



## PR/117997 | Quality Control & Customer Complain Manager (Japanese Speaking)

### Job Information

**Recruiter**[JAC Recruitment Thailand](#)**Job ID**

1556835

**Industry**

Restaurant, Food Service

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

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### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

We are committed to selecting and maintaining the freshness of our ingredients, as well as developing our own unique technology, to elevate the quality of every dish served. This has led us to grow and become Japan's number one sushi restaurant, serving over 150 million customers annually.

**Job Title:** Quality Control & Customer Complain Manager (Japanese Speaking)

**Business Type:** Food & Beverages

**Location:** Khlongtan Nua, Bangkok

**Job Type:** Full-time, Monday-Friday, 08:30-17:30 hrs.

### Responsibilities:

- Provide guidance and support to the team to ensure smooth operations.
- Update branch manuals and be responsible for overall hygiene management.
- Verify the accuracy of various team documents (e.g., manuals and work documents).
- Manage customer complaint handling.
- Develop and improve teamwork procedures.
- Edit and produce videos, such as hygiene videos.
- Other tasks assigned by the Senior Manager.

#### **Qualifications**

- Bachelor's degree in any field.
- Good command of English & Japanese (Business level)
- At least 1-2 years of team management or supervision experience.
- Effective coordination and communication skills.
- Excellent analytical and problem-solving skills.
- Proficient in planning, prioritizing, and managing tasks.
- Experience in team management.
- Experience and knowledge in quality control (hygiene management) and customer service.

#### **Benefits:**

- Health Insurance
- Annual Leave
- Performance/results-based Bonus
- Transportation/ Business Trip Allowance

**How to Apply:** If you meet the qualifications and are excited about this opportunity, please submit your resume and a cover letter by click "APPLY" We look forward to hearing from you!

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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#### **Company Description**