



## JOB DESCRIPTION

<b>Position:</b>	Representatives Manager
<b>Location:</b>	Within the overseas programme, as stated in your covering letter
<b>Reports to:</b>	Resort or Area Manager
<b>Responsible for:</b>	Resort Representatives (all brands) and Resort Administrator (if applicable)

As Representatives Manager you will be responsible for the resort operations for all Hotelplan Ltd brands in your resort. Reporting to the Resort or Area manager you will be fully conversant with the complex role undertaken by a Resort Ski Representative and will manage your team in all operational and guest related aspects of the running of the resort to ensure that the high standards that the company expects are maintained and that both sales and service targets are achieved.

### PRE SEASON

- Attend the pre-season management training course and actively participate in delivering training sessions if required.
- In conjunction with your Resort or Area Manager create a set-up schedule for your team to help maintain focus, good time management and maximise resort familiarisation.
- Complete all the necessary start of season paperwork as directed by your line Manger and submit as per the reporting guidelines set by head office.
- Help organise the set up of the resort office and company equipment escalating any potential issues and or problems. Confirm the system for ordering all stationery and printing necessary.
- Ensure your team have the correct uniform and that it is worn correctly in line with company guidelines and inform your line Manager if any additional items are required.
- Ensure your representatives (reps) registrations are submitted to the local authorities within the prescribed time limit after their arrival in resort.
- Arrange meetings with the local suppliers for lift pass, ski school and equipment hire and confirm all the necessary arrangements for guests to collect/receive their requirements. Liaise will the Resort/Hotel/Child Care Management with reference to staff collection of equipment and lift passes.
- Ensure that all "Local Sales" resort pricing is confirmed via the Easy Rep accounts programme and liaise directly with your regional office to make any necessary changes.
- Set up a profitable and varied Après Ski programme suitable for your resort's guest profile and complete the necessary health and safety risk assessments/audits as required by the company health and safety executive.
- Ensure that all risk assessments are transmitted to your Area Manager and agreed before guests participate in that particular event or excursion.
- Set up a suitable Ski Hosting programme (where applicable) and complete the necessary health and safety risk assessments/audits as required by the company health and safety executive. Arrange that all reps have the opportunity to familiarise themselves with the programme.
- Hold a transfer and logistics meeting with your team inviting any relevant suppliers or resort drivers to ensure a full understanding of the complex arrangements needed for the smooth running of transfer days. This should include a thorough explanation of any important transfer paperwork that will be used and an overview of all correct procedures.
- Ensure that any additional transfer reps or Child Care staff are fully trained on all aspects of transfers including sales, speeches and paperwork.
- Compile interesting information about your resort's amenities, ski area and other important information including medical and emergency procedures for the welcome packs and information books and create eye catching posters for display on notice boards, in accordance with the company templates. Agree with the relevant accommodation owner/manager the effective positioning of the books and boards.
- Ensure that your team fully understand the required standards and expectations at the start of the season.



- Ensure your reps start of season appraisals (JPA's) and personnel files are completed in accordance with the company guidelines.
- Where time permits liaise with the Resort Manager to help with the reps assistance in the preparation of the chalets and resort in general, ensuring the reps team understand the job roles and challenges faced by their colleagues.

## **DURING THE SEASON**

### Company Image

To promote a positive company image at all times by:

- Maintaining the highest level of personal appearance which reflects the company standards ensuring your team wear their uniform in the appropriate manner as per the company guidelines for personal appearance and uniform standards.
- Using Company promotional material effectively and maintaining high standards of Welcome Packs, Information Books and Notice Boards and any other materials which impact on the reputation of the company.
- Submit written blogs, snow reports, photos and videos in line with the Social Media submissions policy.
- Inspiring goodwill, co-operation, trust and mutual respect with hoteliers, chalet owners and suppliers.
- Demonstrating a positive and professional attitude which endorses the company values whilst conducting company business.

### Staff Management

- Produce fair and flexible rotas for the reps team allowing for the rotation of routine tasks; resort reps should be given a set grouping of properties to look after at the start of the season.
- Provide ongoing staff training and development in conjunction with JPA's to enhance staff performance and job satisfaction.
- Consult with your line Manager about any members of your team wishing to work further seasons, promoting all brands, countries and programmes.
- Liaise with your line Manager to ensure that all welfare issues are resolved effectively.
- In conjunction with the line Manager help organise activities for your team to maintain good motivation and team spirit.
- Integrate and provide relevant training and ongoing coaching for any late start reps.
- Maintain discipline and ensure that company policies and procedures are followed at all times and hold relevant disciplinary meetings where appropriate; liaising at all time with your line manager to ensure company policies are being upheld in compliance with UK employment law and any applicable local laws and customs.
- Ensure that the reps personnel files are completed in a timely fashion and treated as private and confidential.

### Guest Services/Relations

- Liaise with your line manager and regional office in the organisation of guest transfers to and from the airport.
- Organise welcome packs for arriving guests and ensure that any pre-paid ski packs are arranged.
- Ensure that all guests receive all the components of the holiday they booked; i.e. travel arrangements, accommodation and optional extras by ensuring pre arrival checks are carried out in a timely fashion.
- Ensure that all guests are welcomed on their arrival at the airport/resort and are provided with a transfer speech on the coach to resort and make sure all departing guest receive relevant airport and checking in arrangements on their departure transfer.
- Enhance the guests holiday by promoting and selling ski packs (lift passes, equipment hire and lessons) and après ski events to guests, ensuring that all guests are informed of all products (including child care if applicable).
- Ensure that all guests are shown to their accommodations and resolve any issues that may arise.



- Assist the reps in planning an effective and timely visiting schedule. All partner hotels should be visited at least four times a week scheduling both breakfast and pre dinner visits. Chalet Hotels and chalets should be visiting daily except for the reps day off.
- On visits ensure guests are provided with up-to-date weather and snow conditions, kept up to date on any changes and information of any special resort events; whilst après activities should be promoted in a subtle but enthusiastic manner.
- Organise an informative welcome meeting for all guests providing details on their accommodation, resort, ski area, après ski activities and child care (If applicable).
- Accompany guests to the hire shop and ski school to ensure that they receive the equipment and lessons they have booked.
- Provide a ski hosting service (where applicable) as stated in the brochure(s).
- Deal with any guest issues or problems promptly and effectively.
- Actively encourage guests to complete their feedback forms, following a tried and tested plan to optimise return rate.
- Actively encourage guests to leave positive feedback on social media forums.

#### Quality control

- Liaise with the Resort and Chalet Managers to ensure the high standards expected are being delivered in all chalets.
- Report in a timely and tactful manner any quality issues directly to the Chalet Hotel Manager or manager/owner of a partner hotel or other accommodation.
- Ensure that your team of reps have a rota to eat at least one evening meal with guests per chalet per week to ensure the correct catering standard and presentation is being met, and liaise with partner hotel managers/owners concerning any contractual or ad hoc meal arrangements available to your team.
- Reps allocated to a Chalet Hotel should eat one formal meal a week with guests and partake in staff meals at all other times ensuring the chef knows of any late evening meal or early breakfast needed.
- Assist and coach the designated Representative in establishing and building excellent owner / manager relations
- Ensure the designated Representative is aware of any Health and Safety remit as required by the company Health and Safety executive and ensure any requests from the aforementioned department are dealt with in an efficient and timely manner.
- Act on/report any negative feedback from guest feedback forms promptly, and ensure any issues are fully resolved.
- Check all coaches and taxis used to transport guests and report any sub standard vehicles, difficult drivers etc to the transport manager. Ensure the reps team and any other staff members involved in transfer understands the importance of building good relationships with coach drivers.
- Report any defects or problems with company vehicles to the Resort Manager.

#### Resort Administration

- Ensure detailed arrival, departure and pre booked requirements information is correct and made available to relevant suppliers in a timely manner.
- Ensure that resort sales are accounted for and reconciled weekly including any booking balance or price exceptions being cleared and any "bad" credit or debit card transactions being rectified.
- Ensure all supplier confirmations are in order and the resort lift pass reconciliation is finalised.
- Ensure departing guests receive detailed departure information; including any en route changeovers that are required, at least two days before they are due to depart and ensure that both train transfer and multi centre guests are aware and understand their onward travel arrangements at least two days prior to their departure or change of resort.



- Provide your line Manager with all necessary weekly reporting and complete any required paperwork regarding guest complaints or issues.
- Co-ordinate the entering and/or logging of all guest feedback forms and submit to the UK in a timely fashion ensuring that the return rate is monitored weekly and where deficient, corrective action is taken.

#### Driving

- Liaise with your Resort Manager concerning any driving duties that affect your team

#### Company Vehicles

- Ensure the resort vehicle logbook is maintained for all resort vehicles and deal with any vehicle maintenance issues promptly and effectively.
- Co ordinate all vehicular needs for the transport of guests with special reference to transfer days and brochured commitments.
- Ensure that the resort vehicle is always left clean and tidy after every shift and ensure that scheduling allows for accessibility 15 minutes prior to the start of shift.
- Ensure that the resort vehicle is always equipped with all necessary safety equipment.

#### Targets

- Work effectively and in a proactive fashion with your resort team to ensure that the targets set by senior management are exceeded; to encompass staff turnover, guest service levels monitored by levels of feedback, service and complaints/commendations; resort sales, accounts and administration to include both pre and post season.

### **COMMUNICATION & WORKING RELATIONSHIPS**

- To communicate with guests, colleagues, hoteliers, proprietors and suppliers with clarity and good effect.
- To take additional responsibility as and when directed by a Hotelplan Ltd Senior Manager.
- To remain flexible at all times with regard to duties and working hours.
- To work as a valued member of a team and have empathy with your colleagues

### **POST SEASON**

- Ensure that all invoices and bills pertaining to your team have been settled before the close down of resort including the return of any hire equipment.
- Arranging with partner properties, where relevant, the protocol for storage of notice boards and information books.
- Ensure that the ski pack and après accounts are finalised with no outstanding supplier queries and sign off with the line Manager.
- Check and sign off all reps staff accommodation
- Ensure that all company property is correctly packed and stored and signed off with your team.
- Complete the end of season resort report in accordance with directions from your line Manager
- Complete end of season JPA's and personnel files for your team and sign over to your line Manger.
- Ensure that all your teams' uniform is returned, clean and inventoried. Any missing/spoiled uniform must be paid for by the relevant staff member.
- Assist the Resort Manager in organising the cleaning and closing down of all chalets and staff accommodation and the resort office.

### **FLEXIBILITY**



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

#### WORKING OVERSEAS

- To secure the proper development of the company's overseas business relationships, it is incumbent on all overseas managers to ensure that all staff members behave in a manner which is deemed appropriate to the country/region in which they are seconded to work by the company. All staff should be made aware of any local laws/customs/practises and be given an overview of what is deemed acceptable behaviour in their place of work, so that any impact staff have on the local community is deemed a positive one.

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