



JOB TITLE Chalet Host

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.

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

REQUIREMENTS The ideal candidate will be able to provide the following:

- A background in high-end hospitality
- Previous summer / winter season experience
- Some form of relevant qualifications and/or professional experience
- A desire to deliver a luxury product and work in a professional environment
- Minimum age of 21 years
- EU passport, EU residency, EU work permit/visa
- Fully conversational in English with a working knowledge of French or Austrian
- 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.

o Service: Set-up and service of breakfast, afternoon tea and evening meal as well as drinks service

o Housekeeping: Maintaining the hygiene and cleanliness of the chalet, including a daily-clean and weekly-deep-clean of guest bedrooms, bathrooms and communal areas.

o 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 if and when required 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 with our sustainability charter.
- Assisting guests with luggage upon arrival and departure.
- Help manage all aspects of housekeeping within the chalet
- To acquire a thorough knowledge of the resort including local facilities, evening entertainment and ski information.
- To present a positive image of Kaluma Ski at all times
- To pre-empt and follow-up problems, queries or requests from guests, offering every assistance and support to guests in problem situations.
- To remain flexible within your role and to help with other duties deemed necessary in the provision of a Kaluma Ski Holiday experience.

TRAINING COURSE & STRUCTURE

Employees are required to undergo a training course prior to the commencement of any work duties.

You will be supplied with a comprehensive training manual which further details company guidelines and health and safety procedures.

Training and development will continue through your employment to ensure both personal and professional standards and improvement are maintained and encouraged.

You will be accountable to the Resort Manager(s) and Company Directors.

Employees must be available from 1st December. Exact commencement date to remain flexible.