



MUWA NISEKO フロントオフィスエージェント（ナイトオーディター）

募集職種

採用企業名

合同会社H-SUMMIT

求人ID

1456157

業種

ホテル

会社の種類

中小企業 (従業員300名以下) - 外資系企業

雇用形態

正社員

勤務地

北海道, 虻田郡倶知安町

給与

経験考慮の上、応相談 ~ 250万円

勤務時間

実働 08時間 00分 ●シフト勤務制（実働8時間／変形労働時間制）

休日・休暇

週休2日制（休日はシフト制） 年間有給休暇10日～20日（下限日数は、入社半年経過後の付与日数となります）

更新日

2024年10月17日 03:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

日本語レベル

流暢

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

< Company Features >

MUWA. A place to feel infinite harmony. A luxury wellness resort where you can experience the finest nature with all five senses all year round. Located at the foot of Niseko's main stage, Grand Hirafu, we offer ski-in, ski-out access to world-class powder snow right from your room. We promise an unparalleled, exquisite wellness experience, including a variety of activities to enjoy all four seasons, infinity hot springs where you can immerse yourself in the majestic view of Mt. Yotei, award-winning gourmet cuisine, a relaxation spa, and rooms with open-air baths. A new landmark, MUWA NISEKO, will be born on the hilltop of Niseko Hirafu in winter 2023.

Preparation before your arrival

- Guest pre-arrival preparation training includes:
- Ensures guest preferences, including beverage choices, are provided upon arrival at the resort.
- Providing a pre-arrival guest form for guests to record any special requests, such as dietary restrictions, babysitting needs, special dates, etc.
- Arrange airport transfers for guests
- Create a guest registration form
- Welcome cocktail and refreshing towels

Passenger arrival procedures

- Meet and greet customers, provide hot and cold welcome towels
- Welcome drinks and cocktails for guests
- Offer private check-in for guests
- Checking the readiness of your accommodation
- Providing important information to make your stay comfortable, such as in-room beverages, TV, and air conditioning system.
- Unpacking and packing your belongings (if necessary)
- Pressing your first night clothes if you wish

We will ask you about your dinner time and preferences.

Work location Niseko

Hirafu 1-jo 3-chome 10
MUWA NISEKO (office in model room)

Employment type Full-time

employee Salary Monthly

salary

system 160,000

to 200,000 yen/month *Determined based on experience and ability
Welfare Employee dormitory Relocation allowance Meal subsidy Shuttle bus Winter bonus Seasonal work bonus Working hours Actual working hours 08 hours 00 minutes Shift work system (actual working hours 8 hours/variable working hours system) **Holidays and vacations** 2 days off per week (shift system for holidays) Annual paid vacation 10 to 20 days (minimum number of days will be granted after 6 months of employment) **Others** Social insurance

スキル・資格

Required Skill:

3-5 years of hotel/real estate front-line management experience leading a team and working in customer service in a 5-star hotel or full-service property.

- Ability and willingness to work flexible hours, including weekends, holidays and late nights.
- Excellent communication skills (written and verbal) and strong interpersonal skills.
- Able to communicate with many different types of people from different cultures and backgrounds.
- Strong problem-solving skills and the ability to research and escalate issues as necessary.
- Excellent customer service skills with attention to detail and a focus on service.
- You can confidently maintain and keep your inventory levels accurate.
- Confident in using computer programs such as Excel, Word, Outlook etc.
- Demonstrates knowledge of the area, its attractions and available activities
- Able to handle confidential or personal matters with discretion.
- Bilingual language skills (Japanese/Korean/Chinese/English)
- A valid Japanese driver's license

会社説明