

## Keio Plaza Hotel Tokyo News Release

### **Keio Plaza Hotel Tokyo Starts New Services for Physically Challenged Guests: Providing New Services of Speech-to-text Transcription System and Online-Sign Language Interpretation Service**

TOKYO - [Keio Plaza Hotel Tokyo \(KPH\)](#), one of Japan's most prestigious international hotels located in Shinjuku, Tokyo, starts providing new services using tablet PCs to hotel guests who are speech and hearing challenged to make their stay at our hotel more enjoyable. These tablet PCs will offer speech-to-text transcription system and remote sign language translation services, and are expected to make check-in process and enquiries from speech and hearing challenged guests proceed more smoothly. At the same time, these tablet PCs rented with free of charge will allow speech and hearing challenged guests to quickly and efficiently communicate throughout our hotel by enabling them to easily write down their communications on these tablets.



The system will use services provided by Plusvoice Co., Ltd. (Sendai City, Miyagi Prefecture) and will make the Keio Plaza Hotel the first within the Japanese hotel industry to utilize systems to aid speech and hearing challenged guests. Plusvoice online sign language interpretation services will be available to hotel guests between 8:00a.m. to 9:00p.m.



The Keio Plaza Hotel is a pioneer which has led the Japanese hotel industry through its strategy of implementing various measures to create a barrier free hotel environment since the World Rehabilitation Conference held at our hotel in 1988. These measures include facilitation of universal barrier free rooms and in-house toilet facilities for assistance dogs, internal training for hotel staff on how to interact with special needs guests, and other universal response measures that cater to special needs guests. Our universal design rooms have implemented special measures for hearing challenged guests including special ceiling lighting, vibrating function equipped seating cushions, bed headboard panel and bathroom alert panel lighting to alert guests to door knocks, incoming telephone calls and facsimiles, alarm clocks, and emergency alerts. And while writing boards for easier communication with speech and hearing challenged guests have been available at the front desk, the introduction of this new system will help to ensure smoother communication in a wide range of applications throughout our hotel. Also, this system will be used for hearing challenged hotel staff to raise not only customer satisfaction but also employee satisfaction. The Keio Plaza Hotel will continue introducing universal response measures to make guests with special needs' stay at our hotel even more enjoyable.

#### **About the Keio Plaza Hotel**

[Keio Plaza Hotel Tokyo \(KPH\)](#), located in Shinjuku at the very heart of the nation's capital Tokyo, is one of Japan's leading international hotels. Our hotel boasts of over 20 restaurants and bars, and we host a wide range of local and international guests who visit us for our open and welcoming facilities, top-notch services, and warm hospitality. For more information about our facilities and services, please visit our [website](#), [YouTube](#), [Facebook](#) or [Instagram](#).

### <Keio Plaza Hotel's Barrier Free Strategy>

- 1988 Facilitated 15 barrier free universal rooms
- 1996 Introduced vibrating and lighting functions to alert hearing challenged guests
- 1999 LCD front door peephole viewing equipment  
Voice information sign systems
- 2002 Facilitated 10 universal design rooms  
Formed "bird's eye" project group internally
- 2003 Facilitated a universal toilet on the 2<sup>nd</sup> floor of our Hotel's main building
- 2004 Magnetic loop systems facilitated in banquet rooms
- 2007 Installed special toilet facilities for use by assistance dogs
- 2013 Universal Manner Certification acquisition started (154 employees acquired certification)
- 2013 Became official hotel for Japanese Para-Sports Competition
- 2015 Created wedding plans with special barrier free options
- 2016 Installed a universal toilet for employee use



Barrier Free Design



Toilet Facilities for Assistance Dogs



Universal Design Rooms