



Understanding People

Quality Manager / 品質マネージャー

Luxury hotel, Lead quality improvement

Job Information

Recruiter

Specialized Group

Job ID

1583694

Industry

Hotel

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

March 23rd, 2026 14:09

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

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Quality Manager, Luxury Hotel 品質マネージャー・高級ホテル

Our client, a renowned luxury hotel chain, is seeking a Quality Manager to implement quality assurance processes that align with the company's mission and brand standards. This role offers the opportunity to champion the Quality function, focusing on continuous improvement and ensuring both customer and employee satisfaction.

Key Responsibilities:

- Conduct monthly audits for compliance with brand standards
- Coach managers on Total Quality Management leadership style
- Review guest feedback and ensure corrective actions
- Facilitate process improvement teams for measurable improvements
- Analyze defect trends using data collection methods

- Implement quality assurance processes at the property level
- Direct property quality efforts to meet customer requirements

- 月次監査を実施し、ブランド基準への準拠を確認
- 総合品質管理のリーダーシップスタイルについてマネージャーを指導
- ゲストのフィードバックを確認し、是正措置を実施
- プロセス改善チームを主導し、測定可能な改善を実現
- データ分析を用いて不良傾向を分析
- ホテルレベルでの品質保証プロセスを実施
- 顧客要求を満たすための品質努力を指導

Qualifications:

- 2-year degree in Business Administration or Hotel Management
- 3 years experience in guest services or related area
- 4-year bachelor's degree in Business Administration or Hotel Management
- 1 year experience in guest services or related area
- Experience with Total Quality Management (TQM)
- Familiarity with quality assurance processes and tools
- Strong data analysis skills
- Experience in process improvement methodologies
- Excellent communication and customer service skills

- ビジネス管理またはホテルマネジメントの学位（2年制または4年制）、およびゲストサービスまたは関連分野での1年以上の経験
- 総合品質管理の経験
- 品質保証プロセスとツールへの精通
- 優れたデータ分析スキル
- プロセス改善手法の経験
- 優れたコミュニケーション能力と顧客サービススキル

Company Description