

January 4, 2024

Dear Customer

Chez Vous Co.,Ltd.
President Masaki Mikuni

Thank you very much for your support.
We have celebrated 20 years since our establishment!

Happy New Year! On the occasion of the New Year, I would like to offer my sincere wishes for your happiness and good health.

We have been providing our services in the 23 wards of Tokyo and now our services are being used by our customers in Japan and by customers from all over the world who live in Japan. We are now consider as one of the oldest housekeeping support companies in Japan. Once again, we would like to express our deepest gratitude to you for your patronage and support.

We have always emphasized the importance of deepening our understanding of our customers' needs and providing services based on a relationship of trust through continuous use of our services. Many customers who use our services frequently and continuously over a long period of time, and we feel that our services have become an important part of their lives. We believe that it is our responsibility to continue to meet the diverse needs of our customers and to continue to provide services that consistently satisfy them.

To this end, we believe it is important to create an environment in which our employees, who actually deliver our services to our customers, have hope and motivation and can continue to work with peace of mind. Although we have been in business for 20 years, we consider the fact that we have many long-term employees, with more than half of our employees having been with us for more than 10 years, to be a unique feature of our company. Last year, with the understanding and support of you, we were able to revise our salaries and introduce a new system to recognize hard work and ability. We were also able to hold a general meeting for the first time in many years after the long period of uncertainty over the Corona Disaster.

We conduct an employee survey every year, and I am happy to report that the results show a sense of unity among all employees and an even higher level of motivation in their daily work.

What is necessary for us now is to do our work properly so as not to betray the expectations of our customers who understand and support us. We also believe that we must aim to further improve our service quality and grow.

Last year, we redefined our business rules and confirmed them with all employees. We have also seen an increase in the number of new employees who have become interested in our housekeeping and babysitting services, perhaps due to changes in the work environment, and we have begun to make significant changes to our new employee training to further enhance our service quality.

This year, we are also moving forward with preparations such as the start of a skill up training system based on the selection of exemplary service staff and, for the first time in quite a while, revamping our business system with the aim of further improving customer convenience and business quality.

All of us will continue to deliver our services wholeheartedly in this New Year. We look forward to your continued patronage and support.