



**JOB DESCRIPTION / ROLE PROFILE**

<b>JOB TITLE:</b> Santa’s Lapland Cabin Host	<b>DATE:</b> April 2017
<b>REPORTS TO:</b> Santa’s Lapland Cabin Supervisor	<b>DIRECT REPORTS:</b> n/a
<b>DEPARTMENT:</b> Overseas – Santa’s Lapland	<b>INCUMBENT:</b> Seasonal Placement
<p><b>COMPANY BACKGROUND</b></p> <p>Hotelplan UK, based in Godalming, which includes Inghams, Ski Total, Esprit, Santa’s Lapland, Inntravel (York), Explore (Farnborough) and Regal Dive (Ely). Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.</p>	
<p><b>PURPOSE STATEMENT</b></p> <p>As Santa’s Lapland Cabin Host, You will be responsible for all aspects of the guests stay in our Christmas Cabins. You will ensure all aspects of the Guests experience within the Christmas Cabins is to the highest standard, producing high quality meals and maintaining a clean and hygienic environment at all times.</p> <p>This pivotal role requires a determined and enthusiastic mind-set of personal ‘ownership’ of the Santa’s Lapland guest Accommodation; in short, an approach to all parts of the cabins which says “If it’s to do with Santa’s Lapland Christmas Cabins, I am responsible for getting it right.”</p> <p>The successful candidate will have a good knowledge of the Santa’s Lapland Program, the travel industry and the key attributes that make a suitable Santa’s Lapland staff member.</p>	
<p><b>MAIN RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>▪ <b>Smooth and efficient running of the Santa’s Lapland Christmas Cabins.</b></li> <li>▪ <b>HACCAP</b>, daily completion of all food and cleanliness ensuring relevant HACCAP paperwork is complete correctly</li> <li>▪ <b>Ordering and budgets</b>, order relevant ingredients and cleaning products to cook meals from the set menu and maintain cleanliness while keeping to set budgets.</li> <li>▪ <b>Contribute to the development and innovation</b> of existing and new ideas, constantly striving as part of the team to keep Santa’s Lapland "fresh" and abreast of ever changing market trends.</li> </ul>	
<p><b>KEY TASKS INCLUDE -</b></p> <ul style="list-style-type: none"> <li>▪ <b>Catering</b>, cooking meals for guests within the Cabin including Breakfast, Afternoon tea and Evening meals.</li> <li>▪ <b>Cleaning</b>, Maintaining a Clean and hygienic environment at all time within the Christmas Cabin.</li> <li>▪ <b>Welcome talks</b>, delivering a welcome talk to guests on their arrival afternoon/evening.</li> <li>▪ <b>Guest Services</b>, actively seek guest feedback and action anything that can be resolved immediately.</li> </ul>	
<p><b>KNOWLEDGE, SKILLS &amp; EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>▪ Excellent organisational and planning skills</li> <li>▪ Goal orientated approach, and ability to drive results</li> <li>▪ Good communication skills</li> <li>▪ Effective influencing skills</li> </ul>	

- Team-player, with ability to build and maintain strong, trusting, working relationships
- Flexible 'can do' attitude, and sense of urgency, ability to thrive in a fast paced work environment
- Experience in Catering essential
- Experience in Housekeeping desirable

#### **QUALIFICATIONS & BACKGROUND**

- Catering and/or Hospitality qualification desirable.
- Level 2 food hygiene desirable
- Passionate about travel and delivering high levels of customer experience
- Some familiarity with Hotelplan UK products and services would be an advantage.
- Genuine enthusiasm for the Santa Claus story.

#### **KEY COMPETENCIES**

- Catering
- Communication
- Driving Results
- Building Trust
- Flexibility

#### **WORKING RELATIONSHIPS (internal, external, cross-functional, direct reports)**

The role means '*flying the flag*' for Santa's Lapland overseas, promoting us as the UK operator of choice for holidays and employment opportunities, with the longest partnerships, best reputation, and broadest winter portfolio of any UK operator.

Key relationships include

- Santa's Lapland Cabin Manager
- Santa's Lapland Cabin Supervisor
- With colleges and other suppliers

*This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.*