

## **JOB DESCRIPTION**

**Position:** RESORT MANAGER  
**Location:** Saariselkä  
**Reports to:** UK Head Office

As Resort Manager you will oversee all aspects of the Esprit Santa's Lapland programme. You will supervise and organise all resort staff and ensure that the high standards that the company expects are maintained.

Your responsibilities and duties:

### **Pre-season:**

- Attend the pre-season management training course.
- Assist the Senior Management team with training the staff at the designated venue.
- Organise and supervise the cleaning and preparation of all staff accommodation and resort office.
- Produce detailed inventories of all the staff accommodation and resort office.
- Meet with local suppliers for catering, laundry, and equipment hire and confirm the arrangements for orders, deliveries and purchasing.
- Meet with Lapland Safari's management team and confirm arrangements for all activities.
- Meet Santa Claus and visit each of his cabins.
- Ensure gifts from Santa are stored correctly and accessible for each activity day and location.
- Visit each activity location and meet the individual suppliers, confirming our requirements as contracted and detailed in the brochure.
- Produce Health & Safety, Fire and Hygiene reports for all staff accommodation.
- Ensure resort personnel files are completed.
- Compile information about your resort and create the hotel notice boards and hotel information files.
- Complete a brochure accuracy report on the resort and submit to the Marketing Department in the UK.
- Ensure that all staff have the correct uniform and inform the Marketing Department if any additional items are required.
- Ensure staff accommodation and meal arrangements are organised.
- Compile staff rosters for complete season, ensuring a fair distribution of work and adequate time off.

### **During the Season:**

#### Guest Relations

- Ensure the Airport Supervisor uses the arrivals lists to liaise with the coach supplier for the organisation of guest transfers to and from the airport.
- Ensure the Airport Supervisor completes airport paperwork for arriving/departing guests.
- Ensure that all guests are welcomed on their arrival at the airport and are provided with a welcome brief on the coach to resort.
- Monitor the Senior Representative to ensure the promotion and sale of additional activities to guests, ensuring that all guests are informed of all products and the targets set by the UK office are met.
- Ensure that all guests are shown to their hotels and resolve any issues that may arise.
- Organise or 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).
- Deal with any guest issues promptly and effectively.
- Collect guest questionnaires, input into database and send to UK office weekly.
- You are at all times to adhere to the traditional Santa Claus story to ensure children's fantasies are fulfilled

#### Staff Management

- With the staff chef, monitor all of the ordering and deliveries of supplies, ensuring that the budgets are maintained weekly throughout the season.
- Ensure that the staff chef is providing acceptable staff meals and that nutritional standards are being met.
- Provide the UK office with a weekly budget report.
- Join the guests for at least two Gala Dinners in hotels to ensure the catering standards and presentation are being met.
- Hold regular staff meetings to ensure that all staff are fully briefed as to the following arrivals and other important information regarding the smooth running of the resort. Collect reports and orders and discuss any issues that have arisen, as well as providing feedback from guest questionnaires.

- Ensure that staff accommodation remains clean and tidy throughout the season and that any damage is resolved immediately.

#### Resort Administration

- Provide the UK office with accurate weekly accounts of all expenditure and sales income by the set deadline.
- Provide Customer Relations in the UK with a weekly resort report and complete any required paperwork regarding guest complaints or issues.
- Liaise with the UK on all staff issues and replacements when required.
- Oversee the performance of all staff and provide continuous training to ensure that the required standards are being met.
- In conjunction with the other resort senior staff, organise group activities for all staff to maintain good motivation and team spirit.
- Ensure that all staff welfare issues are resolved effectively, and liaise with the Overseas Personnel Department in the UK with regards to the staff insurance policy.
- Maintain staff discipline and ensure that company policy and procedure is followed at all times.
- Maintain the resort vehicle logbook (if applicable).

#### **Post-Season:**

- Oversee and organise the cleaning and closing down of all the staff accommodation in the resort.
- Produce detailed inventories of all the staff accommodation and resort office and cross reference with those completed pre-season, detailing any breakages or damage.
- Ensure that all company property is correctly packed and stored.
- Liaise with owners over the hand-over of the staff accommodation, ensuring that hand-over reports are completed and signed off.
- Collect all staff manuals, notice boards, and information files.
- Ensure that the resort vehicle logbook is complete and the vehicle is clean inside and out.
- Complete the end of season resort report and submit to the UK office.
- Complete end of season staff appraisals and submit to the UK office.
- Ensure that all staff uniform is returned, clean and inventoried.
- Complete staff clearance forms and send to Overseas Personnel Department in the UK.
- Liaise with the UK office regarding the arrangements for the transport off all staff back to the UK.
- Ensure that all invoices and bills have been settled before the close down of resort accounts.
- Sign off accounts with the UK office resolving any discrepancies before your departure.
- Ensure that all reports, accounts and property are signed over before your departure.