

- Virtual Assistants in New York Restaurants -



In 2024, several New York restaurants, / including Sansan Ramen and Yaso Kitchen, / began to **employ** "virtual assistants"/ to greet and guide customers. // These **outsourced** assistants work **remotely** / from the Philippines / for a wage of roughly \$3 USD an hour, / which is a much higher / than other similar jobs in the **region**. // The **minimum wage** in New York is \$16/h. // These virtual assistants are able to work / at multiple **locations** / at the same time, / answering phone calls, / and organizing delivery orders. // **Internet connectivity** is one **limitation** / of this technology. //

Customers report **mixed feelings** / when they see the new system. // Many **ignore** the screens completely, / thinking that they are **advertisements** / like the videos shown in taxi cabs. // Some simply **refuse** to look at / what they think is **poor service**. // Though some were **interested** in the **novelty**, / others reported a sense of **loneliness** / and a marked **preference** for in person service. // The virtual assistants are sometimes mistaken for AI. //

2024年、ニューヨークのいくつかのレストランが / サンサン・ラーメンやヤソ・キッチンなどを含み / 「バーチャル・アシスタント」を雇い始めた / 客を出迎え、案内するため。// これらの外注アシスタントは遠隔操作で働く / フィリピンから / およそ時給3米ドルの賃金のために / これは、はるかに高い / この地域のほかの同じような仕事よりも // ニューヨークの最低賃金は時給16ドルだ // これらバーチャル・アシスタントは働くことができる / 複数の場所で / 同時に / 電話に対応し / 配達の注文を整理するのだ // インターネット接続は一つの限界である / この技術の //

顧客の感想は複雑だ / その新しいシステムを見た時に // 画面を完全に無視する人も多い / それらは広告だと考えるために / タクシーの車内で映し出される動画のように // 中には見るのを拒否する人もいる / 彼らが思うところのいわゆるお粗末なサービスを // 目新しさよって興味をそえられる人もいれば / さびしさを訴える人も / 対面でのサービスにはっきりとした好みを示した人もいる // バーチャル・アシスタントは時にAIと間違われる //

Vocabulary and Phrases

employ	雇用	mixed feelings	複雑な心境
outsource	外部委託	ignore	無視する
remote	遠隔地	advertisement	広告
region	地域	refuse	断る
minimum wage	最低賃金	poor service	質の悪いサービス
location	場所、位置	novelty	目新しさ
internet connectivity	ネット接続	loneliness	さびしさ
limitation	制限	preference	好み

Total Number of words used

: 154 words

Time for 100 wpm

: 92.4 sec.

Time for 120 wpm

: 77 sec.

Your BEST TIME

: _____ sec.



【Listen & Fill Blank】

In 2024, several New York _____, including Sansan Ramen and Yaso Kitchen, began to employ "_____ assistants" to greet and guide _____. These _____ assistants work remotely from the Philippines for a wage of roughly _____, which is a much higher than other similar jobs in the _____. The _____ in New York was \$16/h. These virtual assistants are able to work at multiple _____ at the same time, answering _____ calls, and organizing _____ orders. Internet connectivity is one limitation of this technology.

Customers report _____ when they see the new system. Many _____ the screens completely, thinking that they are _____ like the videos shown in taxi cabs. Some simply refuse to see what they think is _____. Though some were interested in the _____, others reported a sense of _____ and a marked preference for in person service. The virtual assistants are sometimes _____ for AI.

【Q&A / A&Q】

Question 1: What are virtual assistants able to do?

Question 2: Why do some customers ignore the virtual assistants?

Question 3: Do you like virtual assistant service? Why or why not?

Ask 1: 答えが「Philippines」である質問を英語で書いてください

Ask 2: Minimum wage についての質問を英語で書いてください

Ask 3: 本文について知りたいことを英語で1つ書いてください

Sample Answer 1: Greet and assist customers. Work multiple locations, answering calls, and organizing takeout orders.

Sample Answer 2: They think the screen is an advertisement, or they dislike virtual interactions.

Sample Answer 3: Yes, because I want to give opportunity to people far away/ like all things new/ want to cut costs in my business.
No because I prefer hiring locals / like people not screens / dislike the quality of the service/ etc...

Sample Question 1: From where do the virtual assistants work?
In what country are the virtual assistants?
etc...

Sample Question 2: What was the minimum wage in New York in 2024?

Sample Question 3: When will virtual assistants be replaced by AI?
How many people like virtual assistants, and how many people dislike them?
etc...