



Boutique Chalets

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| Job Title: | RESORT ASSISTANT |
| Number of Positions: | 2 |
| Reports To: | Chris & Helen Raemers - Company Owners |
| Overview: | <p>As part of The Alpine Club team 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 Resort Assistant, 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>This is a multi-functional role. The main responsibilities are to: provide a professional driving service to guests; work with the Chef & Host in his/her assigned chalet, doing whatever is necessary to look after guests and manage the chalet effectively and efficiently (this will include daily & change over day cleaning, washing up, laying tables, maintenance, chalet supplies etc); provide a chalet day off breakfast service,</p> <p>Chalet work is hard, with early starts and late nights and the pressure of constantly working in the public eye. It is a long season, working 6 days per week and always providing exceptional service. It is also hugely rewarding. Our guests greatly appreciate our excellent service and for quality Resort Assistants there is the opportunity to work in a highly supportive environment, as you will be reporting to the Company Owners, who work in resort with the team. And of course the opportunity to ski on some of the best slopes in the world is a fantastic reward.</p> |
| When: | 24th November 2011 to end April 2012 - includes up to 3 weeks training in resort, which is paid. |
| Salary Package: | £90 per week (of which £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: | Own room in 2 bedroom apartment (the apartment is separate from the chalets) |

Age Range: Over 23 (for vehicle insurance reasons)

Qualifications, Experience

& Achievements:

- Experience working with customers in 4*/5* hotels or restaurants
- Proven history of consistently giving excellent customer service
- Clean, full driving licence essential
- Minimum 4 years post licence driving experience
- Previous experience of driving on snow and driving on the right hand side of the road is highly desirable
- Have skied/boarded for a minimum of 3 weeks
- UK national insurance number & UK bank account

Abilities & Qualities

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

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

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:

Customer Service:

- Ensure that all our guests benefit from the highest possible level of service
- Tailor service to individual guest needs & requirements
- Confidently & knowledgeably host guests: able to answer questions, provide information and advise on The Alpine Club services, the resort, ski area, service partners & weather
- Create a warm & welcoming atmosphere on arrival day
- Regularly check with guests that they have everything they need
- Work in an open & honest way with the team; give & receive feedback, review performance on an on going basis and in regular reviews

- Be proactive in identifying & recommending opportunities to enhance guest satisfaction
- Observe and note guest preferences, likes & dislikes in order to complete a guest diary for future holidays
- On change over day work as a team with the Chefs & Hosts to ensure guests leaving and arriving are considered and welcomed in a warm, friendly & professional way
- Feedback immediately any problems or concerns and always refer complaints to Chris/Helen

Chalet Service:

- Prepares and cleans fire daily (ready to light) and ensures that logs are replenished in the chalet. Chops kindling for fires in advance of day off
- Assists laying up breakfast, getting the chalet prepared in the morning for guests
- Helps with washing up, clearing breakfast, laying up afternoon tea, cleaning bedrooms & bathrooms, clearing afternoon tea, laying up dinner on a daily basis
- Ensures that guest supplies (tissues, piste maps etc.) are replenished and well presented daily
- Keeps driveways, paths, steps and balconies clear of snow and rubbish at all times
- Maintain excellent standards of cleanliness, hygiene & safety at all times in specified areas of responsibility and with an overall responsibility not to pass poor quality by.
- Work & maintain the chalet & equipment, in specified areas, in a safe, operational & hygienic way to The Alpine Club standards
- On change over day work as a team with the Chef & Host of your assigned chalet to ensure a smooth and pleasant transition for the guests & that the chalet is cleaned and presented to the highest standards. This will include cleaning bathrooms and bedrooms, making beds, vacuuming, washing up etc.
- Disposes of all recycling on a daily basis
- In conjunction with the team, sets up and closes down the chalet at the start and end of the season

Chalet Day Off Service:

- Provides a breakfast, afternoon tea & housekeeping service to assigned chalet on the chalet staff's day off, ensuring excellent standards of food, presentation, & housekeeping are maintained
- Collect bread
- Laying up, serving and clearing away breakfast
- Cooking breakfast (porridge, heat up croissants, daily special, bacon sandwiches)
- Laying up afternoon tea (cake provided by chef)
- Clean the chalet to a hotel standard - to include making beds, tidying rooms, hoovering & mopping, cleaning bathrooms, tidying guest areas & ski room
- Clean & tidy kitchen & remove rubbish
- Lay fire
- Clear afternoon tea
- Complete day off checklist and return to Helen/Chris
- Report to Helen/Chris immediately any matters relating to maintenance, damage, health & safety, food hygiene, chalet standards

Supplies & Stocks:

- Deliver bread to assigned chalet daily
- Collects & delivers newspapers for assigned chalet as required
- Takes guests laundry to the laundry, collects & provides the receipt to Helen for the guest account
- Organises the delivery & return of guests supplies to chalets as required - cots, high chairs, laundry, duvets etc

- Oversees the management and control of laundry: obtains laundry count sheets from chalets and laundry service company, checks/accounts for and resolves any issues.
- Deliver to assigned chalet copies of “What’s On” (weekly) and “Bienvenue St Martin’
- Maintain stocks of piste maps, village maps, restaurant guides in chalets.

Purchasing & Delivery: (1 Resort Assistant)

- Receive & put together orders for chalets. Includes:
 - Wine
 - Complimentary bar stock
 - Cleaning products
 - Toiletries
 - Crockery & glass wear
 - Light bulbs
 - Laundry
- Distribute supplies to chalets on a timely basis
- Go shopping to buy stock and emergency provisions as required

Stock and Cost Control:

- Monitor supplies usage and costs. Report to Chris/Helen as necessary regarding any under/over usage & costs.
- Ensure that stock takes are performed on a periodic basis and that stocks are maintained at the minimum level possible throughout the season. Is able to explain any unusual usage patterns to Chris/Helen
- Throughout the season, but in particular at the end of the season, actively manage stocks, orders and usage to ensure minimum wastage and residual stock.

Administration: (1 Resort Assistant)

- Sends and receives post
- Organises the ordering and processing of guest lift passes and delivers them to the guests on arrival day. As part of this, collects/returns from/to guests, accounts for, and ensures the safety of all payments/ credit card details, passports etc. Also, processes credit card payments and records all payments on the accounts form
- Organises the reservation of equipment at the ski hire shop
- Obtains guest lift pass requirements on arrival day at the chalet, including recommending the most appropriate lift pass & taking credit card payment

Driving and Vehicle Care/Maintenance:

- Drive guests to and from assigned chalets and the ski slopes, loading and unloading ski equipment. Also drives guests elsewhere in resort
- Provide an on call driver service as per the chalets service promise (Each Resort Assistant covers 3 days on call, plus change over day):
 - Through out the day until 6.00pm for La Ferme de Belleville
 - Through out the day until 10.00pm for Abode
 - On Abode’s chalet day off, provide an evening service to collect guests from restaurants or bars as required (no cut off time)
 - For peak holiday weeks & corporate parties the service is provided as many hours as required
- On change over day drive guests to the ski hire shop & ensure guests are looked after whilst having equipment fitted. Carry’s equipment to the vehicle, take guests back to their chalet & unload all equipment. Also drives guests to other village locations (bank, pharmacy, super market, restaurant)

- Liaise with Helen to discuss the quality of service offered and the need for additional vehicles as appropriate
- Drive safely and responsibly at all times. Is (becomes) knowledgeable about, and complies with French driving/traffic and parking rules and regulations.
- Always drive vehicles with due care and attention, in a responsible manner, to ensure the safety of both passengers, other road users & pedestrians and maintain the reputation of The Alpine Club
- Never drive any vehicles when under the influence of alcohol or drugs
- Maintain vehicle logbook, accounting for all mileage and fuel consumption/costs. Ensures that vehicles are re-fuelled appropriately at designated stations
- Minimise fuel costs through journey planning and driving at optimum speed
- Maintain cleanliness of vehicles, including daily clean inside and weekly deep clean inside & outside. Maintain vehicles in good mechanical order and complete and submit weekly log sheets to support this. Report any damage/repairs immediately to Helen.
- Ensure that vehicles under their care are secured from loss or damage at all times

Other Duties:

- In the event of large groups, staff absence/sickness etc, provides cover for Resort Assistant & Chalet Hosts performing all chalet-related duties as described in Chalet Host job description. This includes housekeeping/cleaning, breakfast & dinner service, setting out afternoon tea.