



Chalet Host Role Profile

Hosting:

- Take responsibility for the smooth-running of your chalet
- Welcome your guests and settle them in to the chalet
- Prepare and serve a cooked breakfast, afternoon tea and 3 or 4 course evening meal in accordance with Ski Magic's menu plan
- Stock control and purchase of catering supplies within budget
- Provide a clean, warm and welcoming atmosphere for your guests
- Provide an excellent level of customer service, strive to exceed guests' expectations

Cleaning, health & safety

- Responsibility for chalet cleanliness, maintenance and inventory
- Ensure daily cleaning schedules are rigorously upheld and supplies maintained
- Perform a weekly changeover deep clean in the chalet
- Ensure hygienic practices are maintained in your workplace
- Monitor health and safety standards in your chalet

Communication and other tasks

- Report to the Resort Manager and Directors
- Attend and contribute to weekly staff meetings
- Identify and suggest any improvements or initiatives to help customer satisfaction
- Proactively report any issues with the chalet's equipment or Ski Magic service
- Complete company paperwork as required
- Prepare food and cleaning shopping lists and ensure stocks

Chalet Host Competencies and Experience

- We are welcoming applications for the 2021-2022 ski season from EU passport holders. For non- EU passport holders, the current agreement to work in France requires you to hold a valid carte de séjour/working holiday visa.
- Work experience in a catering environment preferred but not essential
- Customer service experience preferred
- Excellent communication skills
- Experience of working unsupervised
- Excellent attention to detail
- Time-keeping and prioritisation skills
- Positive outlook and strong work ethic
- Natural team player