

# **JOB DESCRIPTION**

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

As Resort Chalet Manager you will oversee all aspects of operating the chalets in resort, ensure that the standards and quality of the catering, housekeeping & service are maintained and operate within the set budgets, supervise and manage all chalet staff and provide continuous support and training throughout the season.

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:**

### Chalet Management & Budget Control

- Supply each chalet in resort with the arrival figures for the following week's arrivals, detailing the number of adults, children and infants.
- Monitor all orders for food, wine, cleaning materials and any other items from each of the chalets in resort.
- 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.
- Crosscheck the weekly orders from each chalet against the arrivals list, the chalet stock take and the company menu plans as set in the catering manual to ensure that the correct amount of each item is ordered.
- 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.
- Compile a weekly budget report on food, cleaning products and wine expenditure and consumption and submit to the Resort Manager and Catering Department.

### 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.
- Confirm weekly linen orders to the supplier and through systems set up in resort ensure all items of linen are accounted for and returned accordingly at the end of the week
- Monitor the quality of ingredients supplied and resolve any issues with suppliers.

### Quality Control

- Monitor the chalet catering, housekeeping and service standards and complete weekly standards reports for each of the chalets.

- Ensure that all chalet staff are providing the required level of service according to the brochure promise and company procedures.
- Conduct regular chalet visits to check cleanliness, food hygiene and quality of food served in chalets.
- Attend at least four breakfasts / evening meals in the chalets to ensure the catering standards and presentation are being met.
- Monitor the catering and cleanliness sections of the guest questionnaires and provide feedback to staff at the weekly chalet staff meeting.
- Deal with any guest issues that may arise with regards to the quality and standard of the catering, housekeeping or service levels

#### Staff Management

- Supervise all chalet staff ensuring that catering and housekeeping duties are met to a high standard
- Oversee the performance of all staff and provide continuous training to ensure that the required standards are maintained.
- Integrate and provide training for all new or replacement chalet staff that start mid-season, ensuring that all aspects of the menu and running of a chalet is covered and that relevant paperwork is completed.
- Provide additional training and/or discipline to any chalet staff in need of it.
- Provide support and emergency cover in event of staff illness or accident.
- Ensure that all staff are provided with three adequate, balanced meals a day, seven days a week as stated in their terms and conditions.

#### 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.

#### Resort Administration

- Compile a weekly budget report on food, cleaning products and wine expenditure and consumption and submit to the Resort Manager and catering department.
- Assist the Resort Manager with the weekly resort report and any additional paperwork and administration that may be required.
- Liaise with the Resort Manager on staff issues and replacements when required.
- Maintain staff discipline and ensure that company policy and procedures are followed.
- Assist in the completion of mid-season appraisals for chalet staff and submit to the Area Manager.
- Ensure that the chalet notice boards and information files are completed and are up-to-date.
- Ensure the resort vehicle logbook is maintained (if applicable).
- 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.

#### **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.