



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:

- **A valid EU passport or a valid French Carte de Séjour NOTE That British passports even if they have EU written on them are NOT valid for working in France due to Brexit**
- **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)
 - Two days off a week (either one full day and two mornings or two full days)
 - Good quality living accommodation and meals.
 - 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