

## JOB DESCRIPTION

**Position:** CHALET CHEF  
**Location:** Within the overseas programme, as stated in your covering letter  
**Reports to:** Resort Manager

As Chalet Chef you will provide a welcoming atmosphere for the guests, ensure that the high standards that the company expects are maintained. You will also be responsible for planning, preparing and serving meals.

Your responsibilities and duties:

### Pre-season

- Attend the pre-season training course.
- Assist with the cleaning and preparation of the Chalets.
- Ensure that all areas in and around the chalet are well presented.
- Assist in with the production of detailed inventories of the chalet.
- Assist with the production of Health & Safety, Fire, Hygiene and brochure accuracy reports for the Chalet.

### During the Season

#### Guest Relations

- Provide and maintain, as part of the Chalet and resort team, a first class service to our guests.
- Welcome the guests into the chalet on their arrival and show them to their rooms and help with their luggage.
- Provide an informative welcome brief for guests staying in your chalet.
- Introduce your guests to the Child Care team.
- With the Chalet Housekeeper ensure that your guests feel at home in their chalet and feel that they are able to seek your assistance with anything that they require.
- Ensure that all guests are aware of the chalet staff's day off and the arrangements for breakfast and that there is no evening meal.
- Ensure that all chalet services that are advertised in your chalet are available at all times.
- Deal with any problems or issues that may arise promptly and effectively.
- Inform the guests of details and times of departure.
- Keep intrusion by noise, music and other staff to a minimum at all times.

#### Breakfast and Evening Meals

- Plan, prepare and serve meals in accordance with the company's set menu following the guidelines and policies regarding food service and preparation, working within Health and Food Hygiene regulations at all times.
- Prepare a continental buffet breakfast plus a hot option each day ensuring that the buffet table and dining room is ready for 7.30am for Esprit or 8.00am for Ski Total unless otherwise requested by the guests.
- Prepare and set out afternoon tea, cake and refreshments for guests on their return (not on day off).
- Prepare and serve a selection of canapés and an aperitif for 7.30pm, according to the set menu.
- Prepare and serve a three course evening meal (according to the set menu), ensuring that the table and dining room is ready for guests by 8pm.
- During the meal, ensure that bread, wine and water are replenished and serve coffee/tea and chocolates/mints after the meal.
- After every meal, clear the table and clean the dining area.
- Ensure that all staff are provided with three adequate, balanced meals a day, seven days a week as stated in their terms and conditions.
- Ensure that the kitchen is clean and tidy and is to the required company standard.

#### Daily and Weekly Housekeeping

- Maintain a high standard of cleanliness daily, ensuring that guest bedrooms, bathrooms and communal areas are clean and tidy.
- Adhere to company guidelines and procedures regarding cleaning standards and presentation.
- Prepare laundry for collection and reconcile new deliveries, mid-week and on 'change over' day, helping within the resort team in the distribution of clean supplies.
- Ensure that the kitchen and store areas are clean and in order.
- Ensure that all rubbish is disposed of after every service in the correct manner.



- In conjunction with the Chalet Housekeeper, ensure that all the windows are shut, bedroom lights are off and all the entrances, exits, pathways, balconies and terraces (roofs if applicable) are kept clear and safe from snow.
- Perform a deep clean on 'change over' day in preparation for new guests, ensuring that all rooms and areas are spotlessly clean.
- Report any maintenance issue to the Resort Manager.
- Assist with the distribution of deliveries within the resort.
- Carry out weekly stock takes and ensure that stock is rotated in the storage areas.

#### **Snow Club lunch and High Tea**

- Prepare and serve lunch to the children in one of the chalets in resort on a rota basis. (Esprit)
- Prepare and serve high tea for the children daily ensuring that it is ready for 5.30pm.

#### **Ordering Supplies & Stock Control**

- Complete an accurate and thorough stock take prior to your weekly chalet hosts ordering meeting, ensuring that stock is rotated in the storage areas.
- Ensure that the chalet budget is maintained and all daily HACCP monitoring is completed.
- Receive, check, store and record all deliveries in accordance with food safety and Hygiene legislation.
- Keep wastage to a minimum.

#### **Health and Safety**

- Show due diligence at all times towards your guest's health and safety as well as your own and other staff members and be aware of any hazards.
- Produce a risk assessment of the chalet and make sure these measures are put in place to minimise these risks before the first guests arrive.
- Complete the necessary weekly Health & Safety, Hygiene, HACCP, Food Samples and Fire Checks.

#### **Flexibility**

- As part of a team within the resort and company you need to remain flexible and assist with any other duties as requested by your Resort Manager or other senior staff.

#### **Resort Administration**

- Attend the weekly Chalet staff meeting.
- Complete weekly catering and cleaning orders.
- Keep track with the reconciliation of orders, delivery notes and budget control.
- Complete a weekly chalet report.
- Ensure that the chalet notice boards and information files are kept up to date.
- File all HACCP documentation and hand to the chalet manager weekly

#### **Post-Season**

- Assist with the cleaning and closing down of the chalets and staff accommodation.
- Ensure that all company property is correctly packed and stored.
- Assist in with the production of detailed inventories of the chalet equipment etc.

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