



JOB DESCRIPTION RESORT REPRESENTATIVE

You will be part of a Resort Management Team that is responsible for the operations of Alpine Action in Meribel and La Tania. The team is led by and must report to the Resort Manager and Resort Operations Manager, there will be two Reps and a Head Driver supporting the team. The team is advised and further supported by the Directors of Alpine Action and the UK office staff.

Detail of duties and responsibilities:

NB. The Chalets Manager will be directed and assisted by the Resort Manager and Resort Operations Manager in all the duties below:

- Represent Alpine Action in resort to clients and suppliers in a professional manner. Smart and professional appearance in the uniform provided is an important part of this role. You will perform weekly "catch ups" with allocated suppliers, checking on sales, organising chalet staff to bake cakes and maintaining our fantastic long-term supplier relationships.
- Illustrate good knowledge of both resorts (Meribel and La Tania) their services to our clients and other staff. Develop in-depth knowledge of the wider 3 Valleys Ski area (ski routes, lunch spots, restaurants, piste recommendations, places to take children and beginners) become a "fountain of knowledge" for all guests and staff.
- Assist the Resort Operations Manager with collecting images and video content for Social Media. Keeping in-the-know on resort events to inform guests and that are worth documenting on all social media platforms.
- Implement the policy of Alpine Action in respect of chalet staff and drivers. This involves the monitoring of chalets to ensure the product provided is as described on the Alpine Action website and follows the direction given during the Alpine Action training course. All company standards must be upheld.
- Quality control of all chalet standards including catering and cleaning. Bi-weekly Chalet inspections on your allocated chalets. Including a health and safety and chalet maintenance check. Followed up by a Chalet Check Report typed up and sent to the Resort Operations Manager.
- Transfer duties: On Sundays doing a return trip to a regional airport either on a French coach or 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.
- On the coach/bus on Sunday and throughout the week you will take payment for pre-booked ski passes and assist with any ski pass purchases and delivery to guests.
- 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.
- You will advise guests on ski schools and assist with the booking process, you will also assist with ski hire and arranging how they will collect this, whether it is an in-chalet service, in-shop or ski pick up and drop off. You will assist ALL Alpine Action Guests with these services regardless of whether they are staying in your allocated chalets or fellow colleagues.
- Dealing with all guest requirements and requests. This includes the above of arranging ski lessons, ski hire and restaurant bookings for mountain lunches and staff day off dinners out.
- Dealing with guest's queries, complaints or issues and immediately reporting of this to the Resort Manager and Resort Operations Manager.
- Alongside the Chalet Check Report, you will send a weekly Resort Report to the Resort Operations Manager by Monday evening. This will summarise how your allocated chalets have been running during that week and any issues that need documenting. You will also meet any deadlines set by the Resort Management for Chalet Paperwork

including Chalet Health and Safety Sign in Sheets for the usage of Chalet Hot Tubs.

- As a Chalets Manager you will be assigned to oversee the daily runnings of a selection of Alpine Action Chalets across Meribel and La Tania. During the season the Management Team reserve the right to change which chalets you oversee in the interests of Alpine Action, the guests and other staff.
- Hands on help with running of the resort when required. During the training course the Chalets Managers will be required for cooking and cleaning in preparation of new staff arriving. During injury or illness of other staff the Chalets Managers may be required to help out in chalets when necessary.
- End of season, Chalets Managers may also be required for more hands-on work in ensuring chalets are closed and left properly.
- Provide relief driving of mini buses to cover driver's day off and illness or injuries.
- Flexibility will be expected in respect of all the above.

Requirements

- ✓ Approachable and bubbly personality
- ✓ Well presented
- ✓ Highly organised
- ✓ Good at problem solving
- ✓ Kind natured and caring towards staff and guests needs
- ✓ Hospitality Experience
- ✓ Customer service experience
- ✓ Competent Skier or Snowboarder
- ✓ Previous Chalet Host or Resort Representative Experience desirable, but not essential.
- ✓ Good working knowledge of French desirable, but not essential
- ✓ Knowledge of the 3 Valleys desirable, but not essential
- ✓ UK National Insurance Number and Bank account.
- ✓ Driving license, held for at least 3 years and must be over the age of 21 years
- ✓ Completely availability for the role from beginning of December 2019 to end of April 2020

Salary & Benefits

- 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 8/9 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 £350 is required, this covers your travel, insurance, lift passes and uniform deposits.

A £100 deposit is payable on signature of contract, which is the commitment you make to us to guarantee your employment positions and vice versa. The balance is then requested on 01 September when your travel arrangements to the resort are made. This is returned at the end of the season on completion of the contract.