

Phrase book for Japan



Southern Cross
Travel Insurance
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A simple guide to reading signs,
pronouncing words and saying phrases.

Useful words and phrases

Japan has three alphabets: Hiragana (ひらがな), Katakana (カタカナ) and Kanji (漢字). Often you'll see sentences using multiple alphabets together.

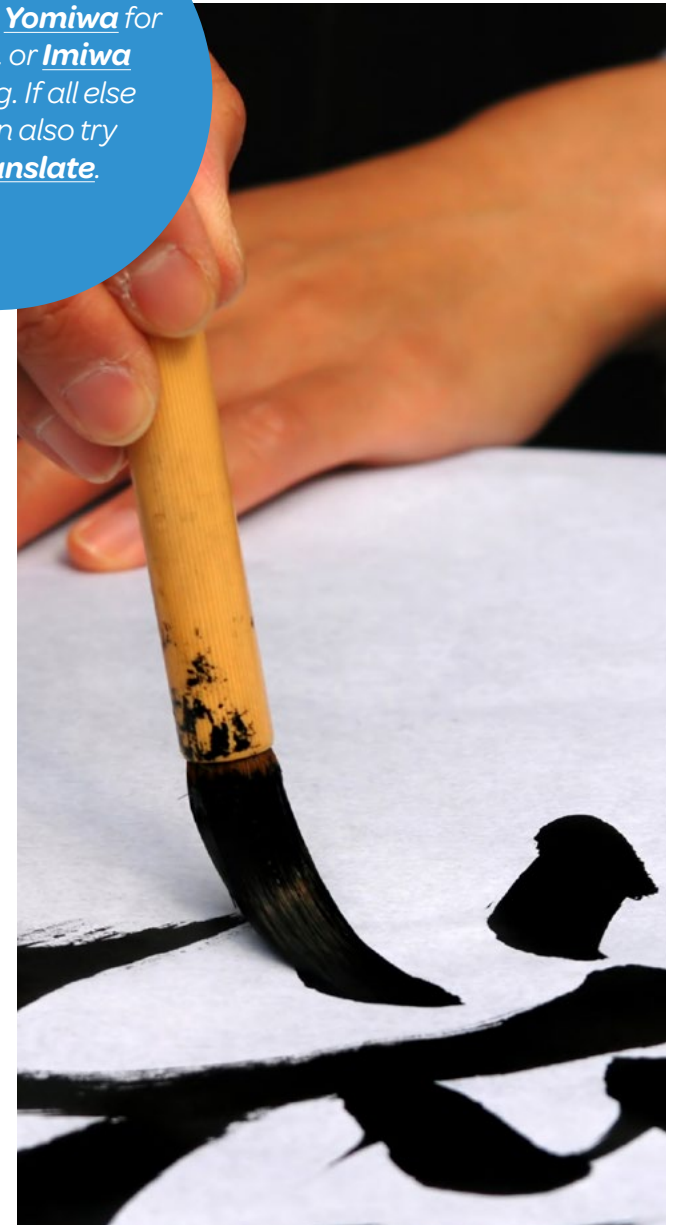
Pronunciation

Japanese pronunciation is much more straightforward than English once you understand the basic vowel sounds. Here are some vowel pronunciation tips, where the correct vowel sound is underlined:

'a' sounds like 'cut'
'e' sounds like 'met'
'i' sounds like 'keep'
'o' sounds like 'lost'
'u' sounds like 'move'

Greeting	Pronunciation	Written
Hello	<i>konnichi wa</i>	こんにちは
Good morning	<i>ohayoo gozaimasu</i>	おはよう ございます
Good night	<i>oyasumi nasai</i>	おやすみ なさい
Goodbye	<i>sayoonara</i>	さようなら
Manners		
Please	<i>kudasai</i>	ください
Thank you	<i>arigatoo</i>	ありがとう
You're welcome	<i>doo itashimashite</i>	どう いたしまして
Sorry	<i>gomen nasai</i>	ごめんなさい
Excuse me	<i>sumimasen</i>	すみません
Simple words		
Yes	<i>hai</i>	はい
No	<i>iiie</i>	いいえ
Big	<i>ooki</i>	大きい
Small	<i>chiisai</i>	小さい

Try the app **Yomiwa** for written text, or **Imiwa** for speaking. If all else fails you can also try **Google Translate**.



More words and phrases

Getting assistance

	Pronunciation	Written
Help!	<i>tasukete!</i>	たすけて!
I'm lost	<i>mayotte shimaimashita</i>	まよって しまいました
I understand	<i>wakarimasu</i>	わかります
I don't understand	<i>wakarimasen</i>	わかりません

The basics

Where is the bathroom?	<i>toire wa doko desu ka?</i>	トイレはどこですか
Can I have the bill please?	<i>okaiki onegai shimasu</i>	お会計おねがいします
How much is this?	<i>ikura desu ka?</i>	いくらですか

Language

Do you speak English?	<i>Eigo wa dekimasu ka?</i>	英語はできますか
I don't speak Japanese.	<i>Nihongo o hanasemasen.</i>	日本語をはなせません

Japan is 'Nihon' (日本) to the Japanese, and New Zealand is 'Nyu Jirando' (ニュー ジーランド).



Basic signs

Basic signs	Pronunciation	Written
Entrance	<i>iriguchi</i>	入口
Exit	<i>deguchi</i>	出口
Open	<i>kaiten</i>	開店
Closed	<i>heiten</i>	閉店
Danger	<i>abunai</i>	危ない
Toilet	<i>toire</i>	トイレ
Men / Women	<i>otoko / onna</i>	男 / 女
Hot	<i>atsui</i>	熱い
Cold	<i>samui</i>	寒い
Place signs		
Bank	<i>ginkou</i>	銀行
Taxi	<i>takushii</i>	タクシー
Police	<i>keisatsu</i>	警察
Station	<i>eki</i>	駅
Airport	<i>kuukou</i>	空港
Restaurant	<i>resutoran</i>	レストラン
Hospital	<i>byoin</i>	病院
Hotel	<i>hoteru</i>	ホテル



The word for 'danger' is 'abunai' (危ない). If you see this word, watch out!

What to do if things go wrong

If you have a medical emergency call our
**Emergency Assistance
number +64 9 359 1600.**

*We're here to support you
24 hours a day, seven days a week!*



If you lose your passport

Contact the New Zealand Embassy. They will help you through the process of getting a new passport.

New Zealand Embassy Tokyo Japan

20-40 Kamiyama-cho
Shibuya-ku
Tokyo, 150-0047

3-346-72271

<https://www.mfat.govt.nz/en/countries-and-regions/north-asia/japan/new-zealand-embassy>

Monday - Friday, 9:00 - 17:30.

If your flights are delayed or cancelled

Whether you are still in New Zealand or overseas, contact your service providers first i.e. airlines and accommodation, as they may provide refunds or alternative flight and accommodation options.

We deal with these sorts of problems all the time, so before paying for any extra costs get in contact with us, we'll tell you what your policy covers and help you find the best solution.

Remember to keep all receipts for any additional expenses due to the delay – you'll need them to make a claim.

If your stuff is stolen or broken

Report any theft to the local authorities and make sure you get a police report.

Before you replace any of your gear [email us](#) to find out how we can help and what your policy covers.

To make a claim you will need the original receipts for whatever was stolen and an incident report from the police or relevant authority.

If you need a doctor or hospital

If you visit the doctor you should pay upfront then make a claim when you get home. You will need to send us a doctors note and receipt.

If you need hospital treatment, call us so that we can:

- Tell you where to find the nearest qualified medical practitioner
- Co-ordinate emergency medical evacuation
- Keep your immediate family advised of your situation
- Provide payment guarantees to hospitals or emergency clinics