

# Giving Form To Customer Feedback

**Tokyo International Air Terminal Corporation**

We are working every day to improve our services according to the valuable opinions and requests we have received from our customers.

Here you will find some examples of improvements we have made by acting on the feedback we received from our customers.

We will continue our efforts to enhance our services to be a passenger terminal building that our customers would want to come back again.

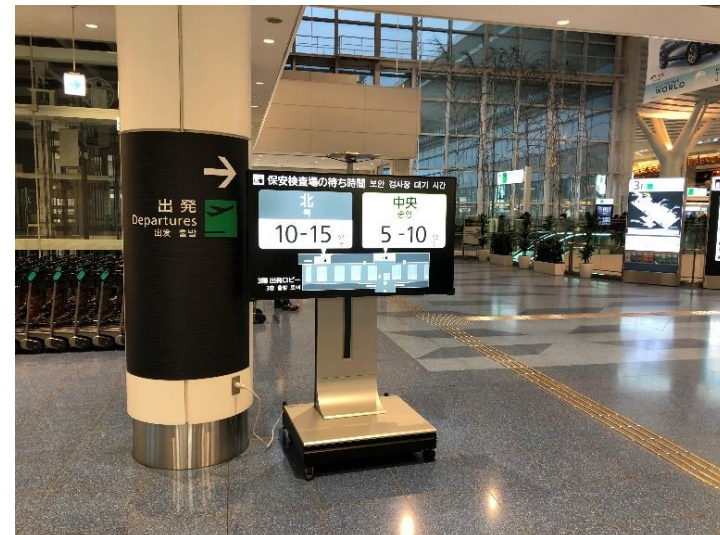
# We Renewed the Displays for Waiting Times at the Departure Security Checkpoints

## Customer Feedback

- We would like to know how crowded the departure areas are.
- We would like you to let us know the waiting times at the security checkpoints in the terminal building.

We installed monitors at multiple locations in the terminal building so that you would know the waiting times at the departure security checkpoints.

(From September 2019)



# We Renewed Our Kids' Spaces

## Customer Feedback

- We would like you to enhance your facilities for children to play.
- We would appreciate it if there are spaces for our children to play while we wait for the connecting flight.

We renewed our kids' spaces on the north side and the south side, replacing their playground equipment with new one.  
(From September 2019)



# We Now Allow More People to Use the Priority Entrances

## Customer Feedback

- I was not allowed to use the priority entrances.
- Why are there no priority lanes at security checkpoints for business class passengers?

- We now allow more people to use the priority entrances at the departure security checkpoints so that passengers that need assistance and business class passengers can use them.

(From October 2019)

- We now allow you to use the priority entrances if you are a senior card member in the same alliance.

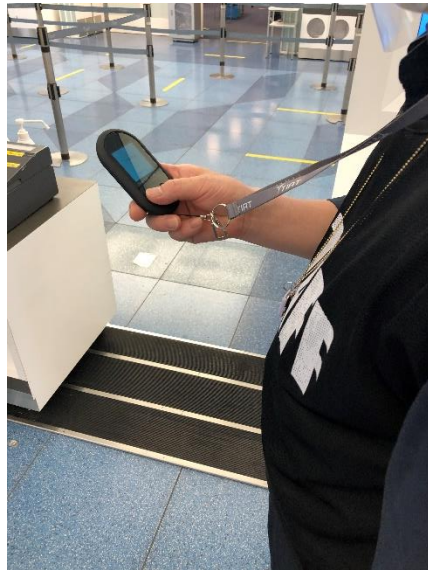
(From March 2020)



# We Have Provided Communication Tools (POCKETALK)

## Customer Feedback

- We would like you to increase the number of staff that speak English and/or Chinese.
  - We would like you to have staff that are able to respond in various languages.
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- In addition to giving our staff English and Chinese language training, we have provided our merchandise sale stores, restaurants, and service stores with POCKETALK, an AI voice translation device, in order to smoothly meet the increasing demand for services in foreign languages. (From October 2019)



# We Added Three New Elevators in the Entrance Lobby

## Customer Feedback

- The elevators that go from 1F to 3F are crowded.
- We would like you to increase the number of the elevators.

We did expansion work and put three new elevators in the Entrance Lobby on 1F on the north side of the terminal building.  
(From January 2020)

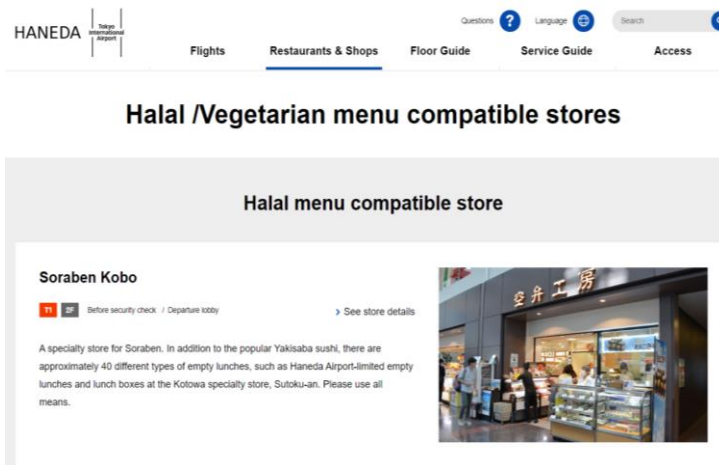


# We Created Webpages for Restaurants and Stores That Offer Special Meals, etc.

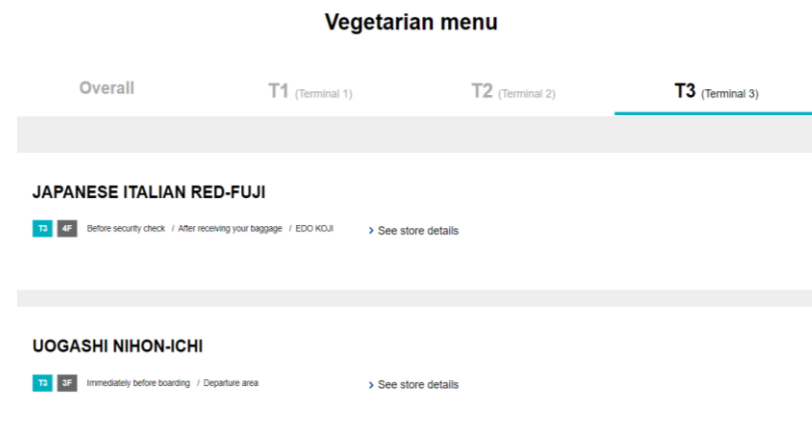
## Customer Feedback

- We would like to know which restaurants and stores offer halal food and vegetarian menus.

We integrated our websites for domestic and international flights and created webpages for restaurants and stores that offer special meals (halal, vegetarian), etc. (From March 2020)



The screenshot shows the HANEDA website navigation bar with options: Flights, Restaurants & Shops, Floor Guide, Service Guide, and Access. Below the navigation, the page title is 'Halal /Vegetarian menu compatible stores'. A sub-section is titled 'Halal menu compatible store'. The featured store is 'Soraben Kobo', with a note: 'Before security check / Departure lobby'. A description states: 'A specialty store for Soraben. In addition to the popular Yakisaba sushi, there are approximately 40 different types of empty lunches, such as Haneda Airport-limited empty lunches and lunch boxes at the Kotowa specialty store, Sutoku-an. Please use all means.' An image of the Soraben Kobo store is shown to the right.



The screenshot shows the 'Vegetarian menu' webpage. It has a navigation bar with 'Overall', 'T1 (Terminal 1)', 'T2 (Terminal 2)', and 'T3 (Terminal 3)'. The 'T3 (Terminal 3)' tab is selected. The page lists two stores:

- JAPANESE ITALIAN RED-FUJI**  
T3 4F Before security check / After receiving your baggage / EDO KOUJI > See store details
- UOGASHI NIHON-ICHI**  
T3 3F Immediately before boarding / Departure area > See store details



# We Opened Shower Room Annex on the North Side of the Arrival Lobby on 2F

## Customer Feedback

- We would like you to increase the number of shower rooms as they are always crowded.
- There are too few private shower rooms. We would like more of them.

In addition to the existing shower rooms, we opened Shower Room Annex on the north side of the Arrival Lobby on 2F.  
(From March 2020)

