



Your first EURES job
Reactivate



Japanese Guest Relations Officer

About the employer:

Rooted in the art of Japanese service, Hotel Okura offers a peaceful 5 star luxury in Amsterdam, just 15 minutes from Schiphol International Airport. A member of The Leading Hotels of the World in the cosmopolitan De Pijp neighborhood, it offers spacious rooms and suites gaze over the Amsterdam skyline for unparalleled city views.

Job profile:

In the position of Japanese Guest Relations Officer, you are the liaison between our Japanese guests and the hotel. You create a warm, welcoming and personal atmosphere by welcoming and greeting our guests personally. You are responsible for exceeding the expectations of the guests by looking at what is most important to them. Another important aspect of your position consists of handling complaints, checking guest rooms and taking care of VIP treatments and amenities. Tasks & responsibilities • Functioning as a liaison between our guests and the hotel • Maintaining contact with our regular and VIP guests • Assisting guests in a friendly, efficient and professional manner during their stay at Hotel Okura Amsterdam • Getting familiar with individual wishes of our guests and communicating them to the different departments • Handling and following up of complaints • Checking guest rooms and handling VIP treatments and amenities • Developing guest profiles • Handling and following up of suggestions of our guests.

Requirements:

You have a minimum of two years' work experience within a similar position at Front Office, preferably at a luxury hotel. • Knowledge of the Japanese (business) culture and customs is mandatory for this position. • You are representative and service minded. • You are motivated and flexible. • Knowledge of the Opera system is an advantage. • You are in good command of the English language (oral and written). • The ability to speak Dutch or Japanese is not a requirement, but is an advantage. Working days & working hours: your work is carried out in shifts during 7 days a week. You work 5 days a week for 7,6 hours a day. You are also available to work on public holidays. The shifts are 07:00-15:00 or 15:00-23:00.

Job Offer:

Type of contract: **Full time employment contract**

Duration: **Fixed term (12 months)**

Monthly salary (EUR): **1.974**



Città metropolitana
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Requirements:

- ✓ **General requirements:**
 - EU27 citizenship*
 - Residence in any of the EU27 Member States (outside NL)*
 - Registered on [Reactivate/YfEj platform](#) with a complete CV in English

- ✓ **Language knowledge:**
 - Advanced English
 - Preferable Dutch knowledge
 - Preferable Japanese knowledge

Procedure to participate in the selection:

To participate in the selection, it is necessary to be registered on Reactivate/YfEj Platform:
<http://www.yourfirsteuresjob.eu/login>

The CV inserted must be written in in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please **send an email to jobmobility@cittametropolitanaroma.gov.it** indicating “**recruitment Hotel Okura**” in the object.

Only candidates registered with a complete CV and responding to the requirements will be contacted for the selection.

**** Nationals and/or residents in Norway and Iceland are eligible only for YfEj 6.0 (18-35 years old)***



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