

Chalet Host - Au Coin du Feu

Job Description

Reporting to: General Manager

Outline of Role

Serving breakfast, children's tea and adult's supper to our guests throughout the winter season in a professional, polite and enthusiastic manner. The role demands constant contact with guests to answer their questions and enhance their stay with us. The role also demands flexibility and a willingness to work in other areas of the operation when required to do so.

Key Roles and Responsibilities

- Set breakfast to established standards consistently and punctually
- Serve breakfast to our established standards, being available and approachable throughout. During breakfast you must replenish any buffet items and serve hot food quickly.
- Re-stock and store breakfast items after service in accordance with food hygiene standards
- Clean public areas such as the dining room, toilet and library to a high standard each morning
- Be available to assist other departments before finishing your morning shift
- Set and serve children's tea to established standards and be punctual each evening
- Set and serve adult's supper to established standard and be punctual each evening
- Be able to serve bar drinks to guests and add them to guest accounts when required
- Follow established procedures with regards to staff drinks
- Be knowledgeable about the food and wine served during dinner each evening
- Learn and use guest names as often as possible where appropriate
- Report any maintenance faults as soon as they occur using our established standards
- Alert the General Manager of any problems or potential problems immediately
- Interact and show genuine interest in our guests at all times to create memorable holiday experiences
- Proactively promote the Chilly Powder Chalet Cook Book to all of our guests each week
- Assist with chalet changeover days in an enthusiastic way

Other Responsibilities

- Adhere to health and safety legislation and food hygiene legislation at all times, without exception by ensuring that established cleaning standards are followed
- Be self-motivated and demonstrate consistent focus and enthusiasm
- Be a valued team player by taking measures to assist your colleagues when your own work load allows
- Be aware that we require team members to be fit and able to work throughout the season
- Attend and contribute to a weekly staff meeting

Personal Appearance & Uniform

- Be well presented at all times wearing practical casual and comfortable clothes at breakfast time
- Be well presented during the evening service by wearing smart black trousers, a smart (long or short sleeved) black shirt, flat, practical shoes and have high standards of personal hygiene

Benefits of working for Chilly Powder

- Comfortable accommodation
- Morzine, Avoriaz & Les Gets lift pass for the season
- Ski and boot hire for the season
- Meals whilst on duty
- Transport to and from the UK at the beginning and end of your contract
- Opportunities to stay for the summer season and another winter too!
- Regular performance appraisals to ensure your skills continue to develop