Sharing once-in-a-lifetime encounters with friends on the ground

Thank you for flying with Japan Airlines.

February 23 has been established as "Mt. Fuji Day," based on a playful reading of the numbers: 2 (fu), 2 (ji), 3 (san). And thanks to February's clear skies, Mt. Fuji often seems more elegant during this season.

Many passengers are delighted not only by Mt. Fuji, but by most scenery viewed from the skies. During my days as a cabin attendant, I often gave explanations of what was outside the window. When I was new on the job, I found that, during a flight, experienced flight attendants would suddenly quiz me about mountains, lakes, and islands—a spot-check. It was good training, and I learned to synchronize my internal clock with a mental atlas, letting me inform passengers that "such-and-such feature will soon come into view." (During a business trip the other day, I tested myself and was pleased to find that I can still do this.)

Even after we've flown the same route before, the scenery shows us a different expression each time—truly a once-in-a-lifetime encounter. My favorite moments are when the faces of passengers gazing out the window suddenly light up. Their smiles remind me why I love flying so much, making me smile in turn.

These days, those special moments are increasingly likely to fly out of the plane and be encountered on land. Beginning last year, the JAL Group has expanded inflight Wi-Fi service, making it even more convenient. Not only does this let passengers access information about their destinations and work remotely, many have used it to share "once-in-a-lifetime scenery" encountered in flight with others in real time. Recipients on the ground might share in the feeling of travel. While that may not quite be the case, sharing a sense of "now" high in the sky might bring a smile—a smile uniting the flier 10,000 meters above the earth with a terrestrial partner. I think of this as a new way of making connections by flashing a smile from the sky.

I hope you will form many wonderful memories before arriving at your destination.

We look forward to serving you on your next flight.

与地面"分享"的一期一会

非常感谢您选乘日航集团航班。

据说2月23日被指定为富士山日。除了巧妙的谐音之外，在这个空气澄澈的季节，从飞机上眺望的富士山看起来也份外优美。

不仅仅是富士山，许多乘客都期待从空中欣赏美景，在担任客舱乘务员时，我也经常为乘客介绍窗外的风景。前辈们会在飞行中突然问我窗外连绵的山脉、湖泊、岛屿的名字，在这种"突击测试"的大量锻炼下，不知不觉就意识到"差不多可以看到某某景色了吧"，脑海中的地图和体内时钟开始联动（最近出差时，我久违地试了试身手，感觉还宝刀未老呢）。

同一条航线上，每次看到的景色也呈现多样变化，真可谓是一期一会的风景。当乘客望向窗外，脸上绽放出喜悦的瞬间，更让我感到了对空中旅行的热爱以及工作的精髓，自己也会不禁泛起笑容。

如今，这样无可替代的瞬间已经跳脱出飞机，向着地面延伸。从去年开始，JAL集团优化机内Wi-Fi服务，方便您使用。乘客们不仅可以随时查询目的地信息或处理工作，还能在空中实时"分享"自己邂逅的"一期一会的风景"。地面上接收到这些信息的人，虽然不能说有同游的感觉，但也因知道"在遥远的高空正看着这样的风景啊"而露出笑容。这种万米高空与地面之间相互惦记的情感联结，可以创造出由空中之旅带来的新的笑容传递。

希望您在到达目的地之前，也能拥有铭记在心的美好回忆。

衷心期待您再次选乘日航航班。



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）。

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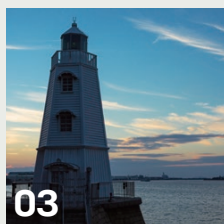
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Inflight Entertainment Guide ▶