

# JOB DESCRIPTION

**Position:** SENIOR RESORT REPRESENTATIVE

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

**Reports to:** Resort Manager

As Senior Resort Representative you will assist with all operational and guest related aspects of the running of the resort, drive guests as required, help 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 training venues.
- Assist with the organisation and supervision of the cleaning and preparation of all chalets in resort.
- Assist in producing detailed inventories of all the chalets, Nurseries, Snow Club rooms, staff accommodation and resort office.
- Meet with local suppliers for lift pass, ski school and equipment hire and confirm the arrangements for orders, purchasing and logistics.
- Assist with the Production of Health & Safety, Fire and Hygiene reports for all chalets and child care rooms.
- Compile information about your resort and create the chalet notice boards and chalet information files and welcome packs.
- Assist in the completion of a brochure accuracy report on the resort, all chalets, Nurseries and Snow Clubs.
- Prepare both an Après Ski and Ski Hosting programme.

## During the Season

### Guest Relations

- Prepare the organisation of guest transfers to and from the airport.
- Compile and create detailed Welcome Packs for arriving guests and ensure that any pre-booked ski packs are ordered and delivered.
- 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 (when 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.
- Lead an informative welcome meeting for guests in their chalet, providing details on their chalet, resort, ski area, après ski events and child care.
- 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.
- Deal with any guest issues promptly and effectively.
- Collect guest questionnaires and give to Resort Manager weekly.
- Assist the company Airport Manager whilst at the airport on transfer day.
- Train and deliver on the training to all transfer representatives.

### Staff & Chalet Management

- Assist with the completion of 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 one evening meals per chalet per week to ensure the catering standards and presentation are being met.

- Attend 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.
- Drive the company vehicles when required.

#### Driving

- Drive guests as required.
- Ensure the resort vehicle logbook is maintained for all resort vehicles.
- Deal with any vehicle maintenance issues promptly and effectively.
- Where necessary provide transport of child care equipment and children to and from Nursery/Snow Club/Ski School.
- Ensure that the resort vehicle is always left clean and tidy after every shift.
- Ensure that the resort vehicle is always equipped with all necessary safety equipment.
- Ensure that the resort vehicle is always accessible 15 minutes prior to the start of shift.

#### Resort Child Care Programme (Esprit)

- Liaise with the Resort Child Care Manager, regarding the running of the Esprit Child Care programme in resort and assist with any required sales.
- Where necessary provide the transport of child care equipment and children to and from Snow Club/Ski School.
- Be prepared to work in the child care programme if needed during the season.

#### Resort Administration

- Ensure that resort sales are accounted for weekly.
- Provide the Regional office and the Marketing Department in the UK with a weekly snow report.
- Assist with the completion of resort administration when required.
- Ensure that the chalet notice board and information files are maintained through out the season.
- Maintain the resort vehicle logbook (if applicable).
- Provide Easyrep and sales reports where possible to Resort and area management.

#### Flexibility

- Assist with any other duties as requested by your Hotel Manager Line 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)
- Attend weekly staff meetings.

#### **Post-Season**

- Assist in the organisation of the cleaning and closing down of the resort in all chalets, Nurseries, Snow Clubs and staff accommodation.
- Ensure that all company property is correctly packaged and stored.
- 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).
- Ensure that all staff uniform is returned clean and inventoried.
- Liaise with the Regional office regarding the arrangements for the transport off all staff back to the UK.
- Ensure a detailed End of Season Report is compiled for the resort.