



MUWA NISEKO フロントオフィスエージェント（ナイトオーディター）

Job Information

Hiring Company

合同会社H-SUMMIT

Job ID

1456157

Industry

Hotel

Company Type

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

Job Type

Permanent Full-time

Location

Hokkaido, Abuta-gun Kucchin-cho

Salary

Negotiable, based on experience ~ 2.5 million yen

Work Hours

実働 08時間 00分 ●シフト勤務制（実働8時間／変形労働時間制）

Holidays

週休2日制（休日はシフト制） 年間有給休暇10日～20日（下限日数は、入社半年経過後の付与日数となります）

Refreshed

November 21st, 2024 12:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

< Company Features >

MUWA. A place to feel infinite harmony. A luxury wellness resort where you can experience the finest nature with all five senses all year round. Located at the foot of Niseko's main stage, Grand Hirafu, we offer ski-in, ski-out access to world-class powder snow right from your room. We promise an unparalleled, exquisite wellness experience, including a variety of activities to enjoy all four seasons, infinity hot springs where you can immerse yourself in the majestic view of Mt. Yotei, award-winning gourmet cuisine, a relaxation spa, and rooms with open-air baths. A new landmark, MUWA NISEKO, will be born on the hilltop of Niseko Hirafu in winter 2023.

Preparation before your arrival

- Guest pre-arrival preparation training includes:
- Ensures guest preferences, including beverage choices, are provided upon arrival at the resort.
- Providing a pre-arrival guest form for guests to record any special requests, such as dietary restrictions, babysitting needs, special dates, etc.
- Arrange airport transfers for guests
- Create a guest registration form
- Welcome cocktail and refreshing towels

Passenger arrival procedures

- Meet and greet customers, provide hot and cold welcome towels
- Welcome drinks and cocktails for guests
- Offer private check-in for guests
- Checking the readiness of your accommodation
- Providing important information to make your stay comfortable, such as in-room beverages, TV, and air conditioning system.
- Unpacking and packing your belongings (if necessary)
- Pressing your first night clothes if you wish

We will ask you about your dinner time and preferences.

Work location Niseko

Hirafu 1-jo 3-chome 10
MUWA NISEKO (office in model room)

Employment type Full-time

employee Salary Monthly

salary

system 160,000

to 200,000 yen/month *Determined based on experience and ability
Welfare Employee dormitory Relocation allowance Meal subsidy Shuttle bus Winter bonus Seasonal work bonus Working hours Actual working hours 08 hours 00 minutes Shift work system (actual working hours 8 hours/variable working hours system) **Holidays and vacations** 2 days off per week (shift system for holidays) Annual paid vacation 10 to 20 days (minimum number of days will be granted after 6 months of employment) **Others** Social insurance

Required Skills

Required Skill:

3-5 years of hotel/real estate front-line management experience leading a team and working in customer service in a 5-star hotel or full-service property.

- Ability and willingness to work flexible hours, including weekends, holidays and late nights.
- Excellent communication skills (written and verbal) and strong interpersonal skills.
- Able to communicate with many different types of people from different cultures and backgrounds.
- Strong problem-solving skills and the ability to research and escalate issues as necessary.
- Excellent customer service skills with attention to detail and a focus on service.
- You can confidently maintain and keep your inventory levels accurate.
- Confident in using computer programs such as Excel, Word, Outlook etc.
- Demonstrates knowledge of the area, its attractions and available activities
- Able to handle confidential or personal matters with discretion.
- Bilingual language skills (Japanese/Korean/Chinese/English)
- A valid Japanese driver's license

Company Description