

JOB DESCRIPTION

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

As Assistant Chalet Manager you will support the Chalet Manager in the operation of the chalets in resort, ensuring that they operate within the set budgets whilst ensuring all chalets are fully stocked with all supplies (food, wine & cleaning products) in order to meet the brochure promise.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season management training course.
- Assist the Senior Management team with training the staff at the chalet training venues.
- Organise and supervise the cleaning and preparation of all chalets.
- Produce detailed inventories of all the chalets and stock takes of all resort and chalet storerooms.
- Meet with local catering, cleaning and laundry suppliers and confirm the arrangements for orders, deliveries and purchasing.
- Produce Health & Safety, Fire and Hygiene reports for all chalets.

During the Season:

Stock & Budget Control

- Monitor and check the weekly stock takes in each chalet and ensure that each chalet is only ordering supplies that are not in stock.
- Collect weekly orders and stock takes at the weekly chalet staff meeting.
- Produce a stock take of the resort storerooms.
- Collate all of the checked orders from each chalet and place them with the suppliers or co-ordinate a local shopping trip if necessary.
- Source any additional supplies for any 'special dietary requirements' and ensure they are within the set budget.
- Provide the Resort Manager and the Regional office with an accurate weekly catering budget report for the whole resort.
- Provide any necessary further training to chalet staff on stocktaking and stock control.

Quality, Delivery & Stock Control

- Receive all deliveries in resort.
- Crosscheck all deliveries with the orders and liaise with the supplier about missing or over-delivered items immediately.
- Check the standard and quality of each order and reject any sub-standard item, ensure that a replacement is ordered immediately and received.
- Co-ordinate the distribution of the supplies to all the chalets in resort, ensuring that each chalet receives the correct quantities.
- Control the distribution of supplies from the resort storeroom, ensuring that all supplies are accounted for.
- Monitor the quality of ingredients supplied and resolve any issues with suppliers.
- Ensure that Guest Feedback Forms are handed out in all chalets and collected weekly and given to the Resort Manager, meeting company targets for returns.

Resort Child Care Programme

- Put in place a rota for all Esprit Ski chalet hosts cooking Snow Club lunch.
- Liaise with the Resort Child Care Manager, regarding catering for the Child Care programme in resort.
- Ensure that Snow Club lunches and High Teas are well staffed and that the Child Care menu is adhered to.
- Ensure that catering staff are aware of the weekly allergy charts that are displayed in the chalet kitchens.

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.

Post-Season:

- Oversee and organise the cleaning and closing down of all chalets in resort.
- Produce detailed inventories of all chalets and cross-reference to those completed pre-season, detailing any breakages or damage and ensure that they are replaced/repared before the handover appointment with the owner.
- Ensure that company property is correctly packed and stored away.
- Assist the Resort Manager with the hand-over of the chalets, ensuring hand-over reports are completed and signed off.
- Assist with the collection of staff manuals, chalet signs, notice boards, and information files.
- Assist in the completion of the end of season resort report.
- Complete end of season chalet staff appraisals and submit to the Area Manager.
- Ensure that all chalet staff uniform is returned clean and inventoried.
- Complete staff clearance forms and submit to the Area Manager along with the staff personnel files.
- Ensure that all catering invoices and bills have been settled before the close down of resort accounts.