



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 Manager Courchevel

OBJECTIVE

To oversee and manage all aspects of Kaluma Travel's resort operations in Courchevel 1850. This includes the running of clean, efficient and cost effective chalets, whilst maintaining staff welfare and discipline as well as the management of resort finances and budgets. The ultimate objective is to ensure a smooth and successful operation, in order to provide exemplary holidays which exceed our guest's expectations.

REQUIREMENTS

- Minimum age of 28 years of age
- Management experience with other ski tour operators, preferably in the luxury market, including at least one season in Courchevel
- A background in high-end hospitality or hotel services, with an exacting eye for detail.
- Proficient French Language skills
- UK or EU passport, or UK working visa
- British issued National Insurance Number
- UK registered bank account
- Full clean driving license

MAIN DUTIES & RESPONSIBILITIES

Including but not limited to:

- Managing the in-resort team in the delivery of Kaluma Travel's high standards of service, hygiene, cleanliness and customer service.
- Manage bookings through the company database, whilst liaising with head office.
- Conduct a pre-arrival concierge service for guests.
- Responsibility for all resort budgets, including expenditure, invoicing, chalet budgets, financial paperwork and the processing of payments for guests in-resort expenditure.
- Communication with Kaluma's Management team, via meetings and the sharing of compulsory paperwork.
- Write weekly resort-wide rotas, adhering to set working hours and in consideration to the ever changing weekly guest routine.
- To understand and comply with employment guidelines, dictated by French employment and EU secondment laws, as explained by Kaluma Travel. This includes ensuring Kaluma's operation in Courchevel adheres to these rules and the completion of the required paperwork.
- Staff management, including staff welfare and the responsibility to conduct disciplinary proceedings
- Maintaining / improving / developing local supplier relationships
- Organise resort transfers for guests' arrivals and departures.
- The order, purchase and distribution lift passes.
- Assist guests with ski hire requests and offer in store assistance at boot fittings.
- Arrange group ski-school and private ski tuition, using our nominated ski-school providers.
- Hold weekly meetings with your in-resort team to distribute guest information.





KALUMA TRAVEL
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- Ensure all guests receive Kaluma Travel's high level of service.
- Act as first point of call to resort staff with any work-related issues.
- Provide cover for driver duties when necessary.
- Be on call 24 hours for guest and staff emergencies.

REPORTING AND MANAGEMENT STRUCTURE

- You will report directly to the Company Operations 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.

You must be available from 10th November 2019

