



## Guest Relations Officer - Hakone Gora

### Job Information

#### Hiring Company

[Wyndham Destinations Japan Ltd.](#)

#### Subsidiary

Wyndham Destinations Japan LTD

#### Job ID

1495315

#### 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 Manazuru-machi

#### Salary

Negotiable, based on experience

#### Refreshed

September 24th, 2024 16:46

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Entry Level

#### Minimum English Level

Daily Conversation (Amount Used: English usage about 50%)

#### Minimum Japanese Level

Native

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

**POSITION REPORTS TO:** Operations Manager

**POSITIONS REPORTING TO THIS POSITION:** Room Attendants

**KEY RELATIONSHIPS:**

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

External: Guests, Vendors, Suppliers, Contractors

**PRIMARY OBJECTIVES:****PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)**

- Greet all guests at all times in a friendly and helpful manner and attempts to learn and use guest's name at every opportunity.
- Register and rooms all arrivals according to established procedures.
- Maintain intimate knowledge of departmental standards and procedures.
- Perform check in, check out and room change procedures and ensures all data are entered completely into the hotel systems in accordance with reservation.
- Maintain cashier float and ensures accurate daily report of all money received.
- Cash hotel guest's personal and travelers checks and assists with currency exchange.
- Keep abreast of all modifications to accounting policies and procedures.
- Responsible and attends to guest's request of using the service of safety box at all times.
- Knowledgeable of all special promotion procedures, for programs such as: Seasonal Packages, Wyndham Rewards programs.
- Attend to guest's complaints, inquiries and requests, referees problems to Operations Manager and Guest Relations Manager if he/she unable to assist.
- Do everything possible to ensure that the guests depart the hotel with a positive impression of hotel service.
- Perform the audit balances and prepares all works for audit in an orderly fashion.
- When on night shift, checks night report, prepare the morning report and prepare all necessary forms for the guest arrival.
- Maintain comprehensive knowledge of standard reservation procedures including correct forms to use, how to read telex, e-mail, messages, and how to interpret availability sources within the reservation systems.
- Take personal interest and pride to ensure that the front desk work area is kept clean and in an orderly state all times.
- Endeavor to maintain the high standards of the hotel with particular regard to the importance of Wyndham Rewards member and other VIP's and with reference to hotel and to be a health or safety hazard.

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**Required Skills**
**KEY POSITION CRITERIA:**

- Able to work in multi- environment.
- Good communication skills.
- Good Interpersonal Skills.
- Proficient in the use of Microsoft Office and Front Office System.
- Fluent in Japanese.
- Second foreign language is preferred.

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**Company Description**