



SARL CHALET MONTAGNE TRADITION

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CHALET HOST

INTRODUCTION TO THE ROLE

We will provide you with a full week of training, which will take place in the UK before flying out to France. After which, you will be responsible for looking after the chalet and the guests in the chalet. 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 cleanliness and basic maintenance of the chalet. *Please note, a lot of cleaning will be required.*

Your working week, throughout the ski season, will vary but will average 40 hours. Agreement would be from December 2024 mid-April 2025. The exact dates are to be confirmed near to the time.

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). Certain days and weeks will involve longer shifts than others where you will be expected to work longer hours. Season summary:

- Training
- 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

JOB DESCRIPTION

You will provide an excellent level of customer service, in line with our standards set out during training

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

You will co-ordinate with your manager, who will oversee your duties/responsibilities and provide support where required

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:

- Maintenance tasks in the chalets
- Assisting our chefs in our main central kitchen
- Cleaning other chalets
- Driving and delivering to properties
- Any other reasonable duties, which your manager deems necessary

WHAT WE EXPECT FROM YOU

- You are hardworking and reliable
- You are quick and open to learning
- You are flexible, organised and motivated
- You are enthusiastic and communicative
- You are driven to give guests a wonderful stay
- You are a team player
- You want to work in an eco-responsible environment

SELECTION CRITERIA

- You are happy, friendly, smiley and polite
- 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 are motivated to do all aspects required of the job, weather guest facing or not
- Ability to speak French would be advantage
- You can work as part of a team and independently when needed