

**THE PENINSULA**  
HOTELS

## Asst.Restaurant Manager | 3yr+ Experience in Hotel/Fine Dining

◆ Main language: English ◆ Tokyo office日比谷

## Job Information

**Hiring Company**[The Peninsula Tokyo](#)**Subsidiary**

PENINSULA OF TOKYO LIMITED (ザ・ペニンシュラ東京)

**Job ID**

1463774

**Division**

Food and Beverage

**Industry**

Hotel

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Chiyoda-ku

**Train Description**

Hibiya Line, Hibiya Station

**Salary**

5 million yen ~ 6.5 million yen

**Salary Bonuses**

Bonuses paid on top of indicated salary.

**Refreshed**

May 9th, 2024 09:00

## General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent (Amount Used: English usage about 75%)

**Minimum Japanese Level**

Basic

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

## Job Description

**Job Purpose:**

- Plays the role of Outlet Manager in his/her absence to ensure the points below:
- Accountable for the efficient operations of Room Service and relevant requests from other departments while ensuring the provision of quality food and beverage service as an industry leader, while maximizing turnover and maintaining the highest possible departmental revenue and profit margin.
- Represents hotel management, when dealing with all operational and guest service issues related to the Food & Beverage Division

#### **Key Accountabilities:**

- Ensures the delivery of exceptional guest service at all times, providing friendly, yet discreet and unobtrusive service in: Greeting, seating and waiting on all guests.
- Handles, or relays to managers all guest and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
- Establishes and maintains positive guest and colleague interactions with good working relationships.

#### **Operational**

- Ensures that consistency and correct service techniques for all meal periods to be followed by all staff members.
- Ensures that minimum brand and service standards have been implemented.
- Has a thorough knowledge and understanding of all food and beverage items in the menu and the ability to recommend Food and Beverage combinations and upsell alternatives.
- Answers calls transferred from Central Reservations outside of their operation hours (between 22:00 and 9:00), and communicates to them the next day in an efficient manner.
- Conduct daily pre-shift briefings to employees on preparation, service and menu.
- Be a hands-on and be present at all times in the operation, especially during busy periods.
- Monitors the management and organization of functions and events where required, coordinating clients requirements with the other departments in the operation.
- Ensures that employees work in a supportive and flexible manner with other departments, ensuring solid teamwork.

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#### **Required Skills**

1. Required minimum 3 years of Room Service management experience
2. Fluency in English, Japanese language ability is preferred.  
※As majority of our guests are international, Japanese will be used with some local colleagues. As such, basic Japanese skill will be considered as a plus
3. Excellence organisation skills and time management
4. Ability to multi-tasking and delegation

#### **Career Path**

Outlet Manager (Room Service)

#### **Perks and Benefits**

- Retirement Plan (2% company payment in addition to a co-match up to 2% of employee contributions, total 6%)
- Special Public Holidays/6 days per year
- Life Work Balance Leave /3 days per year
- Paternity Leave /3 days per year
- Transportation allowance (up to JPY30000)
- Complimentary Accommodation at Peninsula Hotels
- Complimentary Staff Restaurant (3 meals per day)
- Complimentary Dry Cleaning (Business attire)
- Complimentary Bicycle Parking (On site)
- Restaurant and Bars Discount (25%)
- Staff Dormitory (Depends on availability)

#### **About Peninsula**

The Peninsula hotels is a division of The HongKong and Shanghai Hotels limited ,operates twelve luxury hotels across Asia, Europe and USA. The legendary Peninsula Hong Kong was opened in 1928, was built with the vision of being "the finest hotel east of Suez" .

From our first property in HongKong, The Peninsula Hotels has grown to encompass eleven award-winning properties in Shanghai, Tokyo, Beijing, New York,Chicago, Beverly Hills, Bangkok, Manila, Paris, Istanbul, with The Peninsula London opened in 2023.

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#### **Company Description**