



Front Office Manager/フロントオフィスマネージャー

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Job Information

Hiring Company

Niseko Alpine Development (NISADE)

Job ID

1433537

Industry

Hotel

Job Type

Permanent Full-time

Location

Hokkaido, Abuta-gun Rusutsumura

Salary

3 million yen ~ 5 million yen

Refreshed

June 25th, 2024 04:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

The Front Office Manager is responsible for all duties of the front desk operation which includes inter-department communications, and staff scheduling. The Front Office Manager should possess strong communication skills and demonstrate effective leadership abilities. In addition to assisting in the operation of the Front Office operation and guest services personnel, this position will respond quickly to guest requests and/or complaints in a friendly manner and ensure that appropriate action is taken to guarantee guest satisfaction.

JOB OVERVIEW

- Verifies that regular, ongoing communication is happening in Front Office and Guest Services Operations (e.g., pre-shift briefings, staff meetings)
- Fosters employee commitment to providing excellent service, participates in daily handover meetings and models desired service behaviors in all interactions with guests and employees
- Demonstrates and communicates key drivers of guest satisfaction for the brand's target customer
- Works collaboratively with NISADE management team to develop an operational strategy that is aligned with the brand's business strategy and leads its execution

- Communicates a clear and consistent message regarding departmental goals to produce desired results
- Develops positive owner relationships
- Maintain excellent communication with the housekeeping department
- Maintain information on prices, rates, specials, packages, programs, etc, while ensuring all staff are trained in all areas
- Ensure that established procedures are completed in accordance with policy and procedure, i.e., proper identification and credit are established and all posting, cash transactions, account settlements and deposits are handled correctly
- Observe front desk, guest services, concierge behaviors including telephone answering, i.e., calls are handled both courteously and professionally, calls are answered on a timely basis and the proper greetings are used, baggage is handled effectively, messages are handled correctly and efficiently, guest complaints and problems are handled in a courteous and professional manner and ensure follow through.
- Direct Duty Managers in organizing breaks, ensuring that all work is completed efficiently and according to schedule
- Ensure all necessary reports and forms are completed daily
- Communicate as necessary with Property Asset Manager to ensure all operations and cash handling, inventory replacements are done per policies and procedures
- Perform all tasks of a Front Office Staff as needed to facilitate service
- Performs other duties, as assigned, to meet business needs
- Managing the Guest Experience
- Reviews guest feedback with leadership team and verifies that appropriate corrective action is taken
- Responds to and handles guest problems and complaints with the support of the leadership teams
- Stays visible and interfaces with customers on a regular basis to obtain feedback on quality of product, service levels and overall satisfaction
- Communicates all feedback to Management to meet or exceed guest expectations
- Analyses service issues and identifies trends with the support of leadership team
- Review VIP reservations for incoming and in-house guests
- Record, review, and approve vouchers, or service recovery costs and other forms of payment, and ensure accurately posted

Management & Leadership (マネジメントとリーダーシップ)

- Assist in communicating goals and expectations for direct reports using the performance review process and holds staff accountable for successful performance
- Solicits employee feedback, utilizes an "open door policy" and reviews employee satisfaction results to identify and address employee problems or concerns
- Verifies that property policies are administered fairly and consistently, disciplinary procedures and documentation are completed and supports the mid-season Peer Review Process
- Coach and counsel employees to reflect NISADE Standards and Procedures
- Motivate, coach, counsel and discipline all staff and ensure that team leaders and staff are in compliance with the standards in their administration counseling disciplinary steps.
- Remain calm and alert, especially during emergency and/or peak periods and resolve complex guest issues that arise such as location changes or credit issues. Field guest complaints, handle the most effective solutions and negotiate results.
- With the support of management, plan and implement detailed steps on crisis management by using good judgment and discretion
- Communicate effectively both verbally and in writing to provide clear direction and guidance to the staff
- Ensure or oversee that all payroll documents are submitted for payroll processing timely and completely
- Assist in protecting hotel assets, ensure a safe, accident-free environment for guests and employees, conduct safety and emergency training and maintain the highest level of guest satisfaction
- Helping create an environment in which all associates have the ability to reach their full potential
- Assist in ensuring that training in service standards is taking place using the steps to effective training, including compliance in all departments
- Assist in creating a positive team-oriented environment which focuses on the guest, through employee development and motivation
- Ensuring that all associate and business decisions are in line with NISADE's Mission, Values and Guiding Principles

Required Skills

- Our leader must possess the ability to achieve business objectives, craft a vision and implement strategies and initiatives
- Operational excellence
- Cultural ambassador
- Takes only calculated risk and looks at things through the lens of an owner
- Relationship builder; resourceful and collaborative; associate and guest centric
- Leadership confidence and conviction
- Ability to inspire associates and to create a culture of care and accountability
- Commitment to exceptional guest service
- Strong communication and listening skills, excellent speaking, and writing skills
- Aptitude in emotional intelligence
- Excellent leadership skills with a hands-on, lead-by-example work style
- Skills in stakeholder management including care for Owners
- Proven experience in supervising, training and development of staff

As well as:

- Ability to deal with guests effectively and members, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information.
- Ability to see and hear in order to observe and detect signs of emergency situations.

- Ability to work under pressure and deal with stressful situations during busy periods.
- Adaptable, flexible and able to multi-task
- Able to exercise good judgment in making decisions
- Able to prioritize multiple tasks, have a sense of urgency to complete projects and be detail oriented
- Native level Japanese required (verbal & written), with Fluent/business level English

Salary package/benefits

4.0 - 5.0m yen/year value contract package

Included in Salary package:

- Very competitive salary
- Access to bonus program
- Work-related training subsidy
- Summer and winter recreational allowance
- Health insurance, welfare pension insurance, unemployment insurance and worker's compensation insurance are available
- 10 days of Annual Leave per year, increasing yearly to 20 days in the 6th year
- Average of 120 days off per year (includes public holidays, excludes annual leave)
- Access to the lift passes
- Company trips and activities

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