

Making Travel Enjoyable for Everyone



light employees, this program aims to strengthen knowledge of support tailored to the inflight environment, which is subject to many constraints. To date, more than 2,500 cabin attendants have earned this certification. While working as a cabin attendant, I was constantly asking myself if I was truly making a difference, and I now realize that my self-doubt may have actually made passengers anxious instead.

That is precisely why I strongly believe that this initiative, which distills the unique perspectives of those directly involved, will create solid learning opportunities for our cabin attendants and provide our passengers with peace of mind.

We also hold mock boarding sessions for children who struggle with changes in their environment, as well as their families. These sessions help transform anxiety into a sense of security as they prepare for their trip. The other day, we received a letter from a participant, saying, “My child is really excited about taking a plane to Grandma’s house next time.” Air travel involves many physical constraints, and it’s not possible to eliminate all of them at once. However, by adding this kind of human touch, we hope to transform vague anxieties into concrete reassurances, one by one. From reuniting with family, to seeing the sights you’ve always dreamed of—if our efforts help make flying a viable travel option and broaden everyone’s horizons, nothing would make us happier.

The entire JAL Group is committed to supporting your journeys in every way possible, so that everyone can have a comfortable flight—and enjoy flying again. We look forward to serving you on your next flight.

让每一个人，都能踏上“向往的旅行”

感谢您今天再次选乘日航集团的航班。

随着暑假旅行季的到来，或许有不少乘客正怀着些许紧张，迎来人生第一次、或是久违的空中旅程。每当这种时候，您是否也有一种能让心情慢慢放松下来的小习惯呢？对我而言，那便是一杯特殊的咖啡。冲泡这杯咖啡的，是日航集团特殊子公司“JAL Sunlight”的员工。最初仅面向公司内部提供的这种手冲咖啡，如今已发展成为在机场贵宾休息室也广受旅客喜爱的业务之一。这家公司有许多残障员工任职，近年来广泛拓展能够发挥个人特长与个性的新业务。他们积累的知识与经验，也助力于为机舱内的全部旅客营造安心的环境，成果之一就是“JAL Accessibility Assistant”认证。这是面向客舱乘务员的内部认证制度，为了让乘务员深入学习限制较多的“机舱环境中的旅客支持”，JAL Sunlight的员工也共同参与了制定。目前，已有超过2500名客舱乘务员取得了这一认证。回想自己担任乘务员的时候，总会反复自问：“我真的帮助到旅客了吗？”如今想来，这样的迟疑与忐忑，有可能反而让旅客感到不安。正因如此，我始终坚信这项凝聚了当事人独特视角的举措，不仅有助于乘务员的扎实学习，也能进一步为旅客带来安心感。

此外，为了在旅行准备阶段就帮助大家将“不安”转化为“安心”，我们还为不太擅长适应环境变化的孩子及其家人举办了乘机体验活动。前些日子，我们收到了一封参加活动的旅客来信。信中写道：“孩子兴致勃勃地说，下次要坐飞机去奶奶家。”飞机，毕竟是一种受到诸多物理条件限制的交通工具，我们无法一下子解决所有问题。但我始终相信，只要有“人”的温度参与其中，我们就能够将那些难以言说的不安，一点一点转化为真实可感的安心。而正是这些不断积累的小小安心，或许能让“飞机”成为大家未来旅程中的一个自然选择。无论是与家人久别重逢、还是邂逅向往已久的风景，如果飞行能成为拓展人生与世界的一次契机，对我们而言，便是再幸福不过的事情。

为了让每一位旅客都能安心舒适地享受旅程，并由衷地觉得“还想再次踏上空中之旅”，日航集团全体员工今后也将继续以各种方式，陪伴在大家旅途的左右。衷心期待，与您在下一次航班上再次相见。

Thank you for flying with Japan Airlines.

With summer vacation season upon us, some of you may be flying for the first time, or after a long hiatus—and feeling a bit nervous. Do you have a routine that helps you relax at times like these? Mine is having a cup of coffee. The barista who brews the particular cup I am talking about is an employee of JAL Sunlight, a special subsidiary employing people with disabilities. What began as a hand-drip coffee service for internal use has now grown into a business popular with customers in airport lounges. With many employees with disabilities on staff, the company has recently been expanding into a variety of new ventures that leverage employees’ unique strengths.

Their knowledge and experience also play a part in creating the sense of security we want every customer to feel on board. One example of this is “JAL Accessibility Assistant,” an in-house certification program for cabin attendants. Developed jointly with JAL Sun-



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）。