



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02月04日 11:00

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