

To provide foreign passengers visiting Japan with greater assistance

Chinese-language support to be newly offered at traveler information desks!

Starting July 1, 2016, staff capable of providing assistance in Chinese will be placed at the traveler information desks at Ginza Station, Shinjuku Station and Omotesando Station

In order to properly field the diverse variety of questions and inquiries posed by foreign passengers visiting Japan, starting July 1, 2016, Tokyo Metro (Head Office in: Taito Ward, Tokyo; President: Yoshimitsu Oku) will place new staff capable of providing assistance in the Chinese language at its traveler information desks at Ginza Station, Shinjuku Station and Omotesando Station to accompany the existing English-capable Service Managers at those locations.

Traveler information desks at Tokyo Metro stations have Category-2 certification by the Japan National Tourism Organization (JNTO) (Category 2: Has resident staff that are at least capable of giving assistance in English and provide information on a wide area). However, over 50% of foreigners who visit Japan are from Chinese-speaking countries. To enhance its services for such passengers, Tokyo Metro will place staff at its travel information desks to provide assistance in the Chinese language. The majority of said staff will consist of international students who are going to a university in the greater Tokyo area and are proficient in both Japanese and Chinese.

A single staff member capable of providing assistance in the Chinese language will be placed at each Tokyo Metro traveler information desk at Ginza Station, Shinjuku Station and Omotesando Station during business hours to assist passengers together with the Service Managers who had handled assistance duties at those desks up to this point.

As a guide to the city of Tokyo, Tokyo Metro will continue its active endeavors to provide its passengers with information and assistance in convenient and easy-to-understand ways.

Please view the attachment for an overview of this endeavor.



“Commencement of Assistance in Chinese Language at Traveler Information Desks.” Overview

1. Staff placement start date

Friday, July 1, 2016

2. Staff placement times

9:15 AM – 5:15 PM (365 days a year) *During business hours of traveler information desks

3. Traveler information desks where staff will be placed

Traveler information desk at Ginza Station

Traveler information desk at Shinjuku Station

Traveler information desk at Omotesando Station

*Staff will not be placed at the Tourism Information Desk at Tokyu Tokyo Metro Shibuya Station.



4. Language to be newly supported

Chinese (Service Managers are capable of providing assistance in English.)

5. A note on staff who can provide assistance in Chinese

Staff who can provide assistance in Chinese will largely consist of international students who are going to a university in greater Tokyo and are proficient in both Japanese and Chinese. These staff members will be wearing an orange-colored vest and a patch designating what languages they can provide assistance in while on duty, and will assist passengers together with the Service Managers



6. Primary nature of assistance provided to foreigner passengers visiting Japan

- Information on area surrounding station (hotels/foreign currency exchange counters/sightseeing spots)
- Information on how to use Tokyo Metro and other transportation facilities (how to transfer trains and purchase passenger tickets)
- Information on how to access airports
- Information on a wide area (how to access sightseeing spots such as Hakone and Nikko, etc.)
- Etc.

[Reference] Assisting passengers with the use of foreign-language interpretation services

To eliminate instances where its employees are unable to communicate with foreign passengers visiting Japan due to language issues, Tokyo Metro has introduced an interpretation service at its station offices, train pass sales corners, Service Manager posts, travel information desks and lost-and-found. This service is carried out with the assistance of operators from an interpretation company.

This service offers support in five languages: English, Chinese, Korean, Portuguese and Spanish.

