



## **CHALET HOST JOB DESCRIPTION**

- ❖ The chalet hosts primary responsibility is to create a warm and welcoming environment in their assigned chalets for all guests, including children and to provide excellent quality food and maintain the company's high standards as set out in the staff manual. You will be required to answer guest's questions relating to the resort and the chalet and to resolve any small problems that guests may have. Your aim is to ensure that guests enjoy the best possible skiing holiday. You will need to familiarise yourself with the Ski Magic brochure to ensure that all statements made in the brochure are adhered to.

You will be required to shop for all food and cleaning materials once a week usually on a Thursday morning.

You will need to attend weekly staff meetings to collect information for the following week's guest arrivals which will include guest arrival times, any dietary requirements and any children/babies in the party.

You will be required to work in the chalet all day on Saturdays (changeover day) and you may need to be up earlier than normal to see off departing guests and be available to welcome late arriving guests.

We provide a uniform which you will be required to wear on Saturdays, shopping days and generally at all times when you are on duty.

On the arrival evening deliver a short but informative welcome speech to guests advising chalet issues (keys, codes, meal times, day off procedure etc) fire safety information and pointing out that all information (including emergency contact numbers for doctors, dentists and staff) is in the Guests information book that is kept in each chalet. Check that arrangements have been made by other team members for lift passes, hire equipment, ski school and childcare.

### **Housekeeping Duties**

Ensure that an excellent standard of hygiene and cleanliness are maintained at all times in the chalet, taking extra care in the bathrooms and kitchen.

- On changeover day (normally Saturday) change all linen and towels and thoroughly clean the chalet.
- Clean cooker and fridge
- Put all linen in washing machines ready for other team member to collect and iron (not applicable in all chalets)
- Wash and dry towels in so that they are ready for the following week.
- Vacuum and mop all floors
- Make beds following company guidelines

- Plump up sofa cushions and tidy lounge and dining area.
- Clean all bathrooms thoroughly
- Clean interior and exterior of windows when required.
- Ensure that all household equipment is maintained in the best possible condition. Report breakages to managers who will arrange repair or replacements.
- Remove rubbish from the chalet and dispose in poubelles at the end of every shift.
- Set up and close down the chalet at the beginning and end of the season which will include an intensive clean.

### **Cooking Duties**

- On six days of the week prepare a cooked breakfast, afternoon tea (including a freshly baked cake) and a three or four course evening meal with wine (which is delivered to the chalet) At all times, meals must be prepared and served to Ski Magic standard.
- Prepare and serve two course children's evening meal if there are children in the chalet
- Set table, serve food, clear away and put dishes in the dish washer.
- Ensure a bowl of fresh fruit is always available for guests.
- Ensure that all kitchen equipment is maintained in the best possible condition.

### **Administration**

- Prepare shopping lists and make sure that budgets are adhered to.
- Ensure that bread is ordered on a weekly basis, amending order to meet the changing guest requirement.
- Ensure sufficient wine and wood (if applicable) are available at all times. Request delivery from Handyman if levels fall below stipulated levels.
- Ensure guests settle bills for any extras incurred during the holiday
- Encourage guests to make a comment in our visitor's books.