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OMOTENASHI

JAPANESE HOSPITALITY - GET TO
KNOW SESSION

PROPOSAL BY GEMBA SOLUTION



WHAT IS OMOTENASHI



"Omotenashi is a philosophy of life that believes in the giving of service without any expectation of thanks".

おもて

Omote means the "surface" or front of something.

なし

Nashi means "nothing or less"

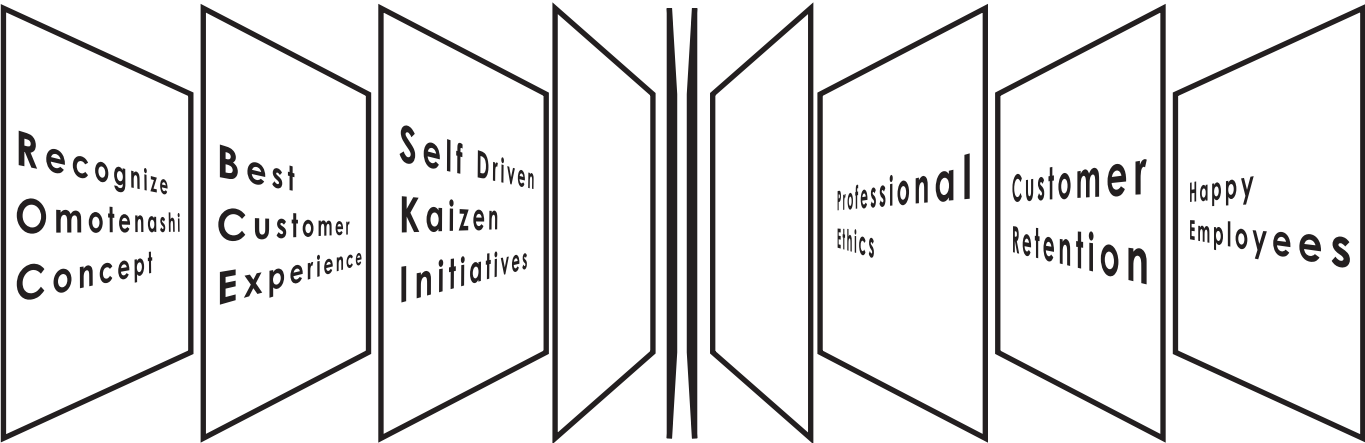
It's a concept that implies doing something without a hidden meaning or agenda. Not two-faced. Serving a guest or a customer with no ulterior motive or expectation of thanks.

Omotenashi helps you to create an organization which generates synergy between your customers and management team/ your employees when all parties practice hospitality through products and services.






THE DELIVERABLES

Extends beyond workplace. Applicable to every aspect of life.



PROGRAM OVERVIEW

ONBOARDING	INTERVENTION	AUDIT
 <p>SUPPLY ONBOARDING</p> <ul style="list-style-type: none"> • Company Pitching <p>PRE-ASSESSMENT SURVEY</p> <ul style="list-style-type: none"> • Current hospitality Performance • Critical / Focus Area <p>Training Scheme</p> <ul style="list-style-type: none"> • Buy in training approach • Deliverables 	 <p>KODAWARI</p> <ul style="list-style-type: none"> • Understanding basic need of Customer • Fundamental of HR & facilities <p>CUSTOMER SATISFACTION</p> <ul style="list-style-type: none"> • Improvement mindset • Basic Customer Centricity • Core Values Development • PR & Communications <p>CONTINUOUS IMPROVEMENTS</p> <ul style="list-style-type: none"> • Value Added Services • Basic 5S • Lean Processes 	 <ul style="list-style-type: none"> • Customer Satisfactions • Employee Satisfactions • Business Inventory • Improvement Initiatives • Human Resources • Retention of IT Tools • Organizations Learning

KODAWARI CHECKLIST

IMPROVEMENT - SUGGESTION - VALUE - TEAMWORK - DISCIPLINE - GEMBA

1 Everyone's opinion is considered and valued

2 Employee confident to offer suggestion

3 There is always room for improvement



4 Teamwork in the employee quality circle

5 Strong personal discipline

6 Go down to the site to experience the need



CUSTOMER SATISFACTION CHECKLIST

1 What is Customer thinking on the service provided?

2 Was my body language acceptable?

3 What is Customer priority?



4 How to establish trust with Customer?

5 How long is Customer acceptable waiting time?

6 Can we full fill Customer needs?



CONTINUOUS IMPROVEMENT CHECKLIST

Innovative Quality Circle (ICC)

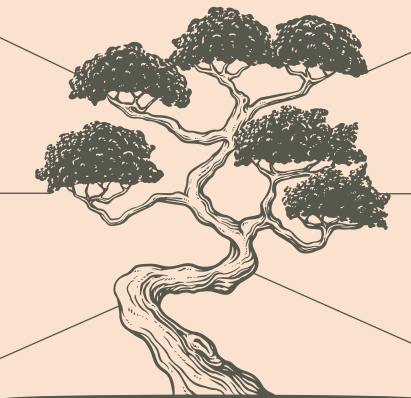
4R Kiken Yochi Training

5S

Lean Process

Quick and Easy Kaizen

PDCA



IMPLEMENTATION PROPOSAL

*Duration 6 Months - Contact Points 18 Days

LEVEL 1 INITIATE

2 Days Take Off Session

LEVEL 2 KODAWARI

2 Days Kodawari Training

1 Days Kodawari Consultation

LEVEL 3 CUSTOMER SATISFACTION

2 Days CS Training

3 Days CS Consultation

LEVEL 4 CONTINUOUS IMPROVEMENT

2 Days CI Training

3 Days CI Consultation

LEVEL 5 ACCREDITATION

2 Days Omotenashi Audit

1 Days Landing Session

THE EXPECTATION

WHAT WE EXPECT FROM THE PARTICIPANTS:

- **Commitment** to attend and conclude the training process
- **Desire** to learn. Ask away.
- **Feedbacks** throughout the program
- **Sharing** of best practices to the upcoming passengers

WHAT THE PARTICIPANTS CAN EXPECT FROM US IN RETURN:

- Constant **communication** about matters regarding the program
- **Professionalism** when dealing with issues throughout the program
- Enthralling **two-way delivery** of the courses
- A **happy** trainer



OMOTENASHI ACCREDITATION

AUDIT FORM - SELF CHECKSHEET

- CUSTOMER SERVICE THROUGH UNDERSTANDING
Collect and respond to customer and local's voices
- ES THROUGH UNDERSTANDING
Collecting and responding to employee voices
- BUSINESS INVENTORY & STUDY AND IMPROVEMENT IMPLEMENTATION
Inventories/ visualization of business and Examination/ execution of business improvement
- SECURE AND DEVELOP HUMAN RESOURCES
Execution/ promotion/ establishment of business improvement by securing and training human resources
- INTRODUCTION AND RETENTION OF IT TOOLS
Execution, promotion, and retention of business improvement by utilizing IT tools
- INTRODUCTION AND RETENTION OF IT TOOLS
Execution, promotion, and retention of business improvement by utilizing IT tools
- BUSINESS REVIEW & ORGANIZATIONAL LEARNING
Reflection and learning as an organization
- LEADERSHIP OF MANAGEMENT
Management of Philosophy/ vision formation and penetration of organizational values

