

## JOB DESCRIPTION

**Position:** LAPLAND REPRESENTATIVE

**Location:** Within the overseas programme, as stated in your covering letter

**Reports to:** Operations Manager or Resort Manager

Working in a small resort or as part of a team in a larger resort, your duties will be varied and challenging with no two days the same. Your role will be to provide the Inghams guests with the highest level of service and standards in line with our company values and to maintain our excellent reputation.

### PRE-SEASON

- Attend a pre-season briefing/training course.
- Meet with local suppliers of accommodation, lift pass, ski school and equipment hire and confirm the arrangements for orders, purchasing and logistics.
- Assist with the completion of Resort and Property information reports, brochure accuracy checks, and building work reports.
- Prepare an Après ski and 'Excursion/Event' programme.
- Prepare and develop a 'team' welcome meeting
- Liaise with the Health & Safety department with regard to property self-audits and excursion/event supplier audits.
- Create and update information books, and notice boards, in accordance with company guidelines.
- Create and update Welcome Packs to supply to all Inghams guests in accordance with company guidelines
- Prepare and develop excursion guiding content, in order to enhance our guests' holiday experience.
- Prepare, develop and host Christmas Parties in resort for guests twice a week. This will include liaising with venue staff, arranging seating plans, music play lists, games to be played, guests meeting Santa, and the overall smooth running of the evening.

### COMPANY IMAGE

- To promote a positive company image at all times by:
- Smart personal appearance and wear uniform appropriately and correctly.
- Using Company promotional material effectively and maintain high standards of Information Books and Notice Boards.
- Inspire goodwill, co-operation, trust and mutual respect with hoteliers and suppliers.
- Demonstrate a positive attitude and company values whilst conducting company business.
- Adhering to company policies and procedures.

## CUSTOMER SERVICE

- To provide guests with expert advice, information and assistance at all times by:
- Regular property visits.
- Accompanying guests to and from the airport
- Presentation of informative welcome meetings.
- Provide ski packs whether pre-booked or sold in resort that meets guests' requirements, in an efficient and timely manner.
- Accompany and guide guests on events/excursions and maintain involvement in guest activities, such as husky and reindeer safaris, plus visits to Santa.
- Prepare, develop and host Christmas Parties in resort for guests twice a week. This will include liaising with venue staff, arranging seating plans, music play lists, games to be played, guests meeting Santa, and the overall smooth running of the evening.
- Develop thorough knowledge of country and resort information, to pass onto guests.
- Accompany guests on events/excursions and to maintain involvement in guest activities.
- Ensure that the guests receive all the components of the holiday they booked; ie travel arrangements, accommodation and optional extras.
- Handle any guest grievances and complaints effectively, whilst demonstrating courtesy, consideration and genuine kindness.
- Enhance guests holiday by the sale of in resort optional extras such as excursions/events, evening events, maps guidebooks, and ski arrangements.
- To behave in a professional manner at all times and be an ambassador of the company values

## QUALITY CONTROL, HEALTH & SAFETY

- Apart from our own high standards of quality and the obligation to supply services in accordance with the promises made in our brochure/website we are bound by law – the EC Directive to meet certain standards of operation.
- To have read, be familiar with, and follow company guidelines as set out in the Overseas Manual for the appropriate season.
- Be diligent in reporting any discrepancies within our brochure/website and variants in resort, with particular attention to withdrawal of services or building works.

## TARGETS

- Distribute and collect Guest Feedback Forms from guests ensuring that the service level and return rate exceeds targets.
- Maximise sales and exceed targets set by effective promotion and marketing of in-resort extras such as excursions and evening events together with optional resort extras.

## COMMUNICATION & WORKING RELATIONSHIPS

- To communicate with guests, colleagues, hoteliers and suppliers with clarity and good effect.
- To take additional responsibility as and when directed by the Resort Manager, Ops Office, other senior members of staff.
- 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

## RESORT ADMINISTRATION

- Compile and create detailed Welcome Packs for arriving guests.
- Ensure that resort sales are accounted for weekly.
- To provide information, reports and accounts in an efficient and timely manner as required by the Operating Office and various departments in the UK Head Office.
- Ensure that notice boards and information books are maintained throughout the season, in line with company policies as set out in the Overseas Manual for the applicable season.
- Ensure copies of all resort paper work and welcome packs are filed on the Overseas Rep Drive as instructed.
- Compile a detailed Mid Season report and update at the end of season.
- Provide the Regional office and the UK Social Media and Marketing Departments with snow reports, resort blogs, videos etc as requested.

The above list of job duties is not exclusive or exhaustive and you will be required to undertake such tasks as may be reasonably be expected within the scope and grading of the position.