



A Journey's Afterglow – Sealed in a Letter

Thank you for flying with Japan Airlines.

The intense summer heat has subsided, and many of you may be sensing autumn deepening throughout the mountains far below the plane. When you are in the air, the change in the seasons does seem to unfold in a dynamic and majestic way one simply cannot experience on the ground.

Incidentally, did you know that the red “〒” mark of the Japanese postal service once adorned the fuselages of our aircraft? In Japan, mail was first carried by air in October some 100 years ago. Even today, we still carry countless letters and postcards alongside passengers' baggage and other cargo, and more than one ton of mail travels through the skies every day on our busiest routes. Delivering the cherished feelings set down in those letters and postcards to every corner of the world is a role we remain proud of to this day.

Speaking of postcards, I once had a habit that some might consider unusual: whenever I visited a city overseas, I would send a postcard to myself from wherever I was staying. The atmosphere of the place, the people and the buildings, everything I saw and heard—I would write my impressions down just as I felt them, and drop the card into a mailbox. Reading that postcard later, once I was home and had settled back into everyday life, would bring all the feelings of being in a foreign land rushing back, along with the excitement of everything I had discovered on the trip. At the time, receiving a postcard that

brought that “afterglow” of my trip back into my ordinary life was a secret pleasure of mine.

Advances in digital technology have made it possible for us to connect with others quickly and easily at any time. Many passengers spend some of their flights sharing the once-in-a-lifetime scenery and feelings they experience in the sky with others in real time. But in the pauses throughout that convenient and fun digital world, a letter or postcard written with care by hand seems to hold a special warmth one may not expect. It is true that if you make one mistake, you may find yourself groaning, spreading open a fresh sheet of paper, and starting over from scratch. Even so, the very time spent thinking of the other person as your pen moves across the page may itself be the gift—a warm thought that finds its way quietly to their heart.

Why not pick up a pen yourself, for the first time in a while, during your flight or after arriving at your destination, and write a message to someone dear to you—or even to your own future self? Words that take time to arrive may add a color to your journey different from what digital content provides.

May all the journeys that lie ahead of you turn into wonderful, heartwarming memories.

We look forward to serving you on your next flight.

字里行间的旅途余韵

感谢您今天再次搭乘日航集团的航班。

盛夏的酷暑渐渐消退,或许有不少旅客正透过舷

窗俯瞰层峦叠翠,从山色的悄然变化中感受浓浓的秋意。翱翔于天际邂逅的风景流转,欣赏在地面上难以体会的壮阔与灵动,或许正是空中旅程的独特魅力。

不知您是否知道,过去我们的机身上曾绘有一个红色的“〒”字样邮政标志?大约100年前的10月,日本首次开始使用飞机运送邮件。时至今日,除了旅客的行李和货物之外,我们的航班依旧每天承载着大量信件与明信片飞越天空,部分航线每日运输的邮件量甚至超过1吨。将寄托于信件和明信片的每一份“真情实意”传递至世界各地,这份使命至今仍是

我们不变的骄傲。说到明信片,我曾有一个略显特别的习惯——每当造访海外城市时,都会从旅途中给自己寄一张明信片。当地的气息、遇见的人与建筑,以及一路上的见闻及心中感受,都趁着记忆鲜活时落于笔端后再投入邮筒。回国后,重新回到熟悉的日常,当那张明信片辗转来到手中时,旅途中的新鲜与感动也会伴随着异国气息,再一次鲜明地浮现在眼前。在平凡的日常中收到的那份姗姗而来的“旅途余韵”,曾是我藏在心底的小小乐趣。

数字技术的发展,为我们带来了随时与他人保持“连接”的便利与速度。如今,许多旅客会一边享受旅途一边与他人实时“分享”空中“一期一会的风景与思绪”。然而,在方便又充满乐趣的数字世界之外,那些需要花费时间书写的信件与明信片,反而蕴含着一种出乎意料的独特温情。偶尔写错了字,会忍不住轻声懊恼,再铺开一张新的信纸。那些为一人提笔、想着对方写下一字一句的时光本身,或许就是悄然抵达心底的温暖礼物。

下一次,当您也身处空中之旅时,或是抵达目的地之后,不妨重新拿起久违的笔,给重要的人,或者未来的自己写一封信吧。那些经时间辗转而最终抵达手中的文字,或许会为您的旅途增添一抹不同于数字世界的色彩。

愿您未来的每一段旅程,都能留下温暖而美好的回忆。

衷心期待与您再次相逢于日航的航班。



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)。