



CHALET MANAGER

OVERVIEW:

As the Chalet Manager, responsible for the day to day running of your chalet, you will manage and work alongside the Host/s and Chef in your chalet to ensure our guests receive the 5 star service we do our utmost to deliver. You will need to demonstrate exceptional management skills, as you coordinate the day to day operations and performance of each individual member of your chalet team, with the key objective in mind of delivering world-class hospitality; creating a unique and memorable holiday experiences for every guest.

MAIN RESPONSIBILITIES:

Management of the team in the chalet:

- Co-ordination of the day to day operations in the chalet; service & housekeeping duties
- Daily meetings with the Chalet Team and a weekly planning meeting (Monday)
- Plan rotas for the team to ensure you have cover for days off and fair work time/down time for all
- Co-ordinate handover notes for your day off
- Manage your Chef to ensure shopping orders are complete; budgets are being maintained; stock takes are completed; daily temperature checks are being carried out and any special requests from the guests are purchased
- Management, work planning and nurturing each member of your Chalet Team
- Train and motivate of your team
- Ensure the presentation of staff is to a high standard
- Report any HR issues to the HR Manager to ensure problems are being dealt with immediately, consistently and efficiently.

Administration:

Ensure deadlines are met for financial and non-financial paperwork:

- Weekly rotas for your team
- Weekly Chalet Accounts Pack for budget assessment and accounting purposes
- Weekly Manager Reports
- Weekly Guest Reports
- Managing in-chalet stock levels
- Weekly linen count, keeping a close track of your linen
- Maintain chalet inventory of equipment, crockery, furniture & linen
- Collect guests' payment as necessary; for lift passes, wine, massages and any non-package extras
- Update supplies of bread, flowers and newspapers depending on number of guests
- Call the guests pre-arrival to discuss any special requirements



- Ensure all arrival literature is correctly displayed - Contact Cards, Welcome Letters & Resort Information Folder
- Ensure the feedback questionnaires are being placed on beds the night before departure and handed in to Resort Manager
- Ensure the guest book is placed on coffee table the day before departure.

With you leading by example and with a hands on approach you will co-ordinate and work as a team to deliver:

5* Customer Service:

- Communication with the Sales Team and your guests pre-arrival & post-departure to ensure all guests' requirements are being met
- Act as a concierge and ensure guest queries are answered speedily and any special requests are met at the earliest opportunity
- Arrange any ski hire, ski school or lift pass requirements
- Book restaurants for lunches and the Chef's night off
- Report any guest issues to the FOH Manager
- Plan "wows" and other special occasions for your guests
- Create a warm, home from home atmosphere in the chalet from the guests' arrival through to departure
- Delivery of high standards of service; through serving early morning tea trays, breakfast, lunch, afternoon tea, pre-dinner drinks, canapés, dinner and after dinner drinks
- Set and clear dining tables and dining room – including table decoration
- Work with the Chef to ensure any special requests, likes, dislikes and any food requirements are met.
- Provide cooked breakfast on Chef's day off
- Delivery of our House wines and up-sell to our 'A La Carte' Wine list.

Housekeeping:

- To be always conscious of general hygiene, maintaining high health and safety standards
- Chalet cleanliness and presentation including inside and areas outside the chalets
- Daily clean; evening turn down service; weekly clean; deep cleans at the beginning, mid and end of the season; daily laundry duties and other necessary cleaning to ensure chalet is presented to the highest standards
- Ensure napkins, tea towels and table cloths are laundered daily
- Ensure your chalet is stocked with necessary cleaning equipment and products
- Manage your chef to ensure daily, weekly and deep cleans are being carried out
- General chalet maintenance; ensure issues are being reported and fixed speedily.
- Oversee Jacuzzi checks and ensuring the log book is maintained and complies to legal



standards

- Build and maintain ice bars with your team
- Snow clearing
- Open and close your chalet to the exact company standards.

SKILLS AND EXPERIENCE REQUIRED:

This role would suit individuals with the following skill set:

- Previous 5 star hospitality, chalet work or silver service experience is preferable
- Previous general management experience
- Excellent interpersonal skills
- Excellent organisation/time management skills
- Administrative and accounting skills (preferred)
- Computer skills, including Word & spread sheets
- Fluent English, conversational French, Russian or another European language would be an advantage.
- Knowledge of ski resort/season life.

CANDIDATE PROFILE:

The hours are long and the job is physically demanding so you must have the following key personal qualities and attributes:

- Positive and flexible attitude
- Organised
- Highly professional with a 5 star service mentality
- Proactive and energetic
- Great attention to detail
- A team player with a sense of fun
- Smart appearance
- Desire to constantly please and take pride in their chalet.

OUR SALARY PACKAGE INCLUDES:

- Competitive salary
- Accommodation
- Meals; breakfast and dinner included
- Winter travel and health insurance
- Free ski/board and boot hire
- Ski pass
- Uniform
- Contribution towards your travel between UK/resort at beginning and end of the season

PLEASE NOTE THAT ALL APPLICANTS MUST BE RESIDENT IN THE UK AND HAVE A NI NUMBER AND UK BANK ACCOUNT.



A DISCLOSURE SERVICE AND REFERENCE CHECK WILL BE CONDUCTED IN THE EVENT OF A CANDIDATE BEING OFFERED A POSITION WITHIN THE COMPANY. THE COMPANY HAVE THE RIGHT TO WITHDRAW ANY JOB OFFER IF AN UNSATISFACTORY DISCLOSURE SERVICE OR REFERENCE CHECK IS RECEIVED.