

海外演習実践講座 I

帰国後レポート

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1, 渡航先

Australia, Brisbane

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3, 渡航目的

To study English and culture

I had never been to foreign countries and I had never seen other cultures directly. I am interested in other cultures which are different from me, but I do not have opportunity before this time. In the world, there are a lot of things and I do not know them. I would like to see them during student as possible. I think it is a good way to live with other countries people directly in order to know other cultures. If I go to foreign countries and live with local people, I can know other cultures and understand them also it must be extending my insight. In addition, I would like to improve my English skills to go to Australia. I think that I can do natural conversation to live there. That is way my term are to experience other culture and to improve my English skills through living in Australia.

4, 研修先での異文化体験、またそれを通じ学んだことや考察

I went to Australia to study abroad during the spring vacation. I attend the Institute of Continuing & TESOL Education (ICTE) in the University of Queensland (UQ). ICTE is a school for overseas students. And I had a home stay at Australia. Through this study abroad, I had a

various experience and I can expand my horizon. Therefore, I was able to spend a very productive time.

I felt that language is different but school and home life in Australia is no different from Japan for me. However, when I went shopping in the city and sightseeing area I felt that the customer service is different from Japan's.

When I stood in a checkout line for checkout, a clerk called me and I moved to a checkout counter then some clerks said "hello" with a smile but some clerks just said some greetings. In addition, the wording was different from person to person. Australia's clerk do not speak prescribed wording such as Japan, they speak like talking with friends. I have had a part-time job at a fast food in Japan and I must observe the manual hospitality in there. Therefore, I thought these shops are lukewarm but it is a mistake. I noticed in going to live there, it is the common sense in there.

In another case, when I came back to Japan and I went shopping in Narita airport, the clerk said me "Irassyaimase" and bowed with smile. I was little surprised by it because I just return from Australia. I feel it to be usually things when I never go to foreign country, but I do not feel that because I accustomed to Australian culture. In other words, my sense changes by living in Australia. I think it is new my sense of value and I can get it through this study abroad.

I think the reason why the differences of customer service between Japan and Australia are that our senses of value are different. It is depend on what we think of the natural. I was surprised at the customer service in Australia at fast, but other customers looked like no feel displeasure so I caught noticed that it is common sense in there, and then I did not mind for it. However, when I am in Japan, I expectation a clerk do the customer service according to the manual even now. If a

clerk do not it, I will feel bad. The reason is that I believe every Japanese clerk do the customer service like it. Other Japanese people are same, they will feel bad, if a clerk do flank customer service. Therefore, I think that a Japanese clerk do the customer service careful compared to Australia and Australian clerk do it flanker than Japan.

I think that customer service is one of the cultural and it is an intercultural experience. I also think there is no right to culture, that culture is the most correct in certain cultural and correct culture are different from each other. Accordingly, I did not reproach and avoid the culture of Australia because I felt I should respect it when I was in Australia. I known as much about to respond flexibly to different cultures means for I and local people spend comfortably in the land of different cultures.

I went to foreign countries for the first time by this study abroad. Since I had never touched the culture outside of Japan until now, I had a very stimulating. I got the new sense of value come into contact with a different culture so this study abroad was fulfilling though it was just for a short time. I am thankful for all the people who I met in this study abroad. I take advantage of this experience when I meet other different cultures in the future.