



DISCOVER NEW PLACES

MAKE NEW FRIENDS

The mountains are calling...

AREA CHALET & HOSPITALITY MANAGER

Join our enthusiastic, motivated & professional team in the mountains.

This role covers our operations in Les Gets, La Plagne and Les Menuires. It should be based in Les Menuires.

The Company

Ski Famille is a privately owned company established in 1990. We are pioneering family skiing specialists run by a highly motivated team. We are passionate about helping families with young children to have an amazing and hassle free experience on their family skiing holiday.

The Role

This is an involved and rewarding position managing standards across Ski Famille's chalets in Les Menuires, La Plagne and Les Gets. The focus is on achieving the highest possible standards of catering, cleanliness, maintenance, health and safety and general service.

You will constantly work to improve the quality of our product by supporting and coaching our chalet teams and Resort Managers. You will have a keen eye for detail and a guest focussed approach to managing staff performance and improvements.

You will also be expected to work closely with the Area Childcare Manager to ensure our product is being delivered cohesively in all resorts.

You will be commercially aware and understand how to balance managing costs with maximising guest satisfaction and repeat bookings.

This is an ideal position for someone with previous chalet or villa experience in the seasonal hospitality industry who is now looking to move into a more senior role or someone from outside of the ski industry with field based distance management experience, looking to enter this profession.

Mountain Locations



Competitive Salary



Enhance your C.V.



Ski for Free



Ski Famille



Area Chalet and Hospitality Manager Responsibilities

- Take responsibility in providing an excellent carefree holiday to all traveling guests
- Working with the Overseas Manager, plan and deliver our pre season chalet training courses and if necessary deliver 'in situ' resort remedial training
- Manage, motivate, and oversee the chalet team including pastoral care during their employment
- Support the Resort Managers to provide superb hospitality to our guests
- Optimise chalet presentation and cleanliness and undertake regular quality assurance checks in all properties
- Oversee property maintenance and internal soft furnishings and equipment purchases
- Support the Overseas Manager in Transfer Day operations by managing an airport operation
- Work with your team colleagues to ensure that all resort operations occur efficiently with minimum cost
- Maintain and develop working relationships with all our key food suppliers,
- Develop a close working relationship with UK colleagues especially Customer Services and Accounts and respond professionally and promptly to any and all information requests.
- Working with the UK recruitment team source, interview and manage resources throughout the season
- Working with the Overseas Manager manage underperforming staff and undertake disciplinary action if required
- Oversee the completing of all company paperwork including regular H & S checks professionally and clearly
- In cooperation with the company catering manager, oversee weekly food, chalet supplies, linen and wine orders, being mindful to careful stock control and management of resources
- Working with the Resort Assistants manage the stock and profit of our local 'Honesty Bars'
- Control all your teams working hours and the legal recording of this.
- Uphold the reputation of Ski Famille

Requirements

- Previous experience in hospitality and catering and distance management of a young team
- A keen interest and preferably ability in cooking and catering
- Driving experience, ideally of vehicles bigger than cars and 'on the wrong side of the road'
- A working knowledge of HACCP procedures
- Great self-motivation and well developed organisational skills
- Friendly, flexible and enthusiastic
- Able to deliver excellent customer service in all circumstances and to guests of all ages



- An understanding of the differences between adult and child holiday needs
- Knowledge of snow sports is advantageous
- A strong experienced team player
- At least basic French language skills is preferable and would put you ahead of other applicants! Availability for the whole season and pre season (October 2020 until April 2021)
- Current Level 2 Food Hygiene Certificate
- We will conduct DBS checks as well as taking up at least two references

We welcome applications from

- UK nationals (pending Brexit negotiations, you may need to apply for a working visa)
- UK/EU Dual passport holders
- Nationalities from one of the 27 EU members
- Other nationalities as long as you will have the right to live and work in France for the upcoming winter season
- Couples or friends

Package and benefits

Ski Familie is proud of the number of staff who return year after year. We want to ensure we recruit the best people and support them to make the most of their time in the mountains. We offer you:

- A highly competitive salary plus holiday pay
- Non shared accommodation for the duration of the season
- Lift Pass and ski/board equipment hire
- Company provided vehicle
- Accident and medical insurance
- Return travel from the UK
- Uniform
- Comprehensive paid training in resort
- End of season bonus
- A fantastic opportunity & life experience

If you are hardworking, committed to the high standards we offer our guests and looking for an exciting new career opportunity we would love to hear from you. Apply today by sending your C.V and a covering letter to recruitment@skifamilie.co.uk

Please note, we welcome (& actively encourage!) applications from couples or friends for all our roles

