

ESPRIT HOLIDAYS - JOB DESCRIPTION

POSITION: CHALET HOST SAARISELKA

LOCATION: Within the overseas programme as stated in your covering letter

REPORTING TO: Chalet & Catering Supervisor

As a Chalet Host you will provide a welcoming atmosphere, breakfast and evening meal, daily and weekly housekeeping, ordering supplies & stock control, guest care, as required, for guests and their children, Health & Safety, paper work, be flexible, ensure that the high standards that the company expects are maintained.

Key responsibilities and duties:

Pre-season:

- Attend the pre-season training course
- Assist with the organisation of the cleaning and preparation of all chalets and staff accommodation.
- Assist with the production of detailed inventories of all the chalets and staff accommodation.
- Meet with Lapland Safari's management team.
- Assist with the production of Health & Safety, Fire and Hygiene resorts for all chalets and staff accommodation.
- Assist with compilation of information about your resort and help create the chalet notice boards and chalet information files.
- Help prepare an extras activity sales programme and welcome and departure briefs.

During the Season:

Guest Relations

- As part of the chalet and resort team, provide and maintain a first class service to all guests.
- Welcome the guests into the chalet on their arrival and show them to their room and help with their luggage.
- Ensure a fire is lit and safely burning.
- Provide an informative welcome brief for guests staying in your chalet.
- Promote additional activities to guests and take any bookings. Pass requirements to the Representatives.
- Ensure that your guests feel at home in their chalet and feel that they are able to seek your assistance with anything that they require.
- Ensure that all chalet services that are advertised in your chalet are available at all times.
- Deal with any issues quickly and effectively.
- Keep intrusion by noise, music or other staff to a minimum at all times.
- As part of a team within the resort you need to remain flexible and assist with any other duties as requested by your Resort Manager or other senior staff.
- You are at all times to adhere to the traditional Santa Claus story to ensure children's fantasies are fulfilled

Chalet Management

- Plan, prepare and serve meals in accordance with the company's set menu following the guidelines and policies regarding food service and preparation, working within Health and Food Hygiene regulations at all times.
- Prepare a continental buffet breakfast each day ensuring that the buffet table and dining room is ready for 8am (times may vary).
- Prepare and serve a three course evening meal (to include canapés and aperitifs for the Gala Dinners), ensuring that the table and dining room is ready for guests by 7pm.
- During the meal, ensure that wine, soft drinks and water are replenished and serve coffee or tea and chocolates/mints after the meal.
- After every meal, clear the table and clean the dining area.
- Ensure that the kitchen is clean and tidy and is to the required company standard.
- Maintain a high standard of cleanliness daily, ensuring that guest bedrooms, bathrooms and communal areas are clean and tidy
- Adhere to company guidelines and procedures regarding cleaning standards and presentation.
- Prepare laundry for collection and reconcile new deliveries, mid-week and on 'change over' day, helping within the resort team in the distribution of clean supplies.

- Ensure that the kitchen and store areas are clean and in order.
- Ensure that all rubbish is disposed of after every service in the correct manner.
- Ensure that all windows are shut, bedroom lights are off and all entrances, exits, pathways, balconies and terraces (roofs if applicable) are always kept clear and safe from snow.
- Clear fire place daily and re-lay logs. Make sure supply of logs and kindling is always topped up.
- Perform a deep clean weekly but ensure that all rooms and areas are spotlessly clean in preparation for new guests.
- Provide suitable packed lunches for guests on departure day.
- Report any maintenance issue to the Resort Manager.
- Assist with the distribution of deliveries within the resort.
- Carry out weekly stock takes and ensure that stock is rotated in the storage areas.

Chalet Administration

- Complete an accurate and thorough stock take.
- Receive, check, store and record all deliveries in accordance with Health and Hygiene legislation.
- Keep wastage to a minimum.
- Complete weekly catering and cleaning orders.
- Keep track with the reconciliation of orders, delivery notes and budget control.
- Complete a weekly chalet report.
- Ensure that the chalet notice boards and information files are kept up to date.
- Show due diligence at all times towards your guest's health and safety as well as your own and other staff members.
- Produce a risk assessment of the chalet. Make sure these measures are put in place to minimise these risks before the first guests arrive.
- Complete the necessary weekly Health & Safety, Hygiene, Food Samples and Fire Checks.

Post-Season:

- Assist in the organisation of the cleaning and closing down of the resort in all chalets, staff accommodation and the resort office.
- Ensure that all company property is correctly packaged and stored.
- Hand back all staff manuals, chalet signs, notice boards and information files.
- Ensure that all staff uniform is returned clean and inventoried.