



## JOB DESCRIPTION

**Position:** CHALET HOST  
**Location:** Within the overseas programme, as stated in your covering letter  
**Reports to:** Resort Chalets Manager

As a chalet host, you have the opportunity to make an incredible difference to your guest's holiday. You will be responsible for creating a comfortable and welcoming atmosphere for your guests, cooking delicious meals and ensuring that the chalet is kept clean and tidy.

Your main responsibilities and duties include, but are not limited to, the following:

### Guest Experience

- Provide a 'home from home' experience for your guests at all times.
- Have a genuine can-do attitude and approach to your time in the Alps.
- Read your guests and tailor your interactions to match each individual guest's expectations. Some will want you to interact fully and dine with them, while others might prefer a more formal approach.
- Be the friendly and approachable face of the company. Yours will be the lasting impression on the guests, and their enjoyment of their holiday will be led by their interactions with you.
- Attend a weekly meeting of all staff to feed back on all points from the week gone, and on the week coming.
- Liaise closely with all chalet staff, reps and your Chalet Manager to ensure clear communication at all times.

### Catering and Meal Service

- Plan, prepare and serve meals in accordance with the company set menu. This consists of a continental breakfast with hot options, afternoon tea, and a three-course evening meal.
- Ensure that all beverages are replenished throughout the meals, and that there is always sufficient tea and coffee available throughout the day.
- Receive and check all deliveries into your chalet, rejecting any sub-standard items, and being proactive to ensure that you have all necessary ingredients and equipment to produce the menus.
- Submit a full weekly stocktake of all food, wine and cleaning products in your chalet.
- Work efficiently and intelligently to ensure that you adhere to the agreed rota and time-frame put in place.

### Chalet Standards and Housekeeping

- Take ownership and pride in any property you work within
- Maintain a high standard of cleanliness and tidiness in all areas of the chalet
- Perform a full deep clean of the chalet on changeover day, ensuring that all areas are spotlessly clean, and the new guests can see no traces of the old guests.
- At the end of each shift, ensure that all storage areas are tidy, and all rubbish and recycling is removed and disposed of in the correct manner.
- Check that all windows are shut, all lights are off, and all external areas and access paths are kept clear of snow.
- Deal with any issues that may arise quickly and effectively, making sure to keep your Chalet Manager and other colleagues informed.

### Key Attributes/Skills:

- Proactive Communication
- Friendly and Sociable with a high level of empathy
- Some Cooking and Hospitality Skills