



Chalet Host / Driver - Role Profile

Job Description – Part 1 - Chalet Host

Working as part of a small team you will from time to time be required to help out in other areas of the business. This is in order to maintain both our guest expectations and the smooth running of the company.

Food preparation / cooking / service

- Preparing, cooking and serving food to our guests on six days of the week. Preparation of a continental breakfast and afternoon tea to be served the seventh day (staff day off)
- Presentation and organisation of the dining area before and after meal service
- Timely and organised preparation of food
- Cooking and presenting of chalet meals to meet company standards and in line with Ski Magic's chalet menu plan.
- Serving of meals promptly at the pre-arrange meal time. This will include but not limited to both kids tea and adult evening meals
- Stock control and purchase of food products on a weekly basis using a pre set system that is currently in place.
- The daily clearing and cleaning of the kitchen and dining area to meet company and food and hygiene standards.

Housekeeping

- Pre and post season organisation, cleaning and setting up of the chalet.
- Cleaning and tidying of all communal and public areas to company standard
- Unobtrusive cleaning and tidying of guest's bedrooms and bathrooms on a daily basis as per the company standard.
- Identifying and actioning any areas not receiving the appropriate level of cleaning.
- Clearing, cleaning and tidying the dining area after every meal service.
- Clearing, cleaning and tidying the kitchen area at the end of every evening and during the day when appropriate in line with food hygiene standards.
- Changeover Day – The chalet needs a thorough and complete clean down with all linen and towels being changed and washed. Changeover day (normally Saturday) involves an early start and late finish so being organised is key.

Customer Service

- Ensuring all customers receive the highest level of customer care/service at all times in line with company standards.
- Meet and greet your guests upon their arrival at the chalet and assist them to settle to their rooms
- Deliver a short but well informed welcome speech on arrival day each week.
- Being friendly and available so customers feel happy to approach you to ask any questions or queries.
- Resolving any guest concerns or issues in a positive, assertive and happy manner.
- Enthusiastically identifying new customer service related initiatives. Discussing these with the chalet / resort manager, developing and then implementing.
- Constantly striving to exceed guest's expectations

Health & Safety

- Monitoring H&S standards in the chalet and correctly addressing and/or communicating any issues to the chalet and or resort manager.

Other

- Administration – Preparing a weekly shopping list as per the chalet menu and stock needs. Managing a weekly food and cleaning budget. Preparation and presentation of all relevant receipts and paperwork. Ensuring guests pay any outstanding bills before departure. Completion of any and all relevant company documentation.

- Weekly Shop – you will be required to do a weekly shop for all food and cleaning materials needed to run your chalet in accordance with the chalet menu and your weekly budget. This will be on a weekly basis and is normally Thursday
- Staff Meeting - Attend the weekly staff meetings. This is a good opportunity to meet up with the rest of the team, discuss the current week and collect all information concerning the following weeks guest arrival.

Previous cooking experience essential but not necessarily qualified.

Job Description - Part 2 – Driver

You must drive safely and carefully at all times and NEVER be under the influence of alcohol, drugs or any other form of illegal substance

Driving Duties

- To take airport transfers to either Geneva, Lyon, Chambéry or Grenoble airports / train stations both over the weekend and mid-week. You may be required to do more than one return transfer per day.
- In resort shuttle service for both morning and afternoon ski school drop off and pick ups
- Taking responsibility for the company vehicles and carry out regular safety checks and reporting any defects or reliability issues.
- Ensuring complete and accurate mileage & usage records are kept and up to date.
- Assist the resort team in order to ensure the smooth running the overall resort operations.
- Identifying possible imminent problems with company vehicles and liaising with the resort manager to schedule garage appointments to ensure these issues are resolved within a timely manner.

Diversity / Customer service

- Constantly delivering excellent customer service and being happy to help with any customer queries or questions whether that be in relation to your role or any other area of the company.
- Ensuring all customers receive the highest level of customer care/service at all times in line with company standards.
- Meet and greet your guests upon their arrival whether it be at the airport, train station or chalet.
- Being friendly and available so customers feel happy to approach you to ask any questions or queries.
- Resolving any guest concerns or issues in a positive, assertive and happy manner.
- Enthusiastically identifying new customer service related initiatives. Discussing these with the chalet / resort manager, developing and then implementing.
- Constantly striving to exceed guest's expectations
- Help resort staff by adapting to any role necessary to ensure the smooth running of the resort

Please be aware that this role profile is presented only as a guide and the role is not limited to the above description.

Competencies and experiences:

UK resident with registered address and Full NI number

Be over 21years old and have held a Full current clean Driving License for more than 2 years,

D1 classified is preferable but not essential,

You must have experience in cooking for either groups of people or at dinner parties

Excellent communication skills, Ability to work unsupervised

Excellent time management and prioritisation skills.

Flexible & adaptable

Team player

Strong Attention to detail

Positive and friendly manner

Qualifications are not vital but, experience and enthusiasm are essential.