



# SARL CHALET MONTAGNE TRADITION

## Catered Chalets in Les Gets

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## CHALET HOST

### INTRODUCTION TO THE ROLE

We will provide you with a full week of training, after which you will be responsible for looking after the chalet and the guests in the chalet. Each day, you will be responsible for the guest's meals (breakfast, afternoon tea and dinner). Our central kitchen will prepare the more complicated parts (for example the main courses, desserts and cakes), and you will cook/reheat, add on the simpler parts, and serve.

You will also be responsible for the maintenance and cleanliness of the chalet. *Please note, a lot of cleaning will be required.*

Your working week, throughout the ski season, will vary but on average you'll work 40 hours. The agreement will be from 1<sup>st</sup> of December 2022 until the 16<sup>th</sup> of April 2023. The rota will be organised at the beginning of the season and if any changes are made you will be notified at the weekly team meeting or by your manager at the earliest convenience (for example somebody is sick, and you need to replace them). There will be one or two busy days per week, during the guest change over days, in where you'll work longer hours than others. Certain weeks during the ski season, will be busier than others:

- Training and the chalet setup will take place over the first 2 weeks
- Christmas week and New Year's week will be remarkably busy
- January will be quieter, and your ski time will increase
- February is the busiest month (the skills you have learned in the previous months will assist you during this time)
- March and April will be quieter
- Chalet close down and cleanup will take place on the final week

### JOB DESCRIPTION

You will provide an excellent level of customer service, in line with our standards

You will host in different chalets during the season in the same resort

You will co-ordinate with our manager, who will oversee your duties and responsibilities

You will need to be flexible

You will cover the days-off of other team members, in different properties or departments, during the season

Over the course of the ski season you may undertake different tasks, within different departments, such as:

- Small maintenance tasks in the chalets
- Assisting our chefs in our main central kitchen
- Cleaning other chalets
- Any other reasonable duties, which your manager deems necessary

### WHAT WE EXPECT FROM YOU

- You are hardworking and reliable
- You are quick and happy to learn
- You are flexible and organised
- You are enthusiastic and talkative
- You are driven to give guests a wonderful stay
- You are a team player
- You are motivated to work in an eco-responsible environment

### SELECTION CRITERIA

- You are happy, friendly, smiley and talkative
- You have a desire to provide amazing customer service; previous hospitality experience would be advantage
- You have a minimum of basic food service and cleaning skills
- You do not see cleaning as a chore, you take pride in it and are motivated to do it
- Ability to speak French would be advantage
- You can work as part of a team and independently when needed