

**Job Title: Chalet Chef**  
**Reports To: Resort Manager**

**Purpose:**

The role of Chalet Chef is that of responsibility for providing clients with good food, presented to a high standard with flair and imagination to ensure that they have a culinary experience that exceeds their expectations. Create exciting meals with the freedom to add your personality to the menu.

**Working Hours:**

- Normal hours of work (excluding changeover and main shopping day) are eight hours each day, from 7.30 am to 11.00 am and 6.00 pm to 10.30 pm.
- One day off a week
- Change over day – all day on either a Saturday or Sunday depending on your assigned chalet
- Flexibility is required to any reasonable changes by the management team and to ensure a quality service is provided to clients

**Responsibilities:**

**Catering**

- Meals are to be prepared in a professional and timely manner
- Prepare a continental and cooked breakfast for clients six days a week between 8.00 am and 9.30 am
- Prepare and lay out afternoon tea, having freshly baked a cake and/or biscuits each day (No bought cakes are ever allowed)
- Preparing a selection of canapés, a four course dinner and petit fours (six evenings a week)
- Clearing and cleaning up the dining area and kitchen after breakfast, afternoon tea and dinner
- Understand and cater for clients' dietary requirements
- Provide balanced food for children and prepare children's early supper, as appropriate usually served at 6.00 pm
- Preparation for your day off – set out a continental breakfast for your day off and bake a cake for afternoon tea (on the evening before)
- Weekly menus to be presented to and agreed with the Head Chef
- Plan and shop for your weekly menu as well as liaising with the Chalet Host Assistant to ensure the purchase of cleaning products and ordering of wood, wine champagne and drink supplies for the chalet, keeping within budget.
- Stock and ensure house wines and drinks are stored and served at the correct temperature
- Exceed clients' expectations on special occasions and events – birthdays, anniversaries, Christmas, Valentines, etc.

**House Keeping and Maintenance**

- Open and deep clean chalets at the start of the season and close, pack up and deep clean at the end of the season as instructed by the Resort Manager
- Ensure all kitchen equipment/property is maintained in good working order and light bulbs changed as required
- Report any maintenance work required to the Head Driver/Property Manager and be available when workmen visit the chalet
- Report any damage, breakages or spillages to the Resort Manager as soon as possible – clients may need to be charged and this cannot be done if not informed before leaving resort
- Record all breakages/maintenance and changes in inventory and in/out book
- Twice daily cleaning of the kitchen (morning and evening) – in line with the daily cleaning schedule and the Ski Armadillo standards

- Carry out full changeover of the chalet on transfer day in line with the weekly cleaning schedule – chalet to be immaculate before new guests arrive
- Kitchen, food storage areas, refrigerators and freezers kept clean and tidy – abide by health and safety standards and record temperatures daily in the Chalet/Kitchen Manual.
- Unpack and store food shopping immediately it is delivered – complying with food hygiene regulations at all times, and report to the Resort Manager any potential hazards/problems immediately
- Kitchen bin to be emptied, cleaned and left with a clean bin bag when leaving the chalet in the morning and evening – rubbish taken to the appropriate poubelles
- Keep all storage areas and cleaning cupboards, etc, clean and tidy
- Carry out weekly, thorough fire and safety checks in your chalet and take appropriate action to rectify any potential hazards informing the Resort Manager
- Ensure that snow is cleared from paths and surrounding balconies, ensuring pathways are safe at all times
- Ensure the fruit bowl is maintained at all times during the week – buying and arranging fruit on a daily basis if required.

### **Accounting**

- Responsible for company money and account cards in your care – money lost to be repaid back to the company
- Accounting kept up to date with receipts for all purchases relevant to company business
- Complete and present accounts and other paperwork accurately, punctually and neatly as directed by the Resort Manager on a weekly basis or as required
- Responsible for cost and stock control within the chalet budget
- Make sure that a record is kept of all client extras and that these are given to the Resort Manager at the end of the week so that appropriate billing can be made to each client at the end of their stay before departing from resort
- Chalet/Kitchen Manual to be kept in an organized manner and up to date with details of menu plans, recipes, temperature and cleaning records as well as guest details/specifications.
- Undertake any other administrative tasks that are relevant to your position.

### **Service and Company Image**

- Take full responsibility of managing all aspects of the catering of clients
- Looking after clients creating a warm, friendly, safe and welcoming environment ensuring they have a problem free holiday that exceeds their expectations
- Establish and maintain a professional working relationship with clients, suppliers and all resort contacts
- Greet clients on arrival into resort and assist with carrying their luggage on arrival and departure, as well as saying goodbye on their departure
- On arrival provide clients with information and local knowledge of resort to ensure they get the most out of their holiday
- Ensure that in an emergency or an accident you know what to do and the clients know who to contact.
- Deal with complaints in the appropriate manner, taking immediate action to resolve, notifying the Resort Manager and keeping the client informed of the action taken
- Work as a team with the rest of your Ski Armadillo colleagues, offering and giving help if/when anyone needs it, as well as helping with any other reasonable requests made by the management team, co-operating during busy periods
- Must be immaculately turned out (wearing uniform) whilst on duty and ensuring that your personal grooming is always of the highest standard
- Show loyalty to the company, management team and fellow colleagues projecting a professional company image at all times
- Have a thorough knowledge of and support the company's products and policies.
- Look for opportunities with a view to improving the way we work, initiating new ideas and communicate these to the Directors through the Resort Manager.
- Abide by Company Health and Safety standards and procedures – report any hazards immediately.

### **Qualifications**

- Recognised catering qualification or diploma (min 6 months)
- Basic food hygiene certificate

### **Experience**

- Work to senior chef de partie level or above
- Minimum of 4 years catering to a high standard (restaurant/shooting lodges/yachts)
- Hospitality background – experience of working in an open kitchen
- Previous ski chalet catering or experience of ski chalet holidays

### **Skills**

- Ability to speak basic French – for ordering food
- Understanding of stock and cost control
- Basic accounting skills