

NEWS



IMPERIAL HOTEL
TOKYO

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JAPANESE CUSTOMER SATISFACTION INDEX RANKING SEES
TOKYO'S IMPERIAL HOTEL HIGHEST IN 2018

Tokyo, Japan; July 25th, 2018: Tokyo's landmark, 127-year-old Imperial Hotel, Ltd. has claimed top position in the Japanese Customer Satisfaction Index (JCSI) for the tenth consecutive year. The Imperial brand was ranked far above other first-class city properties in the JCSI, to which some 120,000 respondents replied. Rankings related to tourism include chain hotel brands, airlines and travel agents, in addition to major city hotels brands. Only The Imperial and a delivery service company have ranked in the top place for ten consecutive years.

The Imperial Hotel took top ranking in six evaluation classification, expectation, quality, value, satisfaction, recommendation and loyalty.

Tokyo's Imperial was founded by Japanese aristocracy in 1890 on the same site it occupies today and opened as a venue to receive an increasing number of foreign dignitaries visiting Japan in the Meiji Period. It initiated many new services and facilities which have since become standard services for major Japanese hotels, such as all-inclusive Shinto wedding services, shopping arcades, and in-house laundry service, and introduced diverse Western cuisine to the Japanese public. For its range of classical Japanese hospitality, it remains the traditional favorite of dignitaries and celebrities from abroad visiting the Japanese capital.

For your additional information (in Japanese):

<https://activity.jpc-net.jp/detail/srv/activity001537/attached.pdf>

<https://activity.jpc-net.jp/detail/srv/activity001537/attached2.pdf>

<https://activity.jpc-net.jp/detail/srv/activity001537/attached3.pdf>

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Imperial Hotel, Ltd.

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Photo: Main Entrance

