

# Chalet Host Job Description

## Winter 2020/2021



### Desirable Experience

- Previous season experience, in a winter chalet or summer villa
- Customer service and/or hospitality experience
- Domestic cooking for groups and dinner parties, or completion of a reputable chalet cookery course
- Professional housekeeping/cleaning to a high standard
- Essential prior to contract commencing: Level 2 Food Safety & Hygiene Qualification

### Responsibilities

#### Guests

- Ensure guests receive a warm welcome to the chalet, assisting them with luggage and helping them settle into their accommodation.
- Be proactive and anticipate guests' needs, checking that they have everything they need and whether there is anything else we can do to help make their holiday a fantastic one.
- Provide guests with useful information such as bus timetables, lift opening times, shop opening times, weather reports, restaurant recommendations and general local information.
- Communicate the format of the holiday, timings of meals and guidelines for use of chalet facilities in a succinct, friendly and helpful manner.
- Deal with any guest issues or complaints in a proactive, solution-focussed manner; using sound judgement as to when an issue requires escalation to the resort management team.

#### Catering

- Prepare, cook and serve the following meals on a weekly basis:
  - Lay out a self-service breakfast, and provide a hot option on 5 of 7 days
  - Self-service afternoon tea on 7 days
  - 5 course evening meal on 6 days (including canapes and prosecco, and a cheeseboard)
  - Children's high tea on 6 days (if required)
- All meals follow a standard set-menu and should be prepared and served as described in our training material and training course.
- Adapt the set-menu menu for certain dietary requirements such as Gluten or Lactose free where required.

## **Administration & Organisation**

- Carry out thorough stock checks and compile accurate shopping lists on a weekly basis.
- Complete online shopping and ordering in a timely and accurate manner.
- Effectively manage stock levels of other chalet supplies such as linen, towels, firewood, hot tub chemicals and wine.
- Ensure kitchen and storage areas are clean, tidy and organised at all times.
- Complete weekly reports, hot tubs logs and any other necessary paperwork on a daily or weekly basis as required.

## **Cleaning, Hygiene, Health & Safety**

- Be smart and presentable at all times, wearing the correct (clean!) uniform when at work.
- Adhere to all health and safety guidelines regarding the storage, preparation and cooking of food at all times.
- Ensure that all bins and recycling are removed from the chalet and disposed of correctly on a daily basis.
- Familiarise yourself with all chalet facilities and equipment and ensure these are always used correctly and carefully, reporting any issues to resort management as soon as they begin to occur.
- Carry out a daily light clean of the guest bedrooms, bathrooms and communal living areas.
- Carry out a thorough changeover clean of the chalet on transfer days.
- Carry out a mid-season deep clean of the chalet.
- Clear snow from around the chalet (steps, balconies, paths and driveways) to allow for safe vehicle and pedestrian access.
- Follow company procedures with regards to Health and Safety, Food Hygiene and Fire Safety at all times.

## **General**

- Be a proactive ambassador for the company; promoting our holidays, services and maintaining excellent relationships with our in-resort partners.
- Ensure that your conduct always complies with the high standards expected by the company.
- Ensure that you are able to maintain chalet facilities and equipment correctly to keep them in working order; changing light bulbs, vacuum cleaner bags, replenishing dishwasher salt and rinse-aid. Keep an accurate maintenance log.
- Although primarily based in one chalet, we are all part of a larger team and you may be required to help in other chalets/resorts depending on the needs of the business.
- Work as part of a team, respect and be courteous to all other team members at all times.