

# WYNDHAM • DESTINATIONS



## Guest Relations Officer - Shigakogen

### 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

#### 求人ID

1515216

#### 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, 下高井郡山ノ内町

#### 給与

経験考慮の上、応相談

#### 更新日

2025年04月04日 09:00

### 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

日常会話レベル

#### 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:** 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