

JOB DESCRIPTION

RESORT/AREA MANAGER - MERIBEL

Reports to

UK Operations Director

Term

Contract – Proposed Start – July 2018 (can be flexible)

- Out of Season Hours (July – Oct) – 5 days a week (9.00 – 1800)□
- Winter Months (Nov – Apr) – 6 days a week □

Salary

£16,000 - £28,000 p.a. subject to tax, experience, and package.

Job Overview

We are looking for a “stand-up” resort manager to facilitate the smooth running of our Meribel operations year round. A fantastic opportunity for someone with previous hospitality management and ski season experience.

The role will contain a Summer stint in resort, as well as time in the Exeter office to enable the successful applicant to get to know the team, and fully understand their responsibilities. We are flexible to the working location out of season. In resort the role will be broad including (but not limited to) logistics, resort expenditure, quality control, back of house systems, staff management, menu planning, and customer happiness.

Who we are looking for

- Highly organised, and an excellent communicator□
- Good problem solver and ability to work independently□
- The ability to remain calm and be diplomatic□
- Extremely conscientious with high personal standards□
- Self-confident□
- Confident French speaker (ideally fluent)□
- A good head for figures, and good computer literacy□
- Previous experience in a chalet based role, ideally to management level□
- Hold a valid British/EU passport□
- Hold a full, clean driving license□

Nice to have...

- Knowledge of Meribel or the 3 Valleys □
- Confident chef □

Duties and responsibilities

Pre-Season - Office Based

- Staff recruitment□
- Develop and understand back of house reporting systems□, and operational manuals
- Finalise Menu Planning□
- Get to know team, and understand company brand objectives□

- Budgetting□

Pre-Season – Resort Based

- Fully participate in setting-up all our chalets in resort□
- Manage cost effective property maintenance solutions□
- Ensure the resort stores are adequately equipped□
- Finalise all staff training documentation□
- Develop a relationship with the property owners□

Operations

- Manage the day to day running of the chalets (4-6 chalets)□
- Deliver a high standard of customer service□
- Manage the resort team□
- In resort finance - budgetting, reporting and hitting KPIs□
- Maintain standards in chalets – food, cleanliness, staff presentation□
- Manage arrivals and departures in resort and assist with changeover day duties□
- Develop and maintain good relationships with guests – ensure all guests receive the highest level of customer care at all times and manage in a timely manner any issues or complaints. This will involve regular evening visits to chalets□
- Supporting other members of staff in their duties if required e.g. cooking or cleaning□
- Help with organising ski hire, lessons, transfers etc. for guests□
- Help with shopping and budgeting for chalets□
- Liaise with the other managers to ensure regular chalet checks are done and discuss feedback with staff and UK head office□

Staff Management and Training

- Seek regular feedback from staff and guests and mediate where necessary□
- Run a regular meetings with all staff to aid communication□
- Manage staff welfare□
- Organise and oversee weekly staff rotas□
- Leading the delivery of comprehensive pre-season training programme, and accompanying guide material□

Resort Expenditure

- Work closely with the company accountant and directors in overseeing resort, and chalet expenditure.
- Ensuring budgets are hit□

Package

- Competitive salary – will vary depending on experience □
- Travel from London Airport to and from Resort□
- Accommodation □
- Insurance □
- 3 Valleys Ski Pass□
- Ski Hire□
- Uniform□

How to Apply

Send a copy of your CV and accompanying covering letter to jobs@tickettoridegroup.com