



JOB TITLE Resort Concierge & Manager, Courchevel1850

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 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. Providing an excellent and all inclusive concierge service to our guests throughout their stay.

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

- 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
- EU passport, EU residency or EU work permit / visa, French Carte du Sejour
- 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.
- Monitor and update bookings through the company database, whilst liaising with head office.
- Conduct a pre-arrival concierge service for guests.
- Responsibility for 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 video meetings when required.
- Weekly rotas for all staff
- Staff management, specifically job related but also emphasis on staff welfare
- Maintaining / improving / developing local supplier relationships
- Organise resort transfers for guests' arrivals and departures.
- The order, purchase and distribution of guest lift passes.
- Assist guests with ski hire requests and ski/boot fittings
- Arrange group ski-school and private ski tuition, using our nominated ski-school providers.
- Ensure all guests receive Kaluma Travel's bespoke level of service.
- Provide cover for staff if required

REPORTING AND MANAGEMENT STRUCTURE

You will report directly to the Company Directors. There will also be some direct communication and reporting with/to the UK based office team for all guest and database management issues

TRAINING COURSE

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

You must be available for the whole winter season from 1st December. A flexible start to the season (potentially earlier for more specific management training may be required)

