

Work for us...

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



EST. 1990



Resort Assistant

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

Being part of a flexible team and happy to give anything a go is an essential part of this role. Ski Famille offers guests a high quality of service at all times; from the moment they arrive in resort through

to their departure. If you are a person who is a good all-rounder willing to go the extra mile, happy to assist your colleagues in all areas of our operation and ensure families have a holiday to remember, this could be for you.

We are looking for well presented, dedicated individuals who are happy to work efficiently without supervision, have a 'can do' attitude and will demonstrate excellent customer service skills. You will also be working with children on a day to day basis, so an energetic, engaging team player is needed.

More info over >

Ski Famille | Pearson Court | 1 Kings Road | Fleet | Hampshire | GU51 3DL | Tel: 01252 365493 | 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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Resort Assistant Responsibilities

- Take responsibility in providing an excellent care free holiday to all traveling guests.
- 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
- Ensure you are always attentive to the needs of your guests and actively seeking out opportunities to make their holiday fun and trouble free
- Work with your team colleagues to ensure that all resort operations occur efficiently with minimum cost. This could include helping in the chalets (both cooking, cleaning, helping with food and wood deliveries) &/or helping the childcare staff organise children's clubs or ski school
- Be a key player in transfer day operations and organisation. For example accompanying guests to and from the airport maximising sales of ski essentials and delivering and picking them up from their accommodations.
- Developing new and existing revenue streams and sales opportunities.
- Maintaining the exterior of our chalets eg snow and ice clearing and our Hot Tubs
- Assist in the internal maintenance upkeep of all our chalets
- Care and maintenance of all resort vehicles and completion of associated weekly paperwork
- Uphold the reputation of Ski Famille

Requirements of the Role

- Previous experience in hospitality
- A keen DIY'er or ideally a tradesperson looking for a change of environment
- 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
- Able to deliver excellent customer service in all circumstances & to guests of all ages
- An understanding of the differences between adult & child holiday needs
- 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 (Mid November until end of April)
- Full Clean Driving Licence (held for at least 2 years)
- Age 21 or over (age restrictions apply due to the insurance on vehicles)
- Most nationalities but please see our [applicant eligibility criteria](#)
- Current Level 2 Food Hygiene Certificate or equivalent
- We require all staff to obtain a police-check such as the UK DBS and we will take up at least two references

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

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