alpineaction
quality catered chalet holidays

JOB DESCRIPTION CHALET COUPLE HOSTS

This is a vitally important role for Alpine Action as you have the most contact with our valued clients. Our staff have been elected for their friendly, flexible and approachable manner. It is essential that this is maintained throughout the winter season and that clients and fellow staff are always treated with respect.

- You will be required to be available continuously from early December to the end of April.

- Ensure all guests receive the holiday as promised by Alpine Action and to the standards of the Company, the Resort Director and the Resort Manager demands.

- The service required will follow our promise on the website and further explained and described on the Alpine Action training course.

- You will be required to be flexible in response to clients and Alpine Action Management needs.

- The chalet catering will follow the set menu provided to you and the presentation of the food will be illustrated on the training course.

- Pay personal attention to guests needs.

- Provide breakfast, afternoon tea, canapes and a three course evening meal followed by cheese board, teas and coffees to guests. Serving cooked breakfast 5 mornings a week, laying out continental breakfast and preparing afternoon tea the day before for the 2 mornings of self-service, afternoon tea prepared for guests daily and cooking evening meals 6 days a week

- Mid-week room cleaning and towel change, daily cleaning of all communal areas and kitchen.

- Deep clean the chalet on a weekly basis on changeover day – standards shown on the training course.

- Perform and log daily checks on Chalet hot tub in certain chalets – training provided.

- Ensure the outside of the chalet is clear of obstacles such as snow and ice and is as clean as possible.

- Follow shopping lists provided and carry out a weekly shop for provisions – the main chalet cook will be responsible for all chalet shopping, the main host will serve breakfast to guests the morning of the chalet shop.

- Keep all butcher receipts and hand over to your Chalets Manager on a weekly basis.

- Provide guests with information such as bus times, lift times, shop opening times, weather forecasts & reports, restaurant recommendations and general local information.

- Perform a welcome speech to guests on the first day of their holiday.

- Be happy and amenable to guests and fellow staff at all times.

- Help guests with luggage.

- Always be clean and presentable. Uniform will be worn as directed on the training course. **Black** jeans/trousers for transfer day. Black, blue or grey jeans/trousers for the rest of the week. Indoor and outdoor shoes recommended. Personal clothes have to be appropriate, look smart, no logos or bright colours and in good condition.

- Escort guests to and from the transfer bus on changeover day in full uniform.

- Adhere to all health and safety guidelines regarding the storage, preparation and cooking of food at all times.

- Report any problems to your Resort Management Team as soon as they arise – be in constant communication regarding any guest grumbles, injuries, requests or positive feedback.

- When required, make flapjacks/biscuits for the coach clients and sandwiches for the coach representatives/ drivers.

- Provide tea, coffee and continental breakfast to early arrivals when required on the Saturday morning. Decide an appropriate area for early arrivals or late departures to store their luggage and discuss with your Chalets Manager an appropriate plan to manage your time and efficiently get your chalet ready on changeover day.

- Social media input, provide the Operations Manager with any images, videos and Chalet pictures you have taken throughout the Winter Season – information provided on the training course.

Salary & Benefits

You will attend an in resort training course at the beginning of the season with our Management Team and spend time in one of our chalets with other hosts learning about all aspects of the job. This usually lasts 4 -5 days before you then move into you allocated Chalet and Staff Accommodation. This is a fun, but intensive course before you start preparations for the arrival of your first guests. The training course will not enable you to cook from scratch but will illustrate the level of cooking we expect and the standards you are to uphold through your contract.

- A competitive salary paid monthly into your UK bank account.
- Accommodation varies chalet to chalet. Most comprise of standard chalet double/ twin room or external shared apartment.
- Food allowance.
- Three Valley Ski Pass
- Medical and Accident Insurance.
- Ski/Board Equipment Hire.
- Alpine Action Uniform Jacket/Polo shirts and apron – You will need a smart pair of **black** jeans/trouser and indoor shoes whilst in the chalet.
- Travel to and from resort at the start and end of contract.
- 1.5 days off a week. 1 full day off and one morning off per week, plus plenty of free skiing. Exceptions: Sunday (changeover day) & Friday (shopping morning).
- In-resort training
- Approximately 9 days holiday pay, paid at end of contract.
- Contract is from around 11 Dec until mid-April.

Our Management Team is on hand for help and support during your Season.

A bond of £350 is required. A £100 deposit is payable on signature of contract and the balance is then requested on 01 September when travel arrangements to the resort are made. This is returned at the end of the season on full completion of the contract.

Important Note - Please note that we can only accept applications from EU Passport holders, resident in the UK and those with a UK National Insurance number.