

## Chalet Host - Chalet Le Plan des Rochers

### Job Description

Reporting to: General Manager

#### Outline of Role

Preparing and serving breakfast each morning then serving 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. This role is slightly different to that of Chalet Host in Au Coin du Feu in that you are required to work without supervision and be responsible enough to communicate efficiently with the General Manager at all times.

#### Key Roles and Responsibilities

- Set, prepare and serve breakfast to established standards consistently and punctually
- Restock and store breakfast items after service in accordance with food hygiene standards
- Clean public areas such as the dining room, toilet and lounge to a high standard each morning
- Service all chalet bedrooms and bathrooms each morning to a high standard
- Change bedroom towels in each bedroom every Tuesday throughout the season
- Set out afternoon tea before leaving to ensure guests can help themselves when they return from skiing
- Be approachable, friendly and knowledgeable at all times
- Offer bar drinks from the honesty bar to guests before dinner, following the correct account processes
- Keep an eye on the honesty bar throughout the week to ensure it is not being taken advantage of
- 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 knowledgeable about the food and wine served during dinner each evening
- Top up wines and water throughout the adults evening meal
- Learn and use guest names as often as possible where appropriate
- Report any maintenance faults as soon as they occur using our established procedures
- 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
- Deep clean the entire chalet each Saturday in time for the arrival of new guests

#### 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