Jobs that add color to a trip to Nagasaki



Where is your most memorable travel destination?

The hospitality you receive at your accommodations will determine your impression of the trip as well as the place.

Working in a hotel or inn in Nagasaki means "adding color" to the trip of visitors.

Today, your seniors are colorfully enriching someone's trip at their accommodations in various locations.

This is an account of their wide range of work, lively work attitude, and how they spend their holidays, etc.

The charms of the hotel business are detailed here.

Jobs in the hotel business 3

The hotel business is a team effort	4-5
Learning the reality	6



Buildi	ng a	career	15
--------	------	--------	----

Ryutaro Yamaguchi,	
11th year with the company	16
Minako Hirai, 26th year with the company	17
Koshiro Mukai, 31st year with the company	18



Seniors at work7

Introducing 5 persons	8-9
Front Office Department: Yuki Tadokoro	10
Kitchen and Food & Beverage Department: Wataru Ozaki	: 11
Banquet and Wedding Department: Mayuko Ishikawa	12
Sales and Planning Department: Namiko Honda	13
General Affairs and Management Department: Asuka Sakai	14



Useful information for job

unung ······	
Data & Topics	20-21
Useful qualifications	22
Becoming a Nagasaki Concierge	23

40



Jobs in the hotel business

Working in a hotel or inn requires different skills and roles in each section, and each has its own appeal. First, let's see the job description and work environment.



\\The face of the hotel/inn // **Front Office**

The first staff members who greet guests upon arrival are the Front Office Department staff. It is a job that affects the guest's impression of their accommodations.

Front Desk



A front desk staff member handles a variety of guest requests from check-in to check-out, as well as the management of reservations.



Doorkeeper

A doorkeeper is responsible for picking up and dropping off quests, arranging and guiding cars, and providing security around the facility. As the first person to welcome guests, a pleasant greeting and the flexible handling of any situation are essential.

Bellperson



A bellperson assists guests with luggage and escorts them to the front desk or their room. The job requires careful attention to detail through keeping an eye on the front desk and the entire lobby.

Concierge



A concierge responds to all kinds of requests, not only for information on the facility, but also on tourist attractions. transportation, etc. In addition to the ability to gather information, networking is also important.

Featured on page 10!



for the job introduction vide







The Kitchen and Food & Beverage Department provides food, one of the joys advanced food knowledge and etiquette.

Receptionist



The receptionist is the first person to greet and attend to customers in the restaurant. The job requires a flexible response to ensure customer satisfaction.

Room Service



Room service staff receive orders from guests, deliver food to their rooms, and set the food on the table.

Server



Servers are mainly responsible for serving food and cleaning up afterwards. The job requires the ability to communicate with cooks and knowledge of ingredients and cooking methods.



In addition to the chef, who is in charge of the kitchen, there is a wide variety of other jobs, such as saucier (sauce chef) and butcher (meat preparer), etc.

Featured on page 11!







O3 Assisting customers // on their big day // Banquet and Wedding

The Banquet and Wedding Department supports customers on their special day. From preparation to operation on the day of the event, the staff work with customers to shape wonderful memories.

Banquet Reservation



The staff handle reservations for banquets, seminars, exhibitions, wedding events, etc. Based on the wishes of the customer, the staff decide on the specific details of the banquet or other events.

Sales

The sales staff communicate the

attractiveness of accommodations.

individuals and corporations (such as

travel agencies). Good communication

skills are required as there are many

opportunities for contact with people

outside the company.

banquets, restaurants, etc., to



The staff members handle the venue setup, proceedings, and catering for wedding receptions and large banquets. Good customer service etiquette, careful preparation and appropriate assessment of the situation are important.

Wedding Planner



A wedding planner listens to the customer's requests, such as their wishes and vision for the event, as well as the budget, and decides the details and the schedule of the wedding ceremony and reception.

Featured on page 12!

Cloakroom

The cloakroom attendant temporarily stores the coats and other belongings of people who use the restaurants and banquet halls. Calm and quick responses are required.





4 Attract customers // Sales and Planning

The Sales and Planning Department communicates the attractiveness of the facility to draw customers. It adjusts the operations of the company to meet market needs.

Public Relations



Public relations staff actively promote the company through the media, the website, and social media, and respond to requests for interviews as well.

Featured on page 13!







05 General Affairs and Management

The General Affairs and Management Department provides support for the staff working on-site. It contributes greatly to the maintenance and development of the lodging facility.

Accounting



The accounting staff manage sales and assets. This job is the core of management, responsible not only for accuracy but also for analyzing revenues and expenditures and proposing improvements.

General Affairs



To ensure that all staff members can proceed with their jobs smoothly, the section maintains a wide range of working environments, from the management of fittings and the facility to administrative procedures for contracts.

Human Resources



The Human Resources section deals with recruitment and training for personnel development. In addition, it places the right staff in the right positions based on a comprehensive evaluation of their skills and experience.

Facility Management



This section carries out inspections and maintenance work of various equipment within the facility, such as electrical equipment, air conditioners, elevators, etc.







05

Featured on page 14!



Marketing

Marketing staff analyze and predict needs based on market research, develop branding strategies, and plan new services and events.



facility.



Planning

Planning staff plan and carry out events that will promote sales, such as bridal fairs and dinner shows, in accordance with the management policy of the



earning the realit

• What is the workplace like?

Age distribution of people working in the accommodations industry (nationwide)

Many people in their 20s to 40s work in the inn/ SS

Workplace atmosphere

The power of young people is essential in the accommodations industry. About a quarter of the working population is 29 years old or younger. A comprehensive training system, respected superiors, and connections between young staff members help raise motivation at work.

	Age 19 and under	2,290 people	usines
	Age 20 to 24	20,930 people	
	Age 25 to 29	19,700 pe ople	From the M75 Acc
	Age 30 to 34	16,700 people	Ministry of Health, Labour and Weitare From the Basic Survey on Wage Struc M75 Accommodations Industry
	Age 35 to 39	16,920 people	or Heatin, Labour and Weirare Basic Survey on Wage Structure in 2021 ommodations Industry
	Age 40 to 44	18,010 people	Labor Irvey c tions li
	Age 45 to 49	25,420 people	in Wag ndustr
	Age 50 to 54	24,680 people	weira ge Stru y
I	Age 55 to 59	18,140 people	re Icture
	Age 60 to 64	11,440 people	in 202
	Age 65 to 69	6,740 people	
	Age 70 and over	3,040 people	in

Age 70 and over 3,040 people

Reality of working at a lodging facility

When our restaurant is understaffed, other departments

Shin Shiraishi, Sales Department, Hirado Tabira Onsen Samson Hote (born in Hirado City, graduated from Hirado High School)

How are the welfare benefits?

Employee benefits are essential for long-term employment. Although it depends on the company, many of them offer relatively well-equipped benefits, such as employee dormitories and vacation systems. Perks unique to lodging facilities, such as restaurant meal vouchers for two, discounts on bathing fees, etc., are also attractive.

a in 2015 / Reality of working at a lodging facility



pension insurance, employment insurance, and commuting allowance, a "self-improvement allowance" is provided. When I go on a trip, half can use accommodations that I would like to stay in even if they are a little expensive. Sometimes I notice things about other companies' services or facilities from a

guest's perspective, and it is a great opportunity to learn. Minako Toyomasu, Front Desk staff, Iseya, an inn with private rooms with a view of the sea and open-air bath (born in Minamishimabara City, graduated from Koka High School)

Work shifts at lodging facilities are

basically a "two-shift system" with day and night shifts, or a "three-shift system" with morning, afternoon and night shifts. It is a job that requires both mental and physical strength. There are also benefits, such as being able to take long holidays during the off-season or on weekdays, allowing you to travel without crowds.



Reality of working at a lodging facility

? ? ? ? ? ? ?



and my holidays are not necessarily on weekends, but when I request the days I wish to take off, it is usually approved. Since I have many weekdays off, there are fewer people wherever I go. On three

Kanami Kawasaki, Bridal Department, Hotel Grand Palace Isahaya (born in Fukuoka Prefecture, graduated from Chinzei Gakuin High School)

in 2020

shifts and h

Be flexible

Customer handling

Working in the accommodations industry may seem glamorous at first glance, but it can also be very challenging. Staff members spend a lot of time dealing with customers and receive a variety of requests. In all cases, it is essential to be courteous and make every effort to meet their requests to the greatest extent possible.

Reality of working at a lodging facility

we must be aware of what is going on in the front of house area. In addition to managing reservations and handling check-ins, we must also grasp the information and requests of each guest, from whether or not they have allergies, to their yukata size designation, and provide precise instructions

Taisuke Satomura, Front Desk staff, Okuiki Sennenyu Hirayama Ryokan (born in Iki City, graduated from Iki High School)

2 shifts

or

shifts

system

??????????????

system



Seniors at work

Five senior staff members working at lodging facilities in Nagasaki Prefecture shared how they spend their private time, how a day's work goes, and what they find rewarding about their daily work.



erson Introducing &

To work hard, it's also important to enjoy your holidays and take care of your health. Let's check out the private lives of young people working in a hotel or inn in Nagasaki Prefecture, including their hobbies, how they spend their holidays, as well as their profiles.

- 01 Hobbies and how you spend your days off
- 02 Favorite words
- 03 Favorite celebrity (famous person)
- 04 Nagasaki's favorite XX

YukiTadokoro

Sweets make me happy.

Let what passes pass and cherish what remains forever.

am grateful to my parents for their love at all times and to my friends with whom

MISIA 03

Night view of Nagasaki

Wataru Ozaki

A collection of Japanese knives

I have been collecting over 20 Japanese knives since I was about 18 years old. I am happy to spend time looking at them over a drink or taking care of them.

04

Unzen hot spring town



manner. Not only do I love Unzen hot spring, but I also love the warmth of the people there.

Carrying out one's 02 original intention throughout

to this determination and never give up until I become a full-fledged chef.

Tsuyoshi 03 Nagabuchi

He is a man of chivalry and passion, which is very cool. The lyrics of Myself are very touching, and I often sing it at karaoke

Mayuko Ishikawa

01

Graduated from Shimabara High School and Ritsumeikan Asia Pacific Unive

Take expressive photos.

I photograph nature, landscapes, and casual moments from the daily lives of friends and family, and edit those photos. My camera is a Canon EOS Kiss X9i. It is easy to use and recommended for beginners.

A bud sprouts from a node.

These are the words my father taught me when I was feeling down because I wasn't getting the results I wanted. It made me realize that if I keep trying even when I stumble, I can reach a different stage.

Namiko Honda Graduated from Nagasaki Nihon Uni

<mark>03</mark>> Hikari Mitsushima

I respect the way she does not show her hardships or pain, but rather tries to "make the most of it" in her work. I also like the fact that she gives her all in both her work and private life.





There are many good spring water sources on the local Shimabara Peninsula. There is also one gushing out on the premises of the hotel where I work, and people from many places come to take the water home with them.

01 Visiting markets

love markets where I can interact with producers. Although I would like to connect hose producers with the hotel, I want to cherish the encounter as a person first.

Where there's a way

These are the words that have made sense to me after various experiences. Even when I feel anxious, these words encourage me by saying, "If you have a will, you will find a way to do it."

03 Hideaki Ito

I love his strongly built body, especially his jawline, which is unusual for a Japanese person. Maybe because I am tall, I am attracted to men with a solid physique.

04 Nagasaki Sonogi Tea from Higashisonogi Town

e been drinking it even before it was selected as

umber one in Japan. started to love it more when I learned about the efforts of the producers through various events.



Asuka Sakai

01 Cherish my <u>"me" time</u>

I value the time I spend alone, watching movies or going shopping. Sometimes I go to concerts with friends.

02 Once-in-a-lifetime opportunity

Even when I receive a task that I have never done before, I feel motivated to take on the challenge when I think of it as a once-in-a-lifetime experience. 03 AAA (Triple A)

Not only are they great at singing and dancing, but all of their songs are in line with my taste, so I'm captivated and obtain energy from the members' smiles every time I go to their live shows.

04 Pork buns from Yoroya Manju

The pork buns at Yoroya Manju in Kinkai-muramatsu-machi, Nagasaki City are very large and the meat inside is juicy.





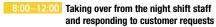
Impressed by the "spirit of hospitality"

of my employer

I enjoy interacting with people and naturally became interested in the service industry. When I applied to the company I now work for from outside Nagasaki Prefecture during my job search, I was having trouble finding a place to stay. They then arranged a hotel for me. I was deeply moved by the warm hospitality extended to me at that time. It made me want to "do something for others" and I decided to find a job in the hotel business.

An example of a day's schedule

7:00~8:00 Reporting for work



12:00~13:00 Break

Assisting with member check-in, handling requests at the concierge desk, arranging deliveries, and handing over to the night shift staff, etc.

A lot to learn!

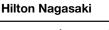
Here is the challenging part

The concierge's work encompasses a wide range of tasks. Occasionally, I handle front desk duties too. Aside from the hotel's facilities and services, I also collect information and compile notes on tourist attractions, transportation, restaurants, etc., in the prefecture one by one and keep learning on a daily basis.

A workplace where staff members express gratitude to each other



We have a "THANK YOU Card" system in which employees express their appreciation to each other. It is a rewarding experience when something casual you did helped someone or when you are praised for something that you have worked hard for.





2nd year with the company

Supporting a comfortable trip

The concierge's job is to provide assistance to guests to ensure their comfortable stay at the hotel and make their trip more enjoyable. For example, I provide transportation information to our guests who want to visit Gunkanjima or introduce restaurants and make reservations for those who wish to eat delicious fish dishes. I am usually at the concierge desk next to the front desk, where I am able to respond quickly and appropriately to our guests' requests. On occasions such as guests' anniversaries, I sometimes prepare flowers and gifts in their guestrooms.

My power item /

A four-leaf clover I found in Nagasaki

WY JOB

I found it during new employee training! Someone I met by chance at that time told me, "Keep it in your wallet, it'll do you good." So I pressed it and now carry it with me.





Message to students

Value caring for others

The most important thing is to have a "caring mind." Then, a smile and guts. This is a rewarding job for those who can appreciate what someone has done for them and return the gratitude.

Influenced by my

father, a chef, I naturally

followed the same path.

Since my father was a chef of Japanese cuisine, there were always young trainee chefs around me from an early age. Influenced by this, I naturally chose to pursue the same profession. Following my father's belief that "experience is everything," I gained experience in the kitchen without going to a vocational school. The only way to become a full-fledged chef is to practice. Every day, I strive to improve my skills, while receiving inspiration from my seniors.

An example of a day's schedule

8:30~9:00 Reporting for work 9:00~13:00 Preparing and cooking fish 13:00~15:00 Break 15:00~19:00 Preparing sashimi, cooking, cleaning up



Value each step

Here is the challenging part

To become a full-fledged chef, training is essential. Although it varies in each restaurant, most apprentices basically start by washing dishes and preparing ingredients, such as vegetables. At the beginning, I was so disappointed in myself for not being able to do well that I even cried in frustration.

Customers' smiles when they like the food



The best compliment from a customer is the words, "It's delicious!" I can't get enough of the moment when I see their happy faces when they put their food in their mouths. I still need to improve my skills and obtain more experience to become a full-fledged professional, but this moment makes me motivated to keep working hard.



Fillet a fish neatly

I am mainly assigned to the mukoita task, a process of filleting fish and preparing it as sashimi. I have been trained in the Kanto and Kansai regions, but Nagasaki is truly rich in ingredients. Seafood, in particular, is fresh and abundant in variety. To bring out the best flavor from these ingredients, proper knife care is essential. Meals at inns and hotels are significant aspects that affect the memories of a trip. It is an important mission of a chef to extend hospitality to our guests so that they can enjoy a special time.

∖ My power item /

WY JOB

Kitchen and Food & Beverage Department

Kitchen

A pen I received from my senior colleague

A senior colleague who helped me out when I was in Osaka gave this to me as a gift along with a genuine leather notebook, saying, "You should have this kind of pen." I always keep it in my breast pocket.





Message to students

Be a chef who serves happiness.

You might have a harsh image of the path to become a chef, but I think there's no job as rewarding as being able to make customers smile with the food you cook.



Making use of my experience in another industry and my ambition

After graduating from university, I took a job at a company that runs an international trade fair in the Kanto region to make use of my experience studying abroad and gain new knowledge. Some of my work with foreign companies involved bridal-related projects, and I started thinking about what my ideal wedding would be like. Wishing to give back to my hometown, I decided to return to my hometown and find a job. It had always been my dream to work in the wedding industry at The Marqui's, so I had no hesitation in deciding to work here.



Working together as a team to manage difficult tasks

Here is the challenging part

I believe that a wedding is a team effort. When I have a problem, I immediately consult with other staff members and brainstorm ideas to resolve it as Team Marqui's. Since it is an important, once-in-a-lifetime celebration day, I want to realize the wishes of the bride and groom as much as possible, no matter how difficult the wishes are.

The workplace is a treasury of experience.



Good thing about the workplace

I am responsible for a variety of tasks, and I am very grateful for a company environment in which I am entrusted with tasks that I raise my hand and say, "I want to do that!" It's a lot of responsibility, but the sense of accomplishment I get after completing a task and the moment I share the joy with my colleagues give me energy.

The Marqui's



3rd year with the company

Producing a celebration day

My main job is to coordinate weddings. My job is to plan weddings, including providing advice on the invitations and selection of gifts, as well as coordinating the venue and providing information on the venue. Our hotel has launched a new business of trendy Korean-style photo weddings, and I am involved in the preparation of the dresses for this business as well. I sometimes also assist the front desk staff, helping with check-ins, check-outs, and other tasks.

My power item /

Goods from my alma mater

TOB



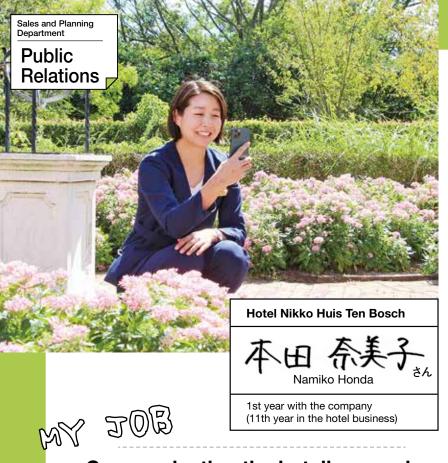
I carry badges and pens with the name of my alma mater on them so that I don't forget where I came from. One of my senior alumni at the university saw these goods and talked to me, leading to a wonderful encounter—we still keep in touch to this day.



Message to students

I can shine because this is Nagasaki, my hometown.

When I returned to my hometown after studying abroad and living in various cities, I once again noticed the charms of my hometown. I am very happy to be able to do the job I love and spend every day with my dearest family. Everyone, please try something you like.



Communicating the hotel's appeal

My duties range from event planning and creation of promotional tools in the hotel to media relations and social media communications. What is required is branding that conveys "what you can do when you visit this hotel" and easy-to-understand public relations. By striving to transmit information in a way that is easy for people to imagine, I was able to see the pleasing result of our social media followers shifting to the hotel's target demographic. Although I don't have much direct contact with guests, this job allows me to promote the appeal of the hotel to the world.

My power item

Cosmetics that boost my femininity



I keep nice-smelling things and cosmetic products that lift my spirits in a place where I can always see them around my desk. Since I am in the service industry. I choose products, especially lipsticks, that will make my face look brighter.



Bringing the extraordinary into the workplace

Some stand in the front while others support from behind the scenes. There are many different types of jobs in hotels that there's sure to be one that's right for you. You will be able to grow through encounters with guests from all over the world.

I want to have a job in which 7 can support people.

For me, travel is all about good memories and a fun time in my life. I became interested in the tourism industry that is involved in that. When in a group, I am the type of person who looks around and thinks about what I can do. I find it rewarding working behind the scenes and seeing other people happy, so I wanted a job in which I can support people in the tourism industry.

An example of a day's schedule 8:00~9:00 Reporting for work Checking social media and emails. marketing, checking around the building, searching for social media topics, cleaning, etc. 12:00~13:00 Lunch break 13:00~17:40 Meetings, responding to interviews, editing videos, posting on social media, etc. 17:40 Leaving work

Daily cooperation is important!

Here is the challenging nart

There are many departments within the hotel with varying perspectives. To ensure smooth operations, internal coordination is of the utmost importance. Therefore, I try to maintain good communication on a daily basis, for example, by showing my willingness to cooperate without saying "no" first.

The excitement of creating something new



Good thing about the workplace

This is the first time that our company has fully launched a Public Relations Planning Department. Since this is a new venture, I find it exciting to be able to use the knowledge and experience I have gained over the past 10 years in the hotel industry to create a foundation for the future.



and sharing the figures

I work in the General Affairs and Accounting Department, making use of the bookkeeping and calculator qualifications I obtained in my commercial high school days. I mainly work on the computer and answer the phone. Every day, I record the previous day's sales and share the figures with employees in an easy-to-understand manner on a bulletin board on the company's social media. I also receive invoices for various supplies purchased by employees and process reimbursements. This is a job dealing with money, and sometimes the appropriations don't match up, but when they do so perfectly, I feel relieved.

My power item /

Smartphone standby screen

I took this photo on a plane departing for Tokyo on a solo trip. I used to be afraid of heights, but this trip helped me overcome that fear. The photo makes me think that even if I make mistakes in my work. I should keep trying.





Message to students

Try many things in your school life.

I had a very hard time deciding on my career path. Therefore, I recommend that you try out various things at school. By doing so, you may find something you would like to do. It would also be good to obtain qualifications so that you can utilize them in your job.

Became interested in the industry after *participating in a job fair* when I was a high school student

Listening to a person in the hotel industry at a job fair that I participated in when I was a high school student led me to this industry. I have always loved traveling. The hotels and inns to stay at are the best part of traveling and are very exciting places. I became interested in what kind of work people do in such places, and I decided to apply for a job in the hotel business.

An example of a day's schedule 8:30~9:00 Reporting for work 9:00~12:00 Collecting, calculating, and recording the sales from the gift shop and the previous day's guests. 12:00~13:00 Lunch break -14:00 Continuation of the morning tasks 15:00 Settlement and accounting of receipts for equipment and other items purchased the day before or on the day

Confirmation of the system and cash on hand

15:30~17:15 Miscellaneous duties on the day

It is difficult to make it "easy and clear to see."

challenging nart

Here is the

Making graphs and tables of sales and other figures that are easy to understand is the challenging part. Depending on the content or color scheme, they can be difficult to understand. So, when I share graphs and tables, I try to make sure that what I want to convey can be understood by other employees at a glance.

Becoming soothed by chatting with coworkers



Once a month, I have an interview with my supervisor, where I am sometimes praised for achieving targets. It makes me feel motivated to take on even more challenges. I enjoy chatting with my colleagues after finishing a task, which helps me to relax and move on to the next task.



Building a career

10, 20, 30 years—.Senior staff members who have built their careersin lodging facilities reflect on their pastexperiences and offer messages to their juniors.

Yataro Section Manger, Front Office Section, Sales Department

<u>Ryutaro Yamaguchi</u>

Graduated from Keiho High School

I handle check-ins and check-outs and manage reservations. Front desk staff are the "face" of the hotel. A wide range of skills is required, including communication skills and the flexibility to respond quickly to customer requests and questions, as well as language skills.



Park, after the entrance ceremony full of excitement and hope (back row, center)

> CAREER STEP

In my early career

When I handled a complaint from a

customer for the first time, my mind

customer is different. It was a hard

lesson to realize how difficult it is to

and service for each customer.

Since I started to provide more

personal service, remembering the

"pleasant," I receive more words of gratitude and compliments. Ten years

of failures and successes have led to

my current readiness to deal with any

kinds of service that customers found

instantly determine the right response

went blank. The more I panicked, the

more I made the customer angry. I will never forget that experience. Every



G

I learned not only work, but also how to decorate for seasonal events from



It's been 10 years since I joined the company. With Mr. Ito, a good friend and rival (I am on the right)



Pride and responsibility cultivated as the "face of the hotel"

The hotel staff performed a dra dance. We practiced hard beside carrying out our normal duties



Promoted to section manager. Words of gratitude from our guests are what makes my work worthwhile every day

vate **b**hoto



On holidays, I go on trips with my wife. I utilize the wonderful experiences and knowledge I gain from my trips to apply to my work.

Message

from high school and am now one of the core staff members. From now on, in addition to my regular duties, I am in a position to train new employees. "I want

Appeal of the job

I have started to see

I joined the company after graduating

th year with the company

to make it a good hotel together with them." With this renewed determination, I will continue to work hard.

Since I was not good at communicating, I thought the hotel business was not for me. But before I knew it, 10 years had passed since I joined the company. There's nothing you cannot overcome if you have motivation!

Failure

Success

~ ~

situation.

Hotel Okura JR Huis Ten Bosch Manager, Sales and Marketing Department

Minako Hirai

Graduated from Kanzaki High School (Saga Prefecture) and Kurume University

25 years with Hotel Okura. I am currently in charge of planning and public relations, disseminating a variety of information about the hotel to the media. The experience I have gained in each department within the hotel, including restaurant, bridal, planning and public relations, and shop, is very useful today.



Our first company trip was to Beppu City, Oita Prefecture (I am on the left). I was working in the restaurant at the time.

> CAREER **STEP**



I was in charge of planning and public relations. I learned the joy of creating an event from scratch (I am on the far right



Valuing connections, working for Okura for 25 years

Assigned to the newly established Product Business Department. The six months leading up to the shop opening were especially hection



The Bridal Department for the second time in about 10 years. Repeated trial and error in sales strategy as a manage



Once again in charge of planning and public relations. As a manager, I respect the opinions of the staff and watch over them

In my early career

Failure Success

n n

I was transferred to the Bridal Department in my early 20s. My mistake in the arrangements was discovered on the day of a wedding reception, which we had been preparing for over a year. We responded to the situation with an alternative measure, and fortunately, the customer still visits our hotel from time to time. From then on, however, I started to confirm things again and again.

When I was in the Bridal Department, where we work closely with the bride and groom, I had many moving experiences, such as receiving words of gratitude or a letter of joy during the reception. Some people still come to visit me even after more than 10 years, and I feel the depth of the connection.

th year with the company Appeal of the job I have started to see

Having been involved in the hotel business for so long, I have had the opportunity to experience working in a variety of departments. The work in a hotel is wide-ranging, and every task is connected. Nothing would be possible without mutual cooperation. This is a job where you can cherish connections with people.

Message



On weekends, I enjoy lunch with my colleagues or go to a nearby hot spring to refresh myself.

It may seem as if I am doing the same tasks every day, but different customers require different responses. The beauty of the hotel business is that you can enjoy every moment of every day.

Hotel New Nagasaki Marketing Manager, Marketing Department

Koshiro Mukai

Graduated from Nagasaki Nanzan High School and (the then) Kyoto Academy of International Culture

Since joining the company, I have worked in sales and customer service for 30 years. I am currently in charge of the overall management of events, including dinner shows, as well as their planning and publicity as the manager of the Marketing Department. I am also involved in product development, including New Year's dishes and party plans.



Joined the company as a new graduate. I received new employee training in the Restaurant, Guest Room, and Banquet Departments (I am in the middle).

> CAREER STEP



Transferred to the Wedding Group. In 2003, we achieved 300 weddings that year, and the business was going very well.



I was involved in a project related to Nagasaki Concierge and passed the exam in 2018 (I am on the far left).



30 years of experience built up along with the hotel's history

To the Sales Group. I mainly did business with corporations, including political parties and chambers of commerce (I am on the right).



Promoted to Marketing Manager. Photo at the newly renovated entrance

n my early career



Success

n n

When I tried to serve drinks to guests at a banquet, I accidentally spilled three glasses of orange juice over the back of a guest. I apologized profusely, but I panicked. A senior colleague who was serving at the banquet helped me deal with the customer.

When the number of weddings was declining, I was assigned to the Wedding Group for the second time to turn things around. I focused on staff training and examined various data. The closing rate increased, the number of weddings held in one year reached 300, and the group received a special award from the president.

3 st year with the company Appeal of the job I have started to see

Words of gratitude such as "Thank you" and "I'll come again" from customers are very encouraging. Given my age and position, I feel I am now able to add something extra to what I have cultivated. I will continue to strive to provide the best hospitality.



I live in Omura City. Walking along a different route or at a different time of day brings new discoveries!

Message

Work can be done not only by one person but by a team, in support of each other. Seeing is believing. Trying it out. Moving and experiencing it for yourself is the most important thing.





Useful information for job hunting

Statistical data and topics related to the hotel business and tourism in Nagasaki Prefecture have been compiled. Useful qualifications are introduced along

with comments from seniors.

NAGASAKI DATA & TOPICS

The lodging business is an industry that is closely connected to and has a broad impact on the region as supplies and food are often sourced locally. With the opening of the Nishi-Kyushu Shinkansen, Nagasaki Prefecture is undergoing a period of transformation that is said to occur once in 100 years. Great expectations are being placed on lodging facilities in anticipation of an increased number of visitors.

01 900 ↔ hotels and inns

There are approximately 900 lodging facilities in Nagasaki Prefecture. The number has been increasing in recent years. The total capacity is approximately 54,000 people! Hotels, inns, private lodgings, guest houses, hostels, national lodgings, glamping—a variety of accommodations are available. Each has its own unique appeal, such as "tasty food," "luxurious rooms," "beautiful night views," "high-quality staff service," etc.

*Source: Nagasaki Prefecture Tourism Statistics (survey conducted on April 1, 2024)



02

Annual tourism consumption:

353.5 billion yen

The total number of tourists to Nagasaki Prefecture was approximately 7.32 million in 2023. The average length of stay was 1.24 days, and tourism consumption amounted to approximately 353.5 billion yen. The average spending per person on day trips was about 8,700 yen, while overnight guests spent 36,000 yen. Therefore, it is important to increase the number of repeat visitors and encourage them to stay overnight through extension of hospitality by staff members and other means.

*Source: Nagasaki Prefecture Tourism Statistics

03 **The finit Tourism involves a wide range of businesses** and can contribute to the local economy.

The tourism industry is said to be a broad, comprehensive industry that involves inns, hotels, transportation, tourist facilities, and souvenir shops. Lodging facilities, in particular, do business with a wide range of businesses, including the agricultural and fisheries business for food, cleaning business for linens, retail business for amenities, fuel companies, and insurance companies. The industry has a significant ripple effect on the local economy, as many materials are procured locally and a large number of people are employed. Jobs in this industry can contribute to the local community.



A once-in-acentury transformation

Nagasaki Prefecture is undergoing a period of transformation that is said to occur once in 100 years. The Nishi-Kyushu Shinkansen started operation in 2022, and the new Nagasaki Station building was opened in 2023. Nagasaki Stadium City, built near JR Nagasaki Station by Japanet Holdings, a major mail-order company, was also opened in 2024. In addition, preparations are underway to extend the berth at Matsugae Wharf in Nagasaki Port to allow two large vessels to dock at the same time. Expectations for lodging facilities are rising along with the increase in the number of visitors.

05 Important months: March, May, August, October, November

The number of overnight visitors in Nagasaki tends to increase in March (spring vacation), May (Golden Week), August (summer vacation), and October to November (autumn tourist season), making these months the busiest for lodging facilities. Conversely, the number of overnight guests tends to decrease in the cold season of January, and in June and September after the peak season. *Source: Nagasaki Prefecture Tourism Trend Survey

Commonalities

among people in the hotel business in Nagasaki

When I see people struggling with how to get to or take trains to tourist

When I see Mount Inasa, I think the night view will be beautiful tonight.

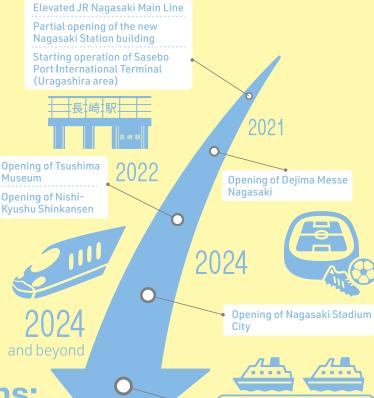
spots on my day off, I want to help

them.

When I go to a new restaurant, I check the menu and the atmosphere of the restaurant to see if I can introduce it to our guests.

Customers give me souvenirs from all over Japan, and I feel like I've been on a trip while in Nagasaki.

When I notice words or phrases that might be useful for conversation or for providing information on sightseeing spots to guests on a local TV program, I can't help but watch it.



Expansion of Nagasaki Port Matsugae International Terminal to two berths Development of the former prefectural office site

06 Nagasaki Prefecture is ranked 6th in the overall satisfaction nationwide

According to the 2024 Overall Satisfaction Ranking based on the Jalan's Survey on Sightseeing Domestic Travel 2024 (survey result in 2023) conducted by Jalan Research Center, a private think tank, Nagasaki Prefecture ranked 6th in the nation. Kagoshima ranked first, followed by Ehime, Ishikawa, Oita, Tokushima, Nagasaki, Kyoto, Hiroshima, and Shimane. *Source: "Jalan's Survey on Domestic Travel 2024" (Jalan Research Center)

These qualifications are useful. The hotel business is a service industry that aims to make travelers' stays comfortable. This section

introduces staff who are working hard by obtaining qualifications and improving their skills to understand and

respond to various needs.

TOEIC®



Listening & Reading Test Handling guests from abroad



I have taken the test twice: once while job hunting and once after I started working. The exam I took while working seemed less challenging because I was already using English in a practical setting. Our facility is intended for use by foreign tourists visiting Japan, so there are many situations where business English skills are useful, such as when handling overseas customers, translating menus and other documents, acting as an interpreter when accompanying optional tours, and communicating with overseas media.

Yuko Yamazaki

Hirado Castle Stay Kaiju Yagura

Communicating local charms with confidence

Meister of the World Heritage Study

The Meister exam is an essay exam based on what you learned in the 2nd and 1st grade exams. Surprisingly, the most difficult part was to "handwrite" long texts. Just as if I were taking the actual exam, I repeatedly practiced writing by hand, keeping in mind the time and the character limit. Nagasaki has two World Heritage Sites, and I am able to guide customers around and answer their questions with confidence. I would like to convey the charms of various parts of Kyushu in the future.

Yumi Miura

Accommodation Department, Hotel Europe



Broadening your knowledge about travel **Certified General Travel** Services Manager



Akari Kakumei

Front Desk Section, Accommodations Department, Hotel Nikko Huis Ten Bosch

Other useful qualifications!

Secretarial Skill Proficienc	cy Test Nag	gasaki History, Culture	and Tourism Test	Sake Tasting Specialist
Disaster Prevention Expert TOEFL Japanese Inn Hospitality Examination				
EIKEN Test in Practical English Proficiency Test of Proficiency in Korean Wine Sommelier				
Chinese Proficiency Test	and others.	Nagasaki Concierge	will be introduc	ed on the next page.

What is Nagasaki Concierge?

Disseminating the charms unique to Nagasaki

A Nagasaki Concierge is a person certified by Nagasaki Prefecture to provide services that satisfy customers and convey the unique values and attractions of Nagasaki at hotels and inns in the prefecture. The objective is to increase the amount of spending by visitors in the tourism industry in each region by improving service at the lodging facilities where the concierge works and attracting repeat customers.

How can I become one?

Depending on the score in the certification exam

Nagasaki Prefecture administers the certification exam around February every year and awards certification in one of three categories: bronze, silver, or gold, depending on the score. The exam consists of two parts: role-play with a person playing the role of a customer and an interview with a certification committee member. If you have qualifications designated by the secretariat, such as those related to languages and hotel practices, you will earn extra points. No course fee will be required and you can try as many times as you want to achieve gold certification.

Become a Nagasaki Concierge who can provide the best hospitality that is unique to Nagasaki. 4

How many people have been certified?

76 people have been certified in seven years

From fiscal 2017 to 2023, a total of 76 people were certified as Nagasaki Concierges, including 46 Bronze, 21 Silver, and 9 Gold. A certified Nagasaki Concierge will receive a certificate and a badge from the Governor of Nagasaki Prefecture and will be eligible to participate in information exchange meetings and workshops held for the purpose of acquiring the latest tourism information and interacting with other concierges.

Ask a Nagasaki Concierge —After acquiring the certification—

I have more confidence in myself now

I used to be one of the Saruku Guides (walking guides) for Nagasaki City when I was a student, so I have long been interested in the history, culture, tourism, and food of Nagasaki. Since I obtained Nagasaki Concierge Silver Certification, I have become more confident in myself than before, and I find my job both enjoyable and rewarding. From now on, I will strive to further improve so that not only myself but also the hotel as a whole can grow.

Ayaka Imazatc



Issued by: Tourism Promotion Section, Culture, Tourism and International Affairs Department, Nagasaki Prefecture 3-1 Onoue-machi, Nagasaki City 850-8570 TEL. 095-824-1111

長崎県 NAGASAKI PREFECTURE

> Planning & Production: NAGASAKISHIMBUNSHA Published: December 2022 2nd edition: February 2025

