

## Job Detail

Staff Level

Position Title	★No experienced required★ [ Reservation operator] ~ Working at a luxury hotel with a Hawaiian atmosphere ~
Company Name	The Kahala Hotel & Resort Yokohama
Activated / Updated	2024-03-13 / 2024-03-13
Job Type	Hospitality Business Specialists - Hotel Hospitality Business Specialists - Other Customer Service - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Kanagawa
Job Description	<p>The Kahala Hotel &amp; Resort Yokohama, which has inherited the brand of The Kahala Hotel &amp; Resort Hawaii, has opened in September 2020.</p> <p>Would you like to work with us to provide high-quality services to our customers and deliver "impression" and "happiness"?</p> <p><b>【Job Description】</b></p> <ul style="list-style-type: none"> <li>• Overall hotel reservations</li> <li>• Telephone reception, email and reservation creation from the system</li> <li>• Responding to inquiries</li> <li>• Guidance of hotel information</li> <li>• Other related business</li> </ul> <p><b>[Attractive point]</b></p> <ul style="list-style-type: none"> <li>• You can hone your customer service skills at a first-class luxury hotel</li> <li>• Even if you have no experience, you can gain experience in a top-class environment</li> <li>• There are many customers from overseas, so I can make use of my language skills.</li> <li>• Preferential use of facilities operated by our company, cafeteria plan, and a full range of benefits</li> </ul>
Company Info	<p>The Resorttrust Group is a "comprehensive resort corporate group" that develops businesses in a wide range of areas, centered on the membership business. Since its founding, the Group has pursued "High Sense, High Quality" and "Excellent Hospitality," and has expanded into a wide range of businesses, including hotel and restaurant business, golf business, medical business, and senior life business, with more than 180,000 members.</p> <p>■ Smoking environment No smoking indoors (no indoor smoking areas)</p>
Working Hours	Shift system: 8 hours (between 8:00 and 21:00)
Qualifications	<p><b>[Application conditions]</b></p> <ul style="list-style-type: none"> <li>• English level: daily conversation level or higher</li> <li>• Japanese level: fluency level</li> </ul> <p>Customers with experience in customer support, hotels, and reservations are welcome!</p> <p>"Customer Satisfaction" is the basis of our service. We are looking forward to receiving applications from those who want to pursue the best service, regardless of experience.</p>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 3000K - JPY 4000K
	Salary renewal once a year/June

Salary Description	<p>overtime pay late-night work allowance housing allowance Commuting expenses paid (our regulations) Full social insurance</p> <p>【Welfare】 qualification allowance Correspondence education expenses / partly or entirely paid by the company retirement plan Property accumulation savings system employee shareholding association Preferential use of facilities operated by our company employee cafeteria cafeteria plan (There is a point system that can be used for hotel stays and purchases of childcare and nursing care products. Up to 40,000 yen worth.) Employee dormitory available (dormitory fee about 30,000 yen, according to company regulations)</p> <p>* Bonus 3.0 months (2021 results) *Determined based on experience and skills *For contract employees, 200,000 to 300,000 yen per month x 12 months → Consider experience and ability.</p>
Holiday Description	<p>8-12 days a month *Depends on the season 120 days off per year Annual paid vacation / 10 days in the first year (depending on the month of joining the company) Congratulatory or condolence leave Childcare/nursing care leave</p>
Job Contract Period	full-time employment
Nearest Station	<ul style="list-style-type: none"> <li>• 8 minute walk from Minatomirai Station on the Minatomirai Line</li> <li>• 8 minutes walk from Blue Line "Takashimacho Station"</li> <li>• 17 minutes walk from each line "Yokohama Station"</li> </ul>