

# From the First Step off the Plane



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

The trees are bursting with fresh, green leaves in Japan—the season for travel is upon us. The airports are buzzing with excitement, and that excitement is starting to rub off on me as well.

Speaking of airports, work was recently completed on a new terminal at Germany's Frankfurt International Airport. The terminal features shared cross-carrier automated check-in systems and more, streamlining procedures and giving travelers more flexibility at the airport. I sense that this is a global trend. Closer to home, Narita International Airport is celebrating its 48th anniversary, and with it, plans for dynamic reforms are underway, including the urban development of the surrounding area—something I'm very excited about.

Now that I think of it, back when I was a flight attendant, the airport was simply the place where I would switch into work mode: "time to board the plane." I never thought of it as a spot to enjoy some special time just for myself. Now, though, when I pause and take another look around, I'm struck by the unique features of each airport, along with the smiles of the travelers, each enjoying a precious moment in their own way.

Some guests soak in a bath that overlooks the runways from inside the terminal. Meanwhile, a family takes in the history of the lo-

cal community at park grounds and educational facilities adjacent to the airport. Other visitors' faces light up at the sight of tangerine juice pulled from taps in the lobby. (Have you guessed which airport in Japan I'm talking about?) I've come to realize that the time spent at the airport, including before departure and after arrival, is itself one of the real pleasures of the journey. After all, there are even some people who enjoy touring airports to collect the *goshoin*—commemorative stamps that serve as proof of their visit—like the *goshuin* stamps from temples and shrines, but with an aviation twist.

Over the past few years, airport procedures are gradually becoming more advanced. Security checks allow passengers to leave drinks and computers in their bags, travelers are able to proceed all the way to their gates using facial recognition, and more. I hope that as our systems continue to evolve and reduce our customers' concerns and inconveniences, the new peace of mind and free time this creates will allow each traveler to savor the atmosphere of the local region, make new discoveries, and reconnect with the true joy of travel.

On your next trip, I hope you will take the opportunity to explore the unique charm of each airport and create many happy memories, from the moment you take the first step off the plane to the moment you take the last step before heading home. We look forward to serving you on your next flight.

## 从您下飞机的那一刻起

感谢您今天也选乘日航集团的航班。

绿意盎然的季节，正是出行的好时光。机场里洋溢着激动而喜悦的气息，我也仿佛被感染，心情格外愉快。

说到机场，近日德国法兰克福国际机场的新航站楼竣工了。不同航空公司可共享自助值机系统等改进，让乘机手续更便捷，也让旅客在机场的时光更加自由。由此可切实感受到全球机场发展的潮流。另外，迎来48周年庆的成田国际机场，也正在规划一项包含周边建设在内的大规模机场改革，我也对此充满期待。

回想起担任空乘的日子，机场对我而言是开启工作模式，“准备登机”的场所，从未想过可以在这里度过属于自己的独特时光。如今，当我再次驻足观察，映入眼帘的则是各个机场的独特魅力，以及客人们以各自的方式享受时光的笑容。

有的客人在机场的展望浴场中悠然自得，有的家人在附属的公园或学习设施中感受当地文化，还有人看到大厅的水龙头中流出橘子汁而满面笑容（猜猜是哪座机场呢？）。如今，机场包括出发和到达前后的时间，已成为旅行体验的重要组成部分。有人打卡不同机场，收集机场的印章“御翔印”，也恰好印证了这一点吧。

近年来，通过无需从行李中取出饮料和笔记本电脑的安检系统、旅客用人脸识别直通登机口等措施，机场手续正逐渐变得智能化。机场的流程还将会不断完善，以消除旅客的焦虑和不便，我们希望由此带来的安心感和充裕时间，能够转化为旅行的真正乐趣——细细品尝当地风味，发现新奇事物。

希望您在下次旅行中，探索充满个性的机场，从下飞机的那一刻起，到离开当地的最后一步，都能留下珍贵的回忆。衷心期待您的再次搭乘。



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话剧（长篇历史电视连续剧）。