



Job title	<i>Resort Manager - Meribel</i>
Reports to	<i>UK Operations Director</i>

Term

Contract – Proposed Start – 18th September

- UK Office Hours (Sept – Oct) – 5 days a week (9.00 – 1800)
- Winter Months (Nov – Apr) – 6 days a week

The role is intended on a contract basis between September 2017 and April 2018. It could progress to a permanent role based on performance and company growth.

Salary

£16,000 - £20,000 p.a. subject to tax, and dependent on experience.

Job purpose

We are looking for a “stand-up” resort manager to facilitate the smooth running of our Meribel operations. Manage the day to day running of the resort operations, be customer facing, and lead the team. Applicants will need to be flexible and willing to work hard with previous hospitality management and ski season experience.

The role will initially be based in our Exeter office to enable the successful applicant to get to know the team, and fully understand their responsibilities. 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
- Knowledge of Meribel or the 3 Valleys
- Confident chef
- Hold a valid British/EU passport
- Hold a full, clean driving license
- Ski or Snowboard to a good standard and love that aspect of season life

Duties and responsibilities

Pre-Season - Office Based

- Develop and understand back of house reporting systems
- Finalise Menu Planning
- Any remaining resort staff recruitment
- Get to know team, and understand company brand objectives

Pre-Season – Resort Based

- Fully participate in setting-up all our chalets in resort
- Oversee and implement any property maintenance
- Ensure the resort stores are adequately equipped
- Finalise all staff training documentation

Operations

- Manage the day to day running of the chalets (4-6 chalets)
- Deliver a high standard of customer service
- Manage the resort team
- 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
- Assist Operations Manager with organisation of activities for any large group/corporate guests
- 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

Marketing

- Social media help for chalets and Ticket To Ride including instagram and blogs

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