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FOR IMMEDIATE RELEASE

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| Company name   | Resorttrust, Inc.  |
| Representative | Ariyoshi Fushimi, President                                    |
| Code           | 4681, First Section of the Tokyo and<br>Nagoya Stock Exchanges |

**Conclusion of a Joint Research Agreement on “Visualization and Improvement of Restaurant Logistics by Introducing Behavioral Science Analysis with the National Institute of Advanced Industrial Science and Technology (AIST), National University Corporation Kobe University, and Ritsumeikan University**

Resorttrust, Inc. (President: Ariyoshi Fushimi) has started joint research with the National Institute of Advanced Industrial Science and Technology (AIST) (President: Ryoji Chubachi), National University Corporation Kobe University (President: Hiroshi Takeda), and Ritsumeikan University (President: Mikio Yoshida) into “visualization and improvement of restaurant logistics by introducing behavioral science analysis.”

In the joint research, viewing the courses served at a restaurant\* of a hotel operated by the Company as a “cyclical stream of processes of production, physical distribution, and delivery,” the movement of service and kitchen staff (operation, movement trajectories, moving distances), time required for cooking, transporting, and serving dishes, population density of staff per restaurant area, time of contact with customers, employees’ motivation, etc. are measured. These measured data are visualized on a PC screen. By clarifying issues and problems of the overall restaurant operations based on the analysis of the data, the optimum movements will be identified to enhance productivity, customer satisfaction, and employee satisfaction.

\*Japanese Restaurant “Kaikou” at XIV Hamanako

In its five-year medium-term management plan “Connect 50,” the Company has positioned “Dramatically improve productivity through workstyle reform,” as one of the fundamental strategies. With this joint research, the Company aims to enhance productivity of the Company’s hotel restaurants and employees’ job satisfaction as well as customer satisfaction.

**About the joint research**

1. Theme: Visualization and improvement of restaurant logistics  
—IT support will change people’s movements—
2. Objective: Further enhancement of customer satisfaction and employees’ job satisfaction through improvement in productivity by visualization of restaurant operations
3. Research period: from June 1, 2018 to March 31, 2019