

## **Job description: Resort Manager**

**Accountability:** To: Alpine Manager

**For:** Chalet Hosts & Driver

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

To manage and be responsible for resort operations and to ensure the Ski Beat guidelines are followed.

### **Key responsibilities**

- Management and motivation of staff in your resort.
- To ensure all Ski Beat services are provided as described in the brochure.
- Complying with all procedures & standards as set out in the staff manuals.
- To maintain a high profile within the resort and to have regular positive contact with guests throughout their stay.
- To support and liaise regularly with the Overseas Management team.
- Oversee the safe transfer of guests to and from the airport.
- Liaison with ski schools, hire shops, lift operators and restaurants.
- Ensuring the Ski Hosts conduct safe and responsible ski hosting as described in the manual and brochure.

### **Your duties include**

- Co-ordinating chalet requirements (e.g. shopping delivery, wine ordering, laundry collection and delivery).
- Monitoring resort expenditure and completing weekly accounts for chalets, ski pack sales, and resort expenditure.
- Organising lift pass and ski school requirements.
- Assisting guests with all their requirements, problems and difficulties. Ensuring all guests' issues are dealt with promptly and fully.
- Monitoring cleaning standards in accordance with Ski Beat guidelines.
- Regular quality control checks on chalets.
- Co-ordinating the ski hosting programme.
- Communicating transfer information to guests and staff and conducting airport transfers on Saturdays.
- Informing the Alpine Managers of any staff/ guest grievances so that immediate action can be taken.
- Arranging and conducting weekly meetings with chalet staff.
- Carrying out disciplinary procedures when necessary.
- Dealing with local suppliers.
- Liaising with the nannies.
- Completing weekly paperwork.
- Dining in chalets with guests two nights a week.
- Supervision of staff accommodation to ensure standards are being adhered to.
- Arranging evening activities such as skidoos and bob sleigh.

*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 must be over 21 years old

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

- **An EU passport and a permanent UK National Insurance Number**
- Experience of working/ running a chalet
- A friendly and helpful manner
- Ability to manage your time effectively
- Good organisational skills
- An aptitude for problem solving
- Patience and a sense of humour
- An ability to work on own initiative and as part of a team
- A neat and well groomed appearance at all times
- Staff management skills
- Excellent communication skills
- Willingness to put guests' needs first
- An eye for detail
- First rate timekeeping
- The capacity to work well under pressure
- Flexibility

### **Experience**

- Some experience of winter seasonal work is essential
- Managing a team
- Working or running a chalet
- Position of responsibility to have been held for a minimum of 6 months

### **Skills**

- Numeracy skills
- Ability to ski or snowboard to a good level

### **Preferable:**

- Good level of spoken French
- Health & Hygiene qualification
- Drivers licence