

Job Title: Chalet Cook/Host
Reports To: Resort Manager

Purpose:

Working independently, the role of Chalet Cook/Host is that of responsibility for the catering and hospitality of up to 10 clients to ensure that they have a holiday that exceeds their expectations, as well as the cleaning and maintenance of the chalet to a high standard.

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 and served in a professional and timely manner
- Prepare the dining area for breakfast and dinner – lay up the table in accordance with Ski Armadillo training
- Prepare and serve a continental and cooked breakfast for clients six days a week between 8.00 am and 9.30 am
- Clear away breakfast and prepare and lay out afternoon tea, having already freshly baked a cake (No bought cakes are ever allowed)
- Preparing and serving a three course evening meal plus canapés and after dinner coffee and chocolates, as well as clearing and cleaning up afterwards including the kitchen (six evenings a week)
- 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)
- Changes to the set menu plan to be presented to and agreed with the Head Chef.
- Plan and shop for the weekly menu including 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 household 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
- Daily cleaning of the chalet each morning and kitchen twice a day (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
- Empty all bins daily taking the rubbish to the appropriate poubelles. Kitchen bin to be emptied, cleaned and left with a clean bin bag when leaving the chalet in the morning and evening
- Clean and re-lay chalet fire each morning disposing of the hot ash into the metal bucket, as well as lighting the fire each evening
- 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
- Keep all other storage areas, linen cupboards, cleaning cupboards, etc, clean and tidy
- Keep an inventory of linen, bag up ready for collection by 10.30 am on changeover day and check in and unpack on return to avoid shortfall in stock
- Carry out any necessary chalet laundry (normally only tea towels)
- 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 organised 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 chalet
- 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, running through all aspects of staying with Ski Armadillo – meal times, drinks, driving service (if applicable), day off, etc
- In conjunction with the Resort Manager, arrange ski equipment accompanying guests to the ski hire shop, as well as ensuring lift passes, lessons, guides, etc are arranged.
- Ensure guests are taken/shown where to meet/find instructors, guides, etc on their first morning
- Co-ordinate with drivers to provide appropriate chauffeur service to guests for those chalets sold with the chauffeured minibus service.
- 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 2 weeks)
- Basic food hygiene certificate

Experience

- Minimum of 6 months catering to a high standard (dinner parties/shooting lodges)
- 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