

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: Hotel Manager

Your Manager will be: Area Manager

What you will be doing:

- Managing all operational and guest related aspects of running the Chalet Hotel, co-ordinating all departments ensuring all service and sales target are achieved
- Assisting the Senior Management in ensuring the training and development of staff to maximise performance, aid retention and reduce turnover
- Ensuring all the necessary start of season paperwork for hotel is completed and submitted to include Health & Safety, Fire, Hygiene, brochure accuracy, building works and inventories etc.
- Completing all staff registration, compliance paperwork and HR administration as required
- Producing detailed inventories of the Chalet Hotel, staff accommodation and hotel office
- When required meeting local suppliers for catering, beverages, cleaning, laundry and confirm the arrangements for orders, deliveries and purchasing
- Monitoring the ordering and deliveries of supplies, ensuring that the catering, housekeeping and wine budgets are maintained throughout the season
- Delivering a welcome meeting for your guests giving an overview of hotel facilities, resort, meal services for the week including details & arrangements for staff day off and upcoming events
- Responsible for the standards of catering, housekeeping and general hygiene within the hotel including ski locker rooms and ensure sauna/pools/hot tubs are treated with the relevant chemicals
- Conducting job performance appraisal meetings with each member of you team during the season to ensure their objectives are set and support staff to aid their personal development and progression
- Monitoring the performance of the hotel staff and provide continuous training to ensure that the required standards are being achieved
- Adhering to all Health & Safety practices including COSHH legislation and Food Hygiene best practises and report any non-compliant findings
- Ensuring all departments are co-ordinated to maintain smooth operations, efficient lines of communication and seamless service within the hotel ensuring high standards are maintained
- Liaising with the Head Chef and review the weekly stock control reports
- Undertaking any HR staff disciplinary hearings as/when required
- Ensuring all staff welfare responsibilities are met and exceeded
- Holding weekly staff meeting; ensure that all staff are fully briefed regarding the following week's arrivals and other important information
- Monitoring & actioning any feedback that may arise from guest feedback forms
- Handling any guest complaints effectively and promptly, whilst demonstrating courtesy, consideration and genuine kindness and aiming for in resort solutions
- Organising group activities for all staff to maintain good motivation and team spirit
- Ensuring all hotel entrances, fire exits, balconies and pathways are clear of rubbish internally and are regularly cleared of snow/ice ensuring they are safe to use
- Completing weekly paperwork reporting including sales, accounts, stock/spend, feedback forms, staff rotas and any registration paperwork
- Promoting any company run event to your guests with knowledge and passion
- Overseeing the cleaning and closing down of the hotel, both interior & exterior including staff accommodation at end of season ensuring all company property is packed, stored, labelled and inventoried correctly
- Assisting with any other duties as requested by your Area Manager

What type of person are we looking for:

- Previous management experience (essential)
- Team builder with a keen interest in staff development
- Customer service experience with a guest first approach
- Enthusiastic, lively, sociable, friendly and a team player who possesses excellent communication and problem solving capabilities with attention for detail
- Administration and organisational experience (essential)
- Language speaker of French, German or Italian (advantageous)
- 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.