

# **Supporting Foreign Residents in their Daily Lives: focusing on orientation and consultation services**

Tran Manh Tien



## From Vietnam Vietnam

**Global Trust Networks, Co., Ltd.**

**Post: Division Manager**

**Name: Tran Manh Tien**

**Japanese Name: Honda Susumu**

**Background and nationality: Vietnam**

**Came to Japan in 2003 and stayed for 20 years in the country**

**Last university degree: Completed a master's degree**

**2009 Joined the sales department of a consulting company**

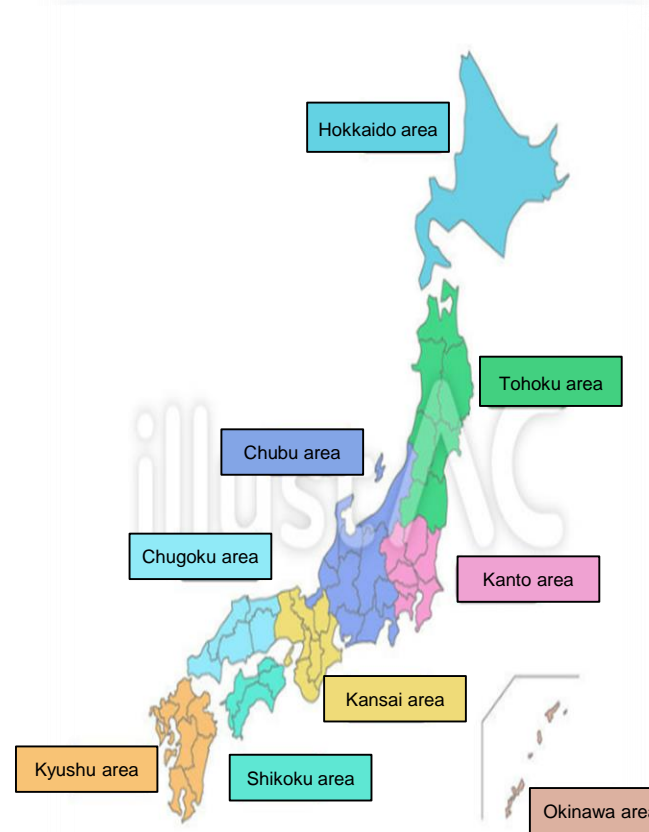
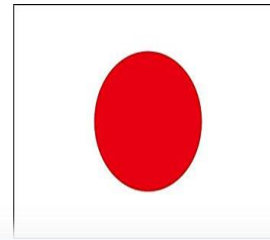
**2015 Joined Global Trust Networks, Co., Ltd. Still in this company.**

**Company vision:**

**Making Your Stay in Japan Great**

We support the daily life of many foreigners in a harmonious way in 21 languages with our strong teamwork.

We contribute to multicultural coexistence through children societies, PTA activities, neighborhood association leaders, etc.

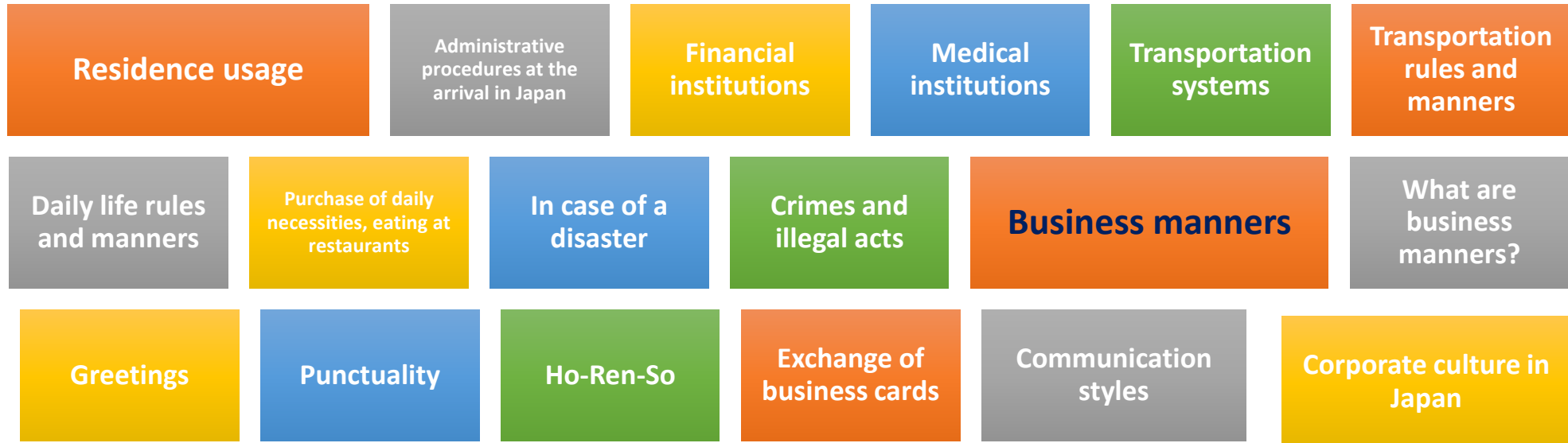


# Services for foreign residents

## Daily life orientation services currently provided

**This project is being implemented with a system of 10 people.**

**We receive demands from companies and hold extensive 3-hour training sessions face-to-face or online.**



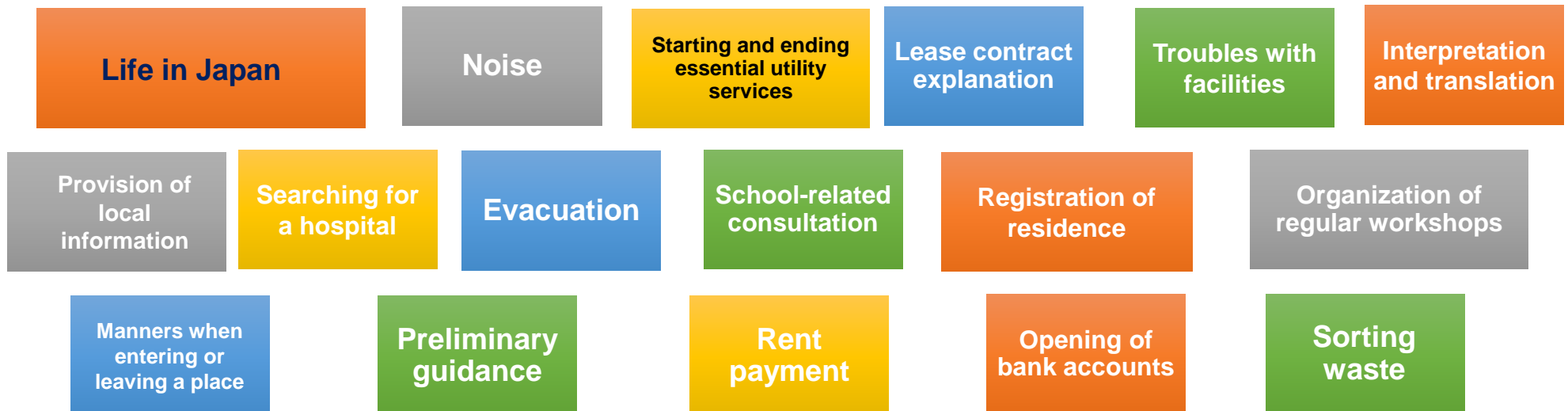
## Services available in 21 languages

Daily work is being carried out by 45 employees from 11 countries.

Each month, we handle about 7000 demands (by phone, email, or the GTN app) on various subjects and we maintain a high rate of successful treatment of more than 97%.

\*Challenge: While an increasing number of foreigners is being received in Japanese society, the important question is to know to which level multilingual mechanisms can be implemented, especially in city offices, hospitals, and schools.

To facilitate communication in the above places, we carry out tripartite interpretation via phone or videoconference.



At GTN, we invest all our energy to support people from various countries!



# Thank you!