



Operations Manager - Hakone Gora

Job Information

Hiring Company

[Wyndham Destinations Japan Ltd.](#)

Subsidiary

Wyndham Destinations Japan LTD

Job ID

1495054

Industry

Hotel

Company Type

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

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Kanagawa Prefecture, Ashigarashimo-gun Hakone-machi

Salary

Negotiable, based on experience

Refreshed

April 1st, 2025 03:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

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

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

POSITION REPORTS TO: General Manager

POSITIONS REPORTING TO THIS POSITION: Guest Services, Room Attendants, Food & Beverage Service

KEY RELATIONSHIPS:

Internal: Reservations, Guest Relations, Guest Services, Housekeeping, Food & Beverage, Kitchen

External: Guests, Vendors, Suppliers, Contractors

PRIMARY OBJECTIVES:

Manage the day to day Resort Operations of rooms and food & beverage departments.

PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)

- Manage the day to day operations of the resort.
- Manage rooms and food & beverage reservations to maximize revenue while conducting best practices to avoid over-booking.
- Assist General Manager to prepare annual budgets.
- Ensure all expenses and costs are in-line with the budget.
- Develop work shifts for guest services, room attendants, and food & beverage services.
- Ensure that all areas of the resort is clean and well maintained.
- Ensure guest and operating supplies have adequate stock.
- Ensure storage areas are organized.
- Conduct training and coach team to develop 5-star resort services.
- Monitor front office personnel to ensure guests receive prompt, cordial attention and personal recognition.
- Supervise the Front Office team to ensure optimum occupancy and average room rate for the purpose of maximizing revenue.
- Monitor Front Office, and particularly Guest Relations personnel, to ensure Wyndham Rewards members known repeat guests and other VIPs receive special attention and recognition.
- Promote Inter-Hotel sales and in-house facilities and monitors Front Office Marketing techniques.
- Maintain inter-departmental relationships to ensure seamless customer service.
- Schedule and regularly conducts routine inspections of areas under his/her control.
- Maintain knowledge of credit policies and procedures and liaise closely with Finance Department to ensure that credit procedures are properly carried out.
- Know system recovery procedures.
- Interpret computer reports.
- Compile statistics for front office and provide reports relating to that area.
- Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of departmental employees.
- Conduct comprehensive monthly departmental meetings to include a review of procedures and events which warrants special handling and detailed information.
- Communicate to the General Manager of his/her delegate all information likely to be of interest to them such as the expected arrival and departure of VIPs and all other pertinent information.
- Maintain all procedures and adheres to them within the Wyndham guidelines; in particular with emphasis on hotel credit policy.
- In conjunction with the Emergency Response Team prepare emergency procedures upon advice from relevant authority that cover such emergencies as Fire, Power Outrage, Bomb Threat, Cyclone Warnings, etc.
- Attend to VIP guests check-in and check out.
- Complete other tasks which assigned by leaders.

Required Skills**KEY POSITION CRITERIA:**

- Able to work in multi-culture environment.
- Good communication skills.
- Flexible work hours.
- Good writing skills.
- Proficient in the use of Microsoft Office and Front Office System.
- Problem solving, reasoning, motivating, organizational and training abilities.
- Strong Leadership skills in managing teams.
- Ability to manage complex relationships.
- Fluent in Japanese. English language a plus.
- Must have previous experience as Front Office Manager, or Guest Services Manager.

Company Description