



フロントデスクスタッフ(ルスツ) /Front Desk Agent (Rusutsu) | 未経験の方も安心して始められます

○Use of English ○楽しくフレンドリーなチーム ○従業員割引

## Job Information

### Hiring Company

Niseko Alpine Development (NISADE)

### Job ID

1329269

### Industry

Hotel

### Job Type

Permanent Full-time

### Location

Hokkaido, Abuta-gun Rusutsumura

### Salary

2.5 million yen ~ 3.5 million yen

### Refreshed

January 17th, 2025 07:00

## General Requirements

### Minimum Experience Level

Over 1 year

### Career Level

Mid Career

### Minimum English Level

Daily Conversation

### Minimum Japanese Level

Fluent

### Minimum Education Level

Bachelor's Degree

### Visa Status

Permission to work in Japan required

## Job Description

フロントデスクスタッフは、ゲストのチェックイン・チェックアウトや登録業務、客室の予約管理や支払い精算、精算報告書の作成などを行います。また、ゲストからの苦情やサービスのリクエストなども担当します。

Front Desk staff must be able to perform pre-registration and registration duties for incoming guest. They essentially check guest in and out, make room reservations and track and report room statues and rates. A hotel front desk agent is also available to all guests who need to report a complaint or request a service.

### 役職の主な役割

- フロントデスクスタッフの主な業務は、ゲストをお出迎えし客室にご案内する他、チェックイン・チェックアウト、客室予約の受付、ゲストサービスの予約も行います。チェックイン前には、宿泊者カードやルームキー、ゲストサービスのパウチャーの準備を行い、チェックアウト時にはルームチャージの確認や清算を行います。その他、売り上げ報告書の提出なども含まれます。
- チェックインの前に、ゲストからのリクエストの詳細を事前に確認し、客室の準備をする必要があります。

- チェックインの際、ゲストに支払い方法などを確認し、ゲストのID（パスポートなど）のコピーを取る必要があります。
- ゲストからの苦情またはサービスリクエストを受けた場合、機敏に対応し処理できる能力が必要です。
- ゲストの情報登録やチェックアウト時に必要な精算処理などの確認を行います。
- ゲストのリクエストに応じて、事前にゲストサービスを提供することで、客室とゲストサービスの同時販売を行います。
- スーパーバイザーによって割り当てられたその他の業務を行います。

### Key Responsibilities

- Perform check in and check out for guests, providing rooms for guest with or without reservations is the chief task of a hotel front desk staff. This includes services same day reservations as well as pre-registered guests. Front desk staff must be able administered and presented vouchers of guest pre-booked services in resort or any product & services packages that has been paid prior guest arrival. The Hotel front desk staff will provide information about available rooms and rates, furnish room keys and hotel information and process payments. These duties also include checking guest out of hotels
- Prior to check in, front desk staff must be able perform a room check prior guest check in for details like guest personal request in their room
- During check in, a front desk agent will verify guest's method of payment and obtain a copy of the guest ID
- As hotel front desk staff is typically the individual who is approached by guests with comments, complaints, or service request, front desk staff should be able to handle complaints and requests in a timely manner
- Perform bookkeeping duties, in many cases a hotel front desk agent will be responsible for balancing cash accounts and ensure that all checkout payment balance at the end of their shift
- Also being able to upsell rooms or guest services by providing the right recommendation and booked guest services in the resort as per requested
- Other duties as assigned by supervisor

### Required Skills

#### 必要条件/Requirements

- 実務経験がある場合は推薦状の提出
- 個人パフォーマンスやチームワーク能力
- 細やかな配慮ができ、書面および口頭でのコミュニケーション能力が高いこと
- プロフェッショナルな身なり
- コンピュータやマイクロソフトオフィスを使いこなす能力
- 仕事を学ぶ姿勢や態度
- 優れた接客スキル
- 業務時間に柔軟に対応
- ビジネス会話レベルの日本語の読み書き、会話
- 日常会話レベルの英語の読み書き、会話
- 普通自動車運転免許
- 基本勤務日数は週5日ですが状況により週6勤務になる場合もあり
- Have a solid reference as having previous hospitality experience is an advantage
- Task-driven individual and a team player
- Strong written and verbal communication skills, in addition to attention to details
- Well-presented and professional appearance
- Competency with computers / Microsoft office
- Ability to learn the job
- Excellent customer service skills
- Must have flexible hours
- Japanese language skills at N2 level or above
- Reading, writing and speaking English at an everyday conversational level
- Driver's license
- Standard working days are 5 days per week, might up to 6 days per week

#### 福利厚生/Benefits

- フレンドリーで成功しているチーム環境での仕事
- 才能と貢献に対する表彰制度
- スキーリフト券の貸与
- 一部のリゾートやアクティビティへの社員割引
- 雇用保険、労災、健康保険、厚生年金 の加入可能
- 平均年休120日
- Working in a friendly and successful team environment
- Recognition program for your talents and contribution
- Access to ski lift passes
- Employee discounts to some resorts and activities
- Unemployment insurance, worker's compensation insurance, health insurance, and welfare pension insurance are available
- Average of 120 days off per year

### Company Description

Niseko Alpine Developments Co., Ltd or simply NISADE, is a fully integrated Development Management business operating in the ski fields of Niseko, Hokkaido. Specialising in residential developments we power a project from concept to completion including project management and development management. Operating in the ski fields of Japan our residential

developments cater to both the local and gaijin purchaser with a passion for the snow sports. Nisade employs those who can share their passion for the ski fields and possesses both excellent English and Japanese language skills. It is essential that our employees have good translation skills for documents and interpreting skills for face-to-face meetings and telephone calls. Our employees are friendly, approachable, and conscientious with a strong customer focus. Whether it is finding the best solution, feasibility scenarios or construction, NISADE's focus is to drive the optimal result for the clients and in so doing guarantee's the best development experience. There simply is no better solution