



Guest Experience Host- Chikumakan Nagano

Job Information

Hiring Company

[Wyndham Destinations Japan Ltd.](#)

Subsidiary

Wyndham Destinations Japan LTD

Job ID

1516641

Industry

Hotel

Company Type

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

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Nagano Prefecture, Chikuma-shi

Salary

Negotiable, based on experience

Refreshed

March 12th, 2025 03:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Executive

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

No permission to work in Japan required

Job Description

POSITION REPORTS TO: General Manager

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

KEY RELATIONSHIPS:

Internal: Sales team, Marketing team, Resort hospitality team

External: Guests

PRIMARY OBJECTIVES:

Responsible for establishing and maintaining mutual understanding and goodwill between VIP guests and management.

PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)

- Plan and co-ordinate the provision of friendly, efficient services to VIP guests
- Conduct pre-arrival calls to reconfirm guests' arrival dates, arrival time, number of guests, room type, and meal options.
- Welcome VIP guests and assist with check-in.
- Provide information of the resort upon arrival.
- Schedule activities for VIP guests
- Attend recreation activities when necessary.
- Assist with translations (information; guest directory; menus etc.) as required.
- Provide feedback from VIP Guests to General Manager for action.
- Provide amenities for VIP guests.
- Set up guest rooms for VIP guests with special occasions.
- Meet with independent guests (rent out) to discuss about Club Wyndham Asia products and offer reservations for sales presentation coordinating with Sales department.
- Display a Count On Me! service to all internal and external parties.
- Display innovation through inspiring, creating and improving processes and products.
- Show integrity in all aspects of the position by doing the right thing, taking responsibility and delivering on the promise.
- Display leadership values by ensuring effective communication and respecting your peers and managers. Support others within the team and empower each other wherever possible.

Required Skills
KEY POSITION CRITERIA:

- Excellent customer service and selling skills
- Flexibility to changing products, targets, markets and customer preferences
- Strong values of customer service and integrity
- Positive, enthusiastic and outgoing attitude
- Excellent communication and listening skills
- Self-motivated, and goal driven with high propensity to succeed
- Demonstrated rapport building skills
- High degree of reliability and integrity
- Ability to work independently and contribute as a team player
- Presents oneself as a professional role model
- Physical ability to stand upright on feet for extended periods
- Be a team player, supporting and motivating others
- High degree of resilience and ability to handle rejection
- Ability to quickly build rapport
- Sound problem solving and negotiating skills
- Basic computing skills
- Willingness to learn and keep up to date on market knowledge
- Must be available to work shift hours and on weekends
- Spoken and Written Japanese and English language skills.
- Good communication skills.
- Good writing skills.
- Good Interpersonal Skills.
- Proficient in the use of Microsoft Office and Front Office System.
- Problem solving and organizational abilities.

Company Description