



PR/114616 | Guest Relations (Japanese-speaking)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1504000

Industry

Tourism

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 10:34

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Position: Guest Relations Officer (Japanese-speaking)

Work Location: Silom

Working schedule: 5 Days per week / Working in shift

Qualification:

- Able to speak Japanese (N3+) to facilitate communication with Japanese colleagues and local stakeholders.
- Previous experience in guest relations, customer service, or hospitality preferred.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and a proactive approach to guest service.

- Flexibility to work shifts.
- Good in English.

Key Responsibilities:

- It is a position where you mainly serve Japan customers at the front desk. However, our customers are not only Japan, so we can use Thai or English according to the customer.
- Welcome and greet guests upon arrival with warmth and professionalism.
- Provide personalized assistance and information to guests in hotel facilities, services, and local attractions.
- Handle guest inquiries, requests, and complaints promptly and effectively, striving to exceed expectations.
- Act as a liaison between guests and other hotel departments to ensure seamless communication and service delivery.
- Maintain accurate records of guest interactions, preferences, and feedback.
- Assist with translating documents, signage, and communication materials into Japanese as needed.
- Collaborate with the front desk, concierge, and other departments to ensure a smooth guest experience from check-in to check-out.

Benefits:

- Meal allowance
- Night shift allowance
- Group insurance.
- Provident Fund
- Bonus

If you're interested in this job please kindly click "APPLY" button, for more details please feel free to contact K. Thananya, 063-474-4005

Company Description