

Hotelier Staff (Greeters) / Welcome those who love Hawaii!

Open to all nationalities

募集職種

採用企業名
リゾートトラスト株式会社

支社・支店
The Kahara Hotel & Resort Yokohama

求人ID
1577482

部署名
宿泊部　ゲストリレーションズ

業種
ホテル

会社の種類
大手企業 (300名を超える従業員数)

雇用形態
正社員

勤務地
神奈川県, 横浜市西区

最寄駅
みなとみらい線、　新高島駅

給与
250万円 ~ 450万円

勤務時間
7：00 ~ 23：00の間で8時間、残業10 ~ 20時間 ※季節により変動あり

休日・休暇
●年間休 120 ●年次有給休暇（当社規程による）●慶弔休暇　●産前産後休暇　●育児休業　●介護休業

更新日
2026年10月26日 03:00

応募必要条件

職務経験
1年以上

キャリアレベル
新卒・未経験者レベル

英語レベル
流暢レベル (英語使用比率: 50%程度)

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
日本での就労許可が必要です

募集要項

≪Position Overview / Highlights≫

Join an international luxury hotel environment where both English and Japanese are used daily.
We welcome candidates of all nationalities who are passionate about hospitality and customer service.

The Kahala Hotel & Resort Yokohama carries on the legacy of the prestigious luxury hotel brand from Hawaii, delivering world-class hospitality in Japan.

This is a customer-facing “Greeter” role, serving as the face of the hotel and creating memorable guest experiences.

【About the Company】

The Kahala Hotel & Resort Yokohama opened in September 2020 as the first Kahala-branded hotel in Japan.

We are part of a Tokyo Stock Exchange Prime listed group that operates one of Japan’s largest membership resort hotel businesses, providing a stable and well-established foundation.

We continue the renowned hospitality spirit of the original Kahala Hotel in Hawaii while delivering service tailored to the Japanese market.

【Job Description】

- Welcome and guide guests at the hotel entrance and lobby
- Assist with luggage handling and escort guests to rooms
- Support check-in and check-out operations
- Coordinate with accommodation and guest relations teams
- Provide warm, professional hospitality as the “face” of the hotel

This role focuses on guest service and hospitality rather than technical skills.

【Who This Role Is For】

- Those who want to use English in customer service
- Those interested in luxury hospitality
- Those who enjoy international and Hawaiian culture
- Candidates of all nationalities welcome
- People who enjoy Yokohama and international tourism

【Career Path】

You will learn through OJT and structured training.

Clear promotion track:

- Captain level in approx. 2 years
- Chief level in approx. 4 years

Strong performers can achieve rapid career growth in hospitality.

【Work Environment for International Staff】

We welcome employees from diverse national and cultural backgrounds.

As long as you can communicate in Japanese for daily operations, nationality does not matter.
English is frequently used due to the Hawaiian brand and international guests.

【Location】

1-1-3 Minatomirai, Nishi-ku, Yokohama
Nearest stations: Shin-Takashima / Minatomirai

【Salary】

Annual salary: JPY 3,000,000 – 4,500,000
(Monthly salary + bonus twice per year)

Determined based on experience and ability

【Working Hours】

Shift system between 7:00 – 23:00
(8 hours per day)

Overtime: approx. 10–20 hrs/month

【Holidays & Benefits】

- 120 annual holidays
- Paid leave
- Maternity / childcare leave
- Social insurance
- Annual salary increase
- Bonus twice per year
- Employee dormitory available
- Staff cafeteria
- Transportation allowance
- Overtime / late-night allowance

スキル・資格

【Required】

- Business level English
- Business level Japanese (customer-facing level)
- At least 1 year work experience (service experience preferred)
- Valid work permission in Japan

【Preferred】

- Hotel experience
- Airline / travel / retail / customer service experience
- Study abroad or international background
- Interest in Hawaii or global hospitality

※Please prepare a Japanese resume with photo and CV when applying.

会社説明