

## **Job description: Chalet Host / Ski Host**

**Accountability:** To: Resort Manager

### **The main purpose of the job**

To provide guests with an excellent holiday by managing and taking responsibility for the running of a chalet following the guidelines supplied by Ski Beat.

### **Key responsibilities**

- Being a warm and friendly host to the guests.
- The day to day running of the chalet.
- To comply with all procedures & standards as set out in the staff manuals.
- To support and liaise regularly with your manager.
- Where applicable conduct ski hosting in a safe and friendly manner as described in the manual and brochure.

### **Your duties include**

- Caring for guests each week with a warm and friendly manner, assisting with all their requirements and resolving any issues that may arise. If any issues arise that you are unable to resolve you should immediately call upon the services of your manager.
- Preparing and serving breakfast with a variety of hot options six days a week.
- Cooking a delicious and well presented three course evening meal six days a week.
- Providing freshly baked cakes for afternoon tea six days a week.
- On the evening prior to the day off the table should be laid out to allow guests to serve themselves breakfast the following morning.
- Keeping all areas of the chalet clean at all times.
- On transfer day thoroughly clean the chalet, change linen, towels etc., and sort the dirty linen for collection whilst making necessary preparations for welcoming new arrivals and bidding farewell to departing guests. Always be available to help with luggage.
- Assist your manager with purchase of lift passes and arranging ski school or ski hire if necessary.
- Efficient ordering and storing of all foodstuffs and completing a weekly shopping order. In some resorts you may need to visit the supermarket to assist in order picking. Daily local shopping for bread and milk.
- Competent control of wine stocks including storing & serving wine at the correct temperature.
- Monitoring your chalet expenditure with the aim of achieving your set budget.
- Keeping access paths and steps to and from your chalet (and any other designated area) free of snow and ice at all times.
- Care and maintenance of chalet equipment, fixtures and fittings e.g. dishwasher, cooker, washing machine, freezer, light fittings.
- Dining with guests, informing them of chalet procedures & providing resort information and piste information as required.
- Informing your Resort Manager of any ski hosting requirements your guests may or may not require. If you have been employed as a ski host you will be expected to liaise with your Resort Manager in order to ascertain what ski hosting duties you are required to fulfil.
- Resolving any guest grievances to the best of your ability and also communicating these to your manager immediately.
- Completing weekly paperwork.
- Being a conscientious member of the resort team, assisting other team members as required.

*Please note that this job description is purely intended to give you an idea of what your work involves and is not intended to be a precise breakdown of your duties.*

## **WHO WE ARE LOOKING FOR:**

### **You will need to have:**

- **An EU passport and a permanent UK National Insurance Number**
- A friendly and helpful manner, and a willingness to go that extra mile
- An ability to demonstrate menu planning
- A passion for cooking
- Good organisational skills
- Patience and a sense of humour
- An ability to work on own initiative and be a good team player
- A neat and well groomed appearance at all times
- Excellent communication skills
- A willingness to put guests' needs first
- An eye for detail
- First rate timekeeping
- An ability to work to a budget
- The capacity to work well under pressure
- Flexibility
- Enthusiasm and dedication

### **Experience**

- A cooking diploma or ability to cook appetising meals for between 6 and 18 people
- Previous experience within the hospitality industry would be preferable

### **Skills**

- Ability to ski or snowboard to a good level necessary in chalets where hosts provide ski hosting service
- Kitchen hygiene knowledge
- A working knowledge of French, whilst useful, is not essential

### Applying as a couple/ friends

If you are applying as a couple, then evidence of having worked as a team with your partner will be required. Both people need not have cooking experience or be a good skier, but at least one of you must be able to cook and in some chalets, the other ski host.

We have no positions available for single hosts who cannot cook.