



Savoring the Seasons Above the Clouds

Thank you for flying with Japan Airlines.

Although the intense summer heat still lingers in Japan, the colors of the evening sky and the sound of the wind now carry a hint of autumn's arrival. A season of abundance, when the land is draped in vivid colors, is almost here.

Since long ago, people in Japan have savored the change of the seasons and the words that express them with all five senses, cherishing each season as both an anchor for the heart and a source of richness in life. We would love for you to experience the beautiful seasons above the clouds as well—and it is with that modest hope that we prepare the meals we serve on board.

An aircraft cabin 10,000 meters above the ground is, of course, an unusual environment, and expressing the delicate flavors and visual beauty unique to Japan requires countless unseen touches of ingenuity. Careful attention to detail is embedded everywhere: seasonings that take into account the change in air pressure at altitude; colors that stand out in the cabin light; coatings of starch-thickened sauce or savory aspic jelly that keep each dish moist and fresh even during takeoff, landing, and when shaken; and more.

During my years as a cabin attendant, I visited menu development and tasting sessions myself several times. They were an arena of serious effort, with the people creating the

meals earnestly devoted to bringing smiles to our passengers. I remember that those of us doing the tasting held nothing back when we wrote our opinions on the questionnaires. A recipe packed with the chef's meticulousness and passion is passed on like a baton—from the producers, to the kitchen staff, the loading staff, and then to the cabin attendants—and I felt that each handoff was a moment that connected our feelings and wishes as well. I believe it is precisely because the passion and effort of each person combine in this way that we can create dishes that live up to our customers' expectations.

That is why whenever I board a flight, I still ask myself, "Are our passengers finding joy in the aromas and colors of the meal, and in the taste of that very first bite?" To make sure they feel a moment of warmth that lasts throughout their journey, we will always return to the one simple principle of asking ourselves: "What if I were the passenger?"

September is the month our Autumn meals begin. In Japan, there is a children's song called "I Found a Little Autumn," which quietly sings of the season's beginning. Just as in the song's verses, I hope you will feel a "little autumn" of your own on board.

May the journeys ahead of you be rich and fruitful.

We look forward to serving you on your next flight.

在云端感受四季

感谢您今天再次选乘日航集团的航班。

日本正值酷暑未消的时节，然而在黄昏时分的天色与微风的轻拂中，已渐渐感受到秋日将至的气息。大地即将迎来被绚丽的色彩包裹、硕果累累的季节。

在日本，人们自古以来就用五感悉心感受四季的更迭与季节的韵味，并将其视作丰富人生的重要精神寄托。“即使在云端，也希望您能感受到这美丽的四季”——我们怀揣着这份小小的愿景，为您精心准备着每一道餐食。

在万米高空的机舱这一特殊的环境中，要呈现日本料理特有的细腻风味与视觉之美，需要融入许多不为人知的巧思。如考虑高空气压变化的调味方式，适合机舱内灯光强度的色彩搭配，以及使用“勾芡”与“啫喱”等，让食物即使经历飞机起降与颠簸，依然能够保持水润的包裹技术，这每一个细节中都凝聚着坚守与匠心。

担任客舱乘务员期间，我本人也曾多次参与菜单的研发与试吃。那里是创作者们为了乘客的笑容而全心投入、认真比拼的舞台。负责试吃的我们，也始终不加保留地在问卷中写下意见。那些凝聚着厨师的执着与热情的菜品，从生产者手中传递给烹饪团队、配餐工作人员，再交到客舱乘务员手中，这其实也是一个“传递心意”的过程。我相信正是因为每个人的热情与努力环环相连，才诞生出满足旅客期待的一道道佳肴。

正因如此，每当乘坐飞机时，我至今依然会问自己：“能否从餐食的馥郁香气、缤纷色彩以及第一口的味道中感受到喜悦呢？”为了让您享受贴心相伴的温暖时光，我们始终坚守“如果我是乘客的话会怎样”这一初心。

9月是机上开始供应“秋季餐食”的月份。日本有一首名为《邂逅小小秋天》的童谣，静静地吟唱着秋日的临近。正如歌中所唱的那样，希望您也能在机舱中，感受到一抹“小小的秋意”。

愿您今后的旅途，都能丰富充实、收获满满。

衷心期待您的下一次搭乘。



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河剧（长篇历史电视连续剧）。