ALL CANDIDATES MUST BE FLUENT IN VERBAL & WRITTEN ENGLISH.
REFERENCE & BACKGROUND CHECKS ARE REQUIRED FOR ALL POSITIONS.

Management Positions

GUEST EXPERIENCE MANAGER
This exciting position will report to the Director of Quality Assurance and work closely with all departments in the hotel to achieve the Forbes 5 Star and increase the overall quality ratings of Hotel Nikko. This individual will review and analyze market data along with input from internal inspection programs to track trends and identify areas of improvement. Compile data from customer feedback, social media, Glitch and hotel GSS, research and suggest ways to improve ratings and overall quality. This position is a hands-on coaching and training position, be it in a classroom or front line. Ability to review data and create/deliver training in small group settings, one – on – one and/or individually is a must. Need to effectively communicate with managers, department heads, front line staff and EC members on a regular basis. Strong Written and Verbal skills required. Must have a working knowledge of luxury hotels, Forbes 5 Star Standards, AAA Standards and Michelin Star Ratings.

HUMAN RESOURCES MANAGER
The Human Resources Manager role is critical to the employment life cycle with Hotel Nikko San Francisco. The HR Manager will be responsible for the recruitment, on-boarding, coaching and development aspects of all employees within the hotel. In addition this position is responsible all employee relations actives in the hotel to include the annual holiday party, monthly birthday events, town hall meetings, all employee meetings, etc. A major focus will be the Forbes 5 Star Rating. Must have at least 3 years of experience in Human Resources in a management, supervisory, or coordinator role. Four year college degree preferably in Human Resource Management and/or Hotel Management.

Full-Time Positions

SERVICE NOW AGENT
Prior hospitality or customer service experience required. Knowledge of PBX preferred but not required. Must have excellent verbal communication skills, computer skills and multitasking ability. Must have a flexible schedule and be available to work weekends and holidays. Knowledge of food and beverage helpful.

MOONLIGHT SECURITY OFFICER
Hospitality-driven individual with a positive, professional and friendly attitude with at least one year of hotel experience. Must have ability to multitask, work both in a team & independently. Must be able to respond calmly and make rational decisions when handling conflicts. Must have the manual dexterity to operate a computer, have knowledge of Microsoft Word and be able to type documents and other necessary office equipment. Must be able to tolerate areas containing dust, loud noises, strong odors, cigarette smoke and bright lights. Must be able to maneuver throughout all areas of the property either by stairways, escalators or elevators. Must be able to lift and carry up to 50lbs. Must be available to work weekends, holidays and any assigned shift as needed – moonlight shift is from 10:30pm-6:30am and 2:30am-10:30am.

On-Call Positions

PM COOK III
Minimum 1-2 years experience, culinary degree preferred. Knowledge of classical, California and Japanese cuisine. Flexibility with working hours. Team player with ability to work different stations in kitchen, banquets, and Harmony. Must be available to work afternoon/ evenings, weekends and holidays.

AM COOK III
Minimum 1-2 years experience, culinary degree preferred. Knowledge of classical, California and Japanese cuisine. Flexibility with working hours. Team player with ability to work different stations in kitchen, banquets, and Harmony. Must be available to work early mornings starting at 5:30am, weekends and holidays.

STEWARD
1 year experience in stewarding in a hotel, catering, or restaurant environment preferred. Job requires working in the back of the house with such duties as stacking, operation of dish machine, and cleaning. Good communication skills required. Must have scheduling flexibility and be available for all shifts, including weekends and holidays and shifts from 6:00 PM to 2:00 AM. Must be able to lift 70 lbs. or more. Job requires bending, sitting and standing.

Applications may be completed online at: http://www.hotelnikkosf.com/employment.aspx
Internal Transfer Request Forms can be obtained in the Human Resources Office
HOTEL NIKKO IS AN EQUAL OPPORTUNITY EMPLOYER M/F/Vet/Disabled
THIS ORGANIZATION PARTICIPATES IN E-VERIFY: www.dhs.gov/e-verify