



## DISCOVER NEW PLACES

### MAKE NEW FRIENDS

*The mountains are calling...*

## RESORT MANAGER

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

Vacancies available in Les Gets, La Plagne & Les Menuires, France

### 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

As the face of Ski Famille you will be our key intermediary between guests. Your role is primarily to facilitate an enjoyable and smooth guest experience for all our traveling guests.

You will be fully responsible for everything that occurs within the chalets within your resort and managing and motivating your team. You will also be expected to work closely with the Resort Childcare Manager to ensure our product is being delivered cohesively in all resorts.

This is a very diverse role and includes everything from staff management and motivation to stock-control, guest welfare and overseeing chalet maintenance. It is an involved position requiring a high level of energy, commitment and a proactive approach.

This position is ideally suited to an experienced manager (ideally from the travel or hospitality sectors) looking for their next step up in a small business dedicated to providing a high level of service.

### Resort Manager Responsibilities

- Take responsibility in providing an excellent carefree holiday to all traveling guests, by providing regular chalet visits
- Managing, motivating, and overseeing the chalet team including pastoral care during their employment
- Provide a welcoming family friendly environment in everything that you do
- Display a well-developed knowledge of your resort and the activities and facilities on offer to families

### Mountain Locations



### Competitive Salary



### Enhance your C.V.



### Ski for Free



**Ski**  **Famille**




- Ensure you are always attentive to the needs of your guests and actively seeking out opportunities and revenue streams and sales opportunities to make their holiday fun, trouble free and generating revenue for Ski Famille
- Work with your team colleagues to ensure that all resort operations occur efficiently with minimum cost.
- Co-ordinate and effectively and efficiently manage all guest arrivals and departures on Transfer day
- Maintaining and developing working relationships with all our key suppliers, ie chalet owners and ski schools
- Develop a close working relationship with UK colleagues especially Customer Services and Accounts and respond professionally and promptly to any and all information requests.
- Undertake all company paperwork including regular H & S checks professionally and clearly.
- Take full responsibility for all company provided IT services and phones
- Take full responsibility for all company provided vehicles and the paperwork requirements around this parameter
- Take full responsibility for any company cash and the recording and safekeeping of this at all times
- Undertake regular staff accommodation checks and manage concerns efficiently
- Undertake weekly chalet checks and monitor, manage and provide feedback to the chalet team concerning chalet standards. Working with your line manager providing training 'in situ' if required too.
- In cooperation with the company catering manager, place weekly food, chalet supplies, linen and wine orders, being mindful to careful stock control and management of resources
- Control all your teams working hours and the legal recording of this.
- Ensuring all guests receive any pre ordered ski extras (ski passes/equipment etc) and driving sales on any local opportunities within this parameter.
- Uphold the reputation of Ski Famille

### **Requirements of the Role**

- Previous experience in high end hospitality delivery with a critical eye for detail
- Driving experience, ideally of vehicles bigger than cars and 'on the wrong side of the road'
- Great self-motivation and organisational skills
- Friendly, flexible, enthusiastic, approachable, and diplomatic
- Able to deliver excellent customer service in all circumstances & to guests of all ages
- An understanding of the differences between adult & child holiday needs
- Experience of managing a young team in a foreign environment
- A proactive problem solver especially when under pressure



- 
- Knowledge of snow sports is advantageous
  - A strong experienced team player
  - At least basic French language skills is preferable & would put you ahead of other applicants!
  - Availability for the whole season (November 2020 until end of April 2021)
  - Full Clean Driving Licence (held for at least 2 years)
  - Age 21 or over (age restrictions apply due to the insurance on vehicles)
  - Current Level 2 Food Hygiene Certificate
  - We will conduct DBS (previously CRB) checks as well as taking up at least two references

### **Package & Benefits**

Ski Famille 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.

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

### **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

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@skifamille.co.uk](mailto:recruitment@skifamille.co.uk)

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

