



Boutique Chalets

Job Title	Chalet Host
Number of positions	2
Reports to	Chris & Helen Raemers - Company Owners & Chalet Managers
Overview	<p>Working side by side with the Chalet Chef, you are jointly responsible for creating indulgent winter holidays, ensuring all guests experience the highest possible levels of service, standards and attention to detail and company standards are maintained.</p> <p>As an Alpine Club Host, you will have a passion for providing exceptional service, be constantly one step ahead of the guests to anticipate their needs and always put guests first and work hard to meet their needs. You will take pride in your work, be totally customer focused and have extremely high standards of work. You will also enjoy working as part of a small team and be conscientious & considerate.</p> <p>Your main role is to provide a highly flexible service to meet guests needs, host and serve guests and clean the chalet.</p> <p>Chalet work is hard, with early starts and late nights and the pressure of constantly working in the public eye, but it is hugely rewarding. For quality hosts there is the opportunity to work in a relaxed and highly supportive environment where everyday guests will greatly appreciate their excellent service. And of course the opportunity to ski on some of the best slopes in the world is a fantastic reward.</p>
Where	St Martin de Belleville, France. St Martin is a beautiful, traditional mountain village, small, friendly and directly linked into the heart of the 3 Vallées ski area
When	November 24th 2011 to end April 2012 - includes up to 3 weeks induction training in resort, which is paid
Salary package	Salary - £110 per week (£20 per week is paid as a performance bonus at the end of the season) Package includes good quality accommodation, food & drink; FULL 3 vallées lift pass, ski/board and boot hire, ski insurance, transport to & from UK to resort, uniform.
Accommodation	<ul style="list-style-type: none"> - Abode - 2 bed apartment for 4 staff (Chef, Host & Resort Assistants); living room with kitchen, bathroom, TV/DVD - La Ferme de Belleville - studio apartment for 2 staff (Chef & Host); bedroom/living room, separate kitchen, bathroom, TV/DVD
Age range	Over 24 years; younger applicants are unlikely to have sufficient

	experience
Qualifications, experience & achievements	<ul style="list-style-type: none"> - Experience working with customers in hospitality or customer service - Proven history of consistently giving excellent customer service - Front of house experience in fine dining restaurants or hospitality experience in good quality restaurants (e.g. waitress/reception in 4 or 5 star hotels) - Have skied/boarded for a minimum of 3 weeks - Full driving licence - UK national insurance number & UK bank account
Abilities & qualities	<ul style="list-style-type: none"> - Relating to guests: able to quickly build rapport and easily establish relationships with guests. Able to relate well to different types of people; listens and gets on with them - Guest focused: puts the guest first and is committed to please them. Works hard to meet guest needs and look after their interests. Is on the guests agenda - Team player: fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit - Resilient: remains calm and self-controlled under pressure. Reacts well to change and stays positive. Keeps difficulties in perspective - Quality orientated: provides a high quality service. Maintains high professional standards and gets work right first time - Organisation: organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales - Reliable: is reliable; follows directions from Company owners and respects policies and procedures. Shows commitment to the company and job completion
Main duties	<p>Customer service</p> <ul style="list-style-type: none"> - Ensure that all our guests benefit from the highest possible level of service - Tailor service & provide a highly flexible service to meet individual guest needs & requirements - children, special occasions, guests requests, corporate parties - Confidently & knowledgeably host guests: able to answer questions, listen to guests, be interested in guests, provide information and advise on The Alpine Club services, the resort, ski area and service partners - Create a warm & welcoming atmosphere - Regularly check with party leaders that they have everything they need - Work in an open & honest way with the team; give & receive feedback, review performance - Be proactive in identifying & recommending opportunities to enhance guest satisfaction - On change over day work as a team with the Chef to ensure guests leaving and arriving are considered and welcomed

professionally (provide tea, settle into rooms etc)

- Feedback immediately any problems or concerns and always refer complaints to Chris & Helen

Food Service

- Assist in preparing breakfast, afternoon tea and a 6 course evening dinner 6 days/week
- Lay tables for breakfast, afternoon tea and dinner to The Alpine Club standard
- Serve and clear breakfast & dinner. Clear afternoon tea
- Provide breakfast early on departure day & dinner late on arrival day to meet guests needs
- Lay up breakfast the night before day off and ensure everything is ready, easily accessible and clean for the Resort Assistant providing the service
- Stock the chalet with wine, beer and mixers daily

Housekeeping

- Maintain excellent standards of cleanliness, hygiene & safety inside & outside the chalet at all times
- Clean the chalet on a daily basis to a hotel standard - to include making beds, tidying rooms, hoovering & mopping, cleaning bathrooms, tidying guest areas & ski room
- Work & maintain the chalet & equipment in a safe, operational & hygienic way to The Alpine Club standards
- Wash up and stack the dishwasher after all meals
- On Resort Assistants day off clear paths & steps, remove rubbish; lay fire
- On change over day work as a team with the Chef & Resort Assistant to do whatever is needed to ensure the chalet is cleaned and presented to the highest standards and ready and welcoming for guests arrival
- Organise the chalet laundry ensuring laundry is counted, recorded, bagged, collected and of sufficient quantity & quality
- Report to Helen & Chris immediately any matters relating to maintenance, damage, health & safety, food hygiene

Administration

- Monitor drinks & cleaning materials stocks (working with the Chef as appropriate), place orders and go through orders with Chris & Helen
- Manage chalet variable costs (i.e. electricity, heating, logs, wine) within budget
- Give out customer feedback forms and encourage guests to complete them
- Complete 'Guest Diary' - record guest preferences, likes & dislikes, recommendations on a weekly basis
- Ensures guests settle bills for any extras incurred during the holiday (e.g., champagne, extra wines, etc.)

- Liaise with Helen & Chris on a regular basis to discuss guest requirements, details & bookings

Driving:

- On the Chalets Resort Assistant day off, drive guests to the ski lifts in the morning & provide additional driving during busy periods

Other Duties:

- In the event of staff absence/sickness etc, provides cover for Resort Assistants & Chalet Hosts performing all chalet-related duties as described in job descriptions.