



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

Chalet Host

OBJECTIVE

To help run a clean, efficient and cost effective chalet. In this very customer facing position, the ultimate objective is to provide exceptionally high standards of service and cleanliness, to ensure exemplary holidays which exceed our guest's expectations.

REQUIREMENTS

- A background in high-end hospitality and/or hotel services
- Previous summer / winter season experience
- Other relevant qualifications and/or professional experience
- A desire to deliver a luxury product and work in a professional environment
- Minimum age of 21 years
- 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:

- Responsible for all front-of-house chalet duties. These duties are divided into three sub-sections; service, housekeeping and hosting.
 - Service: Set-up and service of breakfast, afternoon tea and a 5 course evening meal.
 - Housekeeping: Maintaining the hygiene and cleanliness of the chalet, including a daily-clean and weekly-deep-clean of guest bedrooms, bathrooms and communal areas.
 - Hosting: Interacting with Kaluma's guests to create an ambiance in the chalet where the guests feel welcome and relaxed at all times.
- Snow shoveling to ensure safe and easy access to company property, ensuring all external areas and balconies are kept free from snow and ice.
- Rubbish disposal, including disposal of recyclable materials in accordance to local legislation.
- Assisting guests with luggage upon arrival and departure.
- Help manage the housekeeping of the chalet to budgets set for food, cleaning products and utilities by completing monthly stock takes where required.
- To acquire a thorough knowledge of the resort including local facilities, evening entertainment and ski information.
- To present a positive image of Kaluma Travel at all times.





KALUMA TRAVEL
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- To pre-empt and follow-up problems, queries or requests from guests, offering every assistance and support to guests in problem situations.
- 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 Manager, 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.

