



## Front Desk Duty Manager / Guest Services Assistant Manager

**High English usage environment!**

### Job Information

#### Hiring Company

[Pullman Tokyo Tamachi](#)

#### Job ID

1569234

#### Division

マーケティング部門

#### Industry

Hotel

#### Company Type

International Company

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards, Minato-ku

#### Train Description

Yamanote Line, Tamachi Station

#### Salary

4 million yen ~ 5 million yen

#### Work Hours

シフト制 (夜勤あり)

#### Holidays

年間休日115日

#### Refreshed

April 15th, 2026 09:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Mid Career

#### Minimum English Level

Business Level (Amount Used: English usage about 75%)

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

High-School

#### Visa Status

Permission to work in Japan required

### Job Description

**[Position Summary]**

We are seeking an experienced Guest Services Assistant Manager to support and lead front desk operations at Pullman Tokyo Tamachi, a premium lifestyle hotel under the Accor Group.

In this role, you will act as the Front Desk Duty Manager, taking responsibility for hotel-wide operations during assigned shifts, ensuring seamless guest experiences, and leading the front office team with confidence and professionalism.

**[Key Responsibilities]**

- Supervise and perform all front desk operations as a Duty Manager
- Act as the shift leader, overseeing overall hotel operations during assigned hours
- Serve as the point of escalation for guest complaints, incidents, and emergencies
- Handle VIP guest arrivals and special requests
- Act on behalf of the General Manager during night shifts
- Ensure smooth communication and coordination across departments
- Lead, support, and motivate front office team members

**[Employment Type]**

- Full-time, Permanent
- Probation period applicable

**[Salary & Benefits]**

- Annual Salary: JPY 4,000,000 – 5,000,000 (including night shift & overtime allowances)
- Monthly Salary: JPY 320,000 – 400,000 (depending on experience)
- Performance-based salary review & bonus available

**[Benefits include]**

- Meal allowance: JPY 13,650 / month
- Full social insurance coverage
- Transportation allowance (up to JPY 50,000 / month)
- Overtime, night shift, and holiday work allowances
- Uniform provided
- Accor Group employee discount card (usable at hotels worldwide after 6 months)

**[Working Hours]**

- Shift-based schedule (including night shifts)
- 115 days off per year

**[Location]**

Pullman Tokyo Tamachi  
3-1-21 Shibaura, Minato-ku, Tokyo

- Direct access (1 min walk) from JR Tamachi Station (Yamanote / Keihin-Tohoku Line)
- 3 min walk from Mita Station (Toei Asakusa / Mita Line)

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**Required Skills****[Mandatory Qualifications]**

- Minimum 2 years of experience as a Front Desk Supervisor, Night Manager, or Front Desk In-Charge at a hotel
- Proven ability to handle guest complaints, emergencies, and crisis situations calmly
- Strong decision-making skills under pressure
- Business-level English proficiency
- Business-level Japanese (JLPT N2 or above), with the ability to communicate smoothly and effectively with guests and internal teams
- Flexibility to work shifts, including nights
- Leadership mindset with the ability to guide and support team members

**[Ideal Candidate Profile]**

- Ready to step up into an Assistant Manager-level role
- Comfortable taking ownership as the person in charge during shifts
- Enjoys working in a fast-paced, international hotel environment
- Strong communicator who leads with positivity and professionalism

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**Company Description**