



# Tokyo - City Business Guide

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## Overview

Tokyo is a dizzyingly energetic city. The Japanese political capital, which is also the center of the world's second-largest economy, is a city that may define itself by work but it is also a privileged center of entertainment that ranges from Kabuki theater to Sumo wrestling and the geisha arts. Home to many Japanese headquarters of national and international corporations, Tokyo also has a reputation for being one of the world's safest big cities. The intricate subway system is the foundation of the city's highly efficient transportation infrastructure. Tokyo is a fascinating place where many technological and fashion trends get their start but it is also a city of vast contrasts. Crowded streets, peaceful temples and looming skyscrapers combine to make Tokyo a sensory adventure.

## Business Etiquette

- \* Business attire is formal. Suits are appropriate for men, and conservative ensembles are advised for women.
- \* Make appointments for meetings well in advance, and provide an agenda and background information before the meeting.
- \* When greeting someone, bow politely.
- \* Address people with their last name followed by the word "-san."
- \* When introduced to any new business contact, present a business card. Ensure you have an adequate supply.
- \* When a business card is given to you, examine it for a moment and acknowledge it with a remark.
- \* Bring a small gift for your business contact. Ensure that it is well wrapped.
- \* Meetings can be long and may seem to produce no results. Decisions are customarily made afterward.
- \* Respect hierarchical structures. Address yourself to the most senior individual.
- \* Understand the importance of personal relationships in Japanese business culture.
- \* The concept of saving face is important ensure that your behavior "saves face" of your Japanese business associates.
- \* Important decisions are frequently made over drinks. If you are invited out be sure to accept.

## Chamber of Commerce

- American Chamber of Commerce** Masonic 39 MT Bldg. 10F 2-4-5 Azabudai Minato-ku; Tel.: +81 3 3433-5381
- British Chamber of Commerce** 3F Kenkyusha Eigo Centre Bldg 1-2 Kagurazaka Shinjuku-ku, Tel +81 3 32671901
- French Chamber of Commerce** Iida Building, 5-5 Rokubancho, Chiyoda-Ku ; Tel.: +81 3 3288-9621
- German Chamber of Commerce** Sanbancho KS Building 5F, Sanbancho, 2 Banchi, Chiyoda-ku; Tel.: + 81 03-5276-9811
- Italian Chamber of Commerce** Enokizaka Bldg. 3F 1-12-12 Akasaka, Minato-ku ; Tel : + 81-3-3560-1100
- Korean Chamber of Commerce** Kankoku Chuo Kaikan, 7-32 Minami Azabu 1-chome, Minato-ku; Tel.: +81 3 3456-1190

## Embassies and Consulates

- Brazil** 2-11-12, Kita-Aoyama, Minato-ku; Tel.: +81 3 3404-5211
- China** 3-4-33, Moto-Azabu, Minato-ku; Tel.: (81 3) 3403 3380
- Czech Republic** 2-16-14, Hiroo, Shibuyaku; Tel: + 81 3 3400-8122
- France** 4-11-44, Minami-Azabu, Minato-ku; Tel.: +81 3 5420-8800
- Germany** 4-5-10, Minami-Azabu, Minato-ku; Tel: + 81 3 5791 7700
- Italy** 5-4, Mita 2-chome Minato Ku, Tel.: + 81 3 3453 5291
- Korea** 1-2-5, Minami-Azabu, Minato-ku; Tel.: +81 3 3452-7611/9
- Mexico** 2-15-1, Nagata-cho, Chiyoda-ku; Tel.: +81 3 3581-1131/5
- United Kingdom** 1, Ichiban-cho, Chiyoda-ku, Post Code: 102-8381, Tel. +81 3 -5211-1100 ; www.fco.gov.uk
- United States of America** 1-10-5, Akasaka, Minato-ku; Tel: +81 3 3224-5000
- Netherlands** 3-6-3, Shibakoen, Minato-ku, Tel.: +81 03-5401-0411

## Business Centers

- Business centers provide a range of services that include secretarial, translation/interpretation, and office services, including , including computer rentals, audio/visual equipment rentals, cellular phone rentals, copy and printing services, and temporary office space and staff.
- Tokyo Hibiya Centre** 1-1-1 Uchisaiwaicho, Chiyoda-ku; Tel: +81 3 3507-5600 ; www.hq.com
- Tokyo Kamiyacho Mori Building** 14th Floor, 4-3-20 Toranomon, Minato-ku, +81(0)3 5404 3400 ; www.hq.com
- Tokyo Otemachi 1st Square** 4/F East Tower, Otemachi First Square, 1-5-1, Otemachi, Chiyoda-ku; Tel.: +81 3 5219-1200 ; www.hq.com
- Tokyo Shinjuku Park Tower** Shinjuku Park Tower 30th Floor, 3-7-1 Nishi-Shinjuku, Shinjuku-Ku; Tel.: +81 3 5326-3000 ; www.hq.com
- The Executive Centre** 15/F Cerulean Tower, 26-1 Sakuragaoka-cho, Shibuya-ku; Tel: +81 3 5456-5510 ; www.executivecentre.com
- World Trade Center Tokyo** World Trade Center bldg. 37F, 2-4-1 Hamamatsu-cho, Minato-ku ; Tel. : + 81-3-3435-5651 ; www.wtctokyo.or.jp
- The Executive Centre** 15/F Ginko Kyokai Building, 1-3\_1 Marunouchi, Chiyoda-ku ; Tel. : + 81 3 3216 7200 ; www.executivecentre.com

## Conference and Exhibition Centers

- Japan Convention Services, Inc.** Daido Seimei Kasumigaseki Bldg. 1-4-2, Kasumigaseki, Chiyoda-ku, Tel.: +81 03-3508-1211
- Nippon Convention Center** (Makuhari Messe)2-1 Nakase, Mihama-ku, Chiba City; Tel.: +81 043-296-0001
- Tokyo International Exhibition Center (Tokyo Big Sight)** 3-21-1 Ariake, Koto-ku, Tokyo 135-0063. Tel: +81 3 -5530-1111, Fax: 03-5530-1222.
- Tokyo International Forum** 5-1 Marunouchi 3-chome, Chiyoda-ku; Tel.: + 81-3-5221-9000

## Translation Offices

- Creer Corporation** 4-1 Kita-Aoyama 1-Chome 3F, Minato-ku; Tel. +81 03-3470-1777
- DHC Corporation** Landic Roppongi Building 2-4F, 4-11-13 Roppongi, Minato-ku; Tel.: +81 03-3478-2061
- Convention Linkage, Inc.** Akasaka-Nihon bldg., 9-5-24 Akasaka, Minato-ku ; Tel. : +81-3-5770-5531
- Japan Translation Center, Ltd.** Dai-Ni Chuo Bldg., 7 Kanda Mitoshiro-cho, Chiyoda-ku ; tel : + 81-3-3291-0655 ; http://www.jtc.co.jp/english/
- KDDI Teleserve Inc.** KDDI Building Annex, 2-3-3 nishi-Shinjuku, Shinjuku-ku, Tokyo 163-8548, Japan, Tel +81(0)3 3347-9201
- Sun Global Communications** Imai Building 5-15-10 Nishi-Nippori 3F, Arakawa-ku; Tel.: +81 3 3891-1541
- Bridge Link, Inc** Fonte Aoyama 13 F, 2-22-14 Minami Aoyama, Minato-ku, Tokyo , 107-0062 Tel : + 81 3 5786 0865 Fax : +81 3 3401 3595

## Courier/Messenger Services

- Post office Central Tokyo Post Office** +81332849539, www.tokyo.japanpost.jp/dpo/tpco
- DHL Japan Inc.** 1-37-8 Higashi-Shinagawa, Shinagawa-ku; Tel.: +81-3-3522-2500 (East Japan Area) and +81-6-6581-2580 (West Japan Area)
- Federal Express Kyodo Building**, 16 Ichibancho, Chiyoda-ku; Tel.: +81 043-298-1919
- UPS Japan Co., Ltd.** Ozu Main Building 7F, 3-6-2 Nihonbashi-Honcho, Chuo-ku, Tokyo 103-0023, Tel.: 0120-27-1040 (toll-free)

## Internet Connection Place

- All upper-range and most medium-priced hotels are equipped with dataports that allow guests to use laptop computers. Many hotels offer business centers equipped with computers and Internet access.
- Internet Cafe "TnT"** Liberty Ikebukero B-1, 2-18-1 Ikebukero Toshima-ku; Tel.: +81 3 5950-9983
- Cafe des Pres** 5-1-27 Minami Azabu, Minato-ku; Tel.: +81 3-3448-0039
- Koala-Net Katsuyoshi Bldg**, 2F, Sumiyoshi-cho 9-8, Shinjuku-ku; Tel: +81 3 3351-5062
- Mebius Internet Café** Togeji School Mamekichi 2F, Nakano 3-34-16, Nakano-ku; Tel.: +81 3 3383-7561
- Net access Yahoo! Café Garden Square**, 5-11-2 Jingumae, Shibuya-ku; Tel : +81 3 3787 6821 ; http://www.cafe.yahoo.co.jp

## Visas & Customs

All visitors to Japan must have a valid passport for the duration of their stay, but only residents of certain countries need apply for a visa in advance. Citizens of Germany, Ireland, Mexico, and the U.K. can stay in Japan for up to ninety days without a visa provided they are visiting for tourism or business purposes. This stay can be extended for another three months. Citizens of Czech Republic, France, Italy, and the U.S.A. can also stay for up to ninety days without a visa. This cannot be extended, and a return airline ticket must be present. Duty-free allowances are 200 cigarettes or 50 cigars, 3 bottles (0.760 liters) of alcohol, and gifts worth up to \$780. Illegal drugs and hazardous goods are prohibited.

## Phone Information

The country code for Japan is 81. The main local area code for the center of the city is 03, or 3 from outside the country.

## Emergency Phone Numbers

- \* **Police:** 110 (must speak Japanese)
- \* **Fire and ambulance:** 119 (must speak Japanese)
- \* **Japan Helpline:** 0120-461-997

## Tips and Rules for Use of Phone in Country

For local calls, dial the eight-digit number. For long distance calls within Japan, including to distant parts of Tokyo, dial the area code provided (which starts with 0) and the number. Dial 104 for directory assistance within Japan. To call outside Japan, you have a choice of service providers, but the rate varies very little. For local calls, simply pick up the receiver and dial. Public phones require a JPY10 coin or a phone card.

## Tips and Rules for Use and Rental of Mobile Phones

Japan offers a multitude of choices for the mobile phone user. Both analog and digital networks exist. PDC (personal digital communication) is the digital system standard in Japan. Mobile phone numbers follow the regular telephone number convention, with the telephone number followed by the area code.

## Money

The currency in Japan is called a Japanese yen (JPY). Coins come in denominations of 1, 5, 10, 50, 100, and 500. Bills come in denominations of 1,000, 2,000, 5,000, and 10,000. As a rule, the Japanese yen is the only currency accepted. Money can be exchanged at international airports, hotels, or at any bank displaying an "Authorized Foreign Exchange" sign. Cash access with your credit card or ATM tends to be difficult. Travelers' checks are the most convenient way to obtain cash in Japan; however, only few stores and restaurants accept them. The most commonly accepted credit cards in Japan are American Express, Visa, MasterCard, and JCB (Japan Credit Bank).

## Tippling

Every tourist is delighted to learn there is absolutely no culture of tipping in Japan. If you try to tip a cab driver, bellboy or waitress, they will most likely become embarrassed and refuse to accept it. In some expensive hotels and restaurants, a service charge may be added to your bill. Porters charge fees of JPY250 and JPY300 per bag at train stations and JPY200 per bag at airport.

## Time Difference

Tokyo is nine hours ahead of Greenwich Mean Time (GMT) and does not observe Daylight Savings Time.





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## VAT & Taxes

5% consumer tax levied on all sales. A 5% federal consumer tax is added to all hotel bills. Additional 3% is added to the bill if it exceeds JPY15,000. At first-class, full-service, and luxury hotels, a 10% service charge is added to the bill in place of individual tipping. At the more expensive ryokan, the service charge is usually 15%. At business hotels, minshuku, youth hostels, and economy inns, no service charge is added to the bill. A 5% federal consumer tax is added to all restaurant bills. Additional 3% is added to the bill if it exceeds ¥7,500. At the more expensive restaurants, a 10%-15% service charge is added to the bill.

## Voltage

The voltage and current is 100V 50 Hz in Eastern Japan including Tokyo. The plugs in Japan have two flat prongs (no third prong) with flat-sided prongs.

## Local Transportation

Tokyo abounds in transportation options, so much so that a rental car is more than unnecessary. The best option in Tokyo is the subway, which is extensive, efficient, and safe. Times are posted on the wall, and 99 percent of the trains are always on schedule. You rarely have to wait 10 minutes for a train, and the stations have enough English signs to keep you from getting lost. In addition to the city-owned subway lines, there are several privately owned subways, a network of JR trains, and several privately owned commuter trains as well. Sometimes you will need to transfer from one company's line to another, and thus pay more money. Tokyo also has an extensive bus system, but it's not useful for tourists since the drivers don't speak English and all the stop names are in Japanese.

Taxis are very expensive in Tokyo, starting at JPY660 for the first two kilometers with an additional JPY80 for each 274 meters. The fares used to be standard, but in 1997 the regulations were relaxed, and there is now some variation. Nobody shops around though, and despite the cost, taxis are quite popular, so you may have a long wait if you wave one away. Taxis can be hailed easily on most major streets most times of the day.

## Health Info

No specific immunizations are needed to enter Japan. The Tokyo English Lifeline (03 5774 0992) and Japan Helpline (0120-461-997) are emergency phone numbers. Japan Helpline is operated 24 hours a day.

## Climate

Autumn weather is crisp, with average highs ranging between 60 and 70 degrees Fahrenheit (15 to 20 degrees Celsius). Autumn experiences less rain than other seasons. Winter, December through March, is cold but temperatures seldom sink below freezing and conditions are relatively dry. Spring temperatures are similar to those of autumn, but this pleasantly cool season has a much higher chance of precipitation. Throughout the rainy season, which starts in mid-June and lasts about five weeks, light rain falls almost ceaselessly. Temperatures are mild, ranging between 60 and 80 degrees Fahrenheit (15 to 25 degrees Celsius). Humidity is high from late July through August, and temperatures often exceed 90 degrees Fahrenheit (33 degrees Celsius). Monsoon season accompanies the onset of lower temperatures in September. These rains last a couple of days and are extremely heavy.

## Public Holidays

- \* **New Year's Day (Shogatsu)** January 1
- \* **Bank Holiday** January 2
- \* **Bank Holiday** January 3
- \* **Coming of Age Day (Seijin no hi)** second Monday in January
- \* **National Foundation Day (Kenkoku Kinenbi)** February 11
- \* **Vernal Equinox (Shunbun no hi)** March 20 or 21
- \* **Greenery Day (Midori no hi)** April 29
- \* **Constitution Day (Kenpou Kinenbi)** May 3
- \* **Holiday for a Nation (Kokumin-no-kyujitsu)** May 4
- \* **Children's Day (Kodomo-no hi)** May 5
- \* **Marine Day (Umi-no hi)** July 20
- \* **Respect for the Aged Day (Keirou-no hi)** September 15
- \* **Autumnal Equinox (Shuubun-no hi)** September 23 or 24
- \* **Health and Sports' Day (Taiiku-no hi)** Second Monday in October
- \* **Culture Day (Bunka-no hi)** November 3
- \* **Labor Thanksgiving Day (Kinrou Kansha-no hi)** November 23
- \* **Emperor's Birthday (Tennou no Tanjoubi)** December 23
- \* **Bank Holiday** December 31

## Where to Eat

**Ginza Daimasu** is an establishment with 60 years experience of making mouth-watering tempura. Bright and cheery chain sushi restaurant **Heiroku Sushi** is easy and fun: customers take whatever and as much as they want and pay at the end according to their number of empty plates. **Hayashi** features three seasonal menus and individual hibachis to cook some items in a rustic setting. **L'Etoile** offers sumptuous 'all you can eat' lunch and dinner buffets of specialities from around the world, served in a pleasant conservatory-style atmosphere. Upbeat **Inakaya** lets you make a selection from displays of fresh seafood, meat and vegetables, and then watch two chefs grill it for you. Situated in a small farmhouse near Sensoji temple, **Kuremutsu** specializes in grilled fish and sashimi, as well as kaiseki (fish). **Daidaiya** serves nouvelle cuisine Japonaise in an avant-garde decor.

## Local Gift Ideas

The word for Japanese folk crafts is Minegei, and this term encompasses bamboo baskets and vases, textiles, dolls, toys and much more. Other gift options range from lacquer ware, carefully crafted chopsticks and handmade paper to electronic gadgets. Some gifts that evoke Japan's traditional past are samurai swords and traditional Japanese apparel like kimonos and yukatas.

## Leisure Time

Tokyo's cultural attractions include the important Buddhist temple Senso-ji and the serene wooded area surrounding Meji-jingu, Tokyo's most renowned Shinto shrine. Among the city's best museums are the Tokyo National Museum, the Edo-Tokyo Museum and the Nezu Institute of Fine Arts. Ueno-Koen Park, Yoyogi Park. Hama Rikyu Garden and the Imperial Palace offer lovely areas for strolling. Tokyo's International Aquarium is the largest of its kind in the world. The observation deck in the Tokyo Metropolitan Government Office provides a view of Mt. Fuji on a clear day, while Tokyo Tower, inspired by the Eiffel Tower, affords a panoramic view of the sprawling metropolis. Japan's complex religious history can be explored in Kamakura, a small village outside the city. Performances of Kabuki, one of Japan's traditional arts, can be seen at Tokyo's Kabukiza Theatre. Kokugikan is the venue for sumo wrestling matches. The Japanese are avid baseball enthusiasts; you can catch a game of one of Tokyo's four teams Nippon Ham Fighter, Yomiuri Giants, Yakult Swallows and Seibu Lions. Tokyo offers a variety of nightlife options. Ginza, Shinjuku's Kabuki-cho and Roppongi are the best areas for bars and clubs.

