

JOB DESCRIPTION

Position: RESORT CHALETS MANAGER
Location: Within the overseas programme, as stated in your covering letter
Reports to: Resort Manager

As Resort Chalets Manager you will oversee all aspects of operating a group of chalets within your resort, ensuring that the quality of the catering, housekeeping and service are maintained to the highest standards. You will supervise and manage the chalet staff for your chalets and provide continuous support and training where necessary throughout the season.

Your main responsibilities and duties include, but are not limited to, the following:

Staff Leadership

- Build and motivate your team to excel and make a genuine impact on the guest experience.
- Ensure that all of your staff have the tools, knowledge and confidence to provide the best possible holiday to guests.
- Oversee the performance of all staff and provide assistance, guidance and development plans as needed.
- Liaise closely with all chalet staff, Resort Representatives and your Resort Manager to ensure there is clear and positive communication at all times.
- Monitor the working hours of all staff, and make sure that they are able to produce the results expected within the designated timeframes.

Logistics

- Ensure that all chalets have all ingredients and products necessary to produce the menu as per the company menu through careful management of stock and ordering.
- Submit and oversee a full stocktake of all consumables in resort as required.
- Receive and check all deliveries into resort from suppliers, rejecting any sub-standard items, and organise a replacement for any missing items.
- Co-ordinate the distribution of all supplies to all chalets, ensuring that each chalet receives the correct quantities.
- Confirm weekly linen orders to the suppliers and establish systems in resort to ensure that all linen is accounted for and returned accordingly at the end of the week.
- Take responsibility for all company owned equipment throughout the season.

Chalet Standards and Quality Control

- Monitor the chalet catering, housekeeping and service standards and feedback directly to the staff concerned to ensure continuous improvement.
- Conduct regular chalet visits to check cleanliness, food hygiene, the quality of food served in the chalets and to ensure the property is being maintained properly.
- Visit the chalets during a range of services – breakfast, daily housekeeping and dinner – to assist the chalet staff as necessary and to ensure the guest experience is at the required level of service according to the guest expectations and company procedures.
- Deal with any guest issues that may arise with regards to the quality and standard of the property maintenance, catering, housekeeping or service levels.

Key Attributes/Skills:

- Proactive Communicator
- Dynamic and motivated
- Creative Problem Solver