

JOB DESCRIPTION

Position: CHALET HOTEL MANAGER
Location: Within the overseas programme, as stated in your covering letter
Reports to: Area Manager

As Chalet Hotel Manager you will oversee all operational and guest related aspects of the running the Chalet Hotel, supervise and organise all Chalet Hotel 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 Chalet Hotel training venue.
- Organise and supervise the cleaning and preparation of the Chalet Hotel and resort office.
- Produce detailed inventories of the Chalet Hotel, staff accommodation and resort office.
- Meet local suppliers for catering, beverages, laundry, lift pass, ski school and equipment hire and confirm the arrangements for orders, deliveries and purchasing.
- Produce Health & Safety, Fire and Hygiene reports for the Chalet Hotel.
- Ensure the resort personnel files are completed.
- Complete a brochure accuracy report on the resort, Chalet Hotel and submit to the Marketing Department in the UK.
- Ensure that all staff have the correct uniform and inform the Area Manager if any additional items are required.

During the Season

Guest Relations

- Complete any paperwork for arriving/departing guests.
- Ensure that all guests are shown to their allocated rooms and helped with their luggage and resolve any issues that may arise.
- Lead an informative welcome meeting for the guests providing details on the Chalet Hotel, resort, ski area, snow sensations events.
- Provide the guests daily with an up-to-date weather and snow conditions report, information on resort events and details for the procedure on the morning of departure.
- Ensure that the guest expectations are met and a positive and friendly atmosphere is promoted.
- Deal with any guest issues promptly and effectively.
- Collect and input guest questionnaires and send to Area Manager weekly.

Staff & Chalet Hotel Management

- Monitor the ordering and deliveries of supplies, ensuring that the catering, housekeeping and wine budgets where applicable are maintained weekly throughout the season.
- Liaise with the Head Chef and review the weekly stock control reports, orders and discuss any issues that have arisen.
- Provide the Regional Office with a weekly budget report.
- Monitor the catering and housekeeping standards, quality control and complete weekly standards reports, ensuring that all Chalet Hotel staff are providing the required level of service.
- Ensure teams within the Chalet Hotel are well co-ordinated to maintain smooth operations.
- Hold a weekly staff and Management meeting to ensure that staff are fully briefed on the following week's arrivals and other important information relating to the smooth running of the resort. Discuss any issues that have arisen and provide feedback from guest questionnaires.
- Ensure that all staff are provided with three adequate, balanced meals a day, seven days a week as stated in their terms and conditions.

Resort Child Care Programme (Esprit)

- Assist the Resort Child Care Manager with the running of the childcare programme in resort and assist with any sales required. This may include:
- Ensure that Snow Club lunches and high teas are well staffed and that the childcare menu is adhered to.
- Ensure that the children's ski lessons are running smoothly, attend the weekly award ceremony and show.
- Solve any issues that may arise within the childcare programme.
- Where necessary provide the transport of childcare equipment and children to and from Snow Club/Ski School.

Resort Administration and Operation

- Adhere to the licence rules imposed by the licence holder (David Ducoin)
- The Hotel Manager has full accountability for the Money generated in the building. This includes cash banking, ensuring cash safety at all time and petty cash daily reconciliation
- Monitor and /or Place all food, drinks and Housekeeping orders
- Conduct weekly HACCP kitchen Checks
- Produce weekly reporting one time : Manager reports, Guest Relation Report, Fire and Health and Safety, Timesheet etc
- Provide the Regional Office with accurate weekly accounts of all expenditure and sales income by the set deadline.
- Provide Area Management and Customer Relations in the UK with a weekly resort report and complete any required paperwork regarding guest complaints or issues.
- Provide Overseas Personnel Department in the UK with a weekly staff movements report.
- Liaise with Area Management and the UK on all staff issues and replacements when required.
- Oversee the performance of all staff and provide continuous training to ensure that the required standards are being met.
- Organise group activities for all staff to maintain good motivation and team spirit.
- Ensure that all staff welfare issues are resolved effectively, and liaise with the Overseas Personnel Department in the UK about insurance matters.
- Maintain staff discipline and ensure that company policy and procedures are followed at all times, including staff mediation.
- Integrate and provide training for staff that start mid season, completing relevant paperwork.
- Complete beginning, mid-season and end-of-season appraisals for all staff in resort and submit to the Area Manager.
- Ensure the resort vehicle logbook is maintained (if applicable).

Flexibility

- Assist with any other duties as requested by your Line Manager or other senior staff.

Post-Season

- Oversee and organise the cleaning and closing down of the Chalet Hotel and staff accommodation.
- Produce detailed inventories of the Chalet Hotel, staff accommodation and resort office and cross-reference with those completed pre-season, detailing any breakages or damage.
- Ensure that all company property is correctly packed and stored.
- Liaise with owners over the hand-over of the staff accommodation, ensuring that all hand-over reports are completed and signed off.
- 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).
- Complete the end of season resort report and submit to the Area Manager.
- Complete end of season staff appraisals and submit to the Area Manager.
- Ensure that all staff uniform is returned clean and inventoried.
- Complete staff clearance forms and submit to the Area Manager along with the Staff Personnel files.
- Liaise with the Area Manager regarding the arrangements for the transport of all staff back to the UK.
- Ensure that all invoices and bills have been sent to the GM before the close down of the Chalet Hotel accounts.
- Ensure that all reports, accounts and property are signed over to the Alpine Office before your departure.

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