

# JOB DESCRIPTION

**Position:** RESORT ASSISTANT  
**Location:** Within the overseas programme, as stated in your covering letter  
**Reports to:** Chalet Manager

As Catering Support you will assist the Chalet Manager with deliveries, food preparation, shopping, driving and other general duties. You will also assist Chalet Hosts cleaning on transfer days and ensure that the standards and quality of the cleaning and presentation of the properties are maintained.

Your responsibilities and duties:

## Pre-season

- Attend the pre-season training course.
- Help organise and supervise the cleaning and preparation of all chalets, staff accommodation and resort office.
- Assist with the production of detailed inventories of all the chalets and stock takes of all resort and chalet storerooms, staff accommodation and resort office.
- Meet with local suppliers for catering, laundry, and equipment hire and confirm the arrangements for orders, deliveries and purchasing.

## During the Season

### Guest Relations

- Deal with any guest problems promptly and effectively.
- Keep intrusion by noise, music or other staff to a minimum at all times.

### Assist Chalet Host with Chalet Management

- Maintain a high standard of cleanliness on 'change over' days, ensuring that guest bedrooms, bathrooms and communal areas are clean and tidy
- Adhere to company guidelines and procedures regarding cleaning standards and presentation.
- Help prepare laundry for collection and reconcile new deliveries, mid-week and on 'change over' day, helping within the resort team in the distribution of cleaning supplies.
- Report any maintenance problems to the Resort Manager.
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### Kitchen Management & Budget Control

- Produce a stock take of the resort storerooms.
- Assist with co-ordination of local shopping trips if necessary.
- Assist with the sourcing of any additional supplies for any special dietary requirements and ensure they are within the set budget.

### Delivery & Stock Control

- Receive all deliveries in resort.
- Cross check all deliveries with the orders and liaise with the supplier about missing or over-delivered items.
- 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.

### Resort Administration

- Provide the Chalet Manager with accurate accounts and reports of purchases.
- Assist the Chalet Manager with the weekly resort report and any additional paperwork and administration that may be required.
- Maintain the resort vehicle logbook (if applicable).

### Flexibility

- Assist the Chalet Manager or Resort Manager with any duties they request.
- Be prepared to assist all colleagues in any role

### **Post-Season**

- Help oversee and organise the cleaning and closing down of all the chalets and staff accommodation in the resort.
- Produce detailed inventories of all the chalets, 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 packaged and stored.
- Assist the Chalet Manager with the hand-over of the chalets and staff accommodation, ensuring hand-over reports are completed and signed off.
- Collect all staff manuals, chalet signs, notice boards, and information files.
- Ensure that all staff uniform is returned, clean and inventoried.