



JOB DESCRIPTION

Position: RESORT REPRESENTATIVE
Location: Within the overseas programme, as stated in your covering letter
Reports to: Representatives Manager, Resort Manager or Area Manager

Working as part of a team your duties will be varied and challenging with no two days the same. Your role will be to provide the guests with the highest level of service and standards in line with our company values and to maintain our excellent reputation.

PRE-SEASON

- Attend the pre-season management-training course.
- Where necessary assist the senior management team with training other staff at designated training venues.
- Attend the pre season set up meeting and assist with the organisation of the resort office.
- Assist in the production of detailed inventories of staff accommodation.
- In conjunction with your line manager arrange meetings with local suppliers for accommodation, lift pass, ski school and equipment hire and have a full understanding of all relevant procedures.
- Complete all start of season resort and accommodation reports, brochure accuracy checks, building work reports and other set up paperwork as directed by your line manager.
- Complete risk assessments and other important documentation/reports in accordance with the guidelines set out by the Health & Safety department as and when required by your line manager.
- Assist in the creation and updating of all information books, notice board material and welcome packs in accordance with company guidelines.
- Participate in the preparation of a suitable Après Ski and Ski Hosting programme (where applicable).
- Ensure you have the correct uniform and inform your line Manager if any additional items are required and understand the company guidelines on personal presentation.
- Liaise with your line manager to ensure you complete any necessary registration with the local authorities within the prescribed time limit after your arrival in resort.
- Ensure you have a full understanding of the complex arrangements and associated paperwork needed for the smooth running of transfer days.
- Liaise with your line Manager to help with the set up/preparation of the chalets and resort in general, and ensure you understand the job roles and challenges faced by your colleagues.

DURING THE SEASON

Company Image

- Maintain the highest level of personal appearance which reflects the company standards ensuring you wear your uniform in the appropriate manner as per the company guidelines for personal appearance and uniform standards.
- Use company promotional material effectively and maintain a high standard of welcome packs, information books and notice boards and any other materials which impact on the reputation of the company.



- Inspire goodwill, co-operation, trust and mutual respect with hoteliers, chalet owners, suppliers and your resort team.
- Demonstrate a positive and professional attitude which endorses the company values whilst conducting company business.

Guest Relations

- Ensure that all guests receive all the components of the holiday they booked; i.e. travel arrangements, accommodation and optional extras by ensuring pre arrival checks are carried out in a timely fashion.
- Compile and create detailed welcome packs for your arriving guests and ensure that any pre-paid ski packs are ordered and delivered.
- Assist in the planning of an effective and timely visiting schedule ensuring all properties are visited at least four times a week with visits being planned for both breakfast and pre dinner times for partner hotels and apartments and daily (except day off) for chalet properties.
- Liaise with and assist your line manager in the organisation and delivery of guest transfers to and from the airport.
- Ensure that all guests are welcomed on their arrival at the airport/resort and are provided with a transfer speech on the coach to resort and make sure all departing guest receive relevant airport and checking in arrangements on their departure transfer.
- Assist the Airport Manager as directed in a prompt and efficient manner to ensure all guests are looked after whether they are departing or arriving; keep guests informed of any changes/delays that could affect their travel arrangement.
- Enhance the guests holiday by promoting and selling ski packs (lift passes, equipment hire and lessons) and après ski events to guests, ensuring that all guests are informed of all products (including child care if applicable).
- Ensure that all guests are shown to their accommodations and resolve any issues that may arise in a prompt and efficient manner.
- Organise an informative welcome meeting for all guests providing details on their accommodation, resort, ski area, après ski activities and child care (If applicable).
- Accompany guests to the hire shop and ski school to ensure that they receive the equipment and lessons they have booked.
- When on visits provide the guests with up-to-date weather and snow conditions, information on resort events and any changes that could affect their holiday.
- Provide a ski hosting service for three of the days during the week (where applicable).
- Deal with any guest issues promptly and effectively.
- Actively encourage guests to complete their feedback forms, following a tried and tested plan to optimize return rate.

Quality control

- Liaise with your line manager in connection with all chalet quality matters to ensure the high standards expected are being delivered in all chalets.
- In conjunction with your line manager arrange a rota to eat one formal evening meal with guests per chalet per week to ensure the correct catering standard and presentation is being met and provide your line manager with any necessary feedback.
- Report in a timely manner any quality issues concerning Chalet Hotels to your line manager.
- Establish and maintain excellent relationships with all owners, managers and general staff of all partner hotels or other accommodation and report any quality issues in a timely and tactful manner directly to the owner/manager in consultation with your line manager.



- Report any negative feedback from guest feedback forms promptly, and ensure any issues are fully resolved in conjunction with your line manager.
- Check all coaches and taxis used to transport guests and report any sub standard vehicles, difficult drivers etc to your line manager and develop good relationships with the designated coach drivers.
- Report any defects or problems with company vehicles to your line Manager.

Health and Safety

- Ensure you are aware of the Health and Safety remit as required by the company Health and Safety executive and ensure any requests from the aforementioned department are dealt with in an efficient and timely manner.

Resort Administration

- Ensure detailed arrival, departure and pre booked requirement information is correct and made available to all relevant hoteliers and suppliers in a timely manner as directed by your line manager.
- Ensure that your resort sales are accounted for at the end of the transfer day and reconciled weekly. Please note you are responsible for all company monies you handle.
- Ensure that the all notice boards and information books are kept updated throughout the season.
- Ensure departing guests receive detailed departure information; including any en route changeovers that are required, at least two days before they are due to depart and ensure that both train transfer and multi centre guests are aware and understand their onward travel arrangements at least two days prior to their departure or change of resort.
- Provide your line manager with all necessary weekly reporting and complete any required paperwork regarding guest complaints or issues.
- Enter guest feedback forms and submit to your line manner in a timely fashion.
- Liaise with your line manager on any staff issues you are aware of.

Driving

- Liaise with your Line Manger concerning any driving duties that affect you.
- Report any vehicle maintenance issues promptly and effectively.

Resort Child Care Programme (Esprit)

- Where applicable Liaise with the Resort Child Care Manager, regarding the running of the Esprit Child Care programme in resort and assist with any required sales.
- Be prepared to assist with the child care programme if needed during the season.
- Where necessary provide the transport of child care equipment and children to and from Snow Club/Ski School.

COMMUNICATION & WORKING RELATIONSHIPS

- Communicate with guests, colleagues, hoteliers, proprietors and suppliers with clarity and good effect.
- Take additional responsibility as and when directed by your line manager.
- Remain flexible at all times with regard to duties and working hours.
- Work as a valued member of a team and have empathy with your colleagues



POST SEASON

- Assist your line manager in organising the cleaning and closing down of all chalets and staff accommodation and arranging with partner properties, where relevant, the protocol for storage of notice boards and information books.
- Ensure that all company property is correctly packed and stored and signed off with your line manager.
- Assist in the completion of the end of season resort report in accordance with directions from your line manager
- Ensure your uniform is returned, clean and inventoried.
- Ensure that any personal bills have been settled before the close down of resort.
- Ensure that all reports, accounts and property are signed over to the Resort Manager before your departure.

FLEXIBILITY

- As part of a team within the resort & company you need to remain flexible and assist with any other duties as requested by senior staff.

WORKING OVERSEAS

- To secure the proper development of the company's overseas business relationships, it is incumbent on all overseas staff to behave in a manner which is deemed appropriate to the country/region in which they are seconded to work by the company. You should be aware of any local laws/customs/practices and have an overview of what is deemed acceptable behavior in your place of work, so that any impact you have on the local community is deemed a positive one.

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