

# Job Description – Chalet Host

<b>Duration</b>	approx end November 2023 – end April 2024 - Full-time post
<b>Reports to</b>	Chalet Manager
<b>Location</b>	Three Valleys – Reberty Village
<b>Hours</b>	Full time with 2 days off (1x full day and 2x half day)
<b>Salary</b>	A competitive package, including catering and accommodation

## Job Description

As part of our fantastic Ski hosting team, your role is to ensure the smooth running of the chalet and undertake any tasks necessary towards this. You will have a guest focused approach and be willing to undertake any requests from guests at any time, remembering that even on your time off you are on duty and representing Richmond. Having a heart for Christian ministry and living and serving in community is a key part of this role.

This role includes general hosting duties – servicing rooms, cleaning communal areas, snow clearance, serving food, washing up, assisting with food preparation, interacting with guests, being involved in communal acts of worship and Christian teaching and providing evening entertainment.

## Job Responsibilities

- Clean rooms and public areas of the chalet including the exterior, keeping access routes clear from snow and ice.
- Lead in serving meals and afternoon tea, manage the breakfast buffet, clear meals, serve behind the bar, potwash. Responsibility for presentation, preparation and food hygiene measures in all food service.
- Assist in the kitchen e.g. cooking breakfast, baking cakes, preparing ingredients for evening meals as required
- Actively make conversation with guests during activities, mealtimes, afternoon tea and any given opportunity.
- Maintaining the spa facilities and taking ownership of the presentation and technical aspects of the sauna and hot tubs
- Run the evening entertainment programme on a rota system, with creativity and enthusiasm.
- Assist in creating a family atmosphere throughout the chalet, being truly interruptible to host guests in a genuine and authentic manner
- Providing children's games and children's tea as required and as experience and competence allows.
- Have a guest-focussed approach, being willing to undertake any requests from guests at any time, remembering that even on your time off you are on duty and representing Richmond.
- Create and deliver an exceptionally warm and welcoming atmosphere.

- Support in transfer driving from the chalet to bus stations and airports in a 9 seater minibus, in various weather conditions with our guests. Providing safe and professional driving, hosting our guests well in a well-presented vehicle.
- Where required make exceptional journeys in snowy conditions
- Any other roles or duties given to you by the Chalet Manager to help with the smooth running of the chalet.

### **Skills and Experience**

- Experience working in the hospitality industry (Essential)
- Experience working in a customer-facing role (Essential)
- Strong communicator, calm demeanour, work well under pressure (Essential)
- Hard worker, evidence of 'above and beyond' mentality, desire to serve and help others (Essential)
- Time-keeping, communication and good self-presentation are key
- High attention to detail (Essential)
- Professional, able to follow procedures and represent company well (Essential)
- Experience leading worship (Desirable)
- Experience driving larger vehicles and/or driving abroad (Desirable)



### **Qualifications and Certificates**

- Full UK Driving License (Essential)
- EU passport holder (Desirable)

### **Package and Benefits**

- Accommodation and all meals at the chalet
- Uniform
- Opportunities for year-round work, further training and job progression
- Concessions on holiday for family and friends during your employment

