

ESPRIT HOLIDAYS - JOB DESCRIPTION

Position: LAPLAND RANGER - LAPLAND
Location: Saariselkä
Report to: Resort Manager

As a Lapland Ranger you will:

- Meet and greet guests at the airport
- Accompany guests on transfer coaches to and from airport, resort and activity locations
- 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 stimulating environment,
- Supervise and attend meals Gala Dinners in hotels
- Ensure that the high standards that the company expects are maintained
- Adhere at all times to the traditional Santa Claus story

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.
- Assist with the production of detailed inventories of all the staff accommodation and resort office.
- Meet with Airport officials.
- Meet with Lapland Safari's team and confirm arrangements for all activities.
- Meet Santa Claus and visit each of his cabins.
- Visit each activity location and meet the individual suppliers, confirming our requirements as contracted and detailed in the brochure.
- 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 and inform the Marketing Department if any additional items are required.
- Assist in the wrapping and preparation of Santa's gifts

During the Season:

Guest Relations

- As part of the resort team you are responsible for giving and maintaining first class care to Esprit guest, in particular the children.
- You will meet arriving guests at the airport and deliver a Welcome Brief on the coach to resort. You will also accompany departing guests back to the airport and ensure guest questionnaires are completed and handed to the Resort Manager for each departure.
- During coach journeys you are to lead and actively encourage participation in the Christmas "sing-a-longs" and other festive entertainment.
- 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.
- At the activity locations you will provide stimulating and warming activities to entertain the children through songs, dance, stories and other fun activities. You are required to participate in these activities fully.
- You will deliver certain set information regarding local traditions and features.
- You will accompany guests throughout their main activity day and be responsible for ensuring each family has the opportunity to participate fully in each activity.
- Liaise with the Lapland Safari Representatives to provide smooth transitions between activities for each family.
- Other Activity Day Duties permitting, you will accompany the Snowmobile Safari to monitor guest satisfaction and safety.
- Lunch - During the course of the day lunch will be provided to all guests and you are to help serve and feed children if required.
- Evening Gala Dinners – you are required to attend Gala dinners in the hotels on a rota basis where you will help to engender a festive atmosphere for all guests with suitable music, decorations and atmosphere.

- Where hotels have provided additional activities such as discos, you are to accompany the children and encourage participation.

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.