

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:** Assistant Hotel Manager

**Your Manager will be:** Hotel Manager

**What you will be doing:**

- Assisting the Hotel Manager in managing the Chalet Hotel team in order to provide the best possible experience for each guest and ensuring all brochure promises are met
- Assisting the Hotel Management in ensuring the training and development of staff to maximise performance, aid retention and reduce turnover
- Supervising and inspire Shift Supervisors to develop a highly motivated, committed team
- 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
- Assisting with the organisation and supervision of the cleaning and preparation of the Hotel
- Ensuring that all 'Front of House' and 'Back of House' areas are well presented
- Overseeing along with Shift Supervisor, general housekeeping and cleaning duties throughout the hotel, in particular guest bedrooms, restaurant, communal and public areas (and kitchen when required)
- Producing detailed inventories of the restaurant and guest rooms in the hotel
- Meeting with local suppliers of cleaning products and laundry and confirm the arrangements for orders and deliveries
- Assisting with the production of Health & Safety, Fire and Hygiene reports for the hotel
- Completing brochure accuracy report on the hotel and facilities
- Assisting the Hotel Manager with any HR staff disciplinary hearings as/when required
- Assisting the Hotel Manager with monitoring of performance of the hotel staff and provide continuous training to ensure that the required standards are being achieved
- Co-ordinate, organise and ensure the smooth running of the restaurant and its services, ensuring that it is prepared correctly and the required standards are met at every service during the week
- Ensuring all staff welfare agreements are in place – staff meals, laundry rota, bed linen etc.
- Discussing any issues that have arisen and provide feedback from guest feedback forms
- Organising group activities for all staff to maintain good motivation and team spirit
- Ensuring that the Shift Supervisors are informed of their daily rota
- Co-leading the weekly staff meeting; ensure that all staff are fully briefed regarding the following week's arrivals and other important information
- Welcoming the guests into each service helping to create a relaxed environment
- Adhering to all Health & Safety practices including COSHH legislation and Food Hygiene best practises and report any non-compliant findings
- 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
- Support the resort team with any social media requests or updates
- Assisting with any other duties as requested by the Management team
- Assisting with any weekly paperwork reporting including sales, accounts and promotions
- Promoting any company run event to your guests with knowledge and passion
- Assisting in 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

**What type of person are we looking for:**

- Experience in working in the hotel, travel, tourism or hospitality service industry
- Previous hotel or restaurant management (essential)

- 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
- Sales and accounts experience (desirable)
- 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.*