

Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

Your job will be: Chalet Host

Your Manager will be: Chalet Manager

What you will be doing:

- Responsible for creating a 'home from home' atmosphere for your guests, cooking delicious meals, baking afternoon tea and ensuring that the chalet is kept clean and tidy at all times providing the best chalet experience to each guest
- Ensuring the set-up and service of each meal service and ensuring that dining area is laid correctly and buffet areas fully replenished as/when required including afternoon tea. Welcoming your guests to each meal service in a friendly manner helping to create a relaxed informal dining experience
- Hosting a welcome meeting for your guests giving an overview of chalet facilities and meal services for the week including details & arrangements on your day off
- Maintaining a high standard of daily cleanliness and hygiene ensuring all housekeeping and cleaning duties throughout the chalet in particular guest bedrooms, dining area, kitchen, communal area including ski locker rooms and any sauna/hot tubs are treated with the relevant chemicals
- Adhering to all Health & Safety including COSHH legislation and Food Hygiene best practises and report any non-compliant findings
- Compiling information about your resort and chalet for their information boards and files
- Promoting any company run event to your guests with knowledge and passion
- Ensuring all chalet entrances, fire exits, balconies and pathways are clear of rubbish internally and are regularly cleared of snow/ice ensuring they are safe to use
- Preparing laundry for collection and be ready to receive new deliveries with suppliers
- Ensuring that all linen, cleaning products and chalet wine are stored correctly and stock levels monitored and reported weekly to the Chalet Manager in regards to ordering new supplies
- Attending the weekly staff meeting so you are fully briefed on following week's arrivals
- Submitting weekly paperwork including accounts, stocktakes and service report
- Assisting with any other duties as requested by the Chalet Management team
- Responsibility of the cleaning and closing down of the chalet, both interior & exterior including staff accommodation at end of season

What type of person are we looking for:

- Previous cooking experience (essential)
- Experience in working in the hospitality industry (desirable)
- Customer service experience (essential)
- Enthusiastic, lively, sociable, friendly and a team player who possesses excellent communication and problem solving capabilities with an eye for detail
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours

Our Company Values:

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role. A job specific task list will be discussed with you at training/once in resort.