

Do you need some help?

Conversation

- Station Staff: Excuse me. **Do you need some help?**
- Passenger: Yes, please. I'd like to buy a ticket and then take the train. Would you mind helping me to do that?
- Station Staff: Of course, Madam. First, I'd like to ask your destination. I will need to contact the station there, so they can assist you with getting off the train.
- Passenger: I'm going to Tokyo station.
- Station Staff: I see. I will let them know. Let me get someone to assist you with buying a ticket and getting to the train. On the platform the train staff will help you with boarding the train.
- Passenger: Thank you. You've been a big help.



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Language Focus

Do you need some help?	何かお困りですか？
Can I assist you?	お手伝い致しましょうか？
Do you need some assistance?	何かお手伝いが必要ですか？
Do you require assistance?	お手伝いが必要ですか？
Are you in need of help?	補助が必要ですか？
I'd like to ask your destination.	目的地をお伺いします。
Where are you going today?	今日はどちらに行かれますか？
Can I ask where you are travelling to?	どちらへご旅行か、お聞かせいただけますか？
What is your destination?	目的地はどこですか？
The staff will help you.	職員が補助します。
The staff are going to help you.	職員が手助けします。

Vocabulary and Pronunciation Practice

ask	尋ねる、お伺いする	get off	降りる
board	乗車する	assist	手伝う
contact	連絡する	destination	目的地
someone	誰か	platform	ホーム

Do you need some help?

Practice

Complete the sentences and match to the situations:

1. Do you need some help with ___d___/the/_o___t?
2. Do you need some help with _u_ing/_/t___et?
3. Do you need some help with ___d___/the/_l_v_t_or?
4. Do you need some help with g_t i_g/_o/y_r/de_st_ination?
5. Do you need some help with b___ding/_he/_ai_?
6. Do you need some help with _sin_/the /tra__sys___?
7. Do you need some help with g_t i_g/_o/th/_pl_t_o_m?

- a. boarding the train
- b. finding the toilet
- c. buying a ticket
- d. finding the elevator
- e. getting to the platform
- f. using the train system
- g. getting to your destination

Listening

Listen to the following conversations. What does the passenger need help with?

Conversation 1: _____

Conversation 2: _____

Conversation 3: _____

Conversation 4: _____

Conversation 5: _____

Roleplay: Use the following information.

1. passenger has a wheelchair / find out where they are going/ phone next station
2. passenger needs to use disabled toilet / show them where it is
3. passenger needs elevator / guide them to the elevator
4. passenger cannot see well/ help them use the ticket machine
5. passenger has a wheelchair / help them board the train
6. passenger is elderly / explain how to choose a ticket (look at map, choose a fare)

Conversation 日本語訳

駅員: すみません、何かお困りですか？
乗客: はい。切符を買って電車に乗りたいです。そのお手伝いをお願いしても宜しいですか？
駅員: もちろんです。第一に、目的地をお伺いします。その駅に連絡すれば、その職員が、お客様が電車から降りるのを手伝ってくれます。
乗客: 東京駅に行きます。
駅員: 了解しました。向こうに知らせます。
切符の購入と、電車の乗車口までは、誰かに手伝わせます。
ホームでは、列車の職員が、ご乗車の補助を致します。
乗客: ありがとう。大いに助かりました。

Listening Conversations:

Conversation 1:

Station Staff: Excuse me, sir. Do you need some help?
Passenger: Yes, please. I am looking for the disabled toilet.

Conversation 2:

Station Staff: Excuse me, madam. Do you need some help?
Passenger: Yes. I need to board the train but I am in a wheelchair.

Conversation 3:

Station Staff: Excuse me, sir. Do you need some help?
Passenger: Yes, please. I cannot read the ticket machine well. Can you help me?.

Conversation 4:

Station Staff: Excuse me, madam. Do you need some help?
Passenger: Yes, please. I am in a wheelchair and cannot use the stairs. Is there an elevator?

Conversation 5:

Station Staff: Excuse me, sir. Do you need some help?
Passenger: Yes, please. I've dropped my wallet and I cannot get it.

《日本語訳》

会話 1:

駅員: すみません、何かお困りですか？
乗客: はい、身体障害者用のトイレを探しています。

会話 2:

駅員: すみません、何かお手伝いが必要ですか？
乗客: はい、電車に乗りたいのですが、車椅子なんです。

会話 3:

駅員: すみません、何かお手伝いしましょうか？
乗客: はい。この券売機が良く読めません。助けていただけますか？

会話 4:

駅員: すみません、何かお困りのことはございますか？
乗客: はい。車椅子なので、階段が使えません。エレベーターはありますか？

会話 5:

駅員: すみません、何かお困りでしょうか？
乗客: はい。財布を落としてしまって、見つかりません。