# Front Desk Duty Manager / Guest Services Assistant Manager

**High English usage environment!**

## 募集職種

**採用企業名**
エイ・エイ・ピー・シー・ジャパン株式会社　プルマン東京田町

**求人ID**
1569234

**部署名**
宿泊部

**業種**
ホテル

**会社の種類**
外資系企業

**雇用形態**
正社員

**勤務地**
東京都 23区, 港区

**最寄駅**
山手線、　田町駅

**給与**
400万円 ~ 500万円

**勤務時間**
シフト制 ( 夜勤あり )

**休日・休暇**
年間休日115日

**更新日**
2026年11月11日 07:00

## 応募必要条件

**職務経験**
1年以上

**キャリアレベル**
中途経験者レベル

**英語レベル**
ビジネス会話レベル (英語使用比率: 75%程度)

**日本語レベル**
ビジネス会話レベル

**最終学歴**
高等学校卒

**現在のビザ**
日本での就労許可が必要です

## 募集要項

**【Position Summary】**

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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)

## スキル・資格

**【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

## 会社説明