



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

マーケティング部門

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05月06日 08:00

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】

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