

**Job Title: Resort Manager**  
**Reports To: Operations Director**

**Purpose:**

The role of Resort Manager is that of responsibility:-

- Managing the chalet team (chalet chefs, chalet cook/hosts and chalet host assistants) ensuring they provide restaurant standard catering and hospitality, as well as maintaining food hygiene standards in the kitchen. Ensure they carry out daily and weekly cleaning of the chalets to a very high standard. It will be your responsibility to monitor them and provide training if required.
- You will be responsible for Ski Armadillo's clients ensuring you have full details of our clients' requirements prior to arrival and once in resort ensuring they receive the high standards of service expected and have a relaxing and enjoyable ski holiday.
- You will be responsible for developing and maintaining Ski Armadillo's relationships in resort with local authorities and suppliers, protecting and enhancing the brand and good will of Ski Armadillo as a professional catered ski chalet operator.
- Ensure financial reporting and transactions are accurate and timely as well as preparing invoices and taking payment for client costs incurred in resort.

**Working Hours:**

- Normal hours of work (excluding changeover days) are eight hours each day from 7.00 am to 11.00 am and 4.00 pm to 8.00 pm
- Changeover days – all day on a Saturday and Sunday
- One day off a week – either Tuesday or Wednesday.
- Flexibility is required to ensure a quality service is provided to clients and that they are never neglected. For example if a client has a problem on your day off you will be expected to return from the slopes or bar in order to assist.

**Responsibilities:**

**Catering and Hospitality**

- Working with the Head Chef, liaise with food suppliers at the start of the season and review during the season to ensure cost effective and quality produce is obtained; butcher, bakery and co-op.
- Ensure that Chalet Cook/Hosts are working to the set menu, with the exception of clients with food allergies or specific dietary requirements and that the Head Chef is aware of any changes and has agreed these.
- Ensure that all chalets are served a cooked breakfast including porridge as well as a continental option and that all cakes/biscuits for afternoon tea are homemade.
- Ensure that the chalet team has made preparations for their day off – set out a continental breakfast and a cake baked for afternoon tea (on the evening before).
- Ensure the weekly shopping is carried out on the morning before changeover day (Friday for Saturday Changeover and Saturday for Sunday Changeover). No shopping should be required on changeover day.
- Ensure each chalet fruit bowl is maintained at all times during the week.
- Ensure all members of the chalet team are providing the Ski Armadillo service as detailed for their chalet.

**House Keeping and Property Management**

- Check that the Ski Armadillo website description of the chalet is correct at the start of the season reporting any discrepancies to the Operations Director.
- Ensure all chalets are set up at the start of the season checking the cleanliness in line with the Ski Armadillo standards. Ensure equipment in each chalet is fully operational, identifying potential hazards or risks, as well as identifying any defects/damage in the chalets and reporting your findings to the Head Driver/Property Manager.

- Working with the Head Chef to ensure the opening and close down cleaning of all chalet kitchens, ensuring they are absolutely spotless and reporting any breakages/damage/maintenance required to the Operations Director.
- Working with the Head Driver/Property Manager complete laundry inventories for each Chalet at the start of the season, ensuring sufficient laundry of two sets of bed linen and towels. Present a list of laundry required to the Operations Director.
- Working with the Head Driver/Property Manager collect and maintain a weekly laundry record for each chalet from the chalet hosts, chasing up missing laundry with the launderette.
- Ensure maintenance/damage/breakages during the season in chalets have been reported to the Head Driver/Property Manager without delay and any damage/breakages caused by clients is billed to them before they leave resort keeping the Operations Director informed.
- Responsible for the cleanliness of all chalets during the season, ensuring the chalet team are meeting and exceeding the Ski Armadillo standards of cleanliness.
- Carryout daily cleanliness checks on all chalets and kitchens ensuring Ski Armadillo standards are met in line with the cleaning schedules, bringing staff back to the chalet if not. Follow up on all checks the next day.
- Carryout weekly changeover cleanliness checks on all chalets and kitchens, in line with the Ski Armadillo cleaning schedules, and ensure the chalet is set up and ready for all new guests before arrival on the changeover day.
- Working with the Head Chef to ensure all chalet kitchens are being kept clean (twice daily cleaning – morning and evening). Ensure the team comply with food hygiene regulations and are abiding by health and safety standards and record temperatures daily in the Chalet/Kitchen Manual.
- Ensure each Chalet/Kitchen Manual is kept in an organized manner as well as being up to date and is ready for any inspections made by the Swiss Authorities.
- Carry out weekly fire and safety checks in all chalets taking appropriate action to rectify any potential hazards.
- Ensure a complete rigorous chalet close down cleaning at the appropriate time of the season. Ensure equipment is fully operational and identify any defects/damage reporting your findings to the Head Driver/Property Manager, so that measures can be put in place to rectify problems before handing the chalet back to the owner.
- Assist the Head Driver/Property Manager with the checking off of kitchen and laundry inventories for each chalet at close down.

## **Clients**

- Ensure you have an in-depth knowledge of Ski Armadillo's product, the resort and all it has to offer, including medical services and emergency doctor rotas.
- Responsible for the clients from the point at which the booking information is passed to you (dietary requirements, arrival method and timings, confirmation of numbers within the group as well as ages of children, etc). Clients will have received your contact details and may contact you before their arrival requiring you to provide them with any other additional information they need. Such correspondence should be dealt with quickly and efficiently.
- Responsible for making arrangements with regards to specific requests made by our clients in advance of their arrival and during their stay. For example, cots, high chairs, car seats, put up beds, lunch bookings, evening restaurant/nightclub bookings, ski lessons, lift passes, ski hire, etc.
- Responsible for booking restaurants for clients on the chalet team day off on Wednesday. Bookings to be made by Monday evening at the latest.
- Ensure equipment is distributed to chalets from our storerooms, liaising with the Head Driver/Property Manager. For example, cots, highchairs, put up beds, bathroom products, etc.
- Welcome guests on arrival at their chalet with the chalet team, creating a warm, friendly, safe and welcoming environment. Helping them carry their luggage and informing them of how Ski Armadillo operates, who to contact with a problem and explain the driving service, if relevant, and provide them with resort information.
- Assist guests with ski and boot hire. You or the chalet host must accompany each group to our chosen ski hire shop, where their ski and boot hire will be dealt with.

- Assist guests with ski lesson arrangements, making them fully aware of the lessons available with our chosen ski schools.
- Ensure all lift passes are purchased on behalf of our guests and handed to them between 8.30 am and 9.00 am on their first morning (if not before).
- Visit all guests at least once during their stay to pro-actively ensure that they are happy with the chalet and their holiday and that their expectations are being met.
- Deal with complaints or any unsatisfied guests in the appropriate manner, taking immediate action to resolve, keeping the guest informed of the action being taken and informing the Operations Director (however minor) immediately.
- Assist guests in the case of a skiing or any other injury or guest emergency, offering general assistance, knowing what to do in case of lost property or passports and informing the Operations Director immediately.
- Socialise with guests at your discretion if you feel they would like or request it and generally being available to help at any time, although still managing to seem discreet and maintaining a professional working relationship with them.
- Help out in chalets during busy periods or as required and cover as a chalet host if any staff are ill.

### **Driving**

- Ensure the chalet team are up and ready each morning to be driven to the Boulangerie and onto their chalets, departing the staff accommodation at 7.00 am to ensure they are in their chalets by 7.30 am at the latest
- When using a Ski Armadillo vehicle you are to be in a fit state to drive - forbidden to be over the Swiss legal alcohol limit for driving.
- Drive with due care and attention at all times, never compromise on safety of clients, staff, yourself or others.
- Ensure you have knowledge of Swiss traffic laws, local roads and parking restrictions
- Ensure you park vehicles in a responsible fashion at all times, so as not to impede others or incur parking penalties.
- Abide by the Ski Armadillo driving and parking rules – certain roads/areas in Verbier are out of bounds to Ski Armadillo vehicles.
- Ski Armadillo will not accept responsibility for parking fines, speeding fines or any other fines incurred from not following the Swiss traffic laws.
- Vehicles are to maintain a sufficient fuel level - a vehicle is not to be handed onto another member of staff without sufficient fuel.
- Ensure you can fit and remove snow chains, as required, in order to drive safely around the resort.
- Report immediately to the Head Driver/Property Manager an emergency, accident or damage to vehicles and complete the relevant paperwork/police reports.
- Help out the driving team during busy periods or as required and cover as a driver if any of the team is taken ill/injured.

### **Accounting**

- Responsible for company money, account cards and fuel keys in your care – money lost to be repaid back to the company
- Deposit all company money in a secure place, including the deposit receipts obtained from the Co-op supermarket.
- Accounting and banking kept up to date and accurate - receipts for all purchases relevant to company business, bank withdrawals and deposits of cash.
- Set the weekly food budget for each chalet based on the booking information supplied, working with the Head Chef to ensure Chalet Chefs and Chalet Cook/Hosts are within budget or a valid explanation for exceeding budgets is provided. Look at ways of reducing their spend if excess spending persists.
- Ensure the chalet team complete and present their accounts to you accurately, punctually and neatly on a weekly basis or as required.
- Ensure the chalet team are ordering the appropriate amount of wine and drink supplies with the Head Driver/Property Manager for their chalets keeping within budget.

- Ensure the chalet team are ordering the appropriate amount of produce from the butcher and baker, with you placing the orders with the suppliers and ensuring prompt collection and/or delivery.
- Ensure all local suppliers invoices are reconciled and passed to the Operations Director fortnightly or monthly for payment – butcher, bakery, co-op, etc.
- Ensure all other invoices are passed to the Operations Director for payment – tourist tax, work permits, Televerbier lift passes, etc
- Ongoing completion of the excel accounts in relation to cash purchases and on account purchases – butcher, bakery, co-op, etc. Excel accounts to be submitted to the Operations Director by 10.00 am every Monday.
- Ensure the collection of empty shopping crates from all chalets taking them back to the Co-op supermarket by the driver/maintenance/host team collecting and returning the deposit receipt to you to check off against the fortnightly bill.
- Ensure work permits are obtained for each member of staff and payment made to the Tourist Office and Police.
- Make sure that a record is kept of all client extras and that these are given to you before 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 – before extras are purchased ensure credit card details are obtained from the client as security.
- Ordering and collecting payment from clients for the purchase of their lift passes. Orders placed through the Televerbier web system. Payments taken on credit/debit card or in cash and processed through the Ski Armadillo Lift Pass system.
- Check clients have been billed accurately prior to them leaving resort for their lift passes by reconciling against the Televerbier invoice/receipt, checking calculations of currency transfer rates.
- Preparing and billing clients for other costs incurred during their stay in resort, checking calculations of currency transfer rates.
- Undertake any other administrative tasks that are relevant to your position.

### **Training and Staff**

- Overall management of the Ski Armadillo Chalet team, ensuring they carryout their duties as detailed in the job description/employee manual and that their standards remain at the highest level at all times providing feedback to individual members of the team and informing the Operations Director.
- Responsible for the Ski Armadillo training programme, ensuring all areas of the training schedule have been covered with all members of the chalet team and driver/maintenance/host team, delivering training sessions and working with the Head Chef and Head Driver/Property Manager.
- Educate the chalet team on idiosyncrasies of particular chalets.
- Ad-hoc training when new staff arrive.
- Responsible for younger chalet team, in relation to their welfare – role of surrogate parent, as well as visiting any members who are taken ill or require medical treatment.
- Conduct regular chalet staff one to one sessions, obtaining feedback from the Head Chef and keep the Operations Director up to date in relation to staff performance (including sickness/absence monitoring).
- Deal with queries and complaints received internally from the team or externally from clients, suppliers or local representatives, working with the Head Chef and Head Driver/Property Manager as required to deal with the individual member of staff involved. If you cannot resolve the situation, escalate to the Operations Director.
- Liaise with the Operations Director and conduct staff disciplinary meetings with members of the chalet team getting the Head Chef to attend as a witness for the company and keeping the Operations Director fully informed.
- Attend driver/maintenance/host staff disciplinary meetings with the Head Driver/Property Manager keeping the Operations Director fully informed.
- Conduct weekly chalet staff meeting with the Head Chef on Thursday at 4.00 pm, with no exception, ensuring all chalet staff are present. Ensure chalet staff are fully briefed at all times and provided with whatever information they may require including booking information for the coming week, weekly budgets and specific duties for changeover day.

- Attend weekly driver/maintenance/host team meeting with the Head Driver/Property Manager on Thursday at 8.00 pm.
- Attend a weekly management meeting with the Operations Director (usually via Skype), Head Chef and Head Driver/Property Manager on Thursday at 10.45 am to go through staffing, changeover of guests and general resort operations.

### **Service and Company Image**

- Take full responsibility of managing all aspects of the chalet service for clients and developing and maintaining Ski Armadillo's relationships in resort.
- 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.
- 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 Operations Director and keeping the client informed of the action taken. Provide a written statement of the complaint and action taken to the Operations Director.
- 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.
- Ensure all staff are immaculately turned out (wearing uniform) whilst on duty and ensuring that their/your personal grooming is always of the highest standard. On completion of their days work ensure staff have changed out of uniform before heading out for the evening.
- 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.
- Abide by Company Health and Safety standards and procedures – report any hazards immediately.

### **Qualifications**

- Clean driving licence
- Catering qualification and basic food hygiene certificate – desirable

### **Experience**

- Experience of working in a customer service/catering/hospitality/housekeeping environment
- Managing people – minimum team of 6 people
- Experience of basic human resources and training skills
- Previous ski resort work or experience of ski chalet holidays
- Driven a minibus or transit van

### **Skills**

- Ability to speak basic French
- Understanding of stock and cost control
- Accounting Skills
- Ability to prioritise workload
- Computer literate