

Job Detail

Senior Level

Position Title	Aman Kyoto [Hotel Front Desk Assistant Manager/Supervisor] Foreign luxury hotel/Working in Kyoto ・ Aman Group loved in 21 countries around the world
Company Name	Aman Kyoto
Activated / Updated	2024-04-16 / 2024-04-26
Job Type	Hospitality Business Specialists - Hotel Hospitality Business Specialists - Concierge Customer Service - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Kyoto
Job Description	<p>As an Aman Kyoto hotel front desk staff, why don't you join us in providing warm hospitality unique to Aman Kyoto to guests from Japan and overseas?</p> <p>[Recruitment position]</p> <p>■ Front desk assistant manager You will be in charge of all front desk operations as a person in charge of the time zone including nighttime.</p> <ul style="list-style-type: none"> • Support front team management • Support financial management to achieve budget • Understand and solve problems • Providing heartfelt hospitality and ensuring quality • Building relationships with customers • Securing employee satisfaction • Staff guidance <p>■ Supervisor</p> <ul style="list-style-type: none"> • Responsible for all front desk operations including night time. • Check-in/check-out • Accepting and confirming reservations • Customer support (including complaints) • Nearby information guide • Staff training, etc. <p>Since check-in is not at the counter, you can talk with customers, walk in the garden together, and spend more time with customers. It is a really attractive position to be able to communicate closely with each customer.</p> <p><<Skill improvement at top luxury hotel brands>> Skill up at Aman branded hotels. There is an internal recruitment system, and there is also the possibility of overseas work and training.</p> <p>*You will be assigned to an appropriate position based on your wishes through the interview.</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 place that makes the most of nature as it is, you can enjoy the scenery of each season while entertaining your guests as if you were entertaining your family and close friends.</p>

	[Secondary smoking measures] Yes (no smoking/outdoor smoking area)
Working Hours	1ヶ月単位の変形労働時間制（1週間の平均労働時間40時間） シフト例：午前7時～午後4時、午後1時～午後10時、午後10時～午前7時（うち休憩 1 h）
Qualifications	[Prerequisite] <ul style="list-style-type: none"> English proficiency above daily conversation level Those who are full of hospitality Those who can respond flexibly Those who value teamwork Preferential treatment for those with hotel front desk experience/supervisor or higher experience [Welcome conditions] <ul style="list-style-type: none"> Experience in customer service PC skills (Word/Excel/Outlook) Ordinary driver's license holder Preferential treatment for those with OPERA experience
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience
Salary Description	<ul style="list-style-type: none"> ■Equipped with various social insurance (employment, workers' compensation, health, welfare pension) ■Commuting transportation expenses provided (up to 40,000 yen) ■Salary increase once a year (April) *Based on performance ■Bonus twice a year (August/March) *Depends on performance ■Position allowance ■Overtime pay ■Late night allowance ■Uniform loan ■Meal assistance available ■Training system available ■Aman Group free accommodation system (from 1 year of employment) ■Hotel usage discount ■Employee cafeteria available ■Private car, motorcycle, and bicycle commuting OK (parking available) ■No transfer ■Qualification acquisition support system (with regulations) ■Reemployment system after retirement age ■Regular health checkup ■Influenza vaccination cost subsidy
Holiday Description	<ul style="list-style-type: none"> ■114 days off per year ■Annual paid leave (granted after 3 months of joining the company) ■Congratulatory and condolence leave ■Before and after childbirth/childcare leave ■Nursing care leave
Job Contract Period	full-time employee There is a trial period of 3 months (contract employee during the trial period) *There is no change in salary, etc.
Nearest Station	Kyoto Prefecture, Kyoto City, Kita Ward, Okitayama Jubocho 1 ・ 15 minutes on foot from Kyoto City Bus "Kinkakuji-michi" *Staff shuttle service available between Kinkakuji-michi/Senbon Kitaoji and the hotel