

Job Detail

Staff Level

Position Title	Aman Kyoto [Reservations Staff] English skills available / Aman Group loved in 21 countries around the world / Aman Group free accommodation system available!
Company Name	Aman Kyoto
Activated / Updated	2024-04-26 / 2024-04-26
Job Type	Hospitality Business Specialists - Reservations Management Hospitality Business Specialists - Restaurant Customer Service - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Kyoto
Job Description	<p>Would you like to join us as a reservation staff member at Aman Kyoto and be a part of providing the unique and heartfelt hospitality that Aman Kyoto is known for? Our Reservation Associates are the first point of contact for our guests. They establish a connection with our guests even before their arrival at Aman Kyoto and assist them with various needs.</p> <p>[Business content] ■Accommodation reservation <ul style="list-style-type: none"> • Handling reservations from guests prior to their stay • Handling calls to the Main Office Number • Understand customer needs and convey a wide range of information to customers, including appropriate services and information on the surrounding area of the hotel. <p>We will assist with pre-arrival preparations and arrangements to ensure that our guests enjoy their stay at Aman Kyoto to the fullest.</p> ■Restaurant reservation Handling restaurant reservation inquiries and related customer service tasks within the hotel: <ul style="list-style-type: none"> • Accepting various restaurant reservations via phone. • Inputting and updating guest information into the reservation management system and sharing it with relevant departments. • Responding to various inquiries from guests via email. <p>We strive to understand the needs of our guests based on the purpose of their visit, whether it's a meal with friends, family, or a special occasion. We relay guest requests to the restaurant service and kitchen teams, ensuring close coordination.</p> <p>[Expand your career path with AMAN] Regardless of age, we offer an internal job posting system, and there are opportunities for overseas assignments.</p> </p>
Company Info	<p><<Aman Group loved in 21 countries around the world>> Expertly integrated with nature, Aman resorts are loved for their space and privacy. Each one welcomes guests as if they were a close friend's house, creating a sense of calm and security in the midst of rich nature and historic scenery. With 34 resorts, hotels and private residences in 21 countries, we continue to search for transformative experiences and inspiring locations around the world.</p> <p><<Hospitality unique to Aman Kyoto>> "Aman Kyoto" is a private resort consisting of 26 guest rooms, 2 restaurants, a spa, and a garden of stones, moss, and mountain autumn leaves. The former owner inherited a dense forest garden that had been nurtured over the years with the dream of creating a textile museum. The tranquil garden, away from the hustle and bustle of the city center, creates a different world, and delights guests and us with its seasonal expressions. In a quiet private resort, guests can enjoy a stay that feels the depth of Kyoto culture, such as wellness at a spa with natural hot springs, food unique to Kyoto, and walking around nearby temples and gardens. Kyoto is rich in history and has many world heritage sites and sightseeing spots.</p>

	<p>We support your stay comfortably. We treat our guests like we treat family and close friends.</p> <p>[Secondary smoking measures] No smoking indoors (outdoor smoking area available)</p>
Working Hours	<p>Variable working hours/shift system (8 hours per day on average, 60 minutes break) (Estimated main reception time from outside: 9:00-18:00)</p>
Qualifications	<p>[Required skills]</p> <ul style="list-style-type: none"> • Those who value teamwork • Business level English proficiency • People who are full of hospitality <p>■Accommodation reservation</p> <ul style="list-style-type: none"> • Those who have experience in making accommodation reservations or working in the hotel accommodation department • OPERA (reservation system) experience preferred <p>■Restaurant reservation</p> <ul style="list-style-type: none"> • People with experience in restaurant reservations are welcome. • Restaurant service/Accommodation reservation/PBX Practical experience preferred
English Level	Native Level
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience
Salary Description	<p>■Equipped with various social insurance (employment, workers' compensation, health, welfare pension)</p> <p>■Commuting transportation expenses provided (up to 40,000 yen)</p> <p>■Salary increase once a year (April) *Based on performance</p> <p>■Bonus twice a year (August/March) *Depends on performance</p> <p>■Position allowance</p> <p>■Overtime pay</p> <p>■Late night allowance</p> <p>■Uniform loan</p> <p>■Meal assistance available</p> <p>■Training system available</p> <p>■Aman Group free accommodation system (from 1 year of employment)</p> <p>■Hotel usage discount</p> <p>■Employee cafeteria available</p> <p>■Private car, motorcycle, and bicycle commuting OK (parking available)</p> <p>■No transfer</p> <p>■Qualification acquisition support system (with regulations)</p> <p>■Reemployment system after retirement age</p> <p>■Regular health checkup</p> <p>■Influenza vaccination cost subsidy</p>
Holiday Description	<p>■114 days off per year</p> <p>■Annual paid leave (granted after 3 months of joining the company)</p> <p>■Congratulatory and condolence leave</p> <p>■Before and after childbirth/childcare leave</p> <p>■Nursing leave</p>
Job Contract Period	full-time employee There is a trial period of 3 months (during the trial period, you are a contract employee) *There is no change in salary etc.
Nearest Station	<p>27 Kitano Nishi-Hakubai-cho, Kita-ku, Kyoto-shi, Kyoto Prefecture</p> <ul style="list-style-type: none"> • 3 minutes walk from Kyoto City Bus "Tojiin-michi" • 6 minutes walk from Kitano Hakubaicho Station