



リザーベーションコンサルタント・Reservations Consultant 【未経験者歓迎】

Job Information

Hiring Company

Niseko Alpine Development (NISADE)

Job ID

1389544

Division

Reservations

Industry

Hotel

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Hokkaido, Abuta-gun Kucchin-cho

Salary

3 million yen ~ 3.5 million yen

Refreshed

July 9th, 2024 06:00

General Requirements

Career Level

Entry Level

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

High-School or Below

Visa Status

Permission to work in Japan required

Job Description

- Process reservations in a timely and accurate manner including sending reservation and confirmation letters
予約と確認書の送付を含む、タイムリーで正確な予約処理
- Answer incoming calls and assist with reservations, confirmations, room need requests, and questions from guests, agents, partners and OTA's 宿泊客、代理店、パートナー、OTAからの予約、確認、部屋のリクエスト、質問などに対応
- Maintain knowledge of current resort events, activities, and hours of operation as well as dining options currently available.
リゾートのイベント、アクティビティ、営業時間、食事のオプションなどの情報の把握
- Provide information regarding rental availabilities and guest services and rental availabilities over the phone, via email
電話やEメールで、レンタルの空き状況やゲストサービスに関する情報の提供
- Greet guests warmly and perform registration procedures as required.
ゲストを温かく迎え、必要に応じて登録手続きを行う

- Optimize revenue based operational constraints.
オペレーション上の制約を踏まえた収益の最適化
- Manage the Customer database
顧客データベースの管理
- Communicate weekly with the reservation and guest services team
予約・ゲストサービスチームと毎週連絡を取る
- Communicate as necessary with the front office team during winter
冬期におけるフロントオフィスチームとの必要なコミュニケーション
- Sell process and enter and confirm room reservations using selling techniques and strategies.
販売テクニックと戦略を駆使した販売プロセス、客室予約の入力と確認
- Assist guests with issues and complaints, with empathy and a focus on guest satisfaction.
ゲストが問題や苦情を抱えている場合、共感を持ってゲストの満足度を重視したアシストを行う
- Provide support to hotel operations when required
必要に応じてホテルの運営をサポートする
- Liaise with Online Travel Agents and support coordination of all things OTA with a focus on Japanese OTA's including but not limited:
オンライン旅行代理店との連携を図り、日本のOTAを中心としたOTA全般のコーディネートをサポートする（ただし、これに限定されない）
- Uploading and creating of plans, rates, images, text/ descriptions
プラン、料金、画像、テキスト/説明文のアップロードと作成
- Process reservations and services payments
予約やサービスの支払い処理
- Provide support to the Sales & Marketing team
セールス&マーケティングチームへのサポート

Required Skills

- Intermediate PC skills 中級程度のPCスキル
- Genuine desire to achieve excellence in guest satisfaction
ゲスト満足度を達成したいという純粋な気持ち
- Passionate, enthusiastic and motivated about their work
仕事に対する情熱、熱意、やる気
- Friendly, helpful and patient
親しみやすく、親切で、忍耐強い
- Exceptional grooming standards, professional presentation & work ethics to meet 5star expectations
5つ星の期待に応えるための卓越した身だしなみ、プロフェッショナルなプレゼンテーション、仕事に対する倫理観
- Ability to work effectively in a high pressure environment
プレッシャーのかかる環境下で効果的に仕事をする能力
- Ability to work a rotating 7days roster including weekends & public holidays
土・日・祝日を含む7日間のローテーション勤務が可能な方
- Ability to learn quickly to gain a strong knowledge of Hirafu and the surrounding area
ヒラフとその周辺地域に関する知識を習得する能力
- Exceptional interpersonal and communication skills, both oral and written
優れた対人能力およびコミュニケーション能力（口頭・書面）
- Able to work as part of a team and maintain control and composure in difficult situations
チームの一員として働き、困難な状況下でもコントロールと冷静さを保つことができること
- Reliability and punctuality are a must
信頼性と時間厳守は必須
- HIGH level of attention to detail and accuracy
高いレベルでの細部へのこだわりと正確さ

福利厚生

- 大きな成長期を迎えた素晴らしいチームを率いるチャンス
- すべてのお客様に貢献する機会
- 友好的で成功したチーム環境での仕事
- 包括的なトレーニングおよび導入プログラム
- あなたの才能と貢献に対する表彰制度
- スキー場のリフト券の利用
- 一部のリゾートやアクティビティでの従業員割引
- 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
- 冬季レクリエーション手当30,000円（1回限り）

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