

Our company operates and consults in the field of ryokan and hotel management.
 We consult with around 50 hotels and ryokans nationwide.
 We are recruiting foreign personnel to handle all aspects of customer service.



Company Characteristics

- In addition to our self-operated facilities, we have clients-owned facilities across Japan.
- You can learn about the management of ryokans and hotels.
- We have an established personnel evaluation system.



SEKIZENKAN
Gunma Pref.



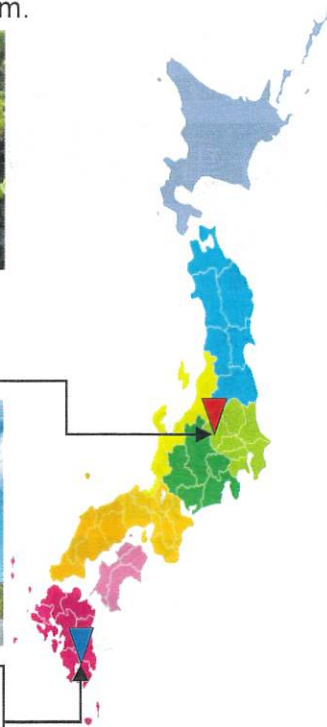
MINAKAMIKAN
Gunma Pref.



HOTEL KIMURA
Gunma Pref.



KIRISHIMA KANKO
HOTEL
Kagoshima Pref.



Examples of working ryokans and hotels

Foreign talent recruitment requirements

Engineer/Specialist in Humanities/International

Services (ESI)

- Education: Graduated from a vocational school, junior college, or university in Japan, or from a university in your home country.
- Major: Japanese, Hospitality, Service, etc.
- Japanese Level: JLPT N3~N2 or above.
- Other Languages: English.

Specified Skilled Worker (i)

Accommodation Industry/Food Service Industry

- Passed the Specified Skills Exam for Hospitality or Food Service.
- JLPT N4~N3 or above, capable of understanding instructions in Japanese.

Features of job

Occupation

Hospitality Role in Ryokans/Hotels

- Handling all aspects of customer service, including restaurant, front desk, cleaning, and guest room guidance.
- Since our clients are nationwide, you'll work at various ryokans and hotels, not just in one place.
- We currently have 70 foreign employees from Nepal, Indonesia, Myanmar, Mongolia, Vietnam etc.

Support and allowances

【Company support】

In-house support for obtaining residency status and assistance with any other concerns are available through our HR department.

【Allowances】

Dormitory available with fees ranging from 5,000 to around 7,000 yen depending on the facility. Overtime allowance.

Contact Email Address : saiyoushr@msc-sherpa.co.jp



Assignment details

SEKIZENKAN (Gunma Prefecture)

Founded 330 years ago, it is the oldest surviving wooden hot spring Inn in Japan. Designated as an Important Cultural Property of Gunma Prefecture, it exudes historical value and traditional ambiance. With its red bridge, tunnels, and quaint buildings, it creates an atmosphere reminiscent of a movie set. It attracts many tourists.



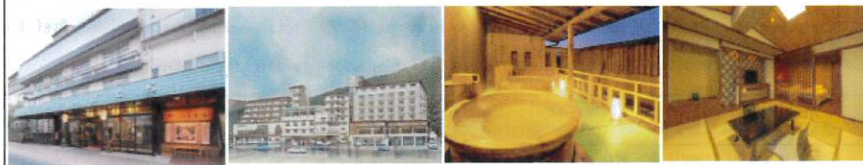
Zazan Minakami (Gunma Prefecture)

It's a hot spring inn surrounded by nature, where you can enjoy the charm of each season. Throughout the year, it offers activities such as rafting and winter sports, making it an ideal location for outdoor enthusiasts.



Hotel Kimura (Gunma Prefecture)

An onsen Hotel featuring a unique tatami bath and renowned cuisine. Famous for its "beauty-enhancing waters" with excellent spring quality. Offers seasonal dishes crafted from the natural bounty of Ikaho.

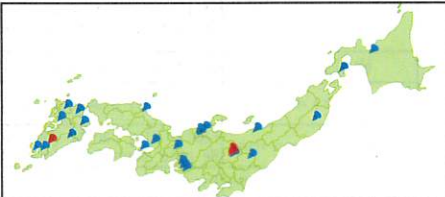


Kirishima Kanko Hotel (Kagoshima Prefecture)

It's a resort surrounded by beautiful nature. The lobby, restaurant, and rooms are designed in a modern and comfortable style, providing guests with a pleasant atmosphere and excellent hospitality. Additionally, there's also a pet-friendly accommodation called 'D+KIRISHIMA' on-site.



We consult with about 50 Ryokans(Inns) and Hotels nationwide.
Our advisory clients include hot spring resorts such as Shima Onsen, Minakami Onsen, Kirishima Onsen, Iwamuro Onsen, Shiobara Onsen, Hakone Yumoto Onsen, Arima Onsen, Yamashiro Onsen, Sumoto Onsen, Kaike Onsen, Yuwaku Onsen, Beppu Onsen, and others.



The benefits of working at Sherpa

○At Sherpa, you can work with peace of mind thanks to our comprehensive welfare benefits, including social insurance coverage and transportation allowance. We also provide support for obtaining work visas and family residence visas, and you can consult with us anytime if you encounter any difficulties.
○Additionally, our training programs offer opportunities to learn Japanese traditional culture, such as tea ceremony flower arrangement and Japanese cuisine, alongside support for your basic job duties.

The rewarding aspect of the job

At the Ryokan(Inns), teamwork is crucial. By collaborating across all departments, we can provide guests with a satisfying accommodation experience. Working in a Ryokan(Inns) allows you to acquire various skills required in the hospitality industry and expand your career possibilities.

Daily schedule (an example)

9:00 Check-out assistance
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10:00 Farewell/Assistance with luggage
↓
12:00 Preparation for check-in: cleaning
↓
14:00 Greeting, check-in assistance, room guidance
↓
18:00 Phone handling, communication department
↓
19:00 Preparation for check-out the next day

Career support

1-2 years(training)
There is a period to acquire essential skills for the operation of Ryokans(Inns) and Hotels, such as front desk, food and beverage service, cleaning, and futon setting, through on-site training.
3-5 years(Team leader/core of operations)
The role of leading the team, understanding the overall operation of the Ryokan(Inns)/Hotel. You'll be actively involved at the forefront of customer service.
6- years (Field executive/headquarters assignment)
Grow as a key figure in the hospitality industry or support Ryokans(Inns)/Hotels at headquarters

Sherpa Human Resource Requirement

JUN 7, 2024

Company Profile	Company Name		Sherpa Human Resource Co., Ltd.		President	
	URL		https://www.m-sherpa.co.jp		HIDEKI OKAGAWA	
	Head Office Address	105-0013		1-9-12 Miyakeya Bld.4F, Hamamatsucho, Minato Ku, Tokyo, Japan		Person in charge
		TEL: 03-6435-9077		FAX: 03-6435-9078		HARUHIITO SUZUKI
	Application Documents Submission Mailing Address	105-0013		1-9-12 Miyakeya Bld.4F, Hamamatsucho, Minato Ku, Tokyo, Japan		Group Establishment 1985 year
		TEL: 03-6435-9077		FAX: 03-6435-9078		Capital 30million yen Annual Revenue 4,000 million yen
	Business Activities	Management guidance and consulting for Ryokans and Hotels Specific skill/registration support organization, accommodation industry education.				Number of employees 100 Males 150 Females Total 250 People
Industry	Consulting Industry Hotel and Ryokan(Inns) Industry					
Hiring Requirements	Occupation		Planned Hiring Number		300 People	
	Guest Services Associate, Operation Staff		Age Requirement		Up to 35 years old	
	Job Description Customer service in a Ryokan(Inns) or hotel (Front desk, Guest rooms, Food and Beverage, and more)					
	Location of work (Example)	Kanto Region : SEKIZENKAN (GUNMA Pref.) · ZAZAN MINAKAMI (GUNMA Pref.) · Hotel Kimura (GUNMA Pref.) etc. Kyushu Region : KIRISHIMA KANKO HOTEL (KAGOSHIMA Pref.) etc. Nationwide : In addition to the above-mentioned facility, other client facilities				
	Employment Type	①Highly-Skilled Foreign Professionals, ②Engineer/Specialist in Humanities/International Services, ③Specified Skilled Worker (Accommodation Industry)				
	Working Hours	Shift schedule: Example 1 - from 7:00 AM to 3:40 PM, Example 2 - from 1:20 PM to 10:00 PM. Working hours: 7 hours and 20 minutes to 7 hours and 40 minutes.			Average monthly overtime : 27 hours	
	Holiday	7 or 8 days per month (Shift Schedule)		Overtime Pay : Separate Pay		
	Salary	Occupation, etc.	Starting salary	Annual income example	Annual leave days (e.g., SEKIZENKAN): 96 days (e.g., ZAZAN MINAKAMI and KIRISHIMA KANKO HOTEL): 84 days	Paid Leave: 10 days in the first year (from the 6th month onward)
		Base salary	170,000 yen ~190,000yen	Second year of employment: ~2.9 million yen (Monthly + Leader allowance + Overtime pay + Bonus)	Probationary period : Up to 6 months	Salary increase once a year Bonus twice a year (0.2 to 2 months)
		Allowance			Travel Expenses: Fixed amount reimbursement (as per actual expenses or company policy)	
Total				Insurance Coverage: Health insurance · Employment insurance · Welfare pension · Workers' compensation insurance		
Employee dormitory	Available (Monthly usage fee varies depending on the assigned facility. In-company facilities range from 5,000 yen to 7,000 yen.) Utilities are free at the dormitory. If renting an apartment privately, 50% of the rent is subsidized, up to a maximum of 15,000 yen per month.					
Meals/Wi-Fi	Lunch and dinner provided free of charge at the company. Wi-Fi is also free					
Application for a residence visa	The company provides support for obtaining a work visa upon joining and for renewing the period of stay					
Dependent (Family stay visas)	Family stay can be applied for six months after joining the company. We also support applications for family stay visas.					
Returning to home country	For the first year after jobing, it is generally recommended to avoid returning to your home country.					
Others	Availability of orientation sessions	Available anytime. Online sessions are also possible.				
	Desired Japanese language proficiency	Those with N1~N4 level or higher.				
	Desired qualities in candidates	Individuals interested in Japanese culture and Ryokans (Inns). Those who aspire to excel in the service industry, and enjoy interacting with people.				
	About accommodation	Acceptance of personnel is conducted through registered support organizations, facilitating placement at various Ryokans(Inns) and Hotels.				
	Health checkups	Annual health checkup provided by the company.				
	Job conditions	Conditions vary depending on the accepting facility. However, Sekizenkan, Zazan Minakami, and Kirishima Kanko Hotel have the same conditions.				
	Internship	We plan to accept interns (for a period of 10-12 months)				

The Sherpa Group provides consulting and guidance to Hotels and Ryokans(Inns). We have a network of 500 clients nationwide. For more information, please visit <https://www.m-sherpa.co.jp>. For inquiries, please contact saiyoushr@msc-sherpa.co.jp (Contact: Suzuki)