

# WYNDHAM • DESTINATIONS



## Guest Experience Host- Chikumakan Nagano

### 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

#### 支社・支店

Wyndham Destinations Japan LTD

#### 求人ID

1516641

#### 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, 千曲市

#### 給与

経験考慮の上、応相談

#### 更新日

2025年07月16日 04:00

### 応募必要条件

#### 職務経験

1年以上

#### キャリアレベル

エグゼクティブ・経営幹部レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

専門学校卒

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

**POSITION REPORTS TO:** General Manager

**POSITIONS REPORTING TO THIS POSITION:** Guest Services, Room Attendants, Food & Beverage Services.

#### KEY RELATIONSHIPS:

Internal: Sales team, Marketing team, Resort hospitality team

External: Guests

**PRIMARY OBJECTIVES:**

Responsible for establishing and maintaining mutual understanding and goodwill between VIP guests and management.

**PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)**

- Plan and co-ordinate the provision of friendly, efficient services to VIP guests
- Conduct pre-arrival calls to reconfirm guests' arrival dates, arrival time, number of guests, room type, and meal options.
- Welcome VIP guests and assist with check-in.
- Provide information of the resort upon arrival.
- Schedule activities for VIP guests
- Attend recreation activities when necessary.
- Assist with translations (information; guest directory; menus etc.) as required.
- Provide feedback from VIP Guests to General Manager for action.
- Provide amenities for VIP guests.
- Set up guest rooms for VIP guests with special occasions.
- Meet with independent guests (rent out) to discuss about Club Wyndham Asia products and offer reservations for sales presentation coordinating with Sales department.
- Display a Count On Me! service to all internal and external parties.
- Display innovation through inspiring, creating and improving processes and products.
- Show integrity in all aspects of the position by doing the right thing, taking responsibility and delivering on the promise.
- Display leadership values by ensuring effective communication and respecting your peers and managers. Support others within the team and empower each other wherever possible.

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**スキル・資格**
**KEY POSITION CRITERIA:**

- Excellent customer service and selling skills
- Flexibility to changing products, targets, markets and customer preferences
- Strong values of customer service and integrity
- Positive, enthusiastic and outgoing attitude
- Excellent communication and listening skills
- Self-motivated, and goal driven with high propensity to succeed
- Demonstrated rapport building skills
- High degree of reliability and integrity
- Ability to work independently and contribute as a team player
- Presents oneself as a professional role model
- Physical ability to stand upright on feet for extended periods
- Be a team player, supporting and motivating others
- High degree of resilience and ability to handle rejection
- Ability to quickly build rapport
- Sound problem solving and negotiating skills
- Basic computing skills
- Willingness to learn and keep up to date on market knowledge
- Must be available to work shift hours and on weekends
- Spoken and Written Japanese and English language skills.
- Good communication skills.
- Good writing skills.
- Good Interpersonal Skills.
- Proficient in the use of Microsoft Office and Front Office System.
- Problem solving and organizational abilities.

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**会社説明**