



Chalet Cook / Host - Role Profile

JOB DESCRIPTION

Ensuring all customers receive the highest level of customer care and service at all times in line with company standards.

Preparing, cooking and serving breakfast, afternoon tea and a three / four course evening meal.

Baking delicious and welcoming afternoon cake

Daily cleaning of all areas of the chalet including guest bedrooms and public areas and the kitchen to the highest of company standards

Being a positive and helpful representative of the company.

Delivering excellent customer service and constantly striving to exceed our customer's expectations.

Ensuring the smooth running of the chalet resulting in happy, returning customers!

PERSON PROFILE

You will be a superb communicator with excellent interpersonal skills

You will have lots of energy with a happy, outgoing personality.

You will be approachable and enjoy striving to exceed customer's expectations.

You will have an eye for detail ensuring Ski Magic standards are achieved at all times.

You will be adaptable and keen to learn and develop new skills.

You will be a competent and confident cook, not necessarily having gained qualifications but a wealth of experience and an enthusiasm for food.

RESPONSIBILITIES

Food preparation / cooking / service

- Preparing, cooking and serving food to our guests on six days of the week. Preparation of a continental breakfast and afternoon tea to be served the seventh day (staff day off)
- Presentation and organisation of the dining area before and after meal service
- Timely and organised preparation of food
- Cooking and presenting of chalet meals to meet company standards and in line with Ski Magic's chalet menu plan.

- Serving of meals promptly at the pre-arrange meal time. This will include but not limited to both kids tea and adult evening meals
- Stock control and purchase of food products on a weekly basis using a pre set system that is currently in place.
- The daily clearing and cleaning of the kitchen and dining area to meet company and food and hygiene standards.

Housekeeping

- Pre and post season organisation, cleaning and setting up of the chalet.
- Cleaning and tidying of all communal and public areas to company standard
- Unobtrusive cleaning and tidying of guest's bedrooms and bathrooms on a daily basis as per the company standard.
- Identifying and actioning any areas not receiving the appropriate level of cleaning.
- Clearing, cleaning and tidying the dining area after every meal service.
- Clearing, cleaning and tidying the kitchen area at the end of every evening and during the day when appropriate in line with food hygiene standards.
- Changeover Day – The chalet needs a thorough and complete clean down with all linen and towels being changed and washed. Changeover day (normally Saturday) involves an early start and late finish so being organised is key.

Customer Service

- Ensuring all customers receive the highest level of customer care/service at all times in line with company standards.
- Meet and greet your guests upon their arrival at the chalet and assist them to settle to their rooms
- Deliver a short but well informed welcome speech on arrival day each week.
- Being friendly and available so customers feel happy to approach you to ask any questions or queries.
- Resolving any guest concerns or issues in a positive, assertive and happy manner.
- Enthusiastically identifying new customer service related initiatives. Discussing these with the chalet / resort manager, developing and then implementing.
- Constantly striving to exceed guests expectations

Health & Safety

- Monitoring H&S standards in the chalet and correctly addressing and/or communicating any issues to the chalet and or resort manager.

Other

- Administration – Preparing a weekly shopping list as per the chalet menu and stock needs. Managing a weekly food and cleaning budget. Preparation and presentation of all relevant receipts and paperwork. Ensuring guests pay any outstanding bills before departure. Completion of any and all relevant company documentation.
- Weekly Shop – you will be required to do a weekly shop for all food and cleaning materials needed to run your chalet in accordance with the chalet menu and your weekly budget. This will be on a weekly basis and is normally Thursday
- Staff Meeting - Attend the weekly staff meetings. This is a good opportunity to meet up with the rest of the team, discuss the current week and collect all information concerning the following weeks guest arrival.

Working as part of a small team you will from time to time be required to help out in other areas of the business. This is in order to maintain both our guest expectations and the smooth running of the company.

Please be aware that this role profile is presented only as a guide and the role is not limited to the above description

Competencies and experiences:

Excellent customer service skills. / Ability to work unsupervised. / Excellent time management and prioritisation skills. / Flexible & adaptable. / Team player. / Strong Attention to detail. / Positive and friendly manner / Previous cooking experience essential but not necessarily qualified.

Qualifications are not essential, but experience and enthusiasm are!