



JOB DESCRIPTION DRIVER/ HANDYMAN

Ensure all guests receive the holiday as promised on the company website and to the standards that Alpine Action, the Resort Manager, Driver Manager and Resort Operations Manager demands. You will be responsible for representing Alpine Action in person and on the roads to the highest standards and with caution and safety at the front of your mind at all times. Your driving will be assessed in winter conditions and any safety concerns will be acted upon immediately.

- You will be required to assist the initial set up of chalets and staff accommodation as directed by the Resort Management Team.
- Transfer duties: On Sundays doing a return trip to a regional airport with Alpine Action transport.
- At the airport you will represent the company to the highest standards, being helpful to all members of the public, not just Alpine Action guests. You will make yourself a "fountain of knowledge at the airport" directing and assisting guests with finding airport toilets, the information desk and assisting with carrying luggage and helping with any lost luggage claims.
- You will perform "smiley doors" greeting guests as they come through to the arrivals hall, checking them off on your manifest and clearly showing them where their allocated transport is and how to get to it – assisting with luggage where appropriate.
- You will perform at least two "headcounts" before leaving the airport to ensure you have all guests. You will be in constant communication with the Resort Operations Manager about flight delays, lost luggage, missing passengers and any further information that needs documenting.
- Departing guests are to be shown to their appropriate check in desk, assisted with luggage and "waved off" before they enter security control. All departing guests must not be left until they have checked in or the arriving flights have landed.
- Transfer duties will include return trips with clients to varying Regional Airport, Bus Stops and Railway Stations.
- Occasional return trips to Regional Airport may be required during the week and not necessarily on Saturday transfer day.
- On the coach/bus on Sunday you will take payment for pre-booked ski passes and assist with any ski pass purchases and delivery to guests.
- You will advise guests on ski schools and ski hire and communicate with the Chalets Managers about any interest in the above or further information they may require.

- Help with the local arrangements of clients getting to and from ski hire.
 - To be flexible within in your role to ensure guests satisfaction.
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- Upon departing resort, arriving at the airport, departing the airport and arriving at resort, you will perform detailed coach speeches. These will include informing guests of ski passes, ski school, ski hire, check in desks, journey times, toilets and breaks, where to leave reviews etc... - training will be provided.
 - If not assigned an airport drop off/pick up, you will be required to assist Chalet staff on change-over days as instructed by the Resort Management.
 - Assist Chalet staff during evening meal times where required.
 - Perform a client shuttle bus service within the resort as directed by the Driver Manager on a daily basis.
 - Day off may not be allocated as same day as other Alpine Action staff due to driving rotas.
 - Clean and maintain company vehicles on a weekly basis. Daily preparation of vehicles with adequate time due to winter conditions.
 - Assist chalet staff with weekly shopping, providing transport to supermarket and loading and unloading chalet provisions.
 - Snow and ice removal from access points to all chalets.
 - Assist with the movement of provisions between chalets and the removal of glass and rubbish for re-cycling.
 - Complete any paperwork (minimal) accurately and promptly.
 - Perform chalet maintenance checks on a weekly basis, communicating with the Resort Management Team on what needed doing in each chalet. Where possible assisting with hot-tubs.
 - Distribute laundry, wine, firewood etc. for both resorts on a weekly basis.
 - Check gas in Chalets on a weekly basis and go to our local supplier for more if needed – communicating with the Resort Management Team.
 - Always be smart, clean and presentable. Uniform will be provided but you will require smart boots suitable for driving and the winter conditions.
 - Assist Resort Management Team in the close down of chalets and staff accommodation.
 - Participation in our social media – Training given.

Salary & Benefits

You will attend an in resort training course at the beginning of the season with our management team. It is a fun but informative course before we prepare for the arrival of your first guests.

- A competitive salary paid monthly into your U.K. bank account
- Shared studio apartment accommodation in Meribel
- Food allowance.
- Three Valley Ski Pass - This is worth 1336€
- 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 from London to Resort and back at the start and end of contract
- 2 full day off a week, plus plenty of free skiing.
Exception: Sunday (changeover day) & Friday (shopping morning).
- In-resort training
- Approximately 9 days holiday pay, this is paid in your final salary in April
- Contract is from around 03 Dec until mid-April 2020
- Your overall package for the season is made up of all the benefits listed above.

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

An employment bond of £100 is required, this is paid on signing of your contract. This is the commitment you make to us to guarantee your employment positions and vice versa. This is returned at the end of the season on completion of the contract.

Eligibility

You must be a confident driver, over 21 years of age and hold a full clean license. Previous experience driving larger vehicles, multiple passengers and abroad is desirable. Experience driving in icy and snowy conditions also desirable. You will need to be male due to shared accommodation. All applicants must hold an EU passport and a valid UK National insurance number and UK bank account.