

ESPRIT HOLIDAYS - JOB DESCRIPTION

Position: ACTIVITY CENTRE LEADER LAPLAND
Location: Saariselka
Report to: Resort Manager

As an Activity Centre Leader you will:

- Assist with all operational and guest related aspects of the running of the main Lapland activities
- Greet and be responsible for all coaches arriving at the Activity Centre
- Responsible for all the Lapland Rangers ensuring they are on hand at each activity.
- Organise and supervise Lapland Rangers and Elves.
- Provide information for all-inclusive activities and additional activities.
- Provide care, as required, for guests and their children
- Help to provide a stimulating environment
- Supervise and attend Activity Centre meals and Gala Dinners

1: Manage the Activity Centre

- You will be the senior Esprit representative at the Activity Centre and have overall responsibility for the smooth running of every feature of the Activity Centre and work closely with all the ground handlers to ensure activities are laid on and run as they should.
- You will have responsibility for all guests whilst at the Activity Centre and must ensure the smooth pick-up and drop-off of guests at the appropriate locations.
- You will organise the Lapland Rangers to accompany guests throughout their activity day and be responsible for ensuring each family has the opportunity to participate fully in each activity.
- You will lead and support the Lapland Rangers in their entertainment roles.
- Liaise with the Lapland Safari Representatives to provide smooth transitions between activities for each family.
- You are responsible, with cooperation from Lapland Safari, for ensuring that each family is ready for its visit to Santa Claus and the Elves are aware of the running order for each visit. You are to liaise with the Resort Manager to prepare and provide the running order list to the Elves and Lapland Safari at the beginning of each day.

2: Information

- You will ensure the Lapland Rangers present an Activity Brief on the coach before the main day's activity location is reached.
- Ensure that all guests are welcomed on their arrival at the Activity Centre
- You are to be fully conversant with the full activity programme and be able to offer information and explanation to guests as and when required.
- You are to promote additional activities to guests and ensure that all guests are informed of all products and encourage guest participation.
- Deal with any guest issues promptly and effectively and inform Resort Manager of any issues and the action taken
- Provide written report on the events of the day to the resort office after each activity day.

3: Provide care for guests and their children

- As part of the resort team you are responsible for giving and maintaining first class care to Esprit guests.
- You will help guests, especially children, with fitting of their thermal suits and other outer garments.
- You are at all times to adhere to the traditional Santa Claus story to ensure children's fantasies are fulfilled.

4: Help to provide a stimulating environment

- At the activity locations you will supervise the Lapland Rangers and ensure they are providing stimulating and warming activities to entertain the children through songs, dance, stories and other fun activities.
- You are required to participate in these activities when necessary.
- During coach journeys you are to join the Christmas "sing-a-longs" and other festive entertainment.

5: Meals

- Lunch - During the course of the day lunch will be provided to all guests and you will be responsible for ensuring guests are served promptly and efficiently. Any problems are to be raised straightaway with the supplier and if possible rectified immediately. The problem must subsequently be reported to the Resort Manager.
- Refreshments – are available throughout the day at the Activity Centre and you are to ensure guests are aware and that the refreshments are suitable and available.
- Evening Gala Dinners – you are required to attend Gala dinners in the hotels where you will engender a festive atmosphere for all guests with suitable music, decorations and atmosphere.
- Where hotels have provided additional activities, you are to promote these to the families and accompany the children and encourage participation.
- Organise staff breaks and meal times.

6: Flexibility

- Other Activity Day Duties permitting, you will accompany the Snowmobile Safari to monitor guest satisfaction and safety.
- You must be flexible and able to work within other areas of the programme.
- On completion of the season help to clean and close down the resort.
- Any other duties requested by senior management.
- You may be required to assist with other physical duties such as moving snow activity equipment, luggage and snow clearing.