

ESPRIT HOLIDAYS - JOB DESCRIPTION

Position: HOTEL REPRESENTATIVE
Location: Saariselkä
Report to: Senior Representative

As a Hotel Representative you will assist with all operational and guest related aspects of the running of the resort with particular emphasis on guest care in the hotels. You will help supervise and organise the other Reps and sub in for them on their days off. You will be responsible for selling additional activities and ensuring that the high standards that the company expects are maintained.

Pre-season:

- Attend the pre-season training course.
- Assist with the organisation and supervision of the cleaning and preparation of all staff accommodation and resort office.
- Assist with the production of detailed inventories of all staff accommodation and resort office.
- Meet with Airport officials.
- Meet with Lapland Safari's management team and confirm arrangements for all activities.
- Visit each activity location and meet the individual suppliers, confirming our requirements as contracted and detailed in the brochure.
- Conduct a detailed visit of all hotels and meet with key hotel staff in each.
- Assist with the production of Health & Safety, Fire and Hygiene reports for 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 and inform the Marketing Department if any additional items are required.
- Prepare an extras activity sales programme and welcome and departure briefs.

During the Season:

Guest Relations

- Assist with the organisation of guest transfers to and from the airport.
- Compile and create detailed welcome packs for arriving guests and ensure any pre-booked optional Adventures are organised.
- Ensure that all guests are welcomed to their hotels and resolve any issues that may arise.
- Organise and lead an informative welcome meeting for guests in their hotel, providing details on their hotel, resort, activities, events and arrangements for Santa Claus' visit (to be delivered to parents only).
- Promote and sell additional activities to guests, ensuring that all guests are informed of all products and the targets set by the UK office are met.
- Ensure any special requests by guests (dietary, cots, birthdays etc) are met.
- 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. You will deliver a Departure Brief and present guests with any outstanding certificates/gifts.
- Where hotels have provided additional activities such as discos, you are to promote these to the families and accompany the children and encourage participation.
- Deal with any guest issues promptly and effectively.
- Collect guest questionnaires at the end of each Short Break.
- As part of the resort team you are responsible for giving and maintaining first class care to Esprit guests.
- You are at all times to adhere to the traditional Santa Claus story to ensure children's fantasies are fulfilled.

Staff & Hotel Management

- 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.
- Ensure that any resort activity sales are accounted for weekly.
- Deal with any guest issues promptly and effectively and inform Resort Manager of any issues and the action taken

- Attend and monitor a Gala Dinners in each hotel per week and ensure Lapland Rangers in attendance are suitably entertaining and sociable.
- Ensure guest questionnaires are collected and given to the Resort Manager for each departure.
- Ensure hotels provide suitable packed lunches for guests on departure day.
- Assist with the organisation of staff breaks.

Resort Administration

- Ensure that resort sales are accounted for by the set deadline.
- Complete any required paperwork regarding guest complaints or issues.
- Assist with the completion of resort administration when required.
- Ensure that the hotel notice board and information files are maintained through out the season.
- Maintain the resort vehicle logbook (if applicable)

Post-Season:

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