



Guest Experience Host- Chikumakan Nagano

募集職種

採用企業名

トラベルアンドレジャージャパン株式会社

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12月03日 15:00

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.

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.

会社説明