

Guest Experience Manager – Japandi Houses

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Company name

ANTON G.K.

Job description

Guest Experience Manager – Japandi Houses (Tokyo, Japan) | Full-Time

About Japandi Houses

Japandi Houses, founded by Swedish content creator **Anton Wormann**, transforms abandoned Japanese homes into unique, design-driven stays. Blending **Scandinavian minimalism with traditional Japanese aesthetics**, we offer premium Airbnb and short-term rentals in Tokyo. As we grow, we're seeking a **Guest Experience Manager** to help elevate our hospitality operations.

Role Overview

As **Guest Experience Manager**, you'll oversee hospitality operations, ensuring seamless **guest stays, top-tier service, and impeccable property standards**. You'll be the main point of contact for guests, managing **check-ins, quality control, and service excellence**.

Key Responsibilities

- **Guest Relations** – Handle inquiries, bookings, and guest communications, providing warm hospitality and tailored recommendations.
- **Operations & Coordination** – Manage check-ins/check-outs, coordinate cleaning schedules, and maintain high presentation standards.
- **Quality Control** – Regularly inspect properties, gather guest feedback, and implement improvements.
- **Problem-Solving** – Quickly address any guest issues to deliver a **first-class hospitality experience**.

Who You Are

Fluent in English & Japanese (JLPT N2+ required for foreigners)

1. **Hospitality experience (hotels, Airbnb, or guest relations preferred)**
2. **Customer-focused, proactive, and detail-oriented**
3. **Hands-on and adaptable—willing to go the extra mile**

4. Excited to be part of a growing hospitality brand revitalizing Japan's housing market

What We Offer

Salary: From 240,000 JPY/month (based on experience)

Flexible schedule & remote management options

A key role in a fast-growing design-driven hospitality brand

Scandinavian work culture – "Freedom with Responsibility", Frihet under Ansvar.

Location: Tokyo, Japan

Start Date: April 1, 2025 (or earlier)

How to Apply: Send your **CV + short introduction** to **Work@Anton.jp**

Email

Work@Anton.jp