

Large classification	Middle classification	Item / Classification	Achievement level		
			Basic	Advanced	
<div style="border: 2px solid #00AEEF; border-radius: 15px; padding: 10px; text-align: center; width: 100px; margin: 0 auto;"> Mindset </div>		1 Targets and philosophies	Have understood the philosophy of <i>omotenashi</i> in the service industry as follows: deepening mutual understanding with customers through good communication; understanding current customer needs as well as identifying their potential needs; and providing appropriate service corresponding to customer demand while meeting both customer and company	In addition to the basic skills, have acquired a mindset that on-site personnel should provide services based on these basic skills in a continuous manner throughout their work duties and intend to lead by example for other personnel.	
	<div style="border: 2px solid #D9534F; border-radius: 15px; padding: 10px; text-align: center; width: 100px; margin: 0 auto;"> Skills for providing services to customers and meeting their needs </div>	Basic actions	2 Business basic skills <ul style="list-style-type: none"> • Greet the customers • Be friendly / smile • Use appropriate language • Be presentable • Act appropriately 	Have acquired the basic business skills needed to serve a variety of situations and environments; can win basic trustworthiness from customers; and have understood workplace rules and compliances.	In addition to the basic skills, can become a workplace role model for co-workers, provide appropriate guidance, and lead other personnel in improving services.
		Communication	3 Communication	Can conduct appropriate communication with customers in order to address their requests, such as identifying the reasons for their points of concern and taking necessary actions to satisfy the requests.	In addition to the basic skills, can identify issues or points of customer requests before they occur and can prepare accordingly. Can provide appropriate services in a flexible manner to customers through smooth communication with other departments and/or in cooperation with related companies and communities as an effort to enhance customer satisfaction to the maximum extent possible.
	<div style="border: 2px solid #76923C; border-radius: 15px; padding: 10px; text-align: center; width: 100px; margin: 0 auto;"> Work operation skills </div>	Work-implementation process	4 QSC (Quality, Service, Cleanness)	Have understood the necessity and basic concepts of the QSC (Quality, Service, Cleanness) policy and recognize the role of service personnel in the workplace for achieving the policy, and can carry out the policy.	In addition to the basic skills, have understood both the business's and one's own strengths and weaknesses and can submit a proposal for the improvement of the entire workplace, carry out efforts therefor, and lead efforts involving the PDCA cycle.
		Addressing-challenge process	5 Uncovering challenges and solutions Appropriate management of customers' complaints	Can accurately ascertain the purpose, background and levels of urgency involving customer complaints while showing sincerity that customers can appreciate, and can take the first steps according to internal protocol for managing such complaints soon after they are made.	In addition to the basic skills, can ascertain the fundamental cause of customer complaints, make and share a plan of measures required to address complaints and achieve the goals in the plan, and drive the PDCA cycle. Can predict matters about which customers may complain and take measures for preventing complaints in a flexible manner.
	<div style="border: 2px solid #FFA500; border-radius: 15px; padding: 10px; text-align: center; width: 100px; margin: 0 auto;"> Addressing universal and diversity skills </div>		6 Cross-cultural and diversity understanding Barrier-free concept	Have fully understood the differences of individual customers in terms of cultural backgrounds, preference/tastes, beliefs, ages and abilities; understood that diversified value and behaviors according to such different cultures and diversity must be respected, including understanding of the philosophy of the barrier-free concept; and can provide appropriate service in light of these differences respectively.	In addition to the basic skills, have been executing leadership in internal efforts for improving the entire workplace, such as: raising awareness of customers' cultural differences and diversity; striving to collect information on necessary facilities and services so as to manage these differences; and submitting recommendations and proposals for introducing such facilities and services appropriate for <u>improving the entire workplace</u> .
	<div style="border: 2px solid #6A329F; border-radius: 15px; padding: 10px; text-align: center; width: 100px; margin: 0 auto;"> New framework building </div>		7 Teamwork	Have understood the missions of teams to which service personnel belong, rules and role allotment of the teams, and recognized the roles that members should play on the team (membership), and can play such roles.	In addition to the basic skills, can share and disseminate the experience and knowledge that one has learned with and among all team members. Can appropriately coach co-workers to encourage them to take initiative, change their awareness and enhance the comprehensive ability of the entire team.