

JOB DESCRIPTION

Position: HOTEL RECEPTIONIST
Location: Within the overseas programme, as stated in your covering letter
Reports to: Senior Resort Representative and Hotel Manager

As Hotel Office Manager you will assist in operational, administrative and accounting duties related to the running of the Hotel.

Your responsibilities and duties:

Pre-season:

- Attend the pre-season management training course.
- Assist the Hotel Manager training the staff.
- Produce detailed inventories of all the hotel, staff accommodation and resort office and child care rooms (Esprit).
- Meet local suppliers for catering, laundry, lift pass, ski school and equipment hire and confirm the arrangements for orders, deliveries and purchasing.
- Ensure resort personnel files are completed.

During the Season:

Guest Relations

- Assist with and organise the accounting for and reporting of ski pack sales (lift passes, equipment hire and lessons), après ski events and child care (where necessary) to guests, selling directly to guests where necessary.
- Assist with the collection of guest questionnaires and send to Area Manager weekly.
- Assist with and organise all front of house reception duties for the hotel.
- Ensure presentation of the reception and bar area of the hotel is at all times guest ready.
- Assist the Hotel Manager with any other duties that may be required for the smooth running of the hotel.

Staff & Hotel Management

- Assist with the monitoring of all of the ordering and deliveries invoices, ensuring that all hotel and child care budgets are maintained on a weekly basis throughout the season.
- Assist with providing the Regional Office with a weekly budget report.
- Assist with the monitoring of hotel standards and quality control and complete weekly standards reports for the hotel, ensuring that all hotel staff are providing the required level of service.
- Join the guests for at least three evening meals to ensure the catering standards and presentation is being met.
- Assist running the weekly staff meeting to ensure that all staff are fully briefed on the following week's arrivals and other important information regarding the smooth running of the resort.
- Collect weekly hotel reports, stock control reports and orders and highlight any issues that have arisen to the hotel manager, as well as providing feedback from guest questionnaires.

Resort Child Care Programme

- Liaise with the Resort Child Care Manager or Area Child Care Manager, regarding the running of the child care programme in resort and assist with any required sales administration.
- Where necessary help provide the transport of child care equipment and children to and from Snow Club/Ski School.

Hotel Administration

- Assist with providing the Regional Office with accurate weekly accounts of all expenditure and sales income by the set deadline.
- Assist with provide Area Management and Customer Relations in the UK with a weekly resort report and complete any required paperwork regarding guest complaints or issues.
- Liaise with the Senior Resort Representative regarding the rota for the resort representatives and hotel receptionist.

- Ensure the Regional Office and Marketing Department in the UK are provided with a twice weekly snow report.
- Assist with providing Overseas Personnel Department in the UK with a weekly staff register.
- Assist with liaise with the Overseas Personnel Department in the UK with regards to the staff insurance policy.
- Assist with integrating and providing support for staff that start mid season, completing all the relevant paperwork.
- Ensure the resort vehicle logbooks are maintained (if applicable).

Post-Season:

- Produce detailed inventories of all the chalets, Nurseries, Snow Club rooms (Esprit), staff accommodation and resort office and cross reference with those completed pre-season, detailing any breakages or damage and submit to Area Management.
- Ensure that all company property is correctly packed and stored.
- Liaise with owners over the hand-over of the hotel and staff accommodation, ensuring that hand-over reports are completed and signed off.
- Collect all staff manuals, hotel signs, notice boards, and information files.
- Ensure that the resort vehicle logbooks are complete and the vehicles clean inside and out.
- Assist the completion the end of season resort reports 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 Regional Office regarding the arrangements for the transport off all staff back to the UK.
- Ensure that all invoices and bills have been settled before the close down of resort accounts.
- Sign off accounts with the Regional Office resolving any discrepancies before your departure.
- Ensure that all reports, accounts and property are signed over to the Regional Office before your departure.
- Assist with compilation of End of Season Report for the resort.