

JOB DESCRIPTION

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

As Chalet Host you will provide a welcoming atmosphere for the guests, ensure that the high standards that the company expects are maintained. You will also be responsible for 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 are well presented.
- Assist in with the production of detailed inventories of the chalet.
- Assist with the production of Health & Safety, Fire and Hygiene 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 an informative welcome brief for guests staying in your chalet.
- 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.
- 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 to other staff to a minimum at all times.

Catering and Meal Service

- Plan, prepare and serve meals in accordance with the company's set menu following the guidelines and policies regarding food service and preparation, working within Health and Food Hygiene regulations at all times.
- Prepare a continental buffet breakfast (plus a hot option in Ski Total properties) each day ensuring that the buffet table and dining room is ready for 7.30am (Esprit Ski) or 8.00am (Ski Total/ Inghams).
- Prepare and set out afternoon tea, cake and refreshments for guests on their return (not on day off).
- Prepare and serve a selection of canapés and an aperitif for 7.30pm.
- Prepare and serve a three course evening meal, ensuring that the table and dining room is ready for guests by 8.00pm.
- During the meal, ensure that wine and water are replenished and serve coffee or tea and chocolates/mints after the meal.
- After every meal, clear the table and clean the dining area and ensure it is left neat and tidy.
- Ensure the preparation and set-up of the breakfast buffet for the staff day off is completed after dinner service.
- Ensure that the kitchen is clean and tidy and is to the required company standard.

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.
- Report any maintenance issue to the Chalet/Resort Manager.
- Assist with the distribution of deliveries within the resort.
- Carry out 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, ensure that the facility is kept clean, hygienic and correctly tested and treated with appropriate chemicals.

Snow Club lunch and High Tea

- Set up, prepare and serve high tea for the children daily ensuring that it is ready for 5.30pm.
- Prepare and serve lunch to the children in one of the chalets in resort on a rota (Esprit).

Ordering Supplies & Stock Control

- Attend a weekly chalet meeting to prepare your food orders.
- Complete an accurate and thorough stock take prior to your weekly chalet hosts ordering meeting.
- Receive, check, store and record all deliveries in accordance with Health and Hygiene legislation.
- Ensure that wine is stored securely and stock levels are monitored and reported to the Chalet/Resort Manager.
- Ensure that linen is stored correctly and stock levels are monitored and reported to the Chalet/Resort Manager.
- Ensure that cleaning products are stored correctly and stock levels monitored and reported to the Chalet/Resort 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 you need to remain flexible and assist with any other duties as requested by your Resort Manager or other senior staff.

Resort Administration

- Attend the weekly chalet staff meeting.
- Complete weekly catering and cleaning orders.
- Keep track with the reconciliation of orders, delivery notes and budget control.
- Complete a 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 and company equipment.