

JOB DESCRIPTION

Position: RESORT MANAGER
Location: Within the overseas programme, as stated in your covering letter
Reports to: Area Manager

As Resort Manager you will oversee all operational, quality and guest related aspects of the running of the resort; supervise and organise all resort staff and ensure that the high standards that the company expects are maintained whilst exceeding any service and sales targets set by senior management.

PRE SEASON

- Attend the pre-season management training course and actively participate in delivering training sessions if required.
- Create a set-up schedule for your team to help maintain focus, good time management and maximise resort familiarisation.
- Ensure all the necessary start of season paperwork as prescribed by the relevant head office departments for all chalets, partner hotels and apartments is completed and submit as per the reporting guidelines set by head and overseas offices.
- Organise and supervise the cleaning and preparation of all chalets and the resort office. Ensure that a rota is organised in conjunction with other members of the resort management team to ensure all have the necessary access to office equipment to perform their job roles.
- Produce detailed inventories of all chalets, staff accommodation and resort office and liaise with relevant managers as appropriate.
- Meet local suppliers for catering, laundry, lift pass, ski school and equipment hire and confirm the arrangements for orders, deliveries and purchasing and liaise with the Representative /Hotel/Child Care Management with reference to staff collection of equipment and lift passes.
- Meet all partner hotel owners / managers, chalet owners/agencies/manager and complete the necessary reports as laid down by head office departments.
- Create an interesting and informative welcome pack as per the company guide lines for all brands operating in the resort.
- Compile interesting and relevant information about your resort's amenities, ski area and other important information for the resort information books (all brands) and create eye catching and informative posters for display on chalet, Chalet Hotel and partner hotel notice boards. Agree with the relevant owner/manager the effective positioning of information books and boards in partner hotels and apartments.
- Produce Health & Safety, Fire and Hygiene reports for all chalets and liaise with the company health and safety executive with reference to partner hotel and apartment self audits.
- Ensure that every staff member receives a personal meeting with you (and their line manager if applicable) to set standards and expectations at the start of the season.
- Ensure resort personnel files, including staff appraisals (JPA's) are completed.
- Ensure that all staff have the correct uniform and inform the Area Manager if any additional items are required.
- Prepare both an Après Ski and Ski Hosting programme (where applicable) and complete the necessary health and safety risk assessments/audits as required by the company health and safety executive.
- Hold a transfer and logistics meeting with all relevant staff to ensure a full understanding of the complex arrangements needed in the smooth running of transfer days. This should include a



thorough explanation of any important transfer paperwork that will be used and an overview of all correct procedures.

- Ensure that any additional transfer reps or Child Care staff are fully trained on all aspects of transfers including sales, speeches and paperwork.
- Ensure staff registrations are submitted to the local authorities within the prescribed time limit after their arrival in resort.

DURING THE SEASON

Company Image

To promote a positive company image at all times by:

- Maintaining the highest level of personal appearance which reflects the company standards ensuring all staff wear their uniform in the appropriate manner as per the company guidelines for personal appearance and uniform standards.
- Using Company promotional material effectively and maintaining high standards of Information Books and Notice Boards and any other materials which impact on the reputation of the company.
- Provide the Regional office and the UK Social Media and Marketing Departments with snow reports, resort blogs, videos etc as requested.
- Inspiring goodwill, co-operation, trust and mutual respect with hoteliers and suppliers.
- Demonstrating a positive and professional attitude which endorses the company values whilst conducting company business.

Staff Management

- Ensure that any staff dietary and medical requirements are understood and provided for, ensuring that you consult with Area Management.
- Plan for and ensure that all staff receiving the reduced "S" rate expenses are provided with three adequate, balanced meals a day, seven days a week as stated in their terms and conditions.
- Produce fair and flexible rotas for all staff members allowing for the rotation of routine tasks.
- Provide ongoing staff training and development in conjunction with JPA's to enhance staff performance and job satisfaction.
- Consult with staff wishing to work further seasons, promoting all brands and programmes and liaising with other relevant managers accordingly.
- Ensure that all staff welfare issues are resolved effectively, and liaise with the Overseas Personnel Department in the UK with regards to the staff insurance policy.
- Organise group activities for all staff to maintain good motivation and team spirit.
- Integrate and provide training for staff that start mid season, completing all the relevant paperwork.
- Maintain staff discipline and ensure that company policy and procedure is followed at all times and hold relevant disciplinary meetings where appropriate; liaising at all time with your Area Manager to ensure company policies are being upheld at all times in compliance with UK employment law and any applicable local laws and customs.
- Ensure resort personnel files are completed in a timely fashion and treated as private & confidential.
- Ensure all staff records, including bank details and staff paperwork, are correct and submitted in a timely fashion to the UK overseas personnel department/payroll as appropriate.

Guest Services/Relations

- Liaise with the Regional Office in the organisation of guest transfers to and from the airport.

- Compile and create detailed Welcome Packs for arriving guests and ensure that any pre-paid ski packs are ordered.
- Ensure that all guests receive all the components of the holiday they booked; i.e. travel arrangements, accommodation and optional extras
- Ensure that all guests are welcomed on their arrival at the airport 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.
- Enhance the guests holiday by promoting and selling ski packs (lift passes, equipment hire and lessons), après ski events and child care (where necessary) to guests, ensuring that all guests are informed of all products.
- Ensure that all guests are shown to their accommodations and resolve any issues that may arise.
- Organise an informative welcome meeting for all guests providing details on their accommodation, resort, ski area, après ski events and child care (Esprit).
- Accompany guests to the ski school and the hire shop and ensure that they receive the lessons and equipment they have booked.
- Visit the chalets daily, providing the guests with an up-to-date weather and snow conditions report, information on resort events and details for the procedure on the morning of departure.
- 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 optimise return rate.

Chalet Management

- Monitor all of the ordering and deliveries of supplies, ensuring that all chalet and child care budgets are maintained on a weekly basis throughout the season and ensure all stores meet the required HACCP regulations.
- Provide the Regional Office with a weekly budget report.
- Monitor the chalet standards and quality control and complete weekly standards reports for each of the chalets, ensuring that all chalet staff are providing the required level of service and that HACCP regulations are being met.
- Join the guests for at least three evening meals per week to ensure the catering standards and presentation is being met.
- Attend or hold (if applicable) the Chalet Manager's weekly staff meeting to ensure that all staff are fully briefed as to the following week's arrivals and other important information regarding the smooth running of the resort. Collect weekly chalet reports, stock control reports and orders and discuss any issues that have arisen, as well as providing feedback from guest questionnaires and other correspondence.

Quality Control and Health and Safety

- Monitor the chalet standards and quality control and complete weekly standards reports for each of the chalets.
- Ensure that all chalet staff provide the required level of service and presentation.
- Conduct weekly chalet visits to check cleanliness, food hygiene and quality of food served in chalets.
- Ensure all après events and excursions are fully and properly risk assessed prior to running.
- Attend at least three breakfasts / evening meals in the chalets to ensure the catering standards and presentation are being met.
- Monitor all sections of the Guest Feedback Forms and provide feedback to staff at the weekly staff meeting.



- To communicate with guests, colleagues, hoteliers, proprietors and suppliers with clarity and good effect.
- To take additional responsibility as and when directed by a Hotelplan Ltd Senior Manager.
- To remain flexible at all times with regard to duties and working hours.
- To work as a valued member of a team and have empathy with your colleagues

POST SEASON

- Oversee and organise the cleaning and closing down of all the chalets, Nurseries, Snow Clubs (Esprit) and staff accommodation in the resort.
- Produce detailed inventories of all the chalets, Nurseries, Snow Club rooms (Esprit), staff accommodation and resort office and cross reference with those completed pre-season, detailing any breakages or damage and submit to Area Management.
- Ensure that all company property is correctly packed and stored.
- Liaise with owners over the hand-over of the chalets and staff accommodation, ensuring that hand-over reports are completed and signed off.
- Collect all staff manuals, chalet signs, notice boards, and information files.
- Ensure that the resort vehicle logbook is complete and the vehicle is clean inside and out.
- Complete the end of season resort report and submit to the Area Manager.
- Complete end of season staff appraisals and submit to the Area Manager.
- Ensure that all staff uniform is returned, clean and inventoried.
- Complete staff clearance forms and submit to the Area Manager along with the Staff Personnel files.
- Liaise with the Regional Office regarding the arrangements for the transport of all staff back to the UK.
- Ensure that all invoices and bills have been settled before the close down of resort accounts.
- Sign off accounts with the Regional Office, resolving any discrepancies before your departure.
- Ensure that all reports, accounts and property are signed over to the Regional Office 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 managers to ensure that all staff members behave in a manner which is deemed appropriate to the country/region in which they are seconded to work by the company. All staff should be made aware of any local laws/customs/practises and be given an overview of what is deemed acceptable behaviour in their place of work, so that any impact staff have on the local community is deemed a positive one.

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