

**WYNDHAM  
• DESTINATIONS**

## Guest Relations Officer - Karuizawa

## 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

1495307

## 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

長野県, 北佐久郡軽井沢町

## 給与

経験考慮の上、応相談

## 更新日

2025年01月14日 12:00

## 応募必要条件

## 職務経験

1年以上

## キャリアレベル

新卒・未経験者レベル

## 英語レベル

日常会話レベル (英語使用比率: 50%程度)

## 日本語レベル

ネイティブ

## 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: Operations Manager

POSITIONS REPORTING TO THIS POSITION: Room Attendants

**KEY RELATIONSHIPS:**

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

External: Guests, Vendors, Suppliers, Contractors

**PRIMARY OBJECTIVES:****PRINCIPAL RESPONSIBILITIES: (Include but not limited to:)**

- Greet all guests at all times in a friendly and helpful manner and attempts to learn and use guest's name at every opportunity.
- Register and rooms all arrivals according to established procedures.
- Maintain intimate knowledge of departmental standards and procedures.
- Perform check in, check out and room change procedures and ensures all data are entered completely into the hotel systems in accordance with reservation.
- Maintain cashier float and ensures accurate daily report of all money received.
- Cash hotel guest's personal and travelers checks and assists with currency exchange.
- Keep abreast of all modifications to accounting policies and procedures.
- Responsible and attends to guest's request of using the service of safety box at all times.
- Knowledgeable of all special promotion procedures, for programs such as: Seasonal Packages, Wyndham Rewards programs.
- Attend to guest's complaints, inquiries and requests, referees problems to Operations Manager and Guest Relations Manager if he/she unable to assist.
- Do everything possible to ensure that the guests depart the hotel with a positive impression of hotel service.
- Perform the audit balances and prepares all works for audit in an orderly fashion.
- When on night shift, checks night report, prepare the morning report and prepare all necessary forms for the guest arrival.
- Maintain comprehensive knowledge of standard reservation procedures including correct forms to use, how to read telex, e-mail, messages, and how to interpret availability sources within the reservation systems.
- Take personal interest and pride to ensure that the front desk work area is kept clean and in an orderly state all times.
- Endeavor to maintain the high standards of the hotel with particular regard to the importance of Wyndham Rewards member and other VIP's and with reference to hotel and to be a health or safety hazard.

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**スキル・資格****KEY POSITION CRITERIA:**

- Able to work in multi- environment.
- Good communication skills.
- Good Interpersonal Skills.
- Proficient in the use of Microsoft Office and Front Office System.
- Fluent in Japanese.
- Second foreign language is preferred.

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**会社説明**