

## JOB DESCRIPTION

**Position:** HOTEL ASSISTANT  
**Location:** Within the overseas programme, as stated in your covering letter  
**Reports to:** Hotel Line Manager

As a Hotel Assistant you will provide a welcoming atmosphere for the guests and ensure that the high standards the company expects are maintained.

Your responsibilities and duties:

### **Pre-season**

- Attend the pre-season training course.
- Assist with the cleaning, presentation and preparation of all areas of the Hotel.
- Assist with the production of detailed inventories of all areas of the hotel including guest rooms
- Help to compile information about your resort and create the hotel notice boards and information files.

### **During the Season**

#### **Guest Relations**

- Provide and maintain, as part of the hotel team a first class service to all guests.
- Welcome the guests into the hotel on arrival and show them to their allocated rooms and help them with their luggage.
- Provide the guests with information about the hotel and resort and be present at the welcome meeting.
- Ensure that guest expectations are met and exceeded and a positive and friendly atmosphere is promoted.
- Deal with any guest problems that may arise promptly and effectively
- Achieve a friendly professional rapport with guests.
- Promote and assist in any Snow Sensations events.

#### **Breakfast and Evening Meals**

- Assist with the set-up of each meal service and ensure that the restaurant area is laid correctly.
- Serve tea or coffee and ensure that the breakfast buffet is replenished when needed.
- Set out afternoon tea, cake and refreshments for the guests on their return.
- Take food orders for breakfast and evening meals.
- Serve canapés and aperitifs to the guest before dinner and tea/coffee after the meal.
- Serve a three course evening meal, making sure that the wine and water is replenished.
- After every meal, clear the tables and clean the restaurant area in preparation for the next service
- Assist serving behind the bar on a rota basis if required
- Welcome guests into each meal service and help create a relaxed environment
- Adhere to correct food Hygiene legislation and Health and Safety Practices at all times.

#### **Daily and Weekly Housekeeping**

- Maintain a high standard of cleanliness daily throughout all areas of the hotel including guest rooms, bathrooms and all public areas.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Prepare laundry for collection and receive new deliveries, mid week and on 'change over' day.
- Ensure that all Back of House and storage areas are maintained and kept clean.
- Ensure that all rubbish is disposed of after every service in the correct manner.
- Perform a deep clean on 'change over' day in preparation for new guests, ensuring that all rooms and communal areas are immaculate.
- Ensure that all entrances, fire exits and pathways are kept clear and safe from snow and ice
- Report any maintenance problems to your line Manager.
- Assist with the distribution of any deliveries if required.
- Assist with weekly cleaning stock takes and ensure that stock is rotated in the storage areas.
- Assist on reception if required.
- Ensure the Spa area is maintained in a clean, hygienic and safe manner.
- Adhere to all Health and Safety practices including COSHH legislation.



### **Snow Club Lunch and High Tea**

- Set up and assist in serving lunch to the children in the restaurant on a rota basis. (Esprit)
- Setting up for High Tea and assist in serving High Tea to the children in the hotel daily.

### **Health and Safety**

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the hotel and make sure these measures are put in place to minimise any risks before the first guests arrive.
- Assist in completing the necessary weekly Health & Safety, Hygiene and Fire Checks.

### **Resort Administration**

- Assist in the completion of weekly cleaning orders.
- Assist in the completion of the weekly hotel report.
- Ensure that the hotel notice boards and information files are kept up to date.

### **Flexibility**

- Assist with any other duties as requested by your Hotel Manager Line Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski Lessons. (Esprit)
- Attend weekly staff meetings.

### **Post-Season**

- Assist in the cleaning and closing down of the Hotel, exterior of the property and staff accommodation.
- Ensure that all company property is correctly packaged and stored.

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