

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: Reps Manager

Your Manager will be: Resort Manager

What you will be doing:

- Responsible for the day-to-day management of our larger teams of resort reps in all operational and guest related aspects
- Running the resort rep service to ensure delivery of brochure promise and sales targets are achieved
- Ensuring the Reps pass on expert advice, information and assistance
- Conducting job performance appraisal meetings to ensure objectives are set
- Assisting the Resort Manager with guest welfare and enhancing the customer experience across our Partner Hotel, Chalet Hotel and Chalets program by visiting your properties regularly
- Producing weekly staff roster ensuring all duties are shared out fairly amongst the team
- Assisting Resort Manager with any staff disciplinary hearings as/when required
- In conjunction with Resort Manager arrange meetings with local suppliers for accommodation, lift pass, ski school and equipment hire
- Ensuring all start of season resort and accommodation reports, brochure accuracy checks, building work reports and other set up paperwork is completed
- Maintaining high standards of company information books, boards and Welcome Packs ensuring information remains current throughout the season
- Working with Resort Manager to collate all transfer planning and logistics are in place to ensure transfer day runs smoothly
- Leading weekly team and transfer/logistics meetings to ensure a full understanding of all arrangements needed for the smooth running of transfer days
- Assisting with weekly welcome meetings with comprehensive information on your resort, the local area and all available activities and excursions (if necessary)
- Monitoring the sales of lift passes, events, tuition, ski pack upgrades & excursions etc. and report sales targets to team and put incentives in place if required
- Ensuring that the guests receive all the components of the holiday they booked; i.e. travel arrangements, accommodation and optional extras
- Handling any guest complaints effectively and promptly, whilst demonstrating courtesy, consideration and genuine kindness
- Submitting written blogs, snow reports, photos and videos in line Social Media dept. in UK office
- Distributing guest feedback forms prior to guest departure and actively encourage them to complete ensuring the resort target of return rates is achieved
- Completing weekly written reports, accounts, guest feedback form returns
- Assisting with the cleaning and closing down of the company properties, both interior & exterior including staff accommodation at end of season. Ensure all company property is packed, stored, labelled and inventoried correctly
- Assisting with any other duties as requested by your Resort Manager

What type of person are we looking for:

- Previous staff management or supervisory experience (essential)
- Experience of customer service and sales (essential)
- Language speaker of French, German or Italian (advantageous)
- Enthusiastic, lively, sociable, friendly and a team player who possesses excellent communication, time management and problem solving capabilities
- Flexible and adaptable approach to roles, responsibilities and working hours
- Competency across all IT platforms including cloud based applications
- Previous seasonal experience (desirable)
- Full clean driving licence (desirable)

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.