

**T**hank you for flying with Japan Airlines.

The New Year is already nearly upon us. Have you decided how to spend your holidays? I worked as a cabin attendant for a long time, so I was often up in the air when the clock struck midnight on New Year's Eve. Due to the time difference when flying internationally, I have had the rare experience of ringing in the New Year twice. Looking back, I don't think I felt a whole lot of elation when onboard we cheered, "Happy New Year!" We would make inflight announcements to wish passengers a Happy New Year, and provide special hospitality to those who seemed to be tired after a year-end flurry of activity, but our desire to make them comfortable and bring them to their destinations refreshed remained the same. We were flying with the utmost attention on our job, as usual.

After some time, when I became Senior Vice President of the Cabin Attendants Division, it was my custom to send off the crew taking off on the final flight of the year from Narita on New Year's Eve, and then to greet the crew at Haneda on New Year's Day heading for our first flight of the year. Behind the scenes at the airport, where the general atmosphere is somewhat restless, not only the crews, but many of our colleagues are preparing at their posts to operate their flights with our usual safe and reassuring service. The sight prompted renewed resolve in me and reminded me of a special sense of solidarity that is unique to this job. On my first New Year's Day as President of JAL, I will see off

the passengers aboard our first sunrise flight.

Now, just as in the past, the moment I truly feel that the New Year is upon me is when I return to my home. Waiting for me are New Year's cards, a Japanese tradition, sent by old friends and teachers. Finally, I can take a rest.

This end-of-year message may be rambling a bit, but I'd like to thank you once again for flying with us this year. Nothing brings us

greater encouragement than smiles and kind words from our passengers. I wish you all good health and happiness. Meanwhile, everyone at JAL is eagerly waiting to serve you, the same as always.

## 一如既往

非常感谢您乘坐本次航班。

时光飞逝,今年也马上就要接近尾声了。大家打算怎样度过元旦假期呢?我当过很长时间的客舱乘务员,所以有多次在空中迎接新年到来的经历。在国际航班上由于时差的影响,还会遇到像“新年2次到来”这样的新奇时刻,但是回头想想,在飞行途中好像几乎没有感到“新年到了!”而兴高采烈的情况。虽然机内广播中会送上新年问候,也会根据乘客在年底的疲惫程度提供当天的特别款待,但我们的愿望始终如一:希望客人能够度过愉快时光,带着神清气爽的心情前往目的地。因此会一如既往地充满紧迫感来完成飞行任务。

多年以后,当我担任客舱本部长一职时,按照惯例,我会在12月31日为当年最后一班从成田起飞的乘务员送行,元旦去羽田为执飞新年第一个航班的乘务员送上问候。在紧张忙碌的机场后台,不仅仅是乘务员,许多伙伴都在自己的工作岗位上为提供“一如既往”安全、安心、舒适的航班进行着准备。看到这样的场景,我自己也干劲十足,并真切感受到了这份工作独有的一种特殊的团结感。在担任社长首年的元旦,我也会为搭乘新年首日航班的乘客送行。

对我来说,从过去到现在,真正感受到新年的来临是在回家之后。老朋友们和恩师的贺年卡等给我带来了新年的气息,我终于可以松一口气了。

岁末年初,万象更新。再次对您过去一年的关照表达由衷的感谢。乘客的笑容和温暖的话语,是对我们最大的鼓励。衷心祝愿您身体健康、阖家幸福,我们全体员工将“一如既往”地期待着在新的一年里再次与您相见。

# The Same as Always



President and  
Group CEO

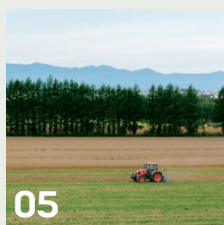
**TOTTORI  
Mitsuko**

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年出生于福岡县久留米市。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年任常务执行董事 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)。

ILLUSTRATION: YAMAMOTO YUKO

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