



## Yosuke Matsuoka

Service Division Reception Service Section  
Deputy Manager

### Why did you join this company?

When I was looking for a new career, I found a position on NAAB's website and applied for it.

### What is your job descriptions?

I am involved in the general management of the following reception service operations

- ① **Managing of proper lounge**
  - Airline contracts
  - Lounge meal selection, etc.
- ② **Support for reception staff**
  - Business support for each receptionist
  - Language and daily life support for foreign staff, etc.
- ③ **Other general office work**

### What do you keep in mind when you work?

- ◆ An appreciation
- ◆ Creating a good working environment

These are my first priorities as it will enable all staff member to feel comfortably talk to me.

## New Employee, joined in August!!! Interviewed Deputy Manager Matsuoka

### What has been your best experience or experiences?

I was entrusted with a lounge contract for a new airline right after I joined the company.

Although I did not know any preparations and procedures leading up to the contract but I was able to close the deal.

Without the support of manager and the senior staff around me, I would not have been able to close the deal. It was a great opportunity for my career.

### What would you like to challenge yourself with?

Since I have only been working with the company for six months, I am currently working on my duties so hard.

I would like to think about what I would like to challenge in the future, fully equipped with knowledge and experience.

### How do you refresh yourself when you are tired?

**Sleeping and jogging.**

After I have a good sleep, I also go jogging to refresh myself.

### Message from a colleague! (Tanikawa san)

When I see Mr. Matsuoka treating all the onsite staff politely, I feel what a soft-spoken and mild-mannered person he is.

I would like to learn from him.

His English language skills and airline experience have already made him an indispensable and very reliable member of the Receptionist Services Department.