



**HAKULife**

## **JOB DESCRIPTION**

**Title:** LUXURY CHALET HOST  
**Reports To:** Chalet Manager  
**Location:** Niseko, Japan  
**Employment Period:** December 1st, 2019 - April 15th, 2020

### **The Candidate**

We look for candidates that have a passion to serve and to create amazing experiences for our guests. Working alongside a team of highly qualified individuals, you can expect a friendly, warm, energetic atmosphere of employees of international culture who share the same passion.

The uncompromising guest experience starts with the booking process, continues with the bespoke itinerary curation, and right through to arrival in Niseko and throughout their stay at our luxurious properties, and until they bid farewell to Niseko.

As a Chalet Host, we are looking for someone who has a passion for creating the most sensational and unforgettable holiday experiences for our guests. If you have a great attitude, are creative, have self-discipline, are a great team player who loves to meet people from different cultures, we would love to meet you.

### **Areas of Responsibilities:**

#### **General / Technical Knowledge**

- To have complete knowledge of the standard operating procedure of HakuLife and to carry out duties while adhering to chalet policies and procedures.
- Has a flexible 'can do' attitude to their work adapting to the needs of the company and the guests.
- Make a concerted effort to minimize any damage within both guest and staff properties at all times – in the event of any incidents, make a concerted effort to remedy the problem and immediately report the event to the appropriate management.
- Keep up an immaculate personal presentation and personal hygiene regardless of work being carried out.
- This role requires flexibility and completion of other duties may be required at the discretion of the management team.
- Assist snow clearing and spa / jacuzzi maintenance when required

### **Service delivery**

- To have complete knowledge of the operation and familiarize oneself to it.
- Go over the arrival list and take note of special arrangement of amenities for guests such as birthdays, anniversaries, and honeymooners.
- Set up the rooms for the arriving guests or for returning guest, per guest history and preferences.
- Chalet host inspects all rooms before guest arrival, to ensure that the amenities are placed in accordingly and rooms are prepared.
- Host must greet guest at the lift landing area, escorts guest to the room and introduce guest the features of the room and guest's entitlement.
- Provide hands-on, attentive service to guests, including young children.
- Promptly attend to guest requests and complete them within the appropriate time.
- Create daily moods for the guests as per set out in SOP. (Atmosphere creation)
- Coordinating daily itinerary: advising schedule, coordinating plans, confirming bookings and delivering sensational memories.
- Offer packing / unpacking service.

### **Front of House (F&B)**

- Offer welcome beverages
- Prepare table setting for each meal service: Breakfast, Afternoon Tea & Dinner.
- Takes time to understand both food and beverage menus, including recommending wines and preparing cocktails
- Silver spoon service: plate serving & withdrawing, wine decanting & pouring,
- Serve the wake-up Tea and Coffee at the appropriate times.
- Take food/ beverage order directly from guest.
- Ensures that high levels of food hygiene during all preparation/service tasks are adhered to.

### **Chalet operations**

- Chalet & room housekeeping
  - o Offer laundry / pressing service.
  - o Tidying of room and common area to standard
- Reporting maintenance issues to manager in a timely manner
- Assist in chauffeur duties when necessary
- Go over the Daily logs to know the Hotel's operations for the day; any issues pertaining to guests to follow up; all the VIPs arriving, in-house and departures.
- Get a handover from the previous shift & make a clear handover to the next shift.
- Inspect the occupied rooms for cleanliness and maintenance. Assist in arranging guest belongings and coordinating resolution of all Engineering problems.
- Develop and update the guest history/profile.
- Handling guest complaints and reporting the issue to managers.
- Report any damages or needed repairs to the relevant departments such as engineering, security, housekeeping.
- Report any unusual and suspicious behavior of guests or staff.
- Ensure that all associates comply with the grooming and uniform standards.
- Ensure compliance with legislated health and safety requirements within the workplace.
- Conduct duties in a courteous, safe and efficient manner, in accordance with HakuLife policies and procedures, ensuring that the highest level of service and communication is maintained.

**Driving:**

- Driving is a part of daily operations – practical driver training shall be provided.
- Drives with the utmost care and attention at all times – always adhere to traffic regulations
- Before driving always check the vehicle to ensure it is in a roadworthy condition. Is immaculately clean, and also suitably stocked with guest supplies (e.g. water, tissues, maps, snacks).
- Reports any incident, however minor, immediately to the management team.

**Qualifications:**

- Tertiary education, degree in hospitality preferred
- Two-year experience in hospitality, with focus in luxury industry preferred
- Valid driving permit
- Eligible to receive work authorization in Japan (Working Holiday Visa preferred)

**Skills required:**

- A true passion for service
- Ability to prioritise tasks and seek help when required to ensure completion in a timely manner
- Proven organizational skills and practical hands-on, problem-solving approach
- Flexible – able to cope well with varied and changing tasks and environments
- Understanding of wines and food, with some bar and cocktail skills
- Organized and well-presented with an excellent eye for detail
- Physically fit and able to cope with the demands of the role
- A proactive, positive & professional approach to all duties
- A desire to host our guests with ultimate respect and to help deliver their best holiday.
- A highly self-motivated team player with ability to multi-task
- Flexible, copes well to constant changes with an ability to think on your feet
- Able to maintain control and composure in a difficult situation
- Reliable and punctual
- To be knowledgeable and actively promote local and special internal events
- Quick learner and display a keen interest in gaining knowledge of workplace
- Attention to detail, organized with good record keeping skills
- Computer literate. Ability to compile reports as required using appropriate computer software (Word, Excel, Power Point)
- Access to own laptop capable of accessing our web-based management system
- Excellent verbal communications and interpersonal skills – proficient in English and Mandarin, with basic Japanese language skills preferred.
- Full, clean driving license valid in Japan and held for at least 2 years with regular driving experience
- Ability to work in Japan (Working Holiday Visa preferred)

**Benefits**

- Japanese working visa sponsorship
- National health insurance & pension contribution
- Highly competitive salary & performance-linked bonus scheme
- One staff meal whilst on-duty
- Comprehensive training and induction program
- Pre-arranged subsidized seasonal accommodation fully furnished, and equipped kitchen.
- Access to corporate discounts and resort services. (Ski rental, lessons, winter activities, and many more)
- Shared lift pass

**Working Hours:**

- 40 hours per week average.
- Roster will be made based on hotel occupancy and hours variable dependent on the schedule of guests and the tasks requiring completion each day – the role will not always follow a routine pattern of hours and as such will include work on weekends and public holidays.

**Hourly wage:** JPY ¥1,000 (minimum guaranteed monthly salary of ¥200,000 - ¥250,000 depending on experience and skills level)

- Salary includes overtime rate for hours worked above prescribed hours and night rate for working between 22:00 – 05:00.

**Your expenses:**

- Subsidized staff accommodation. *Exact amount to be announced closer to season.*
- Income Tax of 21.17% will be deducted from your salary in accordance with Japanese tax tables as sponsored employees are responsible for their portion of contribution to social insurance tax (14.28%) and national withholding tax (6.89%).
  - Japanese social insurance covers medical and pension required by law, is charged equally to both the employer and employee.
    - Japanese National Health Insurance will cover 70% of your medical expense.

**Contact Person**

Yuuki Tonai

*Chalet Manager*

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**Notice:**

- The hotel business functions seven days a week, 24 hours a day. All associates must realize this fact and be aware that at all times, it may be necessary to schedule associates from their accustomed shifts as business demands.
- Management reserves the right to make changes to this job description at its sole discretion and without advance notice.
- A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties or hospitality business related duties in possibly other areas of properties and restaurant managed by Hakulife on a needs basis as assigned by their supervisor.
- This document is not an employment contract, implied or otherwise. A job offer and contract will be provided to shortlisted candidates chosen for the above position.

## **FACT SHEET**

### **About Niseko**

Niseko Ski Resort is officially Japan's #1 snow resort, located in Hokkaido, 2.5hrs drive from Chitose Airport. During the winter, four connected resorts – Grand Hirafu, Hanazono, Niseko Village and Annupuri offer 47 kilometers of groomed terrain and endless back-country. Of the four very distinct resort areas, Grand Hirafu stands out as the most developed, the most vibrant, and the most sophisticated. For many visitors, Hirafu *is* Niseko - reflecting its reputation as the destination of choice for those looking to visit Niseko.

Other than being famous for the winter pleasures it brings, Hokkaido is also well-known for its fertile land and great food. Fed by crystal clear natural spring water from the Niseko mountains and Mt. Yotei, the Niseko area produces one of the highest grade agricultural produce in Japan, locally brewed alcohol, and imports fresh seafood from local towns and villages. With ingredients such as these combined with the skills of local and international chefs, many of whom are Michelin-starred, Niseko prides itself as home to some of the most exquisite cuisines and culinary experience.

One's sensory journey continues with Niseko's famous natural hot springs (onsen) which contain natural mineral water that is both healing and relaxing.

It's no wonder why those who have been to Niseko keeps coming back for more year after year as there is so much to discover.

### **About HakuLife**

The mission of HakuLife is to “create sensational memories for our guests.” The HakuLife team achieves this through a single focus on giving guests the most pampered and memorable holiday experience at our beautiful properties that Hakulife manages in Niseko,

As part of the team, you are the brand ambassador for the HakuLife managed properties and restaurant – **Hakuchozan**, **HakuVillas** and **HakuSteak**. Our uniform is worn with confidence, pride and recognition. Together with your HakuLife colleagues, you will be a part of the dream team creating the most amazing experience for our guests through catering to their every need, however small, and to ensure smooth and efficient day-to-day operations at our properties. Your service delivery, attention to detail, intuitive proactiveness and thoughtful interactions with our guest must be exceptional at all times.

This employment gives you exposure to the international luxury market, and develops fundamental knowledge and insight into the industry. Moreover, you will gain first-hand experience on how to cater to some of the most exclusive, wealthy, and desired customers in the world.

Expect to work hard but also to enjoy time in what many consider the world's best place for powder skiing. Joining the HakuLife team, you will take your career and skills in luxury hospitality to the next level.

## **Properties:**

### **Hakuchōzan**

Hakuchōzan delivers the most exquisite chalet experience in the world. Located in Niseko, situated in Japan's Northern Hokkaido Island and nestled in the heart of Hirafu Village, this masterpiece combines the finest in architecture, functionality, and personalized service. All guests of Hakuchōzan will experience a holiday experience that rivals the most famous luxury properties of the world in Courchevel, Zermatt, Aspen, and Whistler. With a fully dedicated Hakuchōzan team including chalet hosts, private chef, and a chauffeur, there is nothing in Niseko like it.

With 486sqm of spacious luxury space, Hakuchōzan is thoughtfully designed and beautifully furnished to accommodate multiple families of up to 16 guests, child-friendly and also comfortable for older generations. Dedicated hosts tailor every guests' trips with special dinner parties, excursions, and countless little touches that guarantee an unforgettable luxurious holiday experience.

*The name Hakuchōzan means "Swan Mountain" in Japanese, and originates from the owners' personal affiliation with Neuschwanstein Castle ("New Swan Castle") in Bavaria, Germany.*

Key property highlights are;

- Lift-serviced chalet
- 7 spacious en-suite bedrooms which include one bedroom with 2 x 2-bed bunkbeds.
- 5 major entertainment areas catering to different needs;
- ManCave bar with championship McLure shuffleboard table and outdoor smoking patio.
- Expansive and open living room with wood-burning fireplace.
- 14-seat dining room with spectacular unobstructed view of Mt. Yotei
- Outdoor jacuzzi deck with fire pit and BBQ
- Game-Room with X-Box One, and championship Bonzini foosball table

**Website:** [www.hakuchozan.com](http://www.hakuchozan.com)

## **HakuVillas**

Located in Upper Hirafu Village, HakuVillas sits at the base of one of the most popular and picturesque markees in Grand Hirafu ski resort, mere steps away from the gondola and the area's major attractions.

With commanding views in every direction, HakuVillas enjoys one of the best panoramas in all of Niseko, with view of both Mt Yotei and Grand Hirafu slopes. Guests are perfectly positioned to relax and unwind or to energize and explore.

HakuVillas marks the arrival of the first luxury condominium development in Niseko to be completely designed with back-of-house service areas that allow your personal in-house chefs and villa hosts to provide seamless and effortless personalized service with minimal disruption to the guests' living space.

The expansive villas, some of the largest in Niseko today, provide ample space for entertaining and creating memories and are suitable for both multi-age-groups travel and to accommodate multi-families.

### **Building highlights;**

- Private massage rooms and dry rooms on ground floor
- Gym
- Indoor golf simulator lounge
- Private HakuSteak kitchen and dining room on ground floor

### **Villa highlights; (3-units)**

- Full floor luxury villas, each with over 300 sqm of interior living space
- 49m2 of terrace space
- 4 large en-suite bedrooms plus en-suite nanny/maid room
- Private onsen
- Separate family/game room with foosball table
- Bar area
- Expansive living and dining rooms with floor to ceiling unobstructed views of Mt. Yotei
- 1 en-suite maid/nanny room
- Private dry room and private massage room on ground floor
- One dedicated 10-seater vehicle per unit

### **Super-Penthouse highlights; (1-unit)**

- 3 stories of pure indulgence, connected with spectacular spiral staircase and internal elevator
- 590m2 of interior space
- 186m2 of terrace space across 7 outdoor terraces
- Life-serviced penthouse
- Niseko's largest private onsen
- 7 large en-suite bedrooms plus 1 en-suite nanny/maid room
- Bar area
- 2 massage rooms and large sauna
- Large mancave bar with views of Mt. Yotei and the Grand Hirafu
- Separate living / dining spaces with unobstructed views of Mt. Yotei
- One dedicated 10-seater vehicle

**Website:** [www.hakuvillas.com](http://www.hakuvillas.com)