

## **Resort Manager**

### **Job Description**

The manager is responsible for the running of the Self Catering in La Plagne Montalbert and Les Sept Laux in addition it is possible that the Manager may be required to visit our catered chalets in La Plagne 1800 occasionally to ensure that our standards are being maintained.

### **Skills and Experience Required:**

- Proven team leading or supervisory experience
- Excellent telephone manner
- Good communication and organisational skills
- Understanding of the importance of customer service and providing this
- Computer skills, specifically Excel spread sheets
- Confident driver with driving licence held for at least one year
- French language skills an advantage

### **Job Description Detailed:**

- Producing diary of guest arrivals and departures
- Organising staff for cleaning of apartments
- Organising paperwork for the Linen packs
- Organising staff to pick linen and cleaning packs for apartments
- Check all apartments for cleanliness after cleaning listing any repairs/Maintenance required
- Organise replenishment of cleaning products
- Organise the linen count and put ready for collection the laundry
- Check laundry return
- Produce paperwork for lift passes and deliver to lift office
- Collect lift passes and place in envelopes for guests arrival on Sat/Sun
- Meet guests on arrival
- Organise ski hosting
- Take telephone calls from guests
- When required in conjunction with the French based directors visit the catered chalets to undertake spot checks