

## **JOB DESCRIPTION**

**Position:** CHALET HOUSEKEEPER

**Location:** Within the overseas programme, as stated in your covering letter

**Reports to:** Resort Manager and Chalet Manager

As Chalet Housekeeper you will provide a welcoming atmosphere for the guests, and leading the team of chalet assistants ensure that the high standards that the company expects are maintained. You will also be responsible for overseeing set-up for breakfast and evening meal and oversee all daily and weekly housekeeping in the Chalet.

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.
- Help compile information about your resort and create the chalet notice boards and information files.

### **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.
- 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

- Oversee and assist with set-up of the breakfast buffet, ensuring that the buffet table and dining room is ready for 7.30am (Esprit Ski) or 8.00am (Ski Total).
- Serve tea or coffee and ensure that the breakfast buffet is replenished when needed.
- Set out afternoon cake and refreshments for guests on their return (not on day off).
- Oversee and assist with the set-up of the evening meal, ensuring that the table and dining room is set correctly and attractively.
- Serve canapés and apéritifs to the guest before dinner for 7.30pm, according to the set menu.
- Serve a three course meal, ensuring that the table and dining room is ready for guests by 8.00pm, making sure that the bread, wine and water is replenished.
- Serve coffee or tea and chocolate/mints after the meal.
- After every meal, clear the table and clean the dining area ensuring it is left neat and tidy.
- Oversee and assist with the preparation and set-up of the breakfast buffet for the staff day off after dinner service.
- Ensure that wine is stored securely and stock levels are monitored and reported to the Chalet/Resort Manager.
- Assist with food preparation and cooking in the chalet kitchen.

#### Daily and Weekly Housekeeping

- Oversee and maintain a high standard of cleanliness daily, ensuring that guest bedrooms, bathrooms and communal areas are clean and tidy.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Prepare laundry for collection and receive new deliveries, mid-week and on 'change-over' day.
- 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.
- Perform a deep clean on 'change-over' day in preparation for new guests, ensuring that all rooms and areas are spotlessly clean.
- Ensure that all entrances, exits, pathways, balconies and terraces (roof's if applicable) are always kept clear and safe from snow.
- Report any maintenance issue to the Chalet/Resort Manager.
- Assist with the distribution of deliveries within the resort.
- Ensure that linen is stored correctly and stock levels 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.

#### 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 in serving High Tea to the children in their own chalets daily (not day off).
- Assist with serving lunch to the children in one of the chalets in resort on a rota basis. (Esprit)

#### Health and Safety

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the hotel 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 and Fire Checks.

#### Flexibility

- 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 Lessons. (Esprit)

#### Resort Administration

- Assist in the completion of weekly cleaning orders.
- 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 packaged and stored.
- Assist in with the production of detailed inventories of the chalet and company equipment.