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Customer Care  
Pfizer Inc.  
New York, NY  
USA

To Customer Care, Pfizer Inc.,

I tell your (biggest pharmaceutical company in the world) customer survey about the Pfizer's drug briefing session in the Tokyo metropolitan area. On February 24, 2014, a Pfizer's staff opened the Pfizer's small briefing session with the director, head nurse and druggist of our hospital for 30 minutes. But Pfizer's staff had never contacted me (Dr. Shida from Mie University: near first-class public university). As GlaxoSmithKline plc knows, the director of the hospital who is from a third-class private university in Japan, made a crucial mistake with lack of usual feelings of tension which is known by most doctors of four general hospitals (170 beds ~ 980 beds) in the local medical association in Chiba Prefecture. Please be advised to be careful about the graduates or officials of private universities in Japan again. I think Pfizer had better correct information on each doctors' career and also visit doctors from the first or near first-class public university. It is not rare case to see the medical staffs who can't exchange greetings (even "Good Morning") to the doctor at the Japanese Red Cross. I hope that Pfizer refers to the following academic conversation. Toyota said this story, "One day, a customer visited our Toyota showroom in the USA and left without being welcomed by our staff. That is not quite possibly for us, Toyota."

**Mr. Yasuhiro Maeda: General Manager of the Imperial Hotel Osaka (December 14, 2012)**

**Mr. Hideya Sadayasu: General Manager of the Imperial Hotel Tokyo (February 15, 2014)**

Dr. Shida provides an explanation to Mr. Maeda and Mr. Sadayasu # Kinki University (Japan) announced that "We have got most candidates for the university in Japan" on March 27, 2013.

"There are first-class universities, near first-class universities, second-class universities and third-class universities in which a huge sum of money is often made through a secret deal with a broker who intervenes between the university and the candidates in Japan. Many students of first-class universities or near first-class universities have a brain to be hired as a home-teacher. And Kinki University which is a western Japan's biggest university is widely known as a third-class, unintelligent university in Osaka. There is an image song of Kinki University: '*Nande Kindai?* — Why do we become a student of Kinki University (below average, unintelligent university) ?' It's funny! Most students of Kinki University in western Japan don't have a brain to be used as a home-teacher like Tokai University (third-class, unintelligent university) students in eastern Japan in fact. On the other hand, it is true that some graduates of Kinki University have become a president or director of the company or hospital, etc. As Mr. Hideya Sadayasu, General Manager of the Imperial Hotel Tokyo and General Manager of the Imperial Hotel Osaka, knows, Mr. Eikoh Harada who is a graduate of Tokai University, Chairman of McDonald's Japan (former CEO of the McDonald's Holdings Japan, Limited), Mr. Ichiro Matsui who is a graduate of Fukuoka Institute of Technology (second-class, unintelligent university, Fukuoka Prefecture), Governor of Osaka Prefecture and former Professor Toru Abe who is a graduate of Hyogo Medical University (third-class, unintelligent university, Hyogo Prefecture), Director of the Imperial Hotel Clinic, give us a closer image of graduates of Kinki University."

Sincerely,

Yukihisa SHIDA, M.D., Ph.D.

The Doctor and Chairperson of Sports — the fastest pace in history

Team Doctor of the Japan Table Tennis Team (1990-1994)

Chairperson of the International Table Tennis Federation Sports Science Congress (1991)