

Job Description – Resort Manager



Reporting to the Operations Director, the Resort Manager is responsible for the delivery of our quality service in all chalets in the resort for which he/she is responsible, liaising with clients, staff and suppliers as required to achieve this end.

For the 2012-2013 season, we are only recruiting one new resort manager for the resort of Les Menuires.

Terms and Conditions:

<i>Basic Salary:</i>	£550 per month
<i>Bonus:</i>	Rebooking bonus for returning guests and commission on resort extras sales
<i>Days Off:</i>	1 full day off per week and plenty of free ski time on all other days except Fridays and Saturdays.
<i>Ski Pass:</i>	Les Menuires - Belleville Valley
<i>Dates:</i>	19/12/12 to April 2012
<i>No. Vacancies:</i>	1 - <i>Les Menuires</i> Responsible for 9 catered chalets in Les Menuires with 124 beds and 18 staff plus self catered guests in Les Menuires, Val Thorens and St Martin de Belleville
<i>Accommodation:</i>	Les Menuires – external studio
<i>Food:</i>	Provided in chalets
<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:

- Good social skills to deal with the general public and all types of people including children
- Management experience – ability to lead and motivate a team as well as handle disciplinary situations when necessary
- Understanding of customer service
- Good administrative and organisational skills
- Some experience in the catered chalet market from previous work experience or as a seasoned chalet holidaymaker

Main Duties

- Welcoming guests in all chalets and dealing with arrival formalities and queries, issuing ski passes, dealing with ski hire and ensuring payments are made
- Dealing with resort service bookings on arrival which have not been pre-booked
- Ensuring the chalet staff complete their changeover tasks properly and are prepared for guest arrival
- Dealing with arrivals in self catered properties – collecting keys from agents and meeting guests at their accommodation
- Supervision of chalet staff – review of rotas, coordination of workload and supervision of work quality, ensuring quality levels are maintained in all chalets at all times
- Control of the vehicle fleet in resort
- Control and checking of the stock in the chalets under his/her control – coordinating weekly stocktakes and ensuring stock is properly managed and wastage minimised
- Management of minibar stock in all chalets

- Petty cash control
- Motivating and building the chalet teams and disciplining where necessary with the support of the Operations Director when required
- Act as the focal point in the resort for all clients – dealing with queries or complaints during their stay and referring to the Operations Director as necessary
- Dealing with queries from clients in self catered accommodation in the area – welcoming them, collecting keys, checking apartments etc
- Arranging lift passes, ski school and equipment hire as required in the resort, maintaining accurate records and collecting payment for these services, if appropriate – providing a service to all clients in both catered and self catered accommodation
- Participation in the training programme at the start of the season and taking responsibility for ongoing training of replacement staff as necessary during the season
- Responsible for close-down of the chalets to the company standards at the end of the season
- Any other task the Directors may reasonably request

Support Responsibilities

- Chalet cover in the event of staff sickness, days off, heavy workload or unplanned vacancies