

JOB DESCRIPTION

Position: RESORT MANAGER

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

Reports to: Area Manager

As Resort Manager you will oversee all operational and guest related aspects of the running of the resort, supervise and organise all resort 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 designated venue.
- Organise and supervise the cleaning and preparation of all chalets, resort office and child care rooms (Esprit).
- Produce detailed inventories of all the chalets, 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.
- Produce Health & Safety, Fire and Hygiene reports for all chalets and child care venues (Esprit).
- Organise effective safe storage and transport of Esprit Children's ski equipment (Esprit).
- Ensure resort personnel files, including staff appraisals are completed.
- Ensure that every staff member receives a personal meeting with yourself/ line manager to set standards and expectations of them for the season.
- Compile information about your resort and create the chalet notice boards and chalet information files.
- Complete a brochure accuracy report on the resort, all chalets, Nurseries and Snow Clubs (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 an Après Ski and Ski Hosting programme (where 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 airport paperwork for arriving/departing guests.
- Ensure that all 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), après ski events and child care (where necessary) to guests, ensuring that all guests are informed of all products and the targets set by the Regional office are met.
- Ensure that all guests are shown to their chalets and resolve any issues that may arise.
- Organise or lead an informative welcome meeting for guests in their chalet, providing details on their chalet, resort, ski area, après ski events and child care (Esprit).
- Accompany guests to the ski school and the hire shop and ensure that they receive the lessons and equipment they have booked.
- Visit the chalets daily, providing the guests with an up-to-date weather and snow conditions report, information on resort events and details for the procedure on the morning of departure.
- Provide a ski hosting service for three of the days during the week (where applicable).
- Deal with any guest issues promptly and effectively.
- Collect guest questionnaires according to prescribed targets, enter onto the required software and send to the UK office weekly.

Chalet Management

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

Quality Control

- Monitor the chalet standards and quality control and complete weekly standards reports for each of the chalets.
- Ensure that all chalet staff are providing the required level of service.
- Conduct weekly chalet visits to check cleanliness, food hygiene and quality of food served in chalets.
- Attend at least three breakfasts / evening meals in the chalets to ensure the catering standards and presentation are being met.
- Monitor all sections of the Guest Feedback Forms and provide feedback to staff at the weekly staff meeting.
- Deal with any guest issues that may arise with regards to any aspect of resort operations.
- Ensure that all local laws in respect of rubbish disposal are adhered to.

Resort Child Care Programme (Esprit Only)

- 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.
- Ensure that the Nurseries 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 run.
- Ensure that the children's ski lessons are running smoothly and attend the weekly award ceremony and show.
- Solve any issues that may arise within the child care programme effectively.
- Where necessary provide the transport of child care 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 the Regional Office with a weekly summary of arrivals, for accounting and flight/transfer logistics purposes. (Austria/Italy)
- Provide Area Management and Customer Relations in the UK with a weekly resort report and complete any required paperwork regarding guest complaints or issues.
- Ensure the Regional Office and Marketing Department in the UK are provided with a twice weekly snow report.
- Complete weekly staff registers for Payroll in the UK.
- Liaise with Area Management and the UK on all staff issues and replacements when required.
- Ensure the resort vehicle logbook is maintained (if applicable).

Staff Management

- Ensure that any staff dietary and medical requirements are understood and provided for, ensuring that you consult with Area Management.
- Consult with staff wishing to work another season and promote the company.
- Hand out and collect staff conversion forms.
- Ensure that all staff welfare issues are resolved effectively, and liaise with the Overseas Personnel Department in the UK with regards to the staff insurance policy.
- Organise group activities for all staff to maintain good motivation and team spirit.

- Integrate and provide training for staff that start mid season, completing all the relevant paperwork.
- Maintain staff discipline and ensure that company policy and procedure is followed at all times.
- Oversee the performance of all staff and provide continuous training to ensure that the required standards are being met.
- Complete mid-season appraisals for all staff in resort.

Flexibility

- As part of a team within the resort & company you need to remain flexible and assist with any other duties as requested by senior staff.

Post-Season

- Oversee and organise the cleaning and closing down of all the chalets, Nurseries, Snow Clubs (Esprit) and staff accommodation in the resort.
- 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 chalets and staff accommodation, ensuring that 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.
- 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 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.