

People who know their stuff are what makes Ikebe special

Company Profile



Since 40 years ago, Ikebe Musical Instruments has been working with one aim in mind: putting a smile on customers' faces and enriching their artistic life through musical instruments. We have built our reputation with highly knowledgeable staff at brick-and-mortar stores, each focusing on a particular instrument category. With regard to online sales, we intend to maintain our policy of providing a wealth of information and quick response to customers' needs. In order to achieve this aim, it is essential to have dedicated staff with expertise, vision, ideas, and the ability to get things done. We concentrate on fostering these attributes in all our employees, creating a satisfying work environment where people can take the initiative and always look for ways to improve things.



Regardless of gender, age, or seniority, our staff are assigned their positions according to their actual abilities and achievements. And whenever an opinion is voiced or someone comes up with an idea, we try to evaluate and implement it on its merits, no matter who proposed it. As a company active in the field of music and instruments, we of course encourage the people in our organization to play music themselves or engage in other music related activities. We organize concerts and live events as well as the Ikebe Year End Party, thereby providing various opportunities for staff and also our suppliers to interact socially. If we want our customers to understand and love musical instruments, we must first understand and love them ourselves. This is the environment that we aim to build at Ikebe.

Musical instruments are not like ordinary products that simply need to be sold. After a customer buys an instrument, he or she will use it to make music and create their own sound, and possibly to record and perform. This process may require further equipment and support. Therefore we see the purchase only as the start of a long relationship with the customer. And that is where the concept of trust comes in. In order to earn the trust of the customer, we must have solid knowledge in our field, which will enable us to suggest customized solutions, and we must have integrity which is the basis of human interaction. We are working hard every day in order to realize these ideals.

