

“OMOTENASHI” (Hospitality) & BUSINESS MANNER

Foreigner-oriented advanced study and training
of “OMOTENASHI” (Hospitality) and business manner

You can have a personal experience practicing about “OMOTENASHI” (Hospitality) and Japanese business manner cultivated in ANA in Japanese, English or Chinese.

Give examples to illustrate the expression of the attitude of heart—

4S [Smile], [Smart], [Speedy], [Sincerity] included in “OMOTENASHI” (Hospitality) cultivated in ANA airline company. Business manner is a common language in Japanese companies.

It's a program that comes to be able to play an active role with confidence in all business scenes.

Lecturer Dispatch

TRAINING OVERVIEW

•Major objects

The one who want to learn “OMOTENASHI” (Hospitality) and Japanese business manner of ANA in English or Chinese.

•Training form and time

- Customization as requested from 2 hours to 2 days.
- The capacity varies according to the program.
- Hold responsible for Japanese, Chinese and English.
- Please consult us separately about the holding out of Japan.

•The cost of dispatching lecturers

- Quote each time. Contact us now.

BASIC PROGRAM

•“OMOTENASHI” (Hospitality) is

Learning about expression of the attitude of heart, deepening the understanding of the satisfaction of customer.

•Heart of the hospitality

Tell about 4S of “OMOTENASHI” (Hospitality) of ANA which is thoroughly particular about the voice of customers.

•8 project of business manner

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| • First impression | • Behavior |
| • Manners at office | • Telephone |
| • Exchanging Business cards | • Visiting the customer's office |
| • Seating Order | • Internal customers |

•Practice

Have a personal experience practicing about the expression of heart of the hospitality.

•Summary

Have a clear aim in the future.