

JOB DESCRIPTION

Position: CHALET ASSISTANT
Location: Within the overseas programme, as stated in your covering letter
Reports to: Resort Manager

As Chalet Assistant you will provide a welcoming atmosphere for the guests, ensure that the high standards that the company expects are maintained. You will assist with the planning, preparing and serving meals.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season training course.
- Assist with the cleaning and preparation of the Chalets.
- Ensure that all areas in and around the chalet are well presented.
- Assist in with the production of detailed inventories of the chalet.
- Assist with the production of Health & Safety, Fire, Hygiene and brochure accuracy reports for the Chalet.

During the Season:

Guest Relations

- Provide and maintain, as part of the Chalet team, a first class service to our guests.
- Welcome the guests into the chalet on their arrival and show them to their rooms and help with their luggage.
- Provide the guests with information about the chalet and resort and be present at the welcome meeting.
- 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.
- Provide an up-to-date weather report daily and details of events in resort.
- Ensure that all guests are aware of the chalet staff's day off and the arrangements for breakfast and that there is no evening meal.
- Ensure that all chalet services that are advertised in your chalet are available at all times.
- Deal with any problems or issues that may arise promptly and effectively.
- Inform the guests of details and times of departure
- Keep intrusion by noise, music and other staff to a minimum at all times.

Catering and Meal Service

- Assist with the set-up of the breakfast buffet (plus a hot option in Ski Total properties) each day ensuring that the buffet table and dining room is ready for 7.30am for Esprit or 8.00am for Ski Total and laid correctly
- Serve tea or coffee and ensure that the breakfast buffet is replenished when needed.
- Set out afternoon tea, cake and refreshments for guests on their return (not on day off).
- Assist with the set-up of the evening meal, ensuring that the table and the dining room are laid correctly.
- Serve a selection of canapés and aperitifs to the guests before dinner, according to the set menu.
- Serve a three course evening meal (according to the set menu), making sure that the wine, bread, butter and water is replenished.
- Serve coffee or tea and chocolates/mints after the meal.
- After every meal, clear the table extinguish candles and clean the dining area ensuring it is left neat and tidy.
- Assist with the preparation and set-up of the breakfast buffet for the staff day off after dinner service.
- Assist with the cleaning of the kitchen and preparation of the menu.
- Assist with food preparation and cooking in the chalet kitchen.

Daily and Weekly Housekeeping

- 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.
- Perform a deep clean on 'change over' day in preparation for new guests, ensuring that all rooms and areas are spotlessly clean and sanitised.
- Report any maintenance issue to the Resort/Chalet Manager.
- Assist with the distribution of deliveries within the resort.
- Assist with weekly stock takes and ensure that stock is rotated in the storage areas.

Spa Facilities

- In a property which has any additional facilities, such as a sauna, steam-room, hot-tub, Jacuzzi or pool, ensuring that the facility is kept clean, hygienic and correctly tested and treated with appropriate chemicals.

Snow Club lunch and High Tea

- Assist the chalet host or chef set-up and serve lunch to the children in one of the chalets in resort on a rota basis. (Esprit)
- Set up for High Tea and assist in serving High Tea to the children in their own chalets daily (except day off).

Ordering Supplies & Stock Control

- Assist with the completion of accurate and thorough stock take prior to your weekly chalet hosts ordering meeting.
- Help receive, check, store and record all deliveries in accordance with Food safety and hygiene legislation, showing due diligence at all times.
- Assist with ensuring that wine is stored securely and stock levels are monitored and reported to the Resort/Chalet Manager.
- Assist with ensuring that linen is stored correctly and stock levels are monitored and reported to the Resort/Chalet Manager.
- Assist with ensuring that cleaning products are stored correctly and stock levels monitored and reported to the Resort/Chalet Manager.
- Keep wastage to a minimum.

Health and Safety

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the chalet and make sure these measures are put in place to minimise these risks before the first guests arrive.
- Assist in completing the necessary weekly Health & Safety, Hygiene, Food Samples and Fire Checks.

Flexibility

- As part of a team within the resort & company you need to remain flexible and assist with any other duties as requested by your Resort Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski School. (Esprit)

Resort Administration

- Attend the weekly Chalet staff meeting.
- Assist in the completion of weekly catering and cleaning orders.
- Assist with the reconciliation of orders, delivery notes and budget control.
- Assist in the completion of the weekly chalet report.
- Ensure that the chalet notice boards and information files are kept up to date.

Post-Season:

- Assist with the cleaning and closing down of the chalets and staff accommodation.
- Ensure that all company property is correctly packed and stored.
- Assist in with the production of detailed inventories of the chalet equipment etc.