



## 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**

January 29th, 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.

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**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.

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**Company Description**