



Chalet Manager Job Description

La Plagne - Winter 2022/2023

Our Chalet Manager takes a hand-on role combining management with chalet hosting. With overall responsibility for the day-to-day activities of The Alpine Generation within their designated area, with the support of the Area Manager, the Chalet Manager will be required to deliver the highest standard of customer service, effectively manage the hosting team, and maintain good relationships with all new and existing suppliers. We require our Chalet Managers to be confident leaders who can keep cool under pressure whilst maintaining a consistently positive outlook. It is essential to be a confident and capable cook, along with being highly organised, efficient, and able to motivate a team to maintain high standards outlined during training. You should be confident using a computer, but also more than willing to get your hands dirty, as at least 50% of your time will be spent chalet hosting alongside your team.

Essential Experience

- Previous winter season experience operating a catered chalet
- People management experience, ideally in a hospitality/catering environment

Desirable Experience

- Professional housekeeping/cleaning to a high standard
- Good resort knowledge
- Essential prior to contract commencing: Level 2 Food Safety & Hygiene Qualification
- A good level of spoken and written French

Responsibilities

Training and Resort Set Up

- Assist in the organising and delivering of pre-season and ongoing staff training within your resort.
- Assist with the opening of the chalets at the beginning of the season and checking all lights/appliances/heating etc.

Chalet Hosting

- Assist the Chalet Hosts in their hosting roles, in line with the Chalet Host Job Description.
- Create a suitable weekly hosting rota; this should detail where and when all chalet hosts including yourself will be working in each chalet. This will vary weekly depending on guest numbers and requirements, including the number of catered vs self-catered bookings.
- Your time should be split fairly between the chalets and should give you the opportunity to work in every chalet each week, in order to allow you to oversee the running of the chalets as detailed below.

Team Management

- Effectively manage and oversee the team operating within your designated area.
- Quality control of all chalet standards including food & beverage (to the set menu), cleaning standards and in chalet service.
- Responsibility for the welfare, motivation and minor discipline of resort staff.

- Ensure that your team are always punctual and presentable.
- Oversee chalet budget & stock control by monitoring purchasing, portions and wastage.
- Ensure any weekly paperwork is completed by chalet teams.
- Monthly staff accommodation inspections to stay on top of cleanliness.
- Ensure compliance with Food Safety & Hygiene, Health & Safety and Fire regulations and that any necessary records are being completed
- Promote conscientious practice for efficient energy management, including use of electricity, heating, and water usage
- Ensure hot tub is being maintained correctly, and is being emptied, thoroughly cleaned and refilled each changeover day

Guest Experience

- Pass on all relevant and up to date reservation information and requests onto the respective chalet hosts
- Ensure guests are all warmly welcomed on arrival day, and that they are being assisted with their luggage and given everything they need to settle into their accommodation
- Process lift passes prior to guest arrival into resort, delivering passes on arrival day, and taking payments
- Ensure hosts are offering a complete guest experience, including offering local information, and recommendations and booking help for ski lessons, ski hire, and day-off evening restaurant reservations
- Dealing with any guest issues or complaints (which cannot be resolved in-house by the primary chalet hosts alone) calmly, efficiently and professionally, offering a viable solution as quickly as possible
- Report all complaints and any feedback (positive and negative)

Supplier Relationships

- Maintain and develop good relations within resort with all existing and new suppliers
- Ensure hosts are promoting our partner companies (particularly ski hire and ski lessons) to maximise in resort sales
- Relay any shopping delivery discrepancies to the supplier and arrange delivery of any missing items where necessary
- Report any linen discrepancies when laundry is returned by the blanchisserie to the chalets
- Send a weekly bread order to the relevant boulangerie for each chalet; quantities to be altered weekly depending on guest numbers

Finance and Reporting

- Responsibility for uploading any expenditure on company cards onto the finance spreadsheets, and the safe keeping of hard copies of receipts
- Oversee the safekeeping of any petty cash, and maintain a log of any cash expenditure
- Compile the chalet weekly reports into one concise document and send onto the relevant person
- Ensure any maintenance issues (which cannot be fixed in house by the hosts or yourself) are reported correctly
- Ensure chalet inventories are maintained and all breakages are reported for when replacements are required at the end of the season

End of Season Close Down

- Oversee the end of season deep clean of all chalets
- Close down the chalets and handovers back to chalet owners where necessary