



Resort Manager Job Description

Winter 2023/2024

With overall responsibility for the day-to-day activities of The Alpine Generation in the resort, our Resort Managers will be required to deliver the highest standard of customer service, effectively manage the hosting team, and develop & maintain good relationships with all new and existing suppliers. We require our Resort 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. New and different Resort Management duties will arise throughout the season, and therefore this list is by no means exhaustive, and complete flexibility is essential for this role.

Essential Experience

- Previous winter season experience operating a catered chalet
- People management experience in a chalet, hospitality or catering environment
- Confident driver in winter conditions, and held a full and clean driving for a minimum of 3 years

Desirable Experience

- A good level of spoken and written French is highly beneficial
- Good resort knowledge

Responsibilities

Training and Resort Set Up

- Assist in the organising and delivering of pre-season and ongoing staff training
- Opening up the chalets at the beginning of the season and checking all lights/whitegoods/heating etc.

Team Management

- Effectively manage and oversee the resort team and visit all chalets on a regular basis (biweekly minimum)
- Responsibility for the welfare, motivation and discipline of resort staff
- Quality control of all chalet standards including food & beverage (to the set menu), cleaning standards and in chalet service
- Ensure that your team are always punctual and presentable
- Oversee chalet budget & stock control by monitoring purchasing, portions and wastage
- Ensure all weekly paperwork is completed by chalet teams
- Monthly staff accommodation inspections to stay on top of cleanliness
- Create a hosting rota where necessary
- Assisting resort staff with their duties where required (for example in the event of sickness)
- 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 all hot tubs are being maintained correctly, and are 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 welcomed on arrival day (personally by the hosts at the time of arrival, and a member of the management team in the evening)
- Processing 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.
- Visit all chalets mid-week with the purpose of engaging with the guests, to ensure guest satisfaction
- Dealing with any guest issues or complaints (which cannot be resolved in-house by the 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

- Develop and maintain 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

Company Vehicle

- If you have a company vehicle in resort, ensure the vehicle only undertakes necessary journeys, is always maintained and roadworthy, and that the vehicle is cleaned regularly
- All fuel purchased must be accounted for and logged as above

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