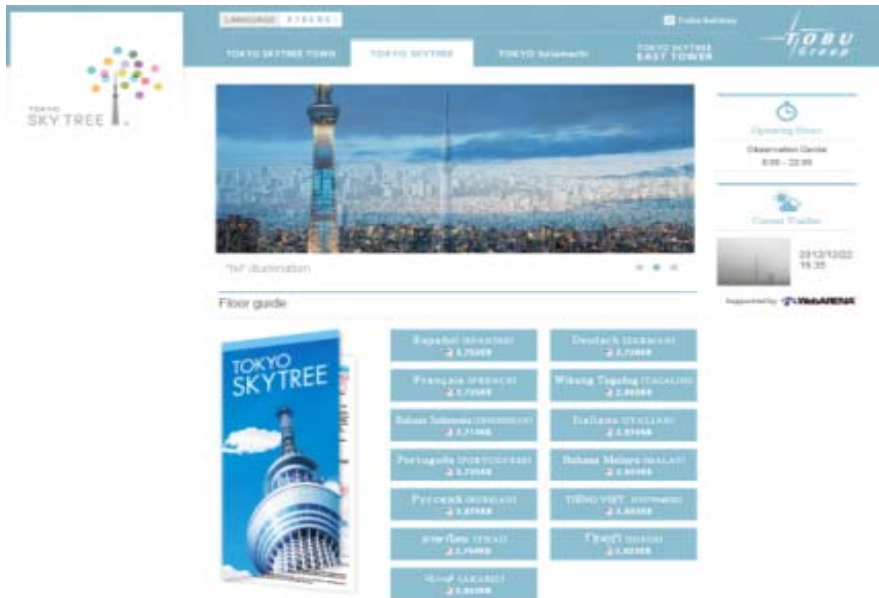


Efforts to attract International Visitors in Large Commercial Properties in JAPAN

Multiple Language Guides and Signs

- Most large outlet malls provide their information and have websites in four languages, Japanese, English, Chinese, and Korean.
- TOKYO SKYTREE made its brochure downloadable in English, Chinese [Traditional, Simplified], Korean and 13 languages, such as French and Spanish, in response to requests from visitors.
- Pictograms are widely applied. JIS (Japanese Industrial Standards) and original pictograms created by commercial facilities are used.



【Tokyo Skytree homepage: TOBU】

※ Brochures of Tokyo Skytree are available in English, Chinese [Traditional, Simplified], Korean and 13 languages (Spanish, German, French, Tagalog, Indonesian, Italy, Portuguese, Malay, Russian, Vietnamese, Thai, Hindi, and Arabic)



【Niseko Grand Hirafu: TOKYU】

Left: Pictograms and instructions in multiple language in restroom
Right: Pictograms on the front door of the ski center

Bilingual/Multilingual Employees ①

- Most outlet malls have English/Chinese/Korean bilingual/multilingual staffs. Premium Outlets® have staffs who can also speak German and French.
- Bilingual/Multilingual staffs in outlet malls sometimes provide information nearby tourist sites.



【Premium Outlets(RINKU) :Mitsubishi】
Multilingual visitor guide (English, Chinese, Korean, Germany, and French)

【Venus Fort:Mori】
Multilingual staffers (English, Chinese, and Korean)

Bilingual/Multilingual Employees ②

- Mitsui Outlet Parks have call centers in which operators provide telephone interpretation services in English and Chinese, enabling customers and outlet malls' staffs to understand each other. Premium Outlets® use telephone interpretation services in English, Chinese, Korean, Spanish, Portuguese, and Thai.
- Most outlet malls use communication boards.



【Mitsui Outlet Parks】
Translation Call Center (English and Chinese)



【Tokyo Solamachi: TOBU】
Communication Boards



Public Access Wi-Fi

- Commercial facilities in Marunouchi area plan to provide free Wi-Fi in and out of them. Venus Fort provides 3 hours free access to Wi-Fi.
- Many resort facilities provide free Wi-Fi mainly in lobbies.



【Premium Outlets(RINKU) :Mitsubishi】
Wi-Fi hotspots in the outlet mall



【Venus Fort :Mori】
Poster of three hours free Wi-Fi in foreign languages

Muslim-Friendly Environment

- To accommodate Muslim tourists' requests for prayer facilities, some outlet malls, such as Gotemba Premium Outlet and Rinku Premium Outlet, have prayer rooms.



【Premium Outlets(GOTENBA) : Mitsubishi】

Prayer room in the outlet mall

Emergency Care for International Visitors

- Niseko Grand Hirafu provides maps and directions to hospitals in English for the injured and makes Japanese/English medical records available.

ケガされた方を迅速に見つけるために御協力をお願いします

Fill in this form to help us locate an incident quickly.

*Please clearly print in capital letters.

<p>① ケガ人がいる場所(重要) 地図を見ながら出来る限り正確に詳しくスタッフに伝えて下さい。</p> <p>① Location of incident (important) Please describe the location to the best of your ability using the map.</p>
<p>② ケガ人の特徴</p> <p>① (男・女・不明) ② (日本人・外国人・不明) ③ (スキーヤー・ボーダー・不明) ④ (大人・小人・不明) ⑤ (年齢: _____歳くらい) ⑥ (ジャケット: _____色) ⑦ (パンツ: _____色)</p> <p>② Involved party description ① (Male・Female・Unknown) ② (Japanese・Non-Japanese・Unknown) ③ (Skier・Boarder・Unknown) ④ (Adult・Child・Unknown) ⑤ (Age: _____) ⑥ (Jacket Color _____) ⑦ (Pants Color _____)</p>
<p>③ ケガの部位 ①頭 ②顔 ③首 ④肩 ⑤鎖骨 ⑥腕 ⑦手首 ⑧胸 ⑨背中～腰 ⑩足 ⑪膝 ⑫足首 ⑬その他 ⑭不明</p> <p>③ Injury ①Head ②Face ③Neck ④Shoulder ⑤Collarbone ⑥Arm ⑦Wrist ⑧Chest ⑨Back ⑩Leg ⑪Knee ⑫Ankle ⑬Other ⑭Unknown)</p>
<p>④ ケガ人の名前 名前 (カタカナで _____) 続柄 (家族・知人・頼まれた・見かけた)</p> <p>④ Name (s) of injured party (s) Name (_____) Relationship (Family・Friend・Someone asked for help・Witness)</p>
<p>Patrol request!!</p> <p>If you are related to, or a friend of the injured party, please remain at the location where you completed this report. Please wait for contact with patrol. If the injured party cannot be located, please try to locate their cell phone number.</p>

KUTCHAN MAP

Grand Hirafu - Kutchan Town
9km about 20minute drive

JR Kutchan station - Kosei General Hospital
about 900m 15 minute walk

JR Kutchan station - Ueda Orthopedic
about 350m 5 minute walk

< We made your tentative reservation of hospital/clinic >
Please be there by _____ :
or call them when you cancel the reservation.

- Kosei General Hospital Orthopedics/General Surgery/Overall medical care/ER etc...
tel : 0136-22-1141 fax : 0136-21-4388
- Kutosan Surgical Clinic Surgery weekday 9:00-11:45 14:00-17:30
tel : 0136-21-6410 fax : 0136-23-6411
- Ueda Orthopedic (no credit card accepted) Orthopedics weekday 8:45-11:00 13:30-18:30
tel : 0136-22-1386 fax : 0136-22-5233
- Sato Clinic Internal medicine/Pediatrics weekday 8:00-11:45 13:30-17:45
tel : 0136-22-6122

【Niseko Grand Hirafu : TOKYU】

Left: Japanese/English Medical Record
Right : Map and Directions to hospitals

Other Services

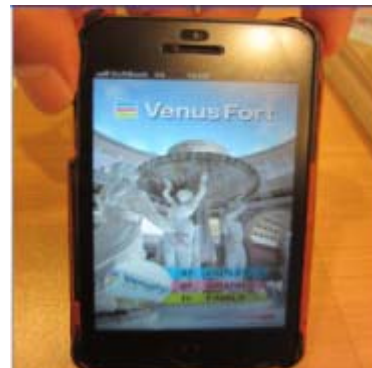
- Outlet malls provide unique and diverse services for visitors.
- Niseko Grand Hirafu holds concerts for visitors in its properties.
- Tokyo Solamachi provides a place for international visitors to know culture and history of downtown in Tokyo in English, Chinese and Korean.
- Venus Fort invented an app to provide shop information and currency calculator for improving visitor experience.



【Niseko Grand Hirafu : TOKYU】
Concert by the Australia Chamber Orchestra for visitors



【Tokyo Skytree Town : TOBU】
Introducing downtown history and culture.
Tokyo specialty products are available.



【Venus Fort : Mori】
Guide app in Japanese, English, Chinese and Korean.

Location

