

Job Title: Chalet Host Assistant
Reports To: Resort Manager

Purpose:

Working alongside a Chalet Chef, the role of Chalet Host Assistant is that of responsibility for the hospitality of 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:

Hosting

- Meals are to be served in a professional and timely manner, assisting in the preparation
- Prepare the dining area for breakfast and dinner – lay up the table in accordance with Ski Armadillo training
- Serve a continental and cooked breakfast for clients six days a week between 8.00 am and 9.30 am
- Clear away breakfast and lay out afternoon tea
- Serve pre-dinner drinks from 7.00 pm and canapés at 7.45 pm
- Serve dinner and after dinner coffee and chocolates, as well as clearing and cleaning up afterwards (six evenings a week)
- During dinner go round the bathrooms hanging up towels and bath mats, as well as turning on bedside lamps and turning down the beds
- Serve children's early supper, as appropriate, usually at 6.00 pm
- Preparation for your day off - set out a continental breakfast for your day off (on the evening before)
- Ensure the chalet is well stocked with 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 – 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

- 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 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 but may include guest 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 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 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 (min 1 week)
- Basic food hygiene certificate

Experience

- Hospitality background – experience of working in restaurants or at events (weddings)
- Experience of ski chalet holidays

Skills

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