

JOB DESCRIPTION

Position: HOTEL MANAGER
Location: Within the overseas programme, as stated in your covering letter
Reports to: Area Chalet Hotels Manager

As Hotel Manager you will oversee all operational and guest related aspects of the running of the hotel, supervise and organise all hotel staff and ensure that the high standards that the company expects are maintained.

Your responsibilities and duties:

Pre-season

- Attend the pre-season management training course.
- Assist the Senior Management team with training the staff at the Hotel training venue.
- Organise and supervise the cleaning and preparation of the Hotel, Nursery and Snow Club room (Esprit), and resort office.
- Produce detailed inventories of the Hotel, Nursery and Snow Club room (Esprit), staff accommodation and resort office.
- Meet local suppliers for catering, beverages, laundry, lift pass, ski school and equipment hire and confirm the arrangements for orders, deliveries and purchasing.
- Produce Health & Safety, Fire and Hygiene reports for the Hotel and child care rooms (Esprit).
- Ensure the resort personnel files are completed.
- Compile information about your resort and create the hotel notice boards and information files.
- Complete a brochure accuracy report on the resort, Hotel, Nursery and Snow Club (Esprit), and submit to the Marketing Department in the UK.
- Ensure that all staff have the correct uniform and inform the Area Manager if any additional items are required.
- Prepare both a Snow Sensations and Ski Hosting programme if applicable.

During the Season

Guest Relations

- Liaise with the Regional Office in the organisation of guest transfers to and from the airport.
- Compile and create detailed Welcome Packs for arriving guests and ensure that any pre-paid ski packs are ordered.
- Complete any paperwork for arriving/departing guests.
- Ensure that guests are welcomed on their arrival at the airport and are provided with a welcome brief on the coach to resort.
- Promote and sell ski packs (lift passes, equipment hire and lessons), Snow Sensations events and child care (where applicable) to guests, ensuring that all guests are informed of all products and the targets set are met.
- Ensure that all guests are shown to their allocated rooms and helped with their luggage and resolve any issues that may arise.
- Lead an informative welcome meeting for the guests providing details on the hotel, resort, ski area, snow sensations events and childcare.
- Accompany guests to the ski school and the hire shop and ensure that they receive the lessons and equipment they have booked.
- Provide the guests daily with an up-to-date weather and snow conditions report, information on resort events and details for the procedure on the morning of departure.
- Ensure that the guest expectations are met and a positive and friendly atmosphere is promoted.
- Deal with any guest issues promptly and effectively.
- Collect guest questionnaires and send to Area Manager weekly.

Staff & Hotel Management

- Monitor the ordering and deliveries of supplies, ensuring that the catering and child care budgets where applicable are maintained weekly throughout the season.
- Liaise with the Head Chef and review the weekly stock control reports, orders and discuss any issues that have arisen.
- Provide the Regional Office with a weekly budget report.
- Monitor the catering and housekeeping standards, quality control and complete weekly standards reports, ensuring that all hotel staff are providing the required level of service.
- Ensure teams within the hotel are well co-ordinated to maintain smooth operations.
- Hold a weekly staff meeting to ensure that staff are fully briefed on the following week's arrivals and other important information relating to the smooth running of the resort. Discuss any issues that have arisen and provide feedback from guest questionnaires.
- 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 (Esprit)

- Liaise with the Resort Child Care Manager or Area Child Care Manager, regarding the running of the childcare programme in resort and assist with any sales required.

- Ensure that the Nursery and Snow Club are cleaned and presentable and that all Health & Safety assessments are completed.
- Ensure that Snow Club lunches and high teas are well staffed and that the childcare menu is adhered to.
- Ensure that the children's ski lessons are running smoothly, attend the weekly award ceremony and show.
- Solve any issues that may arise within the childcare programme.
- Where necessary provide the transport of childcare equipment and children to and from Snow Club/Ski School.

Resort Administration

- Provide the Regional Office with accurate weekly accounts of all expenditure and sales income by the set deadline.
- Provide Area Management and Customer Relations in the UK with a weekly resort report and complete any required paperwork regarding guest complaints or issues.
- Provide the Regional office and the Marketing Department in the UK with a weekly snow report.
- Provide Overseas Personnel Department in the UK with a weekly staff movements report.
- Complete a fortnightly staff head count for Payroll in the UK.
- Liaise with Area Management and the UK on all staff issues and replacements when required.
- Oversee the performance of all staff and provide continuous training to ensure that the required standards are being met.
- Organise group activities for all staff to maintain good motivation and team spirit.
- Ensure that all staff welfare issues are resolved effectively, and liaise with the Overseas Personnel Department in the UK about insurance matters.
- Maintain staff discipline and ensure that company policy and procedures are followed at all times.
- Integrate and provide training for staff that start mid season, completing relevant paperwork.
- Complete mid-season appraisals for all staff in resort and submit to the Area Manager.
- Ensure the resort vehicle logbook is maintained (if applicable).

Flexibility

- Assist with any other duties as requested by your Hotel Manager Line Manager or other senior staff.

Post-Season

- Oversee and organise the cleaning and closing down of the Hotel, (Nurseries and Snow Clubs for Esprit), and staff accommodation.
- Produce detailed inventories of the Hotel, (Nursery and Snow Club room for Esprit), staff accommodation and resort office and cross-reference with those completed pre-season, detailing any breakages or damage.
- Ensure that all company property is correctly packed and stored.
- Liaise with owners over the hand-over of the staff accommodation, ensuring that all hand-over reports are completed and signed off.
- Collect all staff manuals, chalet signs, notice boards, and information files.
- Ensure that the resort vehicle logbook is complete and the vehicle is clean inside and out (if applicable).
- Complete the end of season resort report and submit to the Area Manager.
- Complete end of season staff appraisals and submit to the Area Manager.
- Ensure that all staff uniform is returned clean and inventoried.
- Complete staff clearance forms and submit to the Area Manager along with the Staff Personnel files.
- Liaise with the Alpine Office regarding the arrangements for the transport of all staff back to the UK.
- Ensure that all invoices and bills have been settled before the close down of the Hotel accounts.
- Sign off accounts with the Alpine Office resolving any discrepancies before your departure.
- Ensure that all reports, accounts and property are signed over to the Alpine Office before your departure.