



JOB SPECIFICATION AND PACKAGE DETAILS

The main duties of the role are as outlined below. This is not an exhaustive statement of the duties required, employees may be required to assist by performing duties normally undertaken by others.

JOB TITLE

Resort Driver

OBJECTIVE

To provide a safe, informative and reliable driving service within resort. In this very customer facing position, you will also be required to help with in-chalet operations, external guests, maintenance, resort logistics and support work. The ultimate objective is to provide exceptionally high standards of customer service, to ensure exemplary holidays which exceed our guest's expectations.

REQUIREMENTS

- A full, clean UK drivers licence, held for at least 5 years.
- Minimum age of 25 years-old
- A background in high-end hospitality and/or hotel services
- Previous summer / winter season experience
- Professional driving experience and/or experience driving larger long-wheel-based vehicles in mountainous / rural areas.
- A desire to deliver a luxury product and work in a professional environment
- Experience of basic maintenance and DIY
- UK or EU passport, or UK working visa
- British issued National Insurance Number
- UK registered bank account
- Full clean driving license. (Preferable but not essential)

DUTIES & RESPONSIBILITIES

Including but not limited to:

- Driving guests in and around the resort, on request throughout set times (shift work).
- Maintenance and upkeep of company vehicles in view of safety requirements, as well as vehicle hygiene and cleanliness.
- Abiding to local highway-code at all times.
- Ensuring guest safety and comfort whilst in company vehicles.
- Snow shoveling on mornings or afternoons following snowfall to ensure safe and easy access to company property, ensuring all external areas and balconies of the chalet are kept free from snow and ice.
- Aid in logistical duties around resort, including deliveries and stock movement.
- Rubbish disposal including recycling in accordance to local legislation.
- Basic maintenance work to company property and vehicles.





- Driving to suppliers or stores outside of the resort you are based in.
- In chalet service:
 - Bar service: including upkeep, service of the bar areas, stock take and cleanliness.
 - Housekeeping: help with in-chalet cleaning and change over days. These duties are specific to resort and chalet allocation.
 - Kitchen assistance: Assisting in the kitchen with basic food prep and Kitchen Porter duties.
- Socialising with chalet guests, creating an ambience where the guests feel welcome and relaxed at all times.
- Acquire a thorough knowledge of the resort including local facilities, evening entertainment and ski information
- Assisting guests with luggage upon arrival and departure.
- Pre-empt and follow up problems, queries or requests from guests, offering every assistance and
- Any other duties deemed necessary in the provision of a Kaluma Ski Holiday experience.

REPORTING AND MANAGEMENT STRUCTURE

- In-resort you will report to your Chalet / Logistics Manager and Resort Manager.
- You will also report to the UK based management team, including company Directors.

TRAINING COURSE

- Employees are required to undergo a training course prior to the commencement of any work duties. Attendance is mandatory for both new and returning staff.
- You will be supplied with a comprehensive training manual which further details company guidelines and health and safety procedures. It contains confidential company information which must not be shown to any persons not employed by Kaluma Travel. This confidentiality is a specific condition of your employment.

All employees must be available from 25th November 2019.

