

Business Trip Report

Date: May 29, 2012

To: George Williams
 Chief of General Affairs

Name	Takashi Suzuki	Affiliated division	Sales
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The following report describes my activities during the business trip.

Destinations	- The Bridal Expo in Hawaii, USA - Hawaii Branch
Period	May 24-26, 2012
Accommodations	Waikiki Hotel 3698 Marasada Avenue, Honolulu, Hawaii 96812 1-800-724-5671
Purpose of trip	- To find prospective agents at the exposition (the Bridal Expo). - To clarify the causes of continuous complaints at the Hawaii Branch.
Matters to report	1) New agents - Met with two companies, Happy Bridal (hereinafter HB) and Hawaii Wedding*. - Both have strong expectations for our brand name and our ability to attract customers in the domestic market. - HB will come to Japan next month for negotiations. - Met with several more prospective agents. 2) Cause of complaints from customers - Found out that new and part-time employees have been impolite to customers. - Gave instructions to the branch manager to provide special training for them. - Plan to dispatch training personnel from headquarters.

Note: Please refer to the attachment for the expense report.

*Attachment includes the company profiles of HB and Hawaii Wedding.

	Division manager	Section chief
Authorized by	<i>Jan Rohrer</i>	<i>Novio Ishikawa</i>