



## JOB DESCRIPTION

**Position:** STORES CO-ORDINATOR  
**Location:** Within the overseas programme, as stated in your covering letter  
**Reports to:** Resort Chalets Manager

As Stores Co-ordinator you will assist the Resort Chalet Manager with the setting up and day-to-day running of the in-resort stores. You will be responsible for receiving deliveries of food, wine and cleaning products, linen and other items and controlling the distribution of these into chalets. Stock-takes of these stores and chalets will be carried out weekly under your supervision.

Your responsibilities and duties:

### Pre-season

- Attend the pre-season training course.
- Help organise and supervise the cleaning and preparation of all chalets within resort
- Assist with the production of detailed inventories of all the chalets and stock takes of all resort and chalet storerooms and staff accommodation.
- Set-up and organise resort store areas.

### During the Season

#### Guest Relations

- Provide and maintain, as part of the Chalet team, a first class service to our guests.
- Deal with any problems or issues that may arise promptly and effectively.
- Keep intrusion by noise, music and other staff to a minimum at all times.
- Assist the Chalet Manager with ensuring that all chalet services that are advertised in the brochure are available at all times.

#### Stock and stores

- Monitor and check the weekly stock takes in each chalet and ensure that each chalet is only ordering supplies that are not in stock.
- Collect weekly orders and stock takes at the weekly chalet staff meeting.
- Produce a stock take of the resort storerooms.
- Crosscheck the weekly orders from each chalet against the arrivals list, the chalet stock take and the company menu plans as set in the catering manual to ensure that the correct amount of each item is ordered.
- Collate all of the checked orders from each chalet and place them with the suppliers or co-ordinate a local shopping trip if necessary.
- Source any additional supplies for any 'special dietary requirements' and ensure they are within the set budget.
- Distribute food, wine and cleaning products to all chalets making sure you control and record what is going into chalets
- Monitor and control the collection and distribution of linen in and out of chalets.
- Co-ordinate the mid-week towel change orders.
- Ensure that resort store areas are kept clean at all times and meet company guidelines.
- Where necessary assist with food preparation and cooking in the chalet kitchen.

#### Delivery & Stock Control

- Receive all deliveries in resort.
- Cross check all deliveries with the orders and liaise with the supplier about missing or over-delivered items.
- Check the standard and quality of each order and reject any sub-standard item, ensure that a replacement is ordered immediately and received.
- Co-ordinate the distribution of the supplies to all the chalets in resort, ensuring that each chalet receives the correct quantities.
- Control the distribution of supplies from the resort storeroom, ensuring that all supplies are accounted for.
- Ensure all distribution is carried out within the company guidelines on food safety.
- Keep wastage to a minimum.

#### Staff

- Provide support and emergency cover in event of staff illness or accident.



- Ensure that all staff are provided with their daily food allowance.

#### **Resort Child Care Programme**

- Liaise with the Resort Child Care Manager, regarding catering for the Child Care programme in resort.
- Assist the Resort Chalet Manager in ensuring that Snow Club lunches and High Teas are correctly staffed with catering staff and that the Child Care menu is adhered to.
- Where necessary provide the transport of child care equipment and children to and from Snow Club/Ski School.

#### **Resort Administration**

- Assist the Resort Chalet Manager with compiling an accurate weekly catering budget report for the whole resort.
- Assist the Resort Chalet Manager with the weekly report and any additional paperwork and administration that may be required.
- Attend the weekly Chalet staff meeting.
- Ensure that all delivery notes for catering supplies, cleaning products and wine are reconciled when received with deliveries and given to the Resort Chalet Manager.
- Ensure that weekly inventories of the resort stores are completed and given to the Resort Chalet Manager

#### **Spa Facilities**

- In a property which has any additional facilities, such as a sauna, steam-room, hot-tub, Jacuzzi or pool, ensuring that the facility is kept clean, hygienic and correctly tested and treated with appropriate chemicals.

#### **Health and Safety**

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the chalet and make sure these measures are put in place to minimise these risks before the first guests arrive.
- Assist in completing the necessary weekly Health & Safety, Hygiene, Food Samples and Fire Checks.

#### **Flexibility**

- As part of a team within the resort & company you need to remain flexible and assist with any other duties as requested by your Resort Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski School. (Esprit)

#### **Post-Season**

- Help oversee and organise the cleaning and closing down of all the chalets, stores and staff accommodation in the resort.
- Produce detailed inventories of all the chalets, stores and staff accommodation and cross-reference with those completed pre-season, detailing any breakages or damage.
- Ensure that all company property is correctly packaged and stored.
- Assist the Resort Chalet Manager with the hand-over of the chalets and staff accommodation, ensuring hand-over reports are completed and signed off.
- Ensure that all staff uniform is returned, clean and inventoried.

© Copyright 2017 – Hotelplan Ltd.