

JOB TITLE : Head Host.

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 all aspects of chalet operations, running a clean, efficient, and cost-effective chalet. For example, conducting inventories and producing team rotas. To supervise the chalet team, maintaining staff welfare and standards of service by running shifts and controlling quality. The ultimate objective is to ensure a smooth and successful operation, to provide exemplary holidays that exceed our guest's expectations. As part of your role as a Head Host you will be the main point of contact for guests during their stay and provide in resort concierge.

REQUIREMENTS

The ideal candidate will be able to demonstrate the following:

- Solid experience with other ski tour operators, preferably in the luxury market, including at least one winter season
- A background in high-end hospitality or hotel services, with an exacting eye for detail
- Proficient English Language skills with conversational German or French and advantage
- EU passport, EU residency or EU work permit / visa
- Full clean driving license

MAIN DUTIES & RESPONSIBILITIES

Including but not limited to:

- Supervising the chalet team in the delivery of Kaluma Travel's high standards of service, hygiene, cleanliness and customer service
- Supporting the chalet team by carrying out hosting duties alongside them
- Provide an in-resort concierge service for guests, for example assisting with ski hire and restaurant bookings
- Responsible for ensuring paperwork is properly completed to deadline, for example timesheets and safety checks
- Communication with Kaluma's Management team and the chalet team
- Weekly rotas for all chalet staff
- Team leading, specifically job related but also with an emphasis on staff welfare
- Maintaining / improving / developing local supplier relationships
- The order, purchase and distribution of guest lift passes
- 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 and Resort Manager.

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.