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 form and function and ease of movement in one outfit.

HAIR & MAKE-UP

Arched 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.

FA SUPPORT TECHNOLOGY SYSTEM

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

ITEMS

- FA’s Computer Tablet
  - Floor guides, maps, information on surrounding facilities
  - General information, events, special venue information
  - Georeferencing surveys and data compilation
  - Information on stations, airports and transportation (bus, taxi)
  - Hotel, travel information, guide and interpreter
  - Weather, real-time, news
  - (emergency Salisbury, etc.) information
  - Location information
  - (also used for guiding emergency vehicles)
  - Cooperate with the 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 tourists.

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 attributes 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
3-6-8 Tenjin, Chuoku, Fukuoka-shi, Fukuoka 810-000
Business Activities
Personalized services and security services
Phone
092-720-8313
Website
https://fas-co.jp

For business (corporate) clients

Information about Field Attendant Service
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
- Ensure female-only areas (toilets, changing rooms, nursing rooms) and women’s clothing departments are secure.
- Answer questions on etiquette and behavior.
- Ensure the well-being of female customers and staff.
- Offer unique personal and friendly service to all women.
- Address women and check personal belongings during security checks.

02 EMERGENCY HANDLING
- Assist injured and sick people, AED, CPR.
- Assist those required to use emergency phones.
- Report information from evacuation guidance at the time of disaster and initial response guidance.
- Initial fire extinguisher and evacuation response guidance.
- Maintenance and inspection of disaster prevention equipment.
- Common knowledge of Disaster Prevention Manual.

03 PERSONALIZED SERVICE
- Facilities, service, and event information via patrol procedures.
- Multilingual service and support 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.
- Support for people with disabilities.
- Support for children and situations in need of special assistance.

04 SECURITY SERVICE
- Security patrols through collaboration with facility security personnel.
- Prevention (deterrence) of crime against women through security checks and baggage inspections and handling of suspicious objects.
- Early detection of, and measures against suspicious individuals, illegal acts, theft, illicit photography, online collaboration with facility security personnel.
- Handling of lost and found items and security of cash and property.
- Inspection of security facilities and handling of special equipment and keys.
- Utilizing a new security system with a facial authentication system.

05 PROPOSAL SERVICE
- Securing 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 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, behavior, to the walk, the smile, the refined speech, all the qualities of a GA.

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
02 Worksite Comprehension Visit
03 On-Site Duty
04 Creation of FA Report
05 Company Feedback

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

In accordance with the contents of the request, the Field Attendant conducts duties.

The FA creates a daily report on the duty, testimonials, incidents, and improvements. The report is reflected during the dispatch period.

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.

FIELD ATTENDANT’S RANKS

S Class
Can correspond with inbound visitors using English and other languages. Both experienced and skilled. A high-quality, having acquired specialized knowledge and skills qualifications.

A Class
A Chief Attendant who can make proactive proposals and has high planning skills. Highly skilled, having acquired specialized 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.