



## 1. Team Leadership & Operations

- Lead, mentor, and support the reservations team to achieve performance and service excellence.
- Monitor daily reservations, ensuring accuracy, efficiency, and adherence to service standards.
- Provide training and guidance on best practices, system usage, and customer service.
- Develop standard operating procedures (SOPs) to improve booking efficiency and issue resolution.
- Conduct regular performance reviews and implement professional development initiatives.

## 2. VIP, Returning Guests, and Owners Handling

- Manage VIP, returning guests, and owners bookings, ensuring a personalized and seamless experience.
- Address and resolve complaints or escalations with professionalism and brand integrity.
- Ensure all special requests are delivered.
- Enhance retention strategies through proactive engagement, follow-ups and collaboration with Marketing and other stakeholders.

## 3. Booking & Revenue Optimization

- Oversee pricing strategies, special promotions, and discount applications to maximize revenue.
- Ensure rate parity across platforms and coordinate with marketing and revenue teams.
- Monitor and analyze booking trends to improve occupancy rates and profitability.
- Identify upselling and cross-selling opportunities within reservations.

## 4. System & Process Management

- Ensure accuracy in the booking system, updating property availability and reservation details.
- Troubleshoot booking system issues and coordinate with Tech or partners for resolutions.
- Develop efficiency improvements for booking workflows and reduce error rates.
- Implement and refine reporting processes to track performance and team KPIs.

## 5. Collaboration & Stakeholder Management

- Liaise with property owners and operations teams to manage bookings and guest expectations.
- Work closely with payments, guest experience, marketing, revenue, and operations teams to streamline processes.
- Build and maintain relationships with travel agents, partners, and corporate clients.
- Provide insights and feedback on market trends to shape business strategies.
- Share regular reporting to senior management through reports and dashboards.
- Attend meetings as the representative of International Reservations.

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## Required Skills

### Qualifications

- Experience: Minimum 3-5 years in reservations, hospitality, or luxury travel, with at least 1 year in a leadership role.
- Customer Service Excellence: Strong track record in handling high-end guests and managing escalations.
- Technical Proficiency: Familiarity with reservation systems, PMS, and CRM software.
- Problem-Solving Skills: Ability to manage urgent booking requests and operational challenges efficiently.
- Leadership & Coaching: Experience in mentoring, training, and performance management of a team.
- Revenue & Upselling Knowledge: Understanding of pricing structures, promotions, and revenue optimization.
- Industry Insight: Awareness of luxury hospitality trends, guest preferences, and competitive strategies.
- Language: Japanese proficiency will be an advantage, however is not required

### Salary package/benefits

4.3million ~ yen/year value contract package

### Includes:

- Very competitive salary
- Access to bonus program/Work-related training subsidy
- Summer and winter recreational allowance
- Health insurance, welfare pension insurance, unemployment insurance and worker's compensation insurance are available
- 10 days of Annual Leave per year, increasing yearly to 20 days in the 6th year
- Average of 120 days off per year (includes public holidays, excludes annual leave)
- Company trips and activities

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## Company Description