

WYNDHAM • DESTINATIONS



General Manager - Chikumakan Nagano

Job Information

Hiring Company

Wyndham Destinations Japan Ltd.

Subsidiary

Wyndham Destinations Japan LTD

Job ID

1512960

Industry

Hotel

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Nagano Prefecture, Chikuma-shi

Salary

Negotiable, based on experience

Refreshed

July 8th, 2025 10:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Executive

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

No permission to work in Japan required

Job Description

Mission of the Role

To be the Leader of the hotel.

Responsible for the day-to-day operation, managing sales, revenue and marketing. You will also be responsible for developing a team that can deliver results with "Win Win" attitude.

Scope of the Role

Responsible for overseeing the entire hotel operation and commercial interests.

To promote a positive environment of the workplace.

Prepare the overall Hotel strategic plan.

Overall financial management of the entire business operations. This will include the preparation of budgets, key performance indicators, financial reporting and capital expenditure to ensure effective cost control and profitability.

Drive the revenue management of the hotel, ensuring daily, weekly, and monthly revenue meetings are taking place. Have full control over all revenue management decision including group, corporate, and inbound rates.

Achieve continued revenue growth through innovation in services, product offerings and sales and marketing initiatives.

Provide effective leadership, management, training, motivation, and development of all team

members in your reporting line.

Maintaining good relationships with all stakeholders, including suppliers.

Reports To

Head of Hospitality Japan

Core Job Responsibilities & Duties

- Report regularly with all matters concerning the business, human resources, and operations of the hotel.
- Review daily, weekly, monthly, quarterly, and annual forecasts.
- Review breakfast operations to ensure that the quality, service, and presentation is up to standards.
- Conduct monthly F&B meetings to review revenue, forecasts, and develop strategies to ensure F&B is profitable each month.
- Review housekeeping operations to ensure the quality and service is up to standards.
- Conduct monthly housekeeping meeting to review all housekeeping complaints and issues including public area cleaning matters.
- Regularly communicate with Revenue Manager to ensure the hotel exceeds budget.
- Develop sales strategies with Revenue Manager and report.
- Act as Human Resources Manager to ensure all employees are trained and the employees are motivated. Act immediately on all HR issues and report.
- Manage training plan to ensure all employees improve skills and knowledge to do their job better.
- Conduct annual evaluation.
- Coordinate with all IT matters.
- Coordinate with Finance for Accounts Payable and Receivable tasks.
- Lead the team to ensure guest review ratings is above average. Review and plan strategies to improve guest reviews.
- Attend relevant conferences and seminars as directed by the Company.
- To ensure the hotel fully complies with all relevant Government and Local Authority Legislation relevant to the operation of the hotel as a business and employer.
- Make yourself available for all emergencies, take control of the situation, and report.
- Report on all tasks delegated within 72 hours.
- Be a positive role model for all employees.
- Handle any other tasks and duties delegated by the company

Company Description