



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

February 4th, 2026 11:00

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)

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

Company Description