The Royal Credo

Royal is in the business of providing food services. In return for the customer’s patronage, we must provide

- Delicious food
- Cleanliness in food preparation and handling
- Cheerful service
- Pleasant atmosphere

Royal’s reward in following these principles will be a fair profit and continued prosperity.

Established June, 1956
A business group that aims to provide Japan’s highest quality food and hospitality services

Since the founding of the Royal Group in 1951, we have aimed to “contribute to the improvement of people’s lives through food.” Recently, Japan’s economy, society and food industry have undergone profound changes. However, we believe it is our mission to continue dedicating ourselves to the development of high quality Japanese food and accommodation, no matter how much the social environment changes. We want everyone to enjoy delicious meals with pleasant service in a comfortable ambient where they can relax. We are always thinking about the satisfaction of our customers, this “hospitality” is the core of our service. Furthermore, as globalization progresses, the hospitality of Japan is highly valued by people all around the world. I believe that the “hospitality business” has great potential to support the Japanese economy in the future.

The Royal Group is engaged in a wide variety of businesses, including “Restaurant Business” services such as western food and tempura rice-bowl chain, as well as various specialty restaurants. We also have “Contract Food Service” with large-scale facilities that provide food to airports, highways and hospitals, as well as “In-flight Catering Business,” “Hotel Business” and “Food Manufacturing.”

By providing the highest quality food and hospitality in Japan and building a sustainable business model, we are able to respond to the expectations of each of our business’s stakeholders, including customers, shareholders, employees and suppliers. Even during this period of rapid change, we aim to become a group whose expansion of stores and businesses remains essential to the community and society.
With the “industrialization of the hospitality business,” the Royal Group strives to achieve sustainable growth by responding to the expectations of stakeholders through the establishment of a hybrid group structure in which each business comes together to generate one synergy.
Restaurant Business

Aim to become “Hospitality Restaurant” that continually provides added value

We aim to make restaurants that are indispensable for each community. By opening more new restaurants and being actively engaged in new business concepts, we can contribute to the further development of Japanese food culture.

We provide additional value to the food served at our restaurants by visiting suppliers to carefully select the finest ingredients and elevating taste to perfection through the efforts of our chefs.

By not only working on new business areas but also constantly refurbishing existing brands, our aim is to create restaurants with an enjoyable dining experience that satisfy guests’ appetites and mindsets.

We operate a wide range of unique brands from authentic French restaurants, coffee shops to fast food restaurants.

Providing delicious food of high-quality and offering comfortable atmospheres

We provide high quality meals for rest areas at airports and highways, convention facilities and offices, government buildings, schools, medical/nursing care facilities, department stores, etc.

Delivering excellent food and service anytime and anywhere

We provide high quality meals and relaxing places to people at 10 major airports in Japan and 12 rest and parking areas on highways. Also, we provide comfortable dining spaces at business and leisure facilities such as convention centers, department stores, offices, government buildings and schools. For health care and nursing home facilities, we offer a variety of menu options to meet every particular need in order to provide enjoyable and delicious meals.

Providing high quality services in various scenes from everyday life to travel

We provide high-quality meals and relaxing places to people at 10 major airports in Japan and 12 rest and parking areas on highways. Also, we provide comfortable dining spaces at business and leisure facilities such as convention centers, department stores, offices, government buildings and schools. For health care and nursing home facilities, we offer a variety of menu options to meet every particular need in order to provide enjoyable and delicious meals.

5 Business Areas

- Restaurants & shops at airports and highway rest areas
- Health care & elderly homes
- Restaurants at department stores
- Conventions, conferences & leisure facilities
- Business & industry

Contract Food Service
Offering a comfortable flying experience with delicious meals

The in-flight catering business was the starting point of our group. With our high quality products and menus that meet all travelers’ needs, we have provided safe, hygienic and delicious meals for more than half a century.

Creating a relaxing, comfortable and impressive place

Richmond Hotel incorporates a universal design, including giving consideration to lighting in guest rooms and barrier-free designs. In addition, we offer relaxing places with a Japanese feeling, using eco-friendly materials and design concepts.

Providing safe, secure and high quality in-flight meals

In 2011, our Kansai Factory became the Japan’s first company in the in-flight catering business to acquire an ISO22000: 2005 certification that specializes in food safety, by the International Organization for Standardization. Also, we have awarded a Gold Medal by QSAI (Quality and Safety Alliance In-flight Service), an international audit program for in-flight catering companies in the Asia Pacific category for six years in a row since FY2012, and the Worldwide Platinum Award, the world top distinction, in FY2017. We have been recognized for our excellence in terms of safety and quality in food handling.

Know-how cultivated through more than half a century of experience

Since 1951, the Royal Group has been growing the in-flight catering business that requires a special know-how. We have developed extensive and diverse menus meeting various needs, exercised ingenuity in ensuring delicious meals are served onboard flights and created a prompt, hygienic and flexible operation system, which takes full advantage of our in-flight catering network covering five airports in Japan: Kansai Airport, Fukuoka Airport, Naha Airport, Narita Airport†, and Haneda Airport†.

†Narita and Haneda Airports are operated by our affiliated companies.

Offering quality relaxation at the highest levels of hospitality

Richmond Hotel, with the highest level of hospitality of the Royal Group, aims to offer reasonable rates to our guests, at the same time, we aim to be friendly to people and nature and constantly improve for the sake of our guests.

As a hotel costantly improving for guests

We constantly strive to provide services to meet all guests’ needs and truly satisfy them. Our people development project builds talents to improve customer satisfaction and overall operations.

A committee consisting of staff that focuses on improving customer satisfaction

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Some of our hotels have many overseas guests, and we communicate in multiple languages such as English, French, Chinese, Korean and Hindi. We respond to a diverse range of needs with sightseeing information concierge service, and foreign currency exchange machines. Pre-order Halal Box Meals and Wudhu facility are also available for our Muslim guests.
To consistently be a company trusted by all stakeholders

Food Safety and Security

Providing the best food safety and security in Japan to each and every customer

The Royal Group provides guidance and instructions to restaurants and facilities. We conduct employee training that is based on our unique quality assurance standards.

- We established a department specializing in quality assurance that prepares manuals while also conducting on-the-spot inspections and issuing improvement guidance.
- We educate employees through the use of a forum on the Intranet that features a wide range of information in relation to food safety and indication issues.
- Places of origin are disclosed on display panels at all restaurants and official websites (Royal Host, Sizzler and restaurants at highway service and parking areas).

Quality and hygiene control systems ensuring both food safety and security

Acquired ISO/IEC 17025:2005 certification as proof of the global trust in our company

Small quantities and large variety food production with a home-made feel

“Cook every portion in a frying pan and serve it with a taste that warms the heart of people.” Such a mindset is consistently maintained even with mass production using huge frying pans. We never compromise on product development all the way from procurement to actual taste and cooking methods.

Hygiene and quality assurance systems that ensures food safety

All facilities associated with the Royal Group are ISO9001-certified. Employee training is conducted to raise awareness of product quality and food safety.

In addition, we have halal-certified production lines at our facilities to create halal meals for our restaurants and also for online shopping.

Food Manufacturing

Central kitchens with product development capabilities, comprehensive product lineups and efficient production systems

The Royal Group’s food manufacturing facilities are located in Tokyo and Fukuoka. With an extensive product lineup and operations to realize stable supplies, we meet a diverse range of needs both inside and outside the company.

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At the Royal Group, quality assurance representatives from individual group companies conduct employee training and issue improvement guidance for restaurants and facilities through the management system that fully complies with all our quality assurance standards. In addition, we have established hygiene laboratories at our Tokyo and Fukuoka facilities conducting thorough quality control such as microbiological and physicochemical tests.
To consistently be a company trusted by all stakeholders

A company that contributes to local communities and society

We strive to be a company that contributes to the development of society through sound business activities based on our Royal Credo, while at the same time, winning trust from a wide range of stakeholders.

Promotion of recycled food residue

The Royal Group promotes food recycling through using food residue as fertilizer and animal feed. In addition, we conduct a food recycling loop by growing vegetables using composted food residue from our restaurants and central kitchens.

Acquired DBJ Business Continuity Management Rating

Royal Holdings acquired a “DBJ Business Continuity Management Rating” that is issued by the Development Bank of Japan in April 2016, making it the first company in the restaurant industry to do so.

Support of earthquake afflicted regions

The Royal Group is actively engaged in supporting regions affected by the 2011 Great East Japan Earthquake and the Kumamoto Earthquake in 2016.

Initiatives to create comfortable working environments

Regular employee satisfaction surveys

We conduct an employee satisfaction survey for all group employees every year and use the results as means to improve working environments.

Recognized as Certified Health & Productivity Management Outstanding Organization (large enterprise category) — White 500

The Royal Group is creating a foundation for employees’ health, which is essential to sustainable corporate growth. We have achieved 100% health examination receipt rate for five years in a row and established a system that industry physicians can advise those with special observations to take reexamination and regularly provide face-to-face guidance. In 2017 and 2018, we were recognized as Certified Health & Productivity Management Outstanding Organization (large enterprise category) — White 500, in a program promoted by Ministry of Economy, Trade and Industry and the Nippon Kenko Kai. 