



フロントデスク デューティーマネージャー/Front Desk Agent Duty Manager (Rusutsu)

Job Information

Hiring Company

Niseko Alpine Development (NISADE)

Job ID

1329223

Industry

Hotel

Job Type

Permanent Full-time

Location

Hokkaido, Abuta-gun Rusutsumura

Salary

3 million yen ~ 4 million yen

Refreshed

February 23rd, 2024 07:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

NISADEでは、「ザ・ヴェール・ルスツ」のフロント担当デューティーマネージャーを募集しています！

フロントデスクのデューティ・マネージャーは、フロントオフィスのオペレーションが円滑に行われるようにする重要な役割を担っています。お客様のご要望や苦情に親身になって迅速に対応し、お客様にご満足いただけるよう適切な処置を施します。また、フロントオフィスマネージャーを補佐し、部署間のコミュニケーションやスタッフのスケジュール管理など、フロントデスク業務のすべての業務が効率的かつ効果的に行われるようにします。The vale Rusutsuのフロントデスクをリードする、日本語と英語を話すフレンドリーなスタッフを募集しています。

NISADE is seeking a Front Desk Agent Duty Manager for The vale Rusutsu !

The Front Desk Duty Manager plays a critical role in ensuring the operation of the Front Office runs smoothly during shift. Front Desk Duty Managers respond quickly to guest requests and/or complaints in a friendly manner and ensure that appropriate action is taken to guarantee guest satisfaction. Front Desk Duty Managers will assist the Front Office Manager in ensuring all duties of the front desk operation which includes inter-department communications, and staff scheduling are undertaken efficiently and effectively. We are seeking friendly, Japanese and English speaking staff to lead the Vale Rusutsu!

仕事内容

- フロントデスクの日常業務の監督と管理
- フロントオフィスとゲストサービスオペレーション間の定期的、継続的なコミュニケーションの確認と指導
- ゲストや従業員とのすべてのやり取りにおいて、優れたサービスを提供するための従業員のコミットメントと必要なサービス行動の育成
- オーナーとの良好な関係の維持
- ゲストの期待を上回る高水準の直感的なサービスの提供
- 効率的でフレンドリーなチェックイン/アウト
- ゲストのアカウントと記録の日々の管理
- レストラン、スキーレッスン、レンタルなどの新規予約、予約の変更、キャンセルを行い、料金が正確に記録されていることを確認する。
- 各予約を事前にチェックし、正確な到着と出発の予約、スキーレンタルやスキーレッスンのバウチャーなどを確認する。
- お客様のご要望やお問い合わせへの迅速な対応
- フロント/ロビーエリア（共用バスルームを含む）を清潔に保つ。
- ハウスキーピングと効果的にコミュニケーションをとり、高レベルの清潔さとゲストの要望が適切に行われるようにする。
- 電話、メール、社内からの問い合わせへの対応
- 必要に応じて、ゲストの移動のアシスト
- 備品、鍵、落下物の記録とセキュリティ管理
- その他、マネージャーから指示された職務

Your duties will include:

- Overseeing and managing the day to day operations of the front desk
- Verifying and leading regular, ongoing communication between Front Office and Guest Services Operations (e.g. managing pre-shift briefings, staff meetings)
- Fostering employee commitment to providing excellent service and required service behaviors in all interactions with guests and employees
- Maintaining positive owner relationships
- Providing a high standard of intuitive service to exceed guest expectations
- Efficient, personalized and friendly Check-ins / Outs
- Daily management of guest accounts and records
- Making new bookings, changes to bookings and cancellations of bookings for restaurants, ski lessons, rentals etc & ensuring charges are accurately recorded
- Pre-checking each booking for accurate arrival and departure bookings as well as ski rental and ski lesson vouchers etc
- Promptly attending to guest requests and enquiries
- Maintaining the reception / lobby area in immaculate condition including common area bathroom
- Communicating effectively with housekeeping to ensure a high level of cleanliness and additional guest requirements are appropriately undertaken
- Answering telephone, email and in house guest enquiries
- Assist with driving / transporting Guests within the village where required
- Log / maintains security of Equipment, Keys, Lost and Found Items
- Perform other duties as assigned by Management

Required Skills

必要条件/Requirements

- ビジネスレベルの日本語と流暢な英語
- リゾートアクティビティや日本文化に興味があること
- 優れた対人コミュニケーション能力（口頭・書面ともに）
- ゲスト一人ひとりのニーズを把握し、そのニーズに合ったパーソナルなサービスの提案
- フロントオフィス、カスタマーサービス、またはゲストベースの職務の経験があれば尚可
- 普通運転免許
- Either business level Japanese and fluent English, or business level English and fluent Japanese
- A genuine interest in resort activities and Japanese culture
- Excellent interpersonal and communication skills, both oral and written with guests as well as colleagues
- Ability to recognise the needs of each guest and suggest personalised services matching their individual needs
- Experience in a front office, customer service, or guest based role
- Driver's License

福利厚生/Benefits

- 才能と貢献に対する表彰制度
- スキーリフト券の貸与
- 一部のリゾートやアクティビティへの社員割引
- 雇用保険、労災、健康保険、厚生年金 の加入可能
- 平均年休120日
- Recognition program for your talents and contribution
- Access to ski lift passes
- Employee discounts to some resorts and activities
- Unemployment insurance, worker's compensation insurance, health insurance, and welfare pension insurance are available
- Average of 120 days off per year

【給与】 年収330万円～

Company Description

Niseko Alpine Developments Co., Ltd or simply NISADE, is a fully integrated Development Management business operating in the ski fields of Niseko, Hokkaido. Specialising in residential developments we power a project from concept to completion including project management and development management. Operating in the ski fields of Japan our residential developments cater to both the local and gaijin purchaser with a passion for the snow sports. Nisade employs those who can share their passion for the ski fields and possesses both excellent English and Japanese language skills. It is essential that our employees have good translation skills for documents and interpreting skills for face-to-face meetings and telephone calls. Our employees are friendly, approachable, and conscientious with a strong customer focus. Whether it is finding the best solution, feasibility scenarios or construction, NISADE's focus is to drive the optimal result for the clients and in so doing guarantee's the best development experience. There simply is no better solution