

ESPRIT HOLIDAYS – JOB DESCRIPTION

Position: ELF – LAPLAND
Location: Saariselkä
Report to: Elf Team Leader

As an Elf you will assist with all operational and guest related aspects of the running of the Activity centre, provide care, as required, for guests and their children, provide a safe stimulating environment for all guests, assist other members of the team when necessary, ensure that the high standards that the company expects are maintained.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season training course
- Assist with the organisation of the cleaning and preparation of all staff accommodation and resort office.
- Meet with Airport officials.
- Meet Santa Claus and visit each of his cabins.
- Visit each activity location and meet the individual suppliers.
- Assist with the production of Health & Safety, Fire and Hygiene reports for all staff accommodation and resort office.
- Assist with compilation of information about your resort and help create the hotel notice boards and hotel information files.
- Ensure that all staff have the correct uniform.

During the Season:

Guest Relations

- As an 'Elf' you are responsible for maintaining first class care for guests of all ages to ensure their stay is magical.
- You are to be in 'Elf' character at all times when on duty.
- You will assist Santa Claus during each family's individual visit, maintaining the traditional Santa Claus story.
- You will discuss with each family their letters to Santa and promote the believability of the delivery process.
- You are responsible for the preparation and distribution of Santa's gifts to the children.
- When you are on duty you will be required to be dressed in the full Elf uniform as provided by Esprit Holidays. At no time are you to wear branded clothing or items other than those specified during training.
- You will take part in greeting and bidding farewell to guests at the airport on an 'Elf' rota basis.
- As an 'Elf' you are responsible for providing a little bit of extra sparkle to the activities the guests are participating in, this will involve singing, playing games and general fun and frolics.
- Ensure that Santa Claus' cabins used by our guests are kept free from hazards and are appropriately decorated and inviting for all ages.
- You are to maintain the decorations and surprises along the routes to Santa's Cabins and ensure their visibility and safety.
- You are to maintain a flexible working approach and be prepared to assist other members of the Lapland team as dictated by the Resort Manager.

Post-Season;

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