

JOB DESCRIPTION

Position: FRONT OF HOUSE SUPERVISOR

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

Reports to: Chalet Hotel/ Chalet Manager

As Front of House Supervisor you will provide a welcoming atmosphere for the guests, help train the Chalet Hotel/chalet assistants, and ensure that the high standards that the company expects are maintained. You will also be responsible for the smooth running of the restaurant and Chalet Hotel/chalet housekeeping.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season training course.
- Assist the Senior Management team with training the staff at the chalet hotel/ training venues.
- Assist with the cleaning and preparation of the Chalet Hotel/chalet.
- Ensure that all 'Front of House' areas are well presented, especially the restaurant and reception areas.
- Assist in with the production of detailed inventories of the restaurant and guest rooms in the Chalet Hotel/chalet.
- Assist with the production of Health & Safety, Fire and Hygiene reports for the Chalet Hotel/chalet.
- Help compile information about your resort and create the Chalet Hotel/chalet notice boards and information files.

During the Season:

Guest Relations

- Provide and maintain, as part of the Chalet Hotel/ chalet team, a first class service to our guests.
- Welcome the guests into the Chalet Hotel/chalet on their arrival and show them to their rooms and help with their luggage.
- Provide the guests with information about the Chalet Hotel/chalet and resort and be present at the welcome meeting.
- Ensure that all guests are aware of the Chalet Hotel/chalet staff 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.
- Serve and converse with guests in a friendly professional manner.

Restaurant Service

- Provide service during breakfast, high tea and the evening meal, ensuring that the table and dining room is ready for guests by 7:30am (Esprit Ski) or 8:00am (Ski Total).
- Supervise the running and turn around of the restaurant at breakfast, high tea and during the evening meal.
- Ensure that all evening meal orders are taken during breakfast service.
- Liaise with the Chalet Hotel/ chalet management regarding the seating plan for each evening meal.
- Ensure that the Tea Area is always spotlessly clean and fully stocked.
- Serve the aperitif and canapés from 7:30pm, ensuring that the table and dining room is ready for guests by 8.00pm.
- Train the Chalet Hotel/chalet assistants who work in the restaurant.
- After each shift, ensure that the restaurant is left spotlessly clean and all preparation for the next service has been completed.
- Liaise with the Chalet Hotel/ Chalet Manager regarding the rota of the Chalet Hotel/chalet assistants working restaurant.

Daily and Weekly Housekeeping

- Maintain a high standard of cleanliness, ensuring that the bar and communal areas are always clean and tidy.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Assist with laundry collection and assist with new deliveries, mid week and on 'change over' day.
- Ensure that the 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 the bar (if applicable) and communal areas are spotless.
- Report any maintenance issue to the Chalet Hotel/ Chalet Manager.
- Assist with the distribution of deliveries of restaurant/bar supplies and resort cleaning products if required.
- Carry out a weekly restaurant and cleaning supplies stock take and submit to the Chalet Hotel/ Chalet Manager.

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 Chalet Hotel/ Chalet 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

- Complete the weekly restaurant and cleaning supplies orders and submit to Chalet Hotel/ Chalet Manager.
- Assist in the completion of the weekly hotel report.
- Ensure that the restaurant menu cards are kept clean and up to date.
- Ensure Guest Feedback Forms are handout to guests and collected.

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.

Post-Season:

- Assist with the cleaning and closing down of the Chalet Hotel/ chalet and staff accommodation.
- Ensure that all company property is correctly inventories, packed and stored.