

NEWS



IMPERIAL HOTEL

FOR IMMEDIATE RELEASE:

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Imperial Hotel First in Customer Satisfaction For 14th Consecutive Year

Tokyo, Japan; January 6th, 2023: Based on results of last year's Japanese Customer Satisfaction Index (JCSI) survey, Tokyo's world renowned Imperial Hotel topped 2022 customer satisfaction index survey of city hotels conducted by the JCSI, the leading such survey in Japan.

The JCSI is Japan's largest customer satisfaction survey, based on the statistical analysis of responses from a total of more than 150,000 users. During the year, the survey will be carried out 4 times and cover some 400 companies and brands in over 30 industries. The results of the 4th annual survey, released on December 22nd, 2022, covered 89 brands in the categories of city hotels, business hotels, suburban trains, life insurance, non-life insurance, credit cards, and movie theaters.

Imperial Hotel was ranked No.1 in all 6 areas of customer expectations, perceived quality, perceived value, customer satisfaction, recommendations, and loyalty.

Tokyo's 132 year old Imperial Hotel is the traditional hotel of choice for visiting royalty, celebrities and business leaders in the Japanese capital.

For further details, kindly refer to the website of the Service Industry Productivity Conference.

Overview of survey results:

<https://www.jpc-net.jp/research/assets/pdf/f360a1c4966b9aed7a0ea68478a9702c.pdf>

Details of survey results:

<https://www.jpc-net.jp/research/assets/pdf/8b84735b58a5ea9553109c348b4bbc25.pdf>