

Job description: Senior Resort Manager – La Plagne

Accountability: **To:** Alpine Manager **For:** Resort Managers, Chalet Hosts & Driver

The main purpose of the job

To manage and be responsible for resort operations in La Plagne and to ensure Ski Beat standards are maintained.

Key responsibilities

- Management, training and motivation of resort management team and staff in your resort.
- To comply with all procedures & standards as set out in the staff manuals.
- Ensure excellent communication between resort management team, and with resort staff.
- Check all fire safety documentation is in place and adhered to.
- Ensure health and hygiene standards are met.
- Encourage the resort management team to be proactive and effective.
- Maintain a high profile within the resort and to have regular positive contact with guests throughout their stay.
- Support and liaise regularly with the Overseas Management team.
- Liaison with ski schools, hire shops, lift operators and restaurants.
- Ensuring chalets stay within budget.
- Make sure 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).
- Organising management team duties and rotas.
- 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.
- Communicating transfer information to guests and staff and conducting airport transfers on Saturdays.
- Checking resort vehicle is properly maintained and used.
- In resort organisation of transfer day, including welcoming independent arrivals.
- Ensure chalets have correct inventories by managing shortfalls.
- Informing the Alpine Managers of any staff/ guest grievances so that immediate action can be taken.
- Arranging and conducting weekly meetings with chalet staff and with resort management team.
- Carrying out disciplinary procedures when necessary.
- Dealing with local suppliers.
- Liaising with the crèche manager.
- 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 will need to have:

- **An EU passport and a permanent UK National Insurance Number**
- Strong staff management skills
- Excellent communication skills
- Good organisational skills
- A friendly and helpful manner
- Ability to manage your time effectively
- 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
- Willingness to put guests' needs first
- An eye for detail
- First rate timekeeping
- Capacity to work well under pressure
- Flexibility

Experience

- Managing a team
- Working or running a chalet would be preferable, but some experience of winter seasonal work is essential
- Position of responsibility to have been held for a minimum of 6 months

Skills

- Excellent staff management skills
- Proven organisational skills
- Numeracy skills
- Ability to ski or snowboard to a good level

Preferable:

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