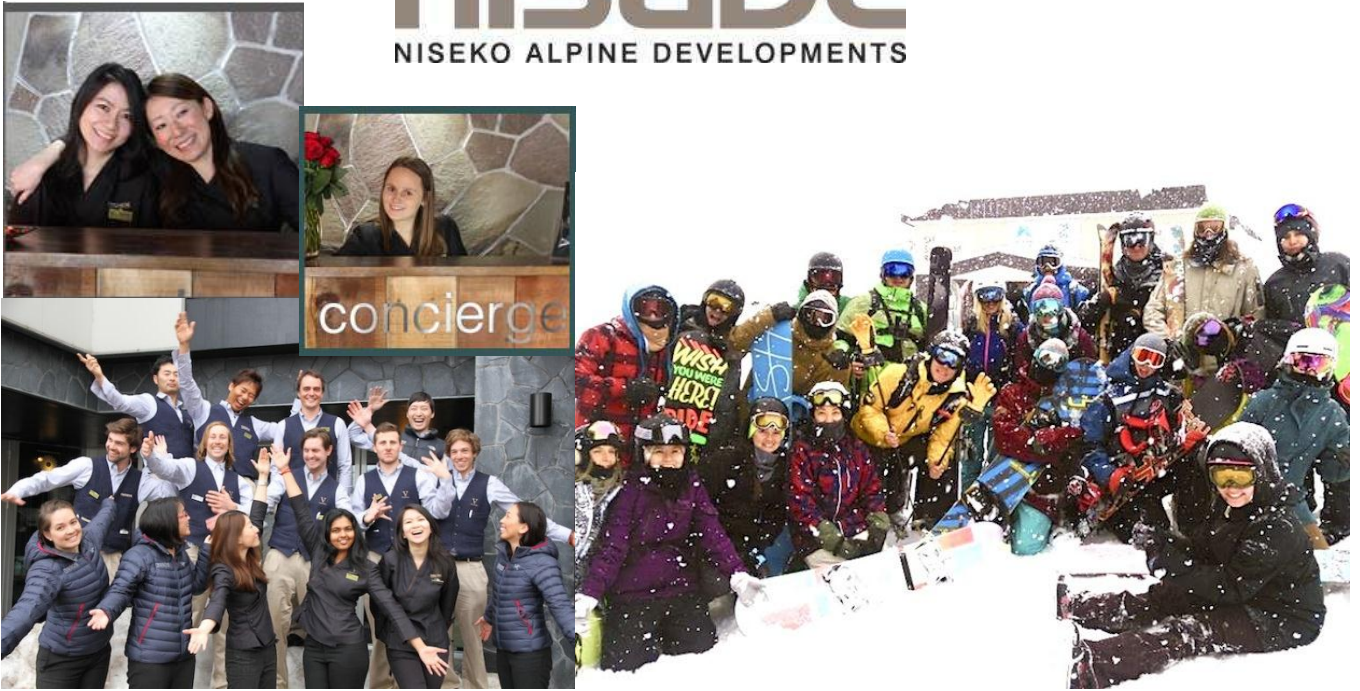


# NISADE

NISEKO ALPINE DEVELOPMENTS



## **NISADE 2014-2015 – Front Desk Agent (Internship)**

About NISADE: <http://nisekoalpineaccommodation.com/about-us/>

**Location:** Hokkaido, Japan, Niseko, Hirafu

**Interview required:** Video Skype Call Interview

**Language required:** English (Excellent in written and oral),

**Commencement Date:** 2014, November (6 -12 month contract)

### **Roles and responsibilities:**

- Meet / Greet Guests
- Setting a high standard of intuitive service to exceed guest expectations
- Efficient and friendly Check-ins / Outs
- Daily management of guest accounts and records
- Promptly attending to guest requests and enquiries
- Preparing Guest Arrival packs in a timely manner
- To complete the guest's registration form and ensures all details are accurately recorded
- Promote winter resort activities, local area, events and special promotions
- Maintaining the reception / lobby area in immaculate condition
- Answering telephone, email and in house guest enquiries
- Log / maintains security of Equipment, Keys, Lost and Found Items
- Assist with carrying luggage and place carefully in Guest room as required
- Assist with transporting Guests within the village as required
- Perform other duties as assigned by Management



**Skill Required:**

- A pro-active, positive & professional approach to all duties and tasks
- A genuine desire to assist our guests and visitors to have the best holiday ever
- A highly motivated team player with the ability to multi-task
- The ability to sell guest services products and promote our events
- Immaculately presented
- Ability to learn quickly and display a strong knowledge of Hirafu and the surrounding area
- Good interpersonal and communication skills, both oral and written
- Able to record information accurately and able to project a professional manner at all times
- Able to work as part of a team and maintain control and composure in difficult situations
- Flexibility, reliability and punctuality are a must
- A valid Japan working holiday visa or working rights
- Experience in a similar Front Office / Customer Service role, hotel environment preferred

**Working Hours:** 40 hours per week

**Allowance:** JPY 100,000 ~ JPY 180,000 per month

**Benefits:**

- Contributed Flight & Accommodation provided
- Uniforms
- Intern position 6 to 12 months (permanent full time opportunities also available)
- Sponsorship / Visa assistance

Any questions and apply now, please contact [kate@nisade.com](mailto:kate@nisade.com)