

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: Chalet Host – Couple

Your Manager will be: Resort Chalets Manager

Working under our Flexiski brand who have been selling tailor-made ski holidays for over 30 years. We're flexible to our core, getting clients to the mountains in the quickest, easiest and most convenient way possible, all whilst delivering an impeccable experience.

We're trusted adventurers who are as fanatical for the mountain as our customers are. We think off piste, using our team's experience to orchestrate exceptional, bespoke ski trips. We do this whilst being honest and open, sharing some of our favourite moments on the mountains in order to build trust and a lifetime of recommendations from our clients.

The overseas team in our chalets play a vital role in ensuring our clients have a ski holiday to remember.

What you will be doing:

- Ensure customers receive the highest level of customer service at all times.
- Maintain hygiene and cleanliness standards throughout the property, ensuring all areas are immaculately clean at all times. Daily housekeeping and changeover deep cleaning of the entire chalet is expected.
- Ensure presentation of all chalet areas are of the highest standard
- Meal service to an excellent standard; including serving an appetising daily menu of breakfast, afternoon tea and dinner and assisting the Chalet Chef as required.
- Be always confident and social, engaging the clients in conversation where appropriate - but always mindful of the need for discretion.
- During the season you may be required to work varied shifts in order to ensure that our property is running efficiently at all times. Property operational times may vary depending on arrivals, departures and special events.
- Provide a comfortable yet professional service environment, interacting with customers and ensuring their end to end trip is exceptional therefore achieving and exceeding set targets for customer satisfaction
- Deliver personalised welcome talks.
- Using social media; in particular Twitter and Instagram to chat to customers and post updates on what's happening in resort. Liaising with the marketing team to share photos from resort on a regular basis.
- Supporting with receiving and checking deliveries
- The clearing of any snow or ice from outside the chalet and ensure pathways are safe for customers to use.

What type of person are we looking for?

- Enthusiastic, lively, sociable and friendly disposition
- A well organised, professional working style
- Strong customer service experience; shows dedication to offering the best possible service
- Experience in hospitality or restaurants; corporate customer experience is beneficial
- Previous experience working a season in Europe (desirable)
- A team player with the ability to work proactively in a team to reach the ultimate goal

- Flexible and adaptable approach to roles, responsibilities and working hours
- Exceptional standards of cleanliness and hygiene on both a personal and professional level
- Ability to communicate effectively and to an excellent standard with customers, managers and the chalet team to resolve issues quickly.
- Cooking experience would be advantageous
- Interested and passionate skier interested in learning to ski and living in the mountains.

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. A job specific task list will be discussed with you at training/once in resort.