

Job Description - Chalet Supervisor



Responsible for the day to day running of Chalet Christine in La Tania, the supervisor/team leader is expected to build and motivate the chalet team, leading by example by carrying out all the chalet host tasks as part of his/her team in addition to the supervisory tasks.

Terms and Conditions:

<i>Basic Salary:</i>	£425 per month
<i>Days Off:</i>	1 full day off per and plenty of free ski time on all other days except Fridays and Saturdays.
<i>Ski Pass:</i>	Courchevel Valley
<i>Dates:</i>	01/12/12 to April 2013
<i>No. Vacancies:</i>	1
<i>Accommodation:</i>	Shared room in chalet
<i>Food:</i>	Provided in chalet
<i>Other Benefits:</i>	<ul style="list-style-type: none">• Equipment rental for the season• Uniform• Travel to and from the resort at the start and end of the season• Emergency medical and accident insurance• Pro-rata paid holiday based on 20 days per annum

Skills and Experience Required:

- Proven previous team leader or supervisory experience
- Good people management and team building skills – able to lead by example and motivate the team
- Previous experience of catered chalets preferred either as a host or a guest or experience of dinner parties
- Social skills to deal with the general public and all types of people including children
- Problem solving skills – able to deal with client queries in an assertive manner whilst still maintaining a high level of customer service
- Excellent standards of cleaning and hygiene
- Good administrative skills to keep the chalet paperwork under control
- Team player able to live and work with other people

Detailed Job Description

Main chalet duties will include the following tasks:

- Preparation and serving of meals for clients – breakfast, afternoon tea and evening meals – working under the supervision of the chef/chalet cook
- Daily cleaning of the chalet including making beds, cleaning bathrooms, ski rooms, storage rooms, kitchen and general living areas
- Weekly chalet “turn-around” – changing beds, complete cleaning of the chalet and preparation for new guest arrivals
- Laundry – washing bed linen and towels

Supervisory duties will include the following:

- Supervision of Chalet Christine staff – preparation of rotas, coordination of workload and supervision of work quality
- Control of the mini-bar in Chalet Christine (“honesty” bar)

- Motivating and building the chalet team
- Act as the focal point in the chalet for all clients – welcoming clients on arrival and ensuring they are received in their accommodation, hosting the welcome party each week
- Dealing with client queries or complaints during their stay and referring any complaints or problems to the Resort Manager or Directors as appropriate
- General chalet administration – such as weekly reporting, stock counting and management of email
- Weekly purchasing trip with the chef and participation in the weekly meeting
- Deputising for the Resort Manager as necessary to deal with tasks such as ski passes, ski school and equipment rental and with self catered guests in the resort

Generally ensuring the quality standards and customer service are maintained and to support the requests of the Directors or Resort Manager with any additional task that may be required