

Job Description

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.

Our vision is 'creating amazing holiday experiences to be proud of'.

Your job will be: Santa's Lapland Accommodation Supervisor

Your Manager will be: Santa's Lapland Accommodation Manager

What you will be doing

- Supervise the smooth and efficient running of the Santa's Lapland guest cabins and staff accommodation.
- Management and supervision of the Santa's Lapland Catering team. Including managing the expectations of the staff team and ensuring all staff members are performing their tasks to the high standard we need and expect and they are happy in their job role.
- Support the Cabin manager with ordering cabin items while keeping to company budgets and guidelines.
- Close observation of all food and cleanliness ensuring relevant HACCAP paperwork is completed correctly.
- Providing ongoing training and monitoring to ensure the Cabin Hosts and Staff Chefs are delivering high quality meals and service to all guests and staff.
- Ensure all staff are provided with a balanced and nutritional diet by the staff chefs and all accommodation is stocked with adequate food.
- Carry out staff accommodation checks.
- Deputise for the Staff Chefs on their day off.
- Always delivering a service with a smile to our guests to exceed their expectations in every way.

What type of person are we looking for

- Experience in working in the hospitality service industry including cooking, housekeeping & cleaning.
- Experience managing and motivate a team to achieve results.
- Customer service experience; showing dedication to offer our guests the most amazing holiday experience
- Enthusiastic, lively, sociable, friendly and a team player
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours.

What's important to us: 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.