

FIELD ATTENDANT'S ATTIRE

The Field Attendant's original attire is in accordance with any location or situation.

UNIFORM

A sophisticated original design connecting to the image improvement of the company. A uniform that combines both item storage and ease of movement in one outfit.

FA SUPPORT TECHNOLOGY SYSTEM

Introduction of a facial recognition system with a compact camera. We will also protect the customer's safety with our original emergency support system with the application of computer tablets.



HAIR & MAKE-UP

Arch-shaped eyebrows give a sense of security, and well-organized hair, a sense of cleanliness. Furthermore, with red lips, the Field Attendant attracts attention even from afar.

ITEMS

FA's Computer Tablet

- Floor guides, maps, information on surrounding facilities
- General information, events, special venue information
- Questionnaire surveys and data compilation
- Information on stations, airports and transportation (bus, taxi)
- Hotels, tourist information, guides and interpreters
- Weather, traffic jam, news (emergency bulletins, etc.) information
- Location information (also used for guiding emergency vehicles)
- Cooperation with our proprietary security system
- Information sharing
- Operational management

Other items are prepared according to the needs of the site.

TARGET SITES FOR FIELD ATTENDANTS

Field Attendants are ideal for places where many people gather, especially where there are large volumes of inbound visitors.



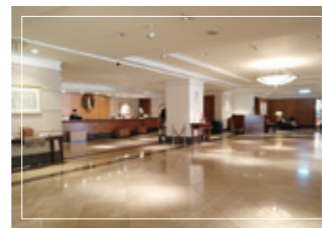
Airports/Train Stations/
Public Facilities



Department Stores/
Shopping Centers



Exhibition/Event venues



Hotels

Supporting Japan's Working Women

Many Japanese women want to create a place where they can feel rewarded through their work, demonstrating their unique attractiveness and strength, and displaying their sophisticated hospitality, which will be needed more and more in the future. With this thought in mind, we start the new business of 'Field Attendant Service'.

S P HOLDINGS CO., LTD.

Address	3-4-8 Tenjin, Chuo-ku, Fukuoka-shi, Fukuoka 810-000
Business Activities	Personalized services and security services
Phone	092-720-8833
WEB	https://fa-s.co.jp



Superb hospitality on the ground.



For business (corporate) clients

Information about Field Attendant Service

FIELD ATTENDANT

Superb hospitality on the ground.

When feeling bewildered at facilities and venues in an unknown city.
When in a country for the first time and unable to make yourself understood.
When problems occur that can only be spoken about to another woman.
When experiencing loss of composure in an unexpected disaster.

Promptly by your side is the Cabin Attendant on the ground,
someone able to warm-heartedly deal with your problem
from a unique point of view, that is the 'Field Attendant'.

The wish that we can fulfil is – impressive hospitality for each and every individual.

Meeting business needs, we dispatch the right attendant to the right place,
with a high ability of customer service, linguistics, welfare, crime prevention, disaster protection.
Presenting one step farther of comfort, utilizing the most advanced systems such as
facial authentication, emergency support, etc.

All in the interest of the fulfilment of a heartfelt 'Thank you'.
Bringing a new feeling of comfort and safety, to the ground.

FIELD ATTENDANT'S MISSION

Providing a new kind of service to the public by making places more enjoyable for everyone.

Impressive Hospitality

From a unique point of view,
with specialty knowledge and
qualifications mastered,
a higher level of customer service.

Offering Original New Service

We offer a new service with
an originally developed security system
utilizing the most advanced technology.

Support For All Working Women

Providing support for not only close,
personal, and warm-hearted customer service,
but also for all new ways of working for women.

Refined First Impression

From first appearance,
to behavior befitting a model,
the walk, the smile, the refined speech,
all the qualities of a CA.

Proposals For Upcoming Events

Proposing valuable ideas
from on-site problem solving,
to service improvement.

FIELD ATTENDANT'S SERVICE WORKFLOW

01

Offer From A Company →

After an enquiry via website
or telephone, our company
representative will visit and
explain the service details.

02

→ Worksite Comprehension Visit →

Our highly-skilled Chief
Attendant will inspect the
worksite with the worksite
representative to confirm the
situation and requests of the
assignment.

03

→ On-Site Duty →

In accordance with the
contents of the requests
confirmed during the worksite
comprehension visit, the Field
Attendant conducts duties.

04

→ Creation of FA Report →

The FA creates a daily report
on the duty, testimonials,
points made aware of and
improvement points
reflected during the dispatch
period.

05

→ Company Feedback

We analyze the data of any
problems found from the
client's point of view and
propose ideas and solutions for
improvement of customer
satisfaction and impression
making.

FIELD ATTENDANT'S SERVICE

Field Attendants work in public spaces and shopping centers and at events to provide friendly and warm service with a smile to create a more comfortable and safer environment.

01

SERVICE FOR WOMEN

- Patrol of female-only areas
(toilets, changing rooms, nursing rooms)
and women's clothing departments
- Deal with acts of nuisance towards
female customers and female staff
- Give close,
personal and friendly service to all women
- Address women and check personal
belongings during security duties

03

PERSONALIZED SERVICE

- Facility, service and event information
via patrol procedures
- Multilingual response for foreign and
inbound visitors
- Support for the elderly and people with disabilities,
such as nursing care and sign language
- Support with luggage storage for elderly people
and anyone else in need of assistance
- Deal with taxi correspondence and
address consideration for rainy weather
- Deal with lost children and situations
of dangerous behavior



02

EMERGENCY HANDLING

- Aid for injured and sick people, AED, CPR
- Accurate guidance of emergency vehicles
- Report information from evacuation guidance at the
time of disaster, and initial response guidance
- Initial fire extinguishment and
evacuation response guidance
- Maintenance and inspection of disaster
prevention equipment
- Common knowledge of Disaster Prevention Manual

04

SECURITY SERVICE

- Security patrols through collaboration with
facility security personnel
- Prevention (deterrent) of crime against women
through security check and baggage inspection
and handling of such crime
- Early detection of, and measures against
suspicious individuals, illegal acts, theft, illicit
photography/filming through collaboration with
facility security personnel
- Handling of lost and found items and
security of safe passage and traffic line
- Inspection of safety facilities, handling of
special equipment and keys
- Utilizing a new security service with a
facial authentication system

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05

PROPOSAL SERVICE

- Scrutiny of customer's opinions and questionnaires, management and data analysis
- Proposals for improved customer satisfaction and impression
- Proposals for an educational program from the facilities and services consultant

FIELD ATTENDANT'S RANKS

We will dispatch a Field Attendant with the skills and expertise according to the needs and scenarios of the company.

S Class

★★★★

Can correspond with inbound visitors
using English and other languages. Both
experience and skill of a high quality,
having acquired specialist knowledge and
skills qualifications.

A Class

★★★

A Chief Attendant who can make
proactive proposals and has high
planning skills. Highly skilled, having
acquired specialist knowledge and
skills qualifications.

B Class

★★

Contributing to image and profit
improvement of the company to be
dispatched to. Having qualified at the
top level in service training.