

Thank you for flying with Japan Airlines. My name is Tottori Mitsuko. In April, I was appointed president and group CEO of JAL. I am honored to serve you in this new capacity.

The JAL Group welcomed 2,600 new employees this month. Like them, I renew my resolve for the future in my first year as president. I am determined to make our airline group a place where all employees can find fulfillment and fully demonstrate their abilities.

Having asked myself many times whether I am the right person to assume the heavy responsibilities of the president, I finally decided to accept the position, where my experience will guide me. I have spent most of my career at JAL working in the Cabin Attendants Division. Safety and service are the foundations of an airline, and we the cabin attendants are in the front line to provide it. Over the years, I have overcome many challenges with my trusted colleagues. In my new position, I will always put our customers first as I endeavor to ensure that they will have happy and enriching experiences by providing safe and comfortable air transportation and helping them to make connections with other people, countries, and regions both at their destinations and back home.

I myself love to travel. In my younger days, whenever I managed to find the time, I visited different countries and regions. Flying on duty, I had to be fully prepared for every eventuality before take-off, but when traveling for pleasure, I would only decide where to stay on the first night, and after that I would remain in a town I liked for as long as I pleased, and visit places the locals told me about. In these chance encounters and connections I made at my destinations, I found the true joy of travel.

How do you like to travel? I hope you'll have a wonderful time again this spring at the exciting destinations you wish to visit.

We look forward to serving you on your next flight.



President and Group CEO

TOTTORI Mitsuko

Born in Kurume, Fukuoka in 1964. Joined JAL in April 1985 as a cabin attendant. Appointed vice president of the Cabin Safety Promotion Department in 2019, executive officer and senior vice president of the Cabin Attendants Division in 2020, managing executive officer and senior vice president of the Cabin Attendants Division in 2022, senior managing executive officer and senior vice president of the Customer Experience Division in 2023, and representative director, senior managing executive officer, and group chief customer officer (CCO) in June 2023. Assumed her current position in 2024. Loves listening to music and watching historical dramas.

鸟取 三津子 1964年出生于福冈县久留米市。1985年4月进入本公司(客舱乘务员)。2019年任客舱安全推进部部长,2020年任执行董事 客舱本部长,2022年任常务执行董事 客舱本部长,2023年任专务执行董事 客户体验本部长。同年6月就任代表专务执行董事、集团CCO,2024年起担任现职。爱好是音乐鉴赏和日本大河剧(长篇历史电视连续剧)。

初次见面

感谢您今天也选择JAL集团的服务。

我是从4月开始就任日本航空社长、JAL集团CEO的鸟取三津子。请多多关照。

JAL集团在今年4月,迎来了约2600名新员工。为了打造能让全体员工从内心感受到工作价值,并充分发挥每个人能力的航空集团,社长1年级的我也将全力以赴迎接挑战。

接受本次社长任命时,我多次自问是否能够承担这个重任。但是,进入公司以来,我几乎一直从事着位于安全和服务最前线的客舱部门的工作,一直面对的就是作为航空公司根基的“安全”和“服务”,在此过程中与许多值得信赖的同仁克服了重重困难,这些经验给予了我信心,让我坚定了就任的决心。我们将继续以顾客为中心,提供安全、安心的航空运输服务,通过创造人与人之间、人与国家和地区间的连接,为更多的顾客带来幸福和充实的生活。

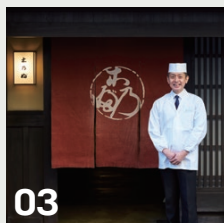
我自己也非常喜欢旅行,年轻时一有时间就会前往全球的各个国家和地区。与充分考虑所有可能性,做好万全准备才出发的工作模式不同,私人出游时,我只会定第一晚的酒店,第二天之后会在喜欢的地方住几晚,或者去当地人推荐的地方,通过用心享受旅途中偶然的相遇和缘分,体验旅行的妙处。

大家的旅行是怎样的风格呢?今年春天,希望您也能在向往的地方度过属于自己的愉快时光。

衷心期待您再次搭乘日航航班。

A Pleasure to Meet You

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Special Feature

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Inflight Entertainment Guide ▶

