosphere during mealtimes, and enjoy your meals peacefully.

### ●How to use a napkin



Fold the napkin in half and place it on your lap. When leaving your seat, fold it gently and place it on your seat.



When wiping your mouth, pick it up by the corner and use the inside

### ●How to hold your knife and fork



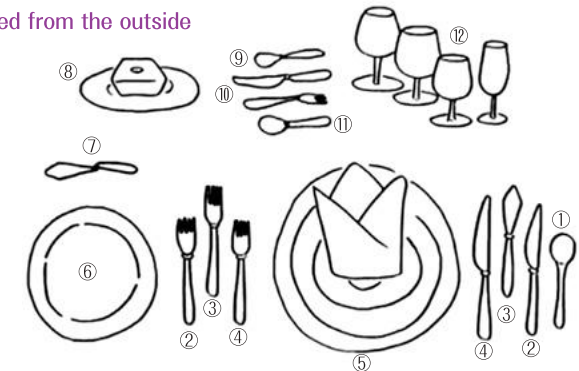
While eating, hold them in an upside-down V. Your fork faces down



A sign that you are finished. Your fork faces up

### ●Knives and forks are used from the outside

- ① For soup
- ② For vegetables
- ③ For fish
- ④ For meat
- ⑤ Service plate
- ⑥ Bread plate
- ⑦ Butter knife
- ⑧ Butter dish
- ⑨ For deserts
- ⑩ For fruits
- ⑪ For coffee
- ⑫ Glass type





From "Edo period gestures" to the "Hamamatsu Manner"

## Edo people who thought highly of manners and had honest lifestyles

There were good habits called "Edo Gestures" which existed within Edo people and were gestures native Edo people could not help doing. The stylish and pleasant "Edo Gestures" were natural for Edo people.

Below are some examples of "Edo Gestures".

### ◇ Tilting an umbrella

A gesture that people on the streets tilt their umbrellas while walking on a rainy day to avoid splashing water on each other. Half your body will get wet, but it is a heart warming gesture.

We want to inherit this beautiful Japanese gesture, right?



### ◇ Pulling back shoulders & walking sideways

A gesture of tilting the right side of your body back so your body is slanted while squeezing past a narrow street filled with other pedestrians. At an even narrower street, it was said they walked sideways like crabs.

※In modern days, there are instances where people walking in the street do not take care of other pedestrians, bump shoulders and thus end up in arguments. We should all forrow examples from the "Edo Gestures".



### Do you know about Citizen Manner Rules? Forbidden ! The five acts of nuisance.



- Smoking while walking on the street
- Misuse of disabled parking spots
- Littering of cigarette butts or empty cans
- Leaving dog/cat poo
- Graffiti

### ◇ Making space for someone to sit down

On river ferries, Edo people who had boarded first and were already seated would rise slightly, using one fist as a measure of space between people, and move over to make space for the passengers who had boarded last.

It was an offering gesture which came as second nature to the people in the Edo period.

※How do you sit in trains and buses?



### ◇ 30/70 walkway

In the Edo period where there was no distinction between the road and the pedestrian walkway, people separated the roads 70% as public road and 30% as walkway for people.

With the roads freed up like this, people were able to utilize the empty public road to move injured people or for people in a hurry to move quickly without needing to slow down.

※How about your walking and bicycle manners? People who eat or dump garbage while riding their bicycles and people who park their bicycles on illegal areas such as guide paths or at places inconveniencing others are violating the manner. Do you know the following rules?



### ~Do you know the five rules for bicycle safety?~

- 1 Cycle mainly on the road and only in exceptional circumstances may you cycle on the sidewalk
- 2 Cycle on the left side of the road
- 3 Cycle close to the traffic slowly on a sidewalk, giving way to pedestrians
- 4 Follow the safety rules
  - ① Prohibited act: two people on one bicycle, cycling alongside another bicycle, cycling while using an umbrella, cycling while using a mobile phone
  - ② Do not cycle while listening to music with a big volume
  - ③ Turn on your bicycle light at night
  - ④ Stop and ensure your safety at crossings
- 5 Children must wear helmets



For Junior High School Students



The sprouts of Japanese persimmons twinkle against the blue sky

## Hamamatsu Manners

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