

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: Resort Chalets Manager

Your Manager will be: Resort Manager

What you will be doing:

- Managing all operational, quality and guest related aspects of the catering and guest service delivery ensuring all brochure promises are delivered
- Assisting and delivering training sessions to aid the development of staff to maximise performance, aid retention and reduce turnover
- Managing and motivating staff in all their duties to develop a highly motivated & committed team
- Leading a team of Chalet Hosts/Housekeepers providing practical duties support such as cooking and cleaning so leading by example should come naturally to you
- Overseeing and monitoring the standards of catering and housekeeping within chalets in your resort
- Monitoring overall chalet budgets and weekly accounts to ensure remaining within budget
- Producing Health & Safety, Fire and Hygiene reports for all chalets
- Liaising with local suppliers and Resort Assistant/Driver in regards to collating deliveries & orders (food, linen, wine) and ensure items from resort stores are delivered in timely manner
- Producing detailed inventories of all chalets & staff accommodation to the resort office
- Monitor & action any written comments from weekly guest feedback forms
- Leading weekly team meetings ensuring staff are fully briefed on following weeks arrivals and any other important information
- Conducting staff job performance appraisal meetings with each member of you team during the season to ensure their objectives are set and support them to aid their personal development and progression
- Ensuring staff are always dressed in the correct clean uniform
- Ensuring all staff welfare responsibilities are met and exceeded
- Compiling information about your resort and chalets for the information boards and files
- Managing the general hygiene, housekeeping and cleaning duties throughout the chalet including ski locker rooms and any sauna/hot tubs are treated with the relevant chemicals
- Adhering to all Health & Safety including COSHH legislation and Food Hygiene best practises and report any non-compliant findings
- Ensuring all chalet entrances, balconies, fire exits and pathways are clear of rubbish internally and are regularly cleared of snow/ice ensuring they are safe to use
- Ensuring that all linen, cleaning products and chalet wine are stored correctly and stock levels monitored/reported weekly in regards to ordering new supplies
- Ensure the resort vehicle logbook is maintained for all resort vehicles and deal with any vehicle maintenance issues promptly and effectively
- Completing weekly paperwork including accounts, service report, weekly report, sales etc.
- Promoting any company run event to your guests with knowledge and passion
- Assisting with the cleaning and closing down of the chalet, 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 the Resort Management

What type of person are we looking for:

- Experience in working within the hospitality industry (essential)
- Previous staff 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 an eye for detail
- Previous seasonal experience (desirable)
- Full clean driving licence (essential)
- Language speaker of French or German (advantageous)
- Competency across all IT platforms including cloud based applications
- 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.