

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 Cabin Host

Your Manager will be: Santa's Lapland Accommodation Supervisor

What you will be doing

- Smooth and efficient running of the Santa's Lapland Christmas Cabins
- Cooking meals for guests within the Cabin including breakfast, afternoon tea and evening meals.
- Maintaining a clean and hygienic environment at all times within the Christmas Cabin
- Daily completion of relevant HACCAP paperwork.
- Delivering a welcome talk to guests on their arrival.
- Actively seek guest feedback and action anything that can be resolved immediately.
- Genuine enthusiasm for Christmas, the Santa Claus story and ensuring every guest has a magical holiday.
- 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 working in the hospitality service industry including cooking, housekeeping & cleaning.
- 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.