



### **Job description - Chalet Hosts**

To provide guests with an excellent holiday by managing and running a chalet following the guidelines supplied by Mountain Heaven.

#### **Key responsibilities**

- Ensuring all guests receive the highest level of service in line with the standards of Mountain Heaven
- The day to day running of the chalet
- To comply with all procedures & standards as set out in the staff manuals
- You will be required to be flexible in response to guests and to Mountain Heaven business needs.

#### **Your duties include**

- Care for guests each week with a warm and friendly manner, assisting with all their requirements and resolving any issues that may arise.
- Host a welcome meeting to inform guests on chalet procedures and what to expect from their holiday
- Provide resort information and ski area information, lift and bus times, shop opening times and weekly resort activities.
- Prepare and serve breakfast on 4 mornings and set up a self-service breakfast on 3 mornings as per Mountain Heaven menu plan

- Cook a delicious and well-presented three course evening meal six days a week as per Mountain Heaven menu plan. Provide canapes on the first evening and a cheeseboard on the final evening.
- Cook a 2 course early evening meal for children when required
- Provide 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.
- Keep all areas of the chalet clean at all times; including a daily clean of communal areas and mid – week bedroom clean
- A weekly in-depth cleaning on change-over day.
- Ensure the kitchen is always clean to health and safety guidelines and rubbish removed after every service.
- A deep clean of chalets mid-season.
- Clean fire grate and lay fire wood six days a week if the chalet has a fire.
- Assist guest to our recommended ski equipment partners.
- Efficient food ordering (on-line) and correct storage of all foodstuffs, complete a weekly stock take and report and accurate recording of set budget.
- Maintain hot tub and or sauna if chalet has one with daily recording logs as per training.
- Pre and post chalet organisation and inventory checks.
- Ensure the outside of the chalet is clear of obstacles and snow and ice are cleared.
- Competent control of wine stocks including storing & serving wine at the correct temperature, complete weekly stock report.
- Monitor your chalet expenditure with the aim of achieving your set budget
- Correctly manage linen stock ensuring it is always ready for collection on time
- Take good care and maintenance of chalet equipment, fixtures and fittings e.g. dishwasher, cooker, washing machine, freezer, light fittings
- Report any problems to your manager team as soon as they arise- keeping in constant communication about guest's issues such as complaints, injuries and positive feedback.
- Resolve any guest's issues in a positive and pro-active way.
- Attend weekly/monthly resort team meetings and be an active participant.
- Being a proactive and conscientious member of the resort team, assisting other team members as required.
- Social media input, provide Mountain Heaven with any images, videos and chalet/ resort photos.
- Send a welcome e-mail to all incoming guests
- Ensure all guests participate in guests feedback
- Constantly striving to exceed guest expectations.

*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.*

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

- **An EU passport and a permanent UK National Insurance Number**
- **You must be available continuously from early December to the end of the season in April.**
- A friendly and helpful manner, and a willingness to go that extra mile
- A willingness to put guests' needs first and ensure they have a fantastic holiday
- An ability to demonstrate menu planning

- A passion for cooking
- The capacity to work well under pressure
- Patience and a sense of humour
- A love of skiing/snowboarding, or at least a strong desire to learn
- An ability to work on own initiative and be a good team player
- A neat and well-groomed appearance at all times
- An eye for detail
- First rate timekeeping
- An ability to work to a set budget
- Flexibility in response to guest needs and Mountain Heaven business needs
- Excellent cleaning standards
- A practical and hands on approach
- Your own laptop and smart phone
- Professional and flexible

### **Skills**

- Food Hygiene Certificate at Level 2
- Good organisational skills
- Excellent communication, being friendly, caring and helpful.

### **Experience**

- A real passion for food and completion of a cookery course desirable
- Previous experience within the hospitality/customer service industry would be an advantage.
- A genuine smile

### **Salary and Benefits**

- For the right candidates, we offer the following package:
  - One of the best paid salaries in the Alps (with holiday pay if applicable) paid monthly into UK bank account.
  - Two days off a week (one full day and two mornings)
  - Good quality living accommodation and meals.
  - Travel to and from resort (on completion of the season)
  - Medical Insurance
  - Uniform
  - Pre-season training
  - The opportunity to apply your skills and experience with a high level of autonomy and to progress your career in the ski industry