

WYNDHAM • DESTINATIONS



Operations Manager - Hakone Gora

募集職種

採用企業名

ウインダム・デスティネーションズ・ジャパン株式会社

支社・支店

Wyndham Destinations Japan LTD

求人ID

1495054

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

外国人の割合

外国人 少数

雇用形態

正社員

勤務地

神奈川県, 足柄下郡箱根町

給与

経験考慮の上、応相談

更新日

2025年04月15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

ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル

ビジネス会話レベル

最終学歴

大学卒 : 学士号

現在のビザ

日本での就労許可が必要です

募集要項

POSITION REPORTS TO: General Manager

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

KEY RELATIONSHIPS:

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

External: Guests, Vendors, Suppliers, Contractors

PRIMARY OBJECTIVES:

Manage the day to day Resort Operations of rooms and food & beverage departments.

PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)

- Manage the day to day operations of the resort.
- Manage rooms and food & beverage reservations to maximize revenue while conducting best practices to avoid over-booking.
- Assist General Manager to prepare annual budgets.
- Ensure all expenses and costs are in-line with the budget.
- Develop work shifts for guest services, room attendants, and food & beverage services.
- Ensure that all areas of the resort is clean and well maintained.
- Ensure guest and operating supplies have adequate stock.
- Ensure storage areas are organized.
- Conduct training and coach team to develop 5-star resort services.
- Monitor front office personnel to ensure guests receive prompt, cordial attention and personal recognition.
- Supervise the Front Office team to ensure optimum occupancy and average room rate for the purpose of maximizing revenue.
- Monitor Front Office, and particularly Guest Relations personnel, to ensure Wyndham Rewards members known repeat guests and other VIPs receive special attention and recognition.
- Promote Inter-Hotel sales and in-house facilities and monitors Front Office Marketing techniques.
- Maintain inter-departmental relationships to ensure seamless customer service.
- Schedule and regularly conducts routine inspections of areas under his/her control.
- Maintain knowledge of credit policies and procedures and liaise closely with Finance Department to ensure that credit procedures are properly carried out.
- Know system recovery procedures.
- Interpret computer reports.
- Compile statistics for front office and provide reports relating to that area.
- Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of departmental employees.
- Conduct comprehensive monthly departmental meetings to include a review of procedures and events which warrants special handling and detailed information.
- Communicate to the General Manager of his/her delegate all information likely to be of interest to them such as the expected arrival and departure of VIPs and all other pertinent information.
- Maintain all procedures and adheres to them within the Wyndham guidelines; in particular with emphasis on hotel credit policy.
- In conjunction with the Emergency Response Team prepare emergency procedures upon advice from relevant authority that cover such emergencies as Fire, Power Outrage, Bomb Threat, Cyclone Warnings, etc.
- Attend to VIP guests check-in and check out.
- Complete other tasks which assigned by leaders.

スキル・資格

KEY POSITION CRITERIA:

- Able to work in multi-culture environment.
- Good communication skills.
- Flexible work hours.
- Good writing skills.
- Proficient in the use of Microsoft Office and Front Office System.
- Problem solving, reasoning, motivating, organizational and training abilities.
- Strong Leadership skills in managing teams.
- Ability to manage complex relationships.
- Fluent in Japanese. English language a plus.
- Must have previous experience as Front Office Manager, or Guest Services Manager.

会社説明