

WYNDHAM • DESTINATIONS



Guest Relations Officer - Shigakogen

募集職種

採用企業名

ウインダム・デスティネーションズ・ジャパン株式会社

求人ID

1515216

業種

ホテル

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 少数

雇用形態

正社員

勤務地

長野県, 下高井郡山ノ内町

給与

経験考慮の上、応相談

更新日

2025年08月08日 08:00

応募必要条件

職務経験

1年以上

キャリアレベル

新卒・未経験者レベル

英語レベル

日常会話レベル (英語使用比率: 50%程度)

日本語レベル

日常会話レベル

最終学歴

大学卒: 学士号

現在のビザ

日本での就労許可が必要です

募集要項

POSITION REPORTS TO: Operations Manager

POSITIONS REPORTING TO THIS POSITION: Room Attendants

KEY RELATIONSHIPS:

Internal: Reservations, Guest Relations, Guest Services, Housekeeping, Food & Beverage, Kitchen

External: Guests, Vendors, Suppliers, Contractors

PRIMARY OBJECTIVES:

PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)

- Greet all guests at all times in a friendly and helpful manner and attempts to learn and use guest's name at every opportunity.
 - Register and rooms all arrivals according to established procedures.
 - Maintain intimate knowledge of departmental standards and procedures.
 - Perform check in, check out and room change procedures and ensures all data are entered completely into the hotel systems in accordance with reservation.
 - Maintain cashier float and ensures accurate daily report of all money received.
 - Cash hotel guest's personal and travelers checks and assists with currency exchange.
 - Keep abreast of all modifications to accounting policies and procedures.
 - Responsible and attends to guest's request of using the service of safety box at all times.
 - Knowledgeable of all special promotion procedures, for programs such as: Seasonal Packages, Wyndham Rewards programs.
 - Attend to guest's complaints, inquiries and requests, referees problems to Operations Manager and Guest Relations Manager if he/she unable to assist.
 - Do everything possible to ensure that the guests depart the hotel with a positive impression of hotel service.
 - Perform the audit balances and prepares all works for audit in an orderly fashion.
 - When on night shift, checks night report, prepare the morning report and prepare all necessary forms for the guest arrival.
 - Maintain comprehensive knowledge of standard reservation procedures including correct forms to use, how to read telex, e-mail, messages, and how to interpret availability sources within the reservation systems.
 - Take personal interest and pride to ensure that the front desk work area is kept clean and in an orderly state all times.
 - Endeavor to maintain the high standards of the hotel with particular regard to the importance of Wyndham Rewards member and other VIP's and with reference to hotel and to be a health or safety hazard.
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スキル・資格

KEY POSITION CRITERIA:

- Able to work in multi- environment.
 - Good communication skills.
 - Good Interpersonal Skills.
 - Proficient in the use of Microsoft Office and Front Office System.
 - Fluent in Japanese.
 - Second foreign language is preferred.
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会社説明