

Resort Representative / Flexi-Host - Morzine

Winter 2023/2024

The Resort Rep / Host position is a hands-on role combining chalet hosting with enhancing our guest experience and assisting the Resort Manager. Duties will be varied, however detailed below are many of the areas in which you can expect to be involved.

Essential Requirements

- Candidates must be at least 23 years of age (for vehicle insurance)
- Full, clean driving licence, with at least 3 years driving experience
- Level 2 Food Safety & Hygiene Qualification (required prior to contract commencing)

Desirable Experience

- Customer service and/or hospitality experience
- Professional catering experience, domestic cooking for groups and dinner parties, or completion of a reputable chalet cookery course
- Professional housekeeping/cleaning to a high standard
- Strong computer literacy including MS Office
- Good resort knowledge
- A good level of spoken and written French is beneficial

Responsibilities

Chalet Hosting

- At least 50% of your time will be spent Chalet Hosting, in line with the Chalet Host Job Description.
- We work on a rota system which allows us to give all staff 2 days off per week, but still cater for guests 6 nights per week. You will assist in various chalets on this rota system, and host alongside your colleagues where necessary.

Guest Experience

- Assist the Resort Manager with guest welcome visits on their arrival day.
- Help guests with arranging ski hire and ski/snowboard lessons with our partner companies, to maximise in-resort sales.
- Ensure hosts are offering guests good local information and that chalet information folders remain well stocked with relevant flyers and maps from the Tourist Office, and some local menus.
- Make restaurant reservations for guests for their hosts evening off.

Resort Operations

- Support the Resort Manager with chalet and resort admin (for example processing guest lift passes)
- Delivering guest lift passes on arrival day and taking payments

- Assist with checking shopping orders and chalet stock checks
- Distributing supplies around resort as required, including wine, food stock redistribution, travel cots, high-chairs and camp-beds
- Assisting with hot tub emptying cleaning and refilling on changeover