

Work for us...

Discover new places, make new friends, the mountains are calling...



EST. 1990



Area Chalet and 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.

More info over >

Ski Famille | Pearson Court | Kings Road | Fleet | Hampshire | GU51 3DL | Tel: 01252 365495 | www.skifamille.co.uk

Follow Ski Famille on Facebook: facebook.com/familyskiing | Chat with us on Twitter: twitter.com/skifamille | See us on Instagram: instagram.com/skifamille



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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
- Overseas 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 of the Role

- 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 until end April)
- Most nationalities but please see our [applicant eligibility criteria](#)
- Current Level 2 Food Hygiene Certificate
- We will conduct DBS (previously CRB) checks as well as taking up at least two references

The Package and 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.

We offer you:

- A highly competitive salary
- Benefits package including medical cover
- Contribution to travel from home to France
- Comprehensive paid training in resort
- Optional accommodation for the duration of the season
- Opportunity to ski and/snowboard when not working
- Access to a reduced price Lift Pass and ski/board equipment hire
- The chance to kick-start your career in hospitality and travel
- Make friends for life
- A fantastic 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 CV and a covering letter to recruitment@skifamille.co.uk.

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

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