

ski season ROLES

THINK YOU HAVE WHAT IT TAKES?

We pride ourselves on hand-picking the most interesting, hardworking, dedicated, gregarious and professional candidates to work for us in the Alps. We prefer more mature applicants who take time and pride in their work and have more "life experience" to share with our guests, but we accept all applications above the age of 18 (unfortunately we are unable to employ anyone who is below this age).

We are committed to creating a diverse and inclusive working environment, regardless of age, gender identity, race, sexual orientation, ethnicity, or perspective. You will be valued for being yourself, you will be treated as an equal and you will be part of a wider supportive team of like-minded people.

If you feel one of the roles below could be perfect for you then please apply by email with your CV and a covering letter detailing which role you are applying for and why you're the right person for the role.

Send your application to: recruit@vip-chalets.com

THE VARIOUS ROLES:

We have several different positions to fill each winter, please use the quick links to see full details, and the skills required for each role.

MANAGEMENT ROLES:

- [Resort Manager](#)
- [Assistant Resort Manager](#)
- [Duty Manager](#)

CHALET ROLES:

- [Chalet Host & Flexi Chalet Host](#)

CHEFFING ROLES:

- [CLUB Chef & CLUB Sous Chef](#)
- [Head Chef](#)
- [Sous Chef](#)
- [Chef de Partie / Commis Chef](#)

HOTEL KITCHEN ROLES:

- [Kitchen Porter](#)

LOGISTICS ROLES:

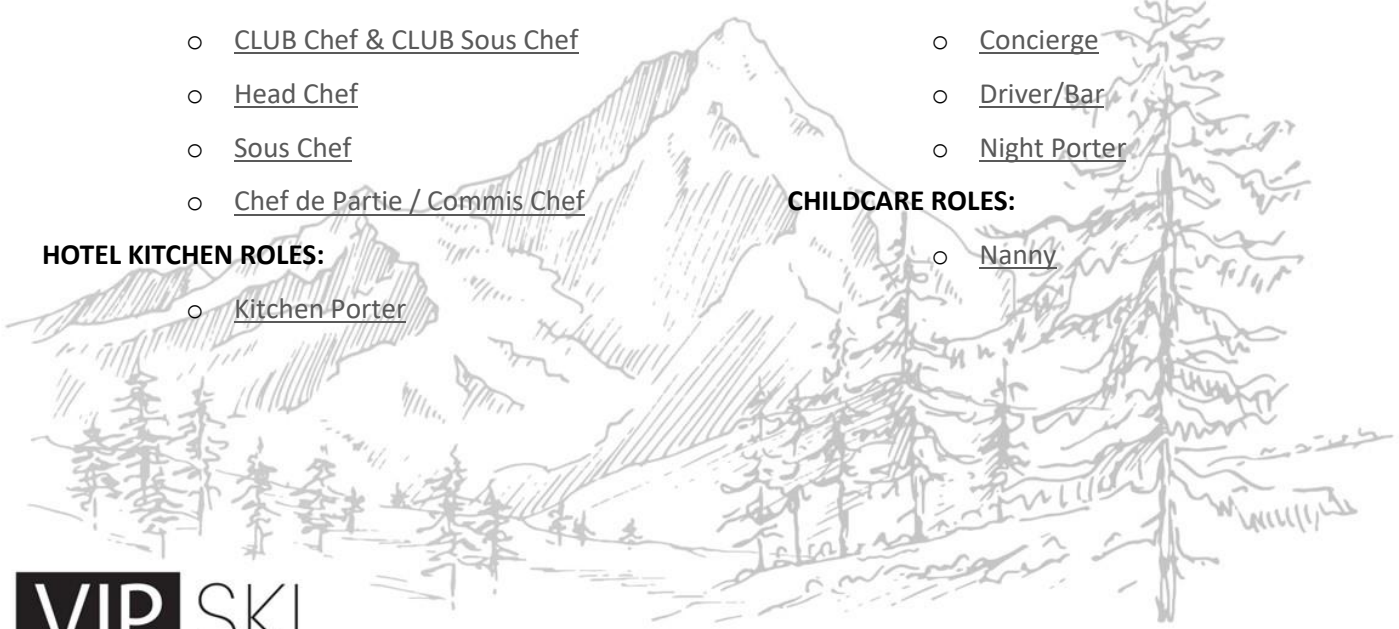
- [Resort Assistant](#)
- [Driver](#)
- [Maintenance](#)
- [Pool Caretaker](#)
- [Linen / Stores / Driver Person](#)

HOTEL LOGISTICS ROLES:

- [Concierge](#)
- [Driver/Bar](#)
- [Night Porter](#)

CHILDCARE ROLES:

- [Nanny](#)



RESORT MANAGER: Avoriaz, Les Arcs, Morzine & Val d'Isère

We require exceptional individuals to manage our resorts in France. This individual will have overall responsibility for how the resort is run, management of all employees, complete guest satisfaction, and any day-to-day duties within the resort, hence these individuals must be multi-skilled and prepared to be totally flexible! We are looking for a confident leader, with previous seasonal, management and customer service experience, who can keep cool under immense pressure and get stuck in, whilst maintaining a consistently positive and professional demeanour. A full clean driving licence (held for at least 2 years) is required – as is a good working knowledge of French.

ARE YOU....?

- An experienced (and successful!) people manager
- A seasoned customer service professional – specific winter season experience required
- A superb team player
- A natural front of house person – possessing excellent people skills
- Capable of enforcing our 5* cleaning, health and hygiene standards
- Professional (appearance and demeanour), reliable and hardworking – willing to muck in
- Organised, with an eye for detail
- Flexible
- Self-motivated and pro-active
- In possession of a full clean driving licence for at least 2 years
- A French speaker (highly desirable but not a deal-breaker for the right candidate)

If you tick the boxes above, we would love to hear from you!

Job description:

Management duties

- Effectively manage, motivate and oversee the resort team
- Assume overall responsibility for your guests from arrival at Geneva until they check in for their return journey
- Ensure outstanding customer service and guest satisfaction
- Maintain and develop good relations within resort with all existing and new supplier and owner contacts
- Quality control of all chalet standards including, food and beverage, cleaning budget control and in-chalet service
- Ensure all chalets and staff accommodations are safe – complying with all health and safety standards
- Be ready to assist any resort staff with their duties if required i.e. due to staff illness / absence – to provide a seamless service to our guests
- Monitor and act swiftly upon any concerns re: the following: staff welfare, mental health, motivation and discipline
- Organise, manage and oversee the opening and shutting down of chalet and hotel properties and staff accommodations within your resort
- Train new resort staff (and re-train existing ones if necessary!) throughout the season
- Monitor and act on any guest feedback as necessary
- Complete Company paperwork / reporting / equipment - vehicle checks as required

Logistics Duties:

- Manage all resort vehicles
- Assist in the preparation and organisation of transfer day – checking resort-airport transfer logistics and liaising with our Logistics Manager
- Ensure (where applicable) the successful running of an in-resort shuttle service
- Help with the collection and distribution of guest luggage on transfer day

Administration Duties:

- Submit timely Manager and Guest reports each week
- Complete property checks, hygiene checks and other legal requirements
- Ensure suppliers are paid on time
- Oversee the display and replenishment of VIP SKI branded chalet stationery
- Ensure guest feedback is completed each week
- Maximise in-resort sales
- Send weekly resort returns (in smaller resorts)

Customer Service Duties:

This is so important it has its own section. The Resort Manager will regularly interact with VIP SKI guests, and therefore excellent customer service skills and extensive experience in this field, are imperative. Our Resort Managers must also complete the following duties:

Complete a pre-departure call

- Ensure, where possible, all special reservation requests are met
- Visit all chalets on a regular basis to ensure all guests have had their expectations exceeded
- Ensure all elements of the VIP SKI product are being provided
- Arrange any last-minute requests in resort
- Deal with customer complaints, organising compensation where necessary



ASSISTANT RESORT MANAGER (ARM): Les Arcs, Val d'Isere, Avoriaz

Each winter we seek exceptional individuals to help manage each of our resorts. Like all our positions, the role requires complete flexibility, teamwork and a broad skillset. As the name suggests, the ARM is there to assist the Resort Manager in the management of the resort – however specific hands-on duties (depending on resort) could involve chalet manager duties such as hygiene checks, guest visits, staff management and food ordering. Whilst resort dependent, other duties could involve Logistics team management and responsibility for the Bear Lodge Hotel (Les Arcs).

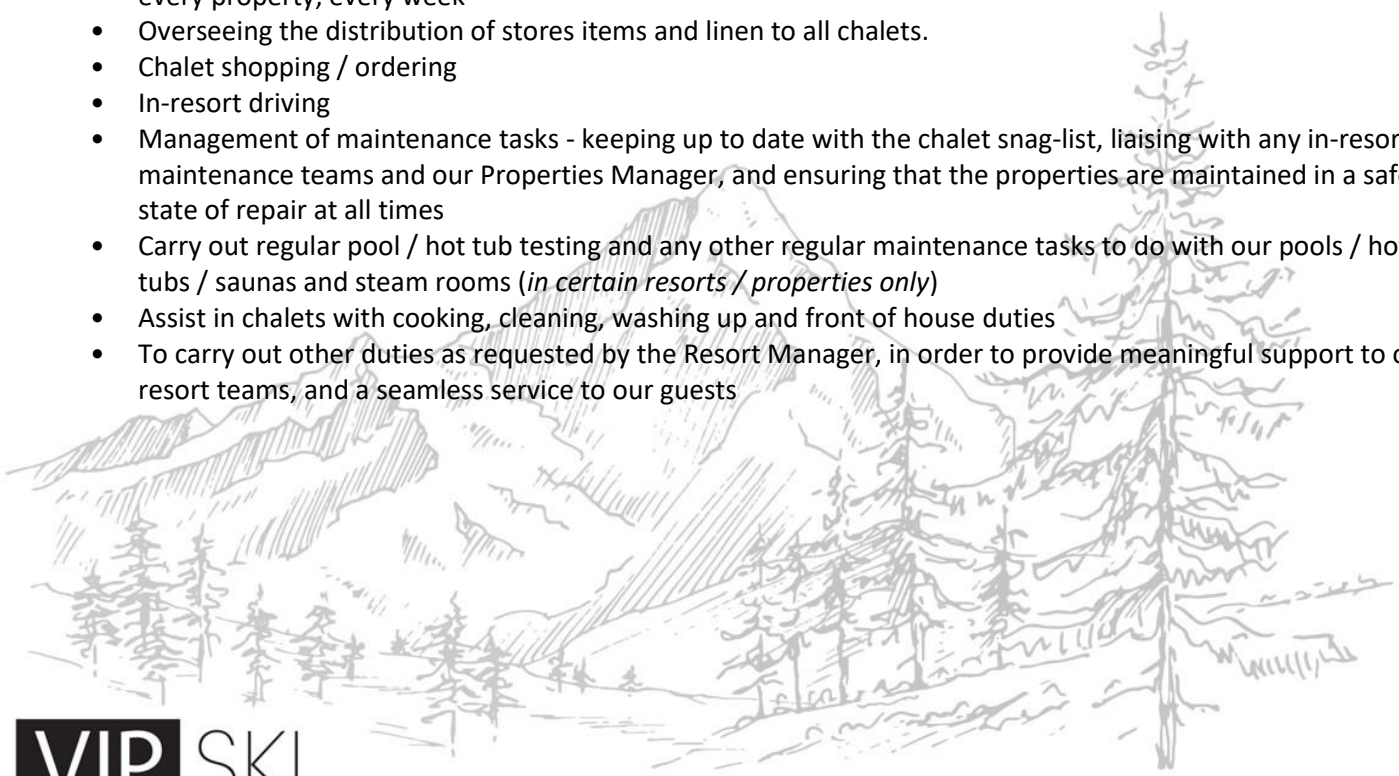
ARE YOU....?

- A seasoned customer service professional – specific previous experience doing seasons and working within the chalet field, would be advantageous
- A superb team player
- A natural front of house person – possessing excellent people skills
- An experienced people manager (this would be ideal, but full training can be given for the right candidate)
- Capable of enforcing our 5* cleaning, health and hygiene standards
- Professional (appearance and demeanour), reliable and hardworking – willing to muck in
- Organised, with an eye for detail
- Physically fit
- Flexible
- Self-motivated
- In possession of a full clean driving licence for at least 2 years
- A French speaker (desirable not essential)

If you tick the boxes above, we would love to hear from you!

Job description:

- Responsibility for day-to-day management and motivation of chalet / resort staff
- Provide management cover on Transfer Day. This could involve acting as a Transfer Rep or the in-resort collection and distribution of guest luggage and guests.
- Ensure the guests are receiving excellent customer service and that their expectations are being exceeded in every property, every week
- Overseeing the distribution of stores items and linen to all chalets.
- Chalet shopping / ordering
- In-resort driving
- Management of maintenance tasks - keeping up to date with the chalet snag-list, liaising with any in-resort maintenance teams and our Properties Manager, and ensuring that the properties are maintained in a safe state of repair at all times
- Carry out regular pool / hot tub testing and any other regular maintenance tasks to do with our pools / hot tubs / saunas and steam rooms (*in certain resorts / properties only*)
- Assist in chalets with cooking, cleaning, washing up and front of house duties
- To carry out other duties as requested by the Resort Manager, in order to provide meaningful support to our resort teams, and a seamless service to our guests



DUTY MANAGER (Bar-Logistics, Housekeeping, Restaurant): Les Arcs

We require three exceptional individuals to cover the above three operational areas, within our Bear Lodge Hotel property in Les Arcs 1950. With overall responsibility for the day to day running of these areas, and jointly for the day to day running of hotel, these roles require complete flexibility; an aptitude for teamwork, communication and slick organisation; excellent staff management and guest care; and endless initiative. The idea is that these individuals will work within their specified field on a daily basis, but will carry out certain Duty Manager roles too, on a shift / rota basis, to enable the hotel to run smoothly and to provide a seamless service to our guests. We are looking for people who have previous experience in hospitality in the above three areas, ideally in a hotel environment. A good understanding of French would be extremely advantageous. Previous management and customer service experience is a pre-requisite for these roles. Previous ski season experience would be a distinct advantage.

ARE YOU....?

- An experienced Manager
- A seasoned customer service and hospitality professional – with specific experience in either bar work, housekeeping or restaurant management as appropriate
- A superb team player
- A natural front of house person – possessing excellent people skills
- Capable of enforcing our 5* cleaning, health and hygiene standards
- An experienced winter season worker
- Professional, reliable and hardworking
- Organised, with an eye for detail
- Flexible
- Self-motivated
- In possession of a full clean driving licence for at least 2 years (essential for Bar role)
- A French speaker (desirable not essential)

If you tick the boxes above, we would love to hear from you!

Job description:

Here is a brief overview of the sorts of tasks each role will be expected to carry out. No two days will look the same, and we expect all of our Duty Managers to be familiar with each other's job roles and duties, affording maximum flexibility within our management team and ensuring that a seamless service is provided to guests throughout the season.

Bar / Logistics duties:

- Working bar shifts to cover the running of the hotel bar – these could be split shifts
- Training, managing and motivating the team of bar-logistics staff
- Cleaning duties – being responsible for the cleanliness of the bar area, including toilets and other public areas
- Snow clearing – ensuring that access points around the hotel for guests are safe and clear of snow and ice
- Driving duties – this could include delivering food and other emergency / maintenance supplies, moving resort equipment around as needed (eg: cots, highchairs), ferrying ski equipment, and guests
- Being responsible for the maintenance and upkeep of resort vehicles
- Manning coaches between resort and Geneva airport on transfer day (Sunday) – liaising with the Resort and Assistant Managers, ensuring that guests are properly picked up, dropped off and accounted for, that all queries, problems and sales requests are dealt with, and that any assistance required by our guests is provided

Restaurant duties:

- Training, managing and motivating the team of hotel hosts responsible for providing breakfast, afternoon tea and dinner in the hotel
- Meeting and greeting guests, organising table reservations and offering advice about menu and wine choices
- Cleaning duties – being responsible for the cleanliness of the restaurant area, including toilets and other public areas
- Overseeing the smooth running of the pass during breakfast and evening service
- Being the main point of contact between the kitchen and front-of-house teams
- Laying and clearing tables, setting out and clearing breakfast buffet and afternoon tea
- Planning and co-ordinating menus with the Head Chef where necessary

Housekeeping duties:

- Training, managing and motivating the team of hosts responsible for cleaning guest rooms and all public areas within the Hotel property
- Regularly monitoring and checking to ensure that VIP SKI standards are being consistently met
- Providing guests with replacement / additional items needed for their rooms
- Managing the snag list and liaising with in-resort maintenance teams, ensuring that any maintenance issues are responded to in a timely manner
- Ensuring that rooms are cleaned in a timely, efficient and unobtrusive manner, taking into account the wishes and particular requests of the occupants
- Keeping linen and room supplies stock areas clean and tidy

The following tasks also apply to all three roles, within their field of operation:

- Management and motivation of staff – this will include designing, managing and monitoring staff rotas
- Striving to always provide excellent levels of customer service and guest care
- Dealing with, and resolving, guest complaints
- Checking and managing stock levels, ordering supplies
- Ensuring presentation, cleanliness, health, safety and hygiene standards are adhered to 100% of the time
- Responding to guest queries and complaints
- Preparing weekly reports
- Assuming responsibility for cash drawers and petty cash
- Creating and managing weekly rotas and staff time off
- Meeting and surpassing guest expectations regarding the level of customer service and care provided, at all times
- Providing hands-on cover in the event of staff illness / injury / absence
- Encouraging all guests to leave online feedback before their departure
- Ensuring that all shifts are covered adequately and that all tasks are always completed – being prepared to step in and cover, to ensure this happens.
- Carrying out other duties as requested by the Resort Manager (these might include assisting other teams and working in chalet properties)

When on Duty Manager shift (weekly shifts allocated evenly between the three Managers):

- Assuming overall responsibility for the Hotel property
- Covering the Hotel front desk and Concierge duties
- Cleaning all public areas, and rooms if required
- Washing and drying pool towels
- Running the bar
- Overseeing breakfast and evening meal provision
- Being the main point of contact for guest queries, problems and complaints

CHALET HOST AND FLEXI CHALET HOST:

Avoriaz, Les Arcs, Morzine & Val d'Isère

This is arguably the most important role in resort as you provide the primary interface between our guests and the Company. We cannot overstate the impact our Chalet Hosts have to the success of our business and more importantly, the enjoyment of our guests' holiday. The Chalet Host is responsible for delivering our service promise in the chalet, and full commitment to the role is required from start to finish. Your day will start with wake-up drinks served to guests in bed first thing and will finish with clearing the table and cleaning the kitchen after dinner at night. As the name suggests, a flexi chalet host carries out the role of a chalet host but is based between different chalets in resort according to bookings.

We do not actively look for qualified chefs or cooks, although a passion for cooking and confidence in throwing dinner parties for at least 8 people is a necessity. We can help you to become more confident with your cooking; we cannot train you to have the drive, enthusiasm, and sheer dedication to customer service that we expect: that is up to you.

ARE YOU....?

- A capable and keen cook, able to host dinner parties for at least 8 people
- A superb team player
- A natural front of house person – possessing excellent people skills
- Able to cater for differing dietary requirements
- Capable of enforcing our 5* cleaning, health and hygiene standards
- Professional, reliable and hardworking
- Organised, with an eye for detail
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

The Chalet Host will be responsible for delivering outstanding customer service, as well as the following:

- To act as a host/hostess to VIP SKI guests and provide exceptional customer service
- To exceed the guests' expectations each week
- To prepare breakfast, afternoon tea and a three course evening meal with cheese board on six days per week, plus provide canapes and champagne on specified days, as per the website and company manual
- To clean the chalet thoroughly on a daily basis, being responsible for both internal and external areas. This will include a deep clean at the start, middle and end of the season.
- To follow the recipe manual, but adhering to advice of the Executive Chef and Catering Manager when dietary requirements arise
- Preparation and serving of children's meals
- To ensure that the chalet is maintained in a safe condition, including in the area of food hygiene, at all times
- To keep food / chalet supplies / waste storage areas, in a clean and organised state
- To make a weekly shopping list for your chalet and order food and supplies for the property, taking into account guest bookings and dietary requirements; and effectively managing existing stock (ensuring efficient stock rotation)
- To clear snow / carry out regular maintenance of the chalet hot tub and sauna (where necessary)
- To complete Company paperwork, including receipts and weekly feedback
- To ensure all guests complete the online feedback
- To carry out other duties as requested by the Resort Manager (these might include assisting other Chalet Hosts and carrying out the above duties in other chalets) in order to cover illness, injury or staff shortage and provide a seamless service to our guests

CLUB CHEF AND CLUB SOUS CHEF: Les Gets, Les Arcs & Val d'Isère

Our CLUB Chefs are required to produce a set 4 course menu for 6 nights a week as well as breakfast (with hot and cold options) and afternoon tea. Working alongside a small hosting team, the successful candidates will be committed to providing the top-level customer service that VIP SKI is known for. We cannot overstate the impact our CLUB Chefs and Hosts have to the success of our business and more importantly, the enjoyment of our guests' holiday. The CLUB Chef is often working in an open kitchen so the successful candidate must be smartly presented, confident and have excellent customer service skills, as guest interaction forms part of the job. Previous chalet or kitchen experience is necessary and ideally, we look for someone with previous seasonal experience. VIP SKI CLUB Chalet properties accommodate between 15 -30 guests each, and do not have industrial kitchens (Val d'Isere).

ARE YOU....?

- An experienced Chef
- A superb team player
- A natural front of house person – possessing excellent people skills
- Able to cater for differing dietary requirements
- Capable of enforcing our 5* cleaning, health and hygiene standards
- An experienced winter season worker (desirable but not essential)
- Professional, reliable and hardworking
- Organised, with an eye for detail
- Flexible
- Self-motivated
- In possession of a full clean driving licence for at least 2 years (desirable not essential)
- A French speaker (desirable not essential)

If you tick the boxes above, we would love to hear from you!

Job description:

- Full responsibility for the catering service in the CLUB Chalet (for 15-30 guests)
- Preparation and service of breakfast, afternoon tea, canapés and four course evening meal with 2 options for each course
- Menu design and planning within a given budget
- Placing of food orders and/or shopping – this could include liaising with local suppliers
- Efficient stock control and rotation
- Provision of children's meals
- Ensuring all food prep and kitchen cleaning duties are fully completed on a daily basis
- Catering for all guests' dietary requirements – redesigning menus if required
- Catering for all requests for special occasions
- To ensure that the chalet kitchen, equipment and storage areas are maintained in a safe and hygienic condition at all times, to fully comply with all health and hygiene regulations - and that our exceptional standards of health and hygiene are being met by all staff
- Training new colleagues (and re-training existing ones if necessary!) throughout the season
- Monitoring and acting on any guest feedback as necessary
- To complete Company paperwork as required
- Ensuring that all shifts are covered adequately and that all kitchen tasks are completed at all times – being prepared to step in and cover other kitchen roles and duties, due to staff absence/illness
- To carry out other duties as requested by the Resort Manager (these might include assisting other Chalet Hosts and working in other chalets)

HEAD CHEF: Les Arcs

Working alongside our Executive Chef and Catering Manager, this is a highly demanding and varied role, requiring previous Head Chef and man management experience, along with complete flexibility. Previous seasonal experience would be ideal but isn't a pre-requisite. You will be responsible for the smooth running of our industrial kitchen within the Bear Lodge Hotel in Les Arcs, in line with all health safety and hygiene regulations - and for delivering an outstanding culinary product in line with the Company website and guest expectations. As you'll be dealing with local suppliers, a good understanding of French is advantageous, as is a full clean driving license held for at least 2 years.

ARE YOU....?

- An experienced Chef
- A superb team player
- An experienced manager – possessing excellent people skills
- Able to cater for differing dietary requirements
- Passionate about creating menus and excited to collaborate with other foodies
- Capable of enforcing our 5* cleaning, health and hygiene standards
- An experienced winter season worker (desirable but not essential)
- Professional, reliable and hardworking
- Organised, with an eye for detail
- Flexible
- Self-motivated
- In possession of a full clean driving licence for at least 2 years (desirable not essential)
- A French speaker (desirable not essential)

If you tick the boxes above, we would love to hear from you!

Job description:

- Liaising with the Resort Manager, Catering Manager and the Executive Chef, the Head Chef will carry out the following duties:
- Full responsibility for the catering product and service in the Hotel
- Preparation and service of breakfast (hot and cold items), afternoon tea, canapés, childrens' meals and evening meal (2 choices per course)
- Overseeing the smooth running of the kitchen
- Designing and executing a menu - in conjunction with our Exec Chef and Catering Manager
- Redesigning menus if required – this can include making suitable alterations for any / all dietary requirements
- Liaising directly with guests in advance of their bookings, and catering for any special requirements
- Ordering food for the Hotel - within given budget constraints
- Receiving and acting on information regarding hotel budgets – ensuring these are adhered to
- Efficient stock control and rotation– including advising on stock levels where necessary
- Liaising with local suppliers
- Training new colleagues (and re-training existing ones if necessary!) throughout the season
- Offering guidance, advice, motivation and support to all kitchen team members
- Designing and managing staff rotas for the kitchen
- Ensuring our exceptional standards of customer service are being met by all staff
- Ensuring the kitchen, equipment and storage areas are maintained in a safe condition, and are fully compliant with all health and hygiene regulations, at all times
- Ensuring all food prep and cleaning duties are fully completed on a daily basis
- Completing a kitchen deep clean at the start, middle and end of the season
- Liaising with Resort Managers to identify and deal with any problems arising from the above standards not being met

- Monitoring guest feedback with regards to any aspect of the catering product / service - and taking any remedial action required
- Completing basic admin and weekly reports including stock taking, temperature logs etc
- Ensuring that all shifts are covered adequately and that all kitchen tasks are completed at all times – being prepared to step in and cover other kitchen roles and duties, due to staff absence/illness
- Working some split shifts and some daytime shifts, as dictated by the rota (duties are shared across the kitchen team)
- Carrying out other duties as requested by the Resort Manager (these might include assisting other departments within the Hotel team)



VIP SKI

CHEF DE PARTIE / COMMIS CHEF: Les Arcs

Reporting to the Head Chef and Sous Chef – our CDPs and Commis Chefs are responsible for delivering the catering product within our hotels. The successful candidate will play a vital role in achieving maintaining and exceeding the exceptional food standards required in our hotel properties. This will involve direct management of the food prep, cooking and presentation process, plus all kitchen health safety and hygiene procedures – and of course the kitchen team. Our CDPs are expected to take responsibility for the Commis Chefs and Kitchen Porters within the kitchen team, when the Head Chef / Sous Chef are not present. Our Commis Chefs are expected to supervise the Kitchen Porter team at all times, but particularly when other members of the kitchen management team are absent.

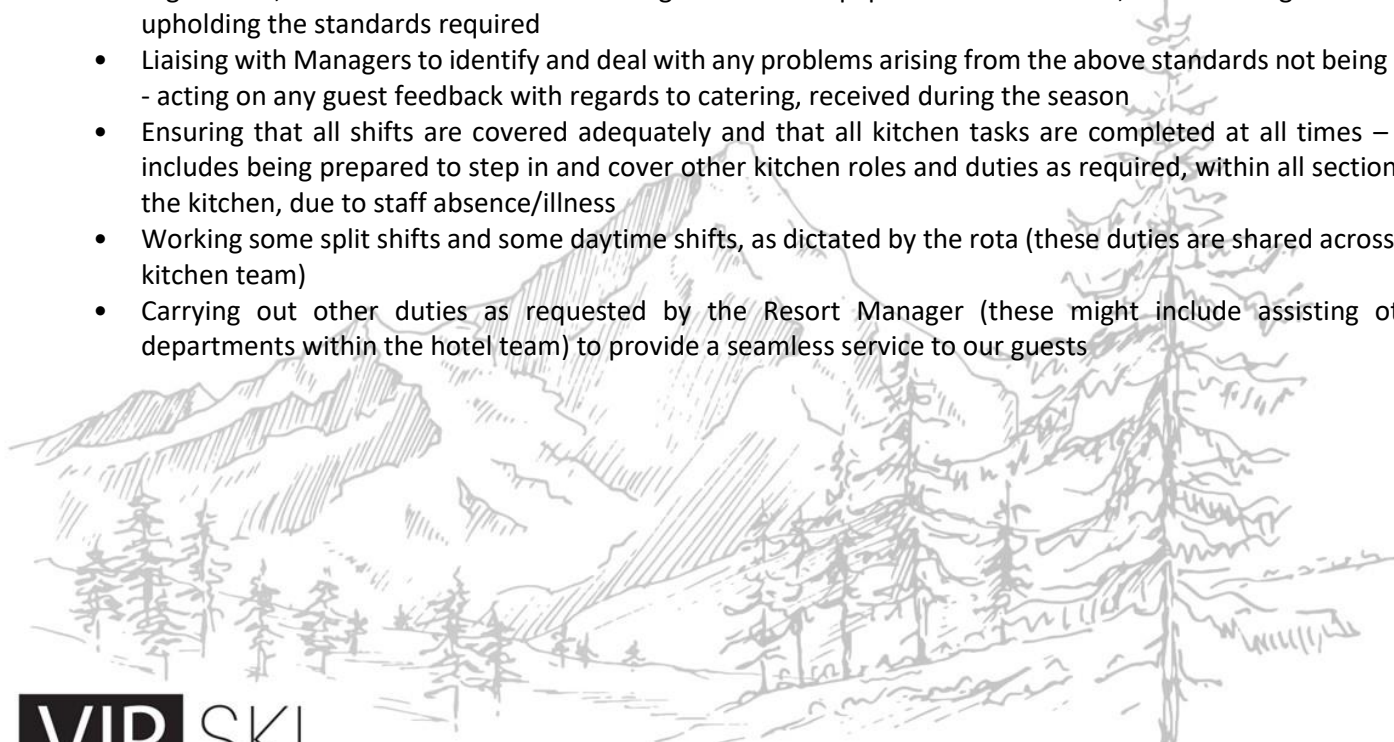
ARE YOU....?

- Used to cheffing in a professional kitchen
- A superb team player
- An experienced manager – or do you have good people skills
- Able to cater for differing dietary requirements
- Capable of enforcing our 5* cleaning, health and hygiene standards
- Professional, reliable and hardworking
- Organised, with an eye for detail
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

- Assisting with and facilitating the smooth running of the kitchen
- Daily food preparation and production, as directed by the Head Chef / Sous Chef
- Playing a part in the provision of alternative dishes to cater for any / all dietary requirements
- Daily cleaning duties as directed by Head Chef / Sous Chef
- Assuming managerial responsibility for the Commis Chefs and Kitchen Porters within the kitchen team, when the Head Chef / Sous Chef are not present
- Training new colleagues (and re-training existing ones if necessary!) throughout the season – and offering guidance, advice and support to all kitchen team members on an ongoing basis
- Ensuring the kitchen is maintained in a safe condition, and is fully compliant with all health and hygiene regulations, at all times – includes ensuring all kitchen equipment is safe to use; and ensuring all staff are upholding the standards required
- Liaising with Managers to identify and deal with any problems arising from the above standards not being met - acting on any guest feedback with regards to catering, received during the season
- Ensuring that all shifts are covered adequately and that all kitchen tasks are completed at all times – this includes being prepared to step in and cover other kitchen roles and duties as required, within all sections of the kitchen, due to staff absence/illness
- Working some split shifts and some daytime shifts, as dictated by the rota (these duties are shared across the kitchen team)
- Carrying out other duties as requested by the Resort Manager (these might include assisting other departments within the hotel team) to provide a seamless service to our guests



SOUS CHEF: Les Arcs

Working alongside the Executive Chef, Catering Manager, and Head Chef – our Sous Chefs are responsible for delivering the catering product within our hotel properties. The successful candidate will play a vital role in achieving the smooth running of the industrial kitchen, and the delivery of an outstanding culinary product and service. With the support of our Exec Chef and Catering Manager, our Sous Chefs are expected to take overall responsibility for the kitchen when the Head Chef is not present. Previous seasonal experience is ideal, but previous cheffing experience and man-management is essential.

ARE YOU....?

- An experienced Chef
- A superb team player
- An experienced manager – possessing excellent people skills
- Able to cater for differing dietary requirements
- Capable of enforcing our 5* cleaning, health and hygiene standards
- An experienced winter season worker (desirable but not essential)
- Professional, reliable and hardworking
- Organised, with an eye for detail
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

- Overseeing the smooth running of the kitchen and the delivery of an outstanding culinary product and service (breakfast, afternoon tea, canapes, childrens' meals and evening meal) at all times
- Training new colleagues (and re-training existing ones if necessary!) throughout the season
- Offering guidance, advice, motivation and support to all kitchen team members – assuming Line Manager responsibilities
- Ensuring our exceptional standards of customer service, health and hygiene are being met by all staff
- Liaising with Managers to identify and deal with any problems arising from the above standards not being met
- Monitoring guest feedback with regards to catering and taking any remedial action required
- Assisting the Head Chef in the design of the menus, and in implementing any changes if required during the season – this can include making suitable alterations for any / all dietary requirements
- Stock control and rotation
- Covering the role of Head Chef when this person is absent for any reason – this might include (but is not limited to) getting involved with food ordering, liaising with local suppliers, adhering to hotel budgets, completing kitchen admin tasks, managing kitchen staff
- Ensuring all kitchen equipment is safe to use
- Ensuring the kitchen is maintained in a safe condition, and is fully compliant with all health and hygiene regulations, at all times
- Ensuring that all shifts are covered adequately and that all kitchen tasks are completed at all times – being prepared to step in and cover other kitchen roles and duties, due to staff absence/illness
- Working some split shifts and some daytime shifts, as dictated by the rota (these duties are shared across the kitchen team)
- Ensuring all food prep and cleaning duties are fully completed on a daily basis
- Completing a kitchen deep clean at the start, middle and end of the season
- Carrying out other duties as requested by the Resort Manager (these might include assisting other departments within the hotel team)

KITCHEN PORTER: Les Arcs

Ultimately reporting to the Head Chef and Sous Chef, but more directly to the Commis Chef team – our Kitchen Porters are responsible for delivering the catering product and keeping our industrial hotel kitchens clean. The successful candidate will play a vital role in achieving maintaining and exceeding the exceptional food, health and hygiene standards required in our hotel properties. This will involve undertaking elements of the food prep, cooking and presentation process, plus upholding all kitchen health safety and hygiene procedures at all times. The successful candidate must be flexible to help in other parts of the kitchen if required. Previous kitchen experience would be ideal - and only organised, self-motivated individuals need apply.

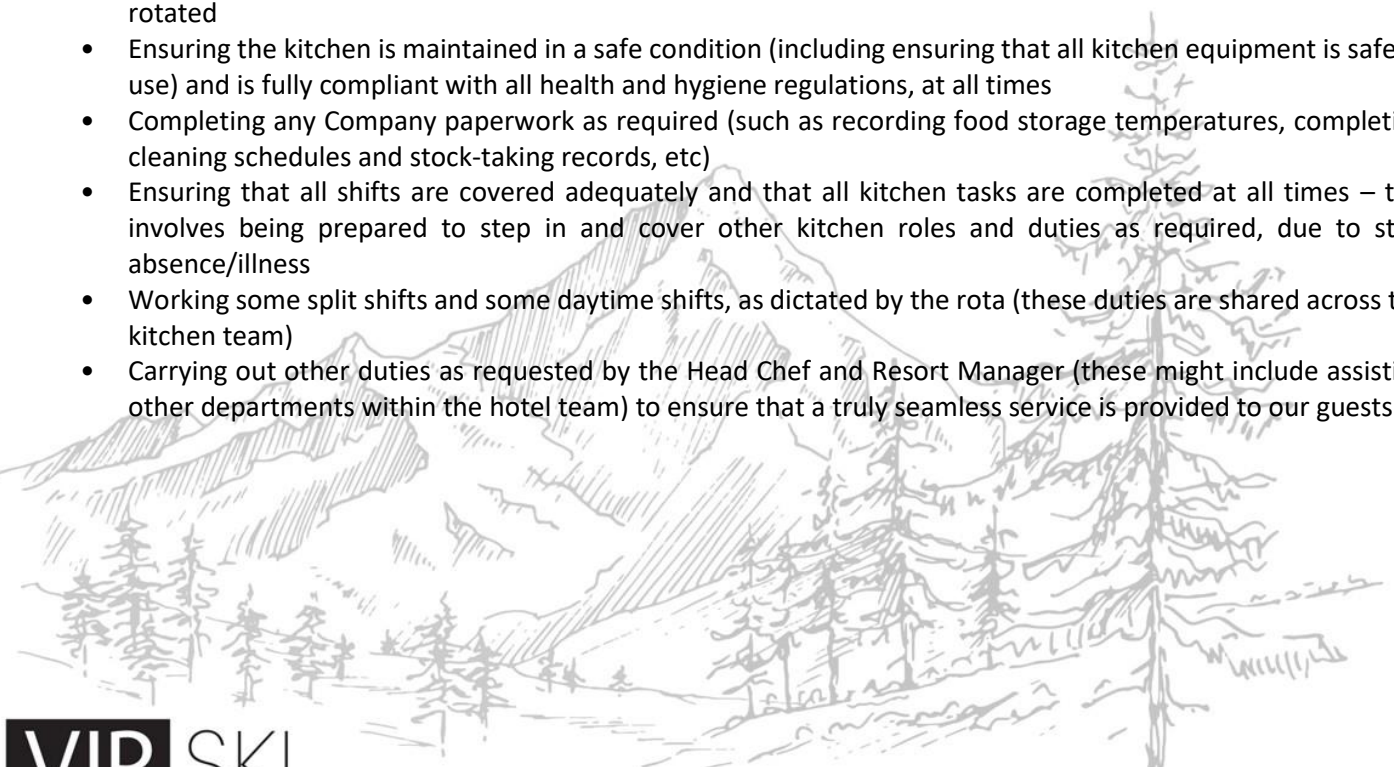
ARE YOU....?

- Experienced in the field of kitchen work
- A superb team player
- Capable of enforcing our 5* cleaning, health and hygiene standards
- Professional, reliable and hardworking
- Organised
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

- Assisting with and facilitating the smooth running of the kitchen
- Cleaning and storage of all the dirty crockery, cutlery and kitchen equipment
- Operating and maintaining all cleaning equipment and tools eg: dish washing machine, hand wash and pot scrubbing stations
- Daily food preparation as directed by the Head Chef / Sous Chef
- Assisting in the presentation of some dishes – as directed by the Head Chef / Sous Chef
- Daily cleaning duties as directed by Head Chef / Sous Chef
- Helping unload food deliveries
- Waste management duties – and ensuring that waste storage and disposal areas are properly maintained, and that recycling is carried out effectively and as per local stipulations
- Keeping storerooms clean and organised – involves ensuring that stock is efficiently and correctly stored and rotated
- Ensuring the kitchen is maintained in a safe condition (including ensuring that all kitchen equipment is safe to use) and is fully compliant with all health and hygiene regulations, at all times
- Completing any Company paperwork as required (such as recording food storage temperatures, completing cleaning schedules and stock-taking records, etc)
- Ensuring that all shifts are covered adequately and that all kitchen tasks are completed at all times – this involves being prepared to step in and cover other kitchen roles and duties as required, due to staff absence/illness
- Working some split shifts and some daytime shifts, as dictated by the rota (these duties are shared across the kitchen team)
- Carrying out other duties as requested by the Head Chef and Resort Manager (these might include assisting other departments within the hotel team) to ensure that a truly seamless service is provided to our guests.



RESORT ASSISTANT: Les Gets, Avoriaz

Each winter we seek exceptional individuals to help manage each of our resorts. In Avoriaz we require 2 resort assistants, reporting to the Assistant Resort Manager and the Resort Manager – and in Les Gets we require one, reporting to the Resort Manager. As with all of our positions, these roles require complete flexibility, team work and a broad skillset. Specific hands-on duties (depending on resort) will include: flexi hosting duties in our properties (= cooking and cleaning duties); undertaking the majority of driving and handyman tasks around resort (including pool testing and sauna / steam room maintenance and checks); transporting staff to and from their accommodation to their place of work; carrying guest luggage to and from properties; delivering supplies to different properties; and accompanying our guests to and from the airport on transfer day. Good physical fitness is a must, for this role.

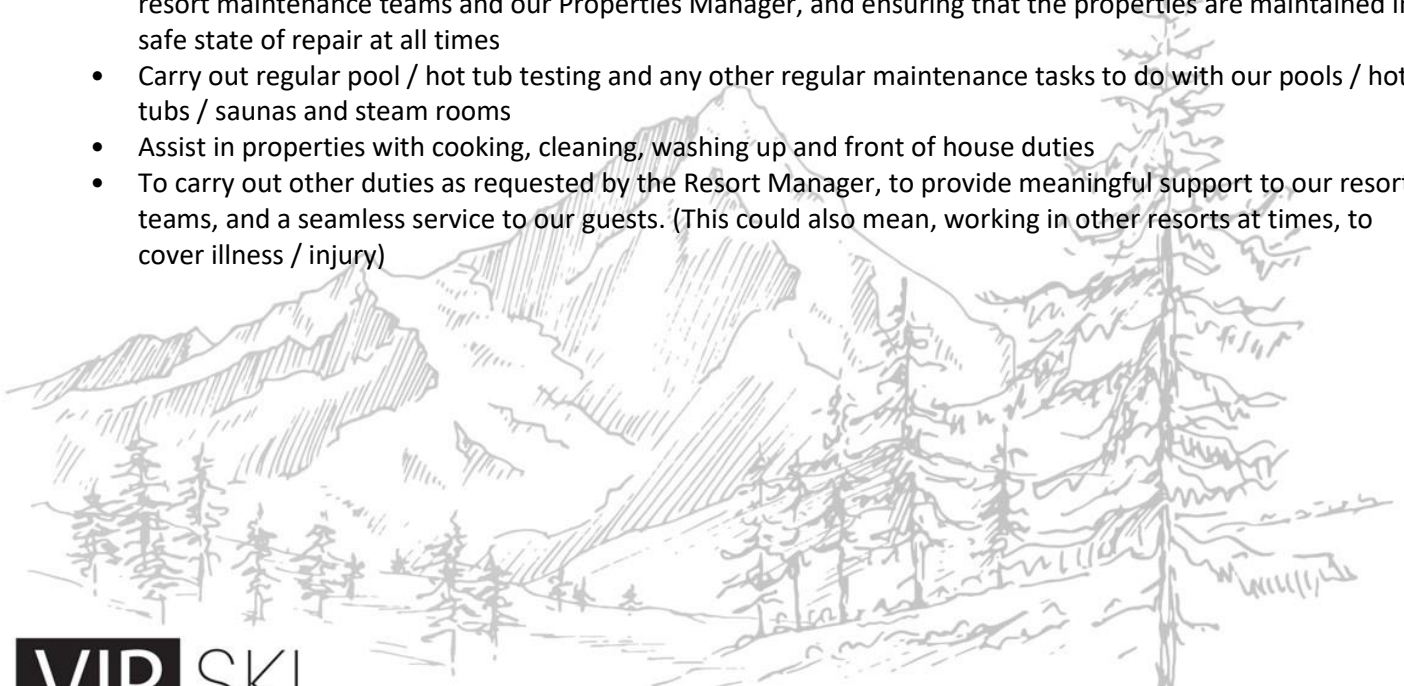
ARE YOU....?

- Physically fit
- Great at, and experienced in, customer service
- A skilled maintenance / handyman (desirable not essential)
- Experienced at working in a ski resort / within chalets (desirable not essential)
- Professional and hardworking
- Flexible
- Self-motivated
- In possession of a full, clean driving licence (held for at least 2 years)
- A French speaker (desirable not essential)

If you tick the boxes above, we would love to hear from you!

Job description:

- Act as the Company Representative for the guests, repping coaches to and from the airport on transfer day
- Assist with the collection and distribution of guest luggage on transfer day
- Pick up staff from their accommodation and drive them to their place of work (*Les Gets only*)
- Ensure the guests are receiving excellent customer service and that their expectations are being exceeded in every property, every week
- Distribution of stores items and linen to all chalets, as well as other items such as fresh meat, childcare equipment and logs for chalet fires
- Assistance with chalet shopping / ordering
- Resort (and inter-resort) driving duties – which includes regular vehicle maintenance checks and cleaning
- Snow clearing and basic maintenance – keeping up to date with the chalet snag-list, liaising with any in-resort maintenance teams and our Properties Manager, and ensuring that the properties are maintained in a safe state of repair at all times
- Carry out regular pool / hot tub testing and any other regular maintenance tasks to do with our pools / hot tubs / saunas and steam rooms
- Assist in properties with cooking, cleaning, washing up and front of house duties
- To carry out other duties as requested by the Resort Manager, to provide meaningful support to our resort teams, and a seamless service to our guests. (This could also mean, working in other resorts at times, to cover illness / injury)



DRIVER: Val d'Isère

The role of Driver is focused on delivering an exceptional level of customer service. You will be facilitating our guests' holiday to ensure that they have everything they need and can get to where they need to go with minimal fuss and delay. Driving duties include the delivery of bread, meat, logs for the chalet fires and newspapers to all chalets around the resort. Also, the delivery of everything but fresh food products, from our resort storerooms to our properties. Logistics duties would include snow clearing, and aspects of basic property maintenance. This person takes responsibility for the operation of a guest "shuttle" service to and from the slopes, as well as the transportation of chalet staff, nannies and children where necessary. They will hold the ultimate responsibility for the general upkeep and maintenance of the vehicle. You must also be completely flexible and be prepared to do whatever is asked of you – and good physical fitness is a must.

ARE YOU....?

- Aged at least 21 (required to satisfy conditions of our overseas vehicle insurance policy)
- In possession of a full, clean driving licence (held for at least 2 years)
- Physically fit
- Great at, and experienced in, customer service
- A skilled maintenance / handyperson (desirable not essential)
- Experienced at working / driving in a ski resort / winter environment (desirable not essential)
- Professional and hardworking
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

- The provision of an efficient in-resort shuttle service as required by the Company
- Regular vehicle maintenance and cleaning
- Responsibility for any vehicle damage
- In resort deliveries, including bread, newspapers, products from the storeroom, mid-week meat deliveries, childcare equipment and guest baggage
- Delivering and stacking logs for each chalet
- The safe and efficient management and distribution of storeroom items to each chalet
- The safe transportation of our guests, their children and their nannies to and from locations in resort
- Assistance with chalet shopping
- Snow clearing
- Undertaking any general maintenance of our hot tubs and pools in resort (when necessary)
- Acting as the Company representative, repping guest coaches to and from the airport on transfer day
- Sales and cash handling on the coach; as well as dealing with any guest queries
- Processing clear and accurate sales paperwork for the Resort Administrator – and weekly paperwork for the Logistics Manager, including vehicle and coach reports
- Lifting and carrying luggage including skis, snowboards and other heavy items
- Ensuring that all shifts are covered adequately and that all logistics / driving tasks are completed at all times – this means being prepared to step in and cover extra shifts, roles and duties, due to staff absence/illness from time to time
- To carry out other duties as requested by the Resort Manager and Logistics Manager (which may include assisting in other Logistics tasks, and with other in-resort roles such as within chalets) in order to provide a truly seamless service to our guests

MAINTENANCE: Portes du Soleil & Val d'Isère

Our resort Maintenance Teams are generally referred to as the "backbone of the resort" – they are renowned for keeping things running smoothly and effortlessly behind the scenes. The main responsibility of maintenance staff in resort - as well as responding to maintenance emergencies – is maintaining and rectifying ongoing "snag" lists for each chalet. Like all the Logistics positions, this role requires ultimate flexibility. We need problems to be rectified before they impact any VIP SKI guests. Our maintenance team also needs to be as comfortable "front of house" as they are fixing things. Driving, lifting and carrying also form a large part of this role.

ARE YOU....?

- A skilled experienced maintenance / handyperson (carpentry or plumbing or electrics)
- Aged at least 21 (required to satisfy conditions of our overseas vehicle insurance policy)
- In possession of a full, clean driving licence (held for at least 2 years)
- Physically fit
- Experienced at working / driving in a ski resort / winter environment (desirable not essential)
- Professional and hardworking
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

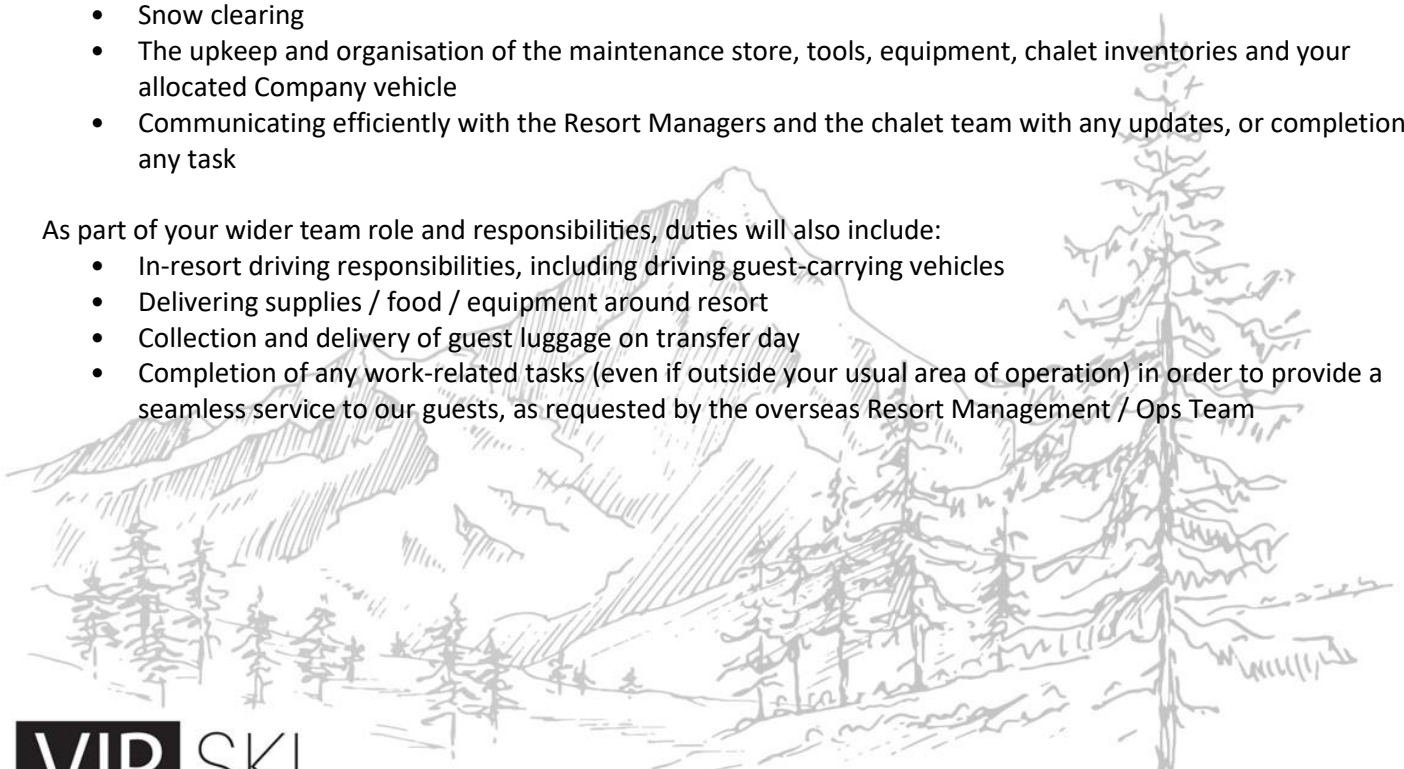
Job description:

To ensure all resort properties are in an excellent state of repair and are safe, duties are as follows:

- Basic chalet maintenance
- Emergency on-call maintenance
- Regularly checking properties to ensure they are safe
- Supervision of third-party contractors, and escalating any problems to the Properties Manager
- Fixing minor (and accompanying major) plumbing, electrical and carpentry issues. This may involve driving out of resort to collect parts / supplies as needed
- Diagnostics, maintenance and repair of hot tubs, saunas, pools and steam rooms
- Monitoring and managing our online logging system to respond and provide solutions to issues as and when they arise
- Snow clearing
- The upkeep and organisation of the maintenance store, tools, equipment, chalet inventories and your allocated Company vehicle
- Communicating efficiently with the Resort Managers and the chalet team with any updates, or completion of any task

As part of your wider team role and responsibilities, duties will also include:

- In-resort driving responsibilities, including driving guest-carrying vehicles
- Delivering supplies / food / equipment around resort
- Collection and delivery of guest luggage on transfer day
- Completion of any work-related tasks (even if outside your usual area of operation) in order to provide a seamless service to our guests, as requested by the overseas Resort Management / Ops Team



POOL CARETAKER: Val d'Isère

Looking after our pools and wellness suites is a full time job! This role forms part of the Maintenance / Logistics team in resort; reports to Head of Maintenance and the Resort Manager; and as the title suggests, will be responsible for looking after all these facilities in resort – cleaning as well as maintenance – and also getting involved on the logistics front. A proactive, professional and flexible outlook is paramount for this role. As is a full clean driving licence.

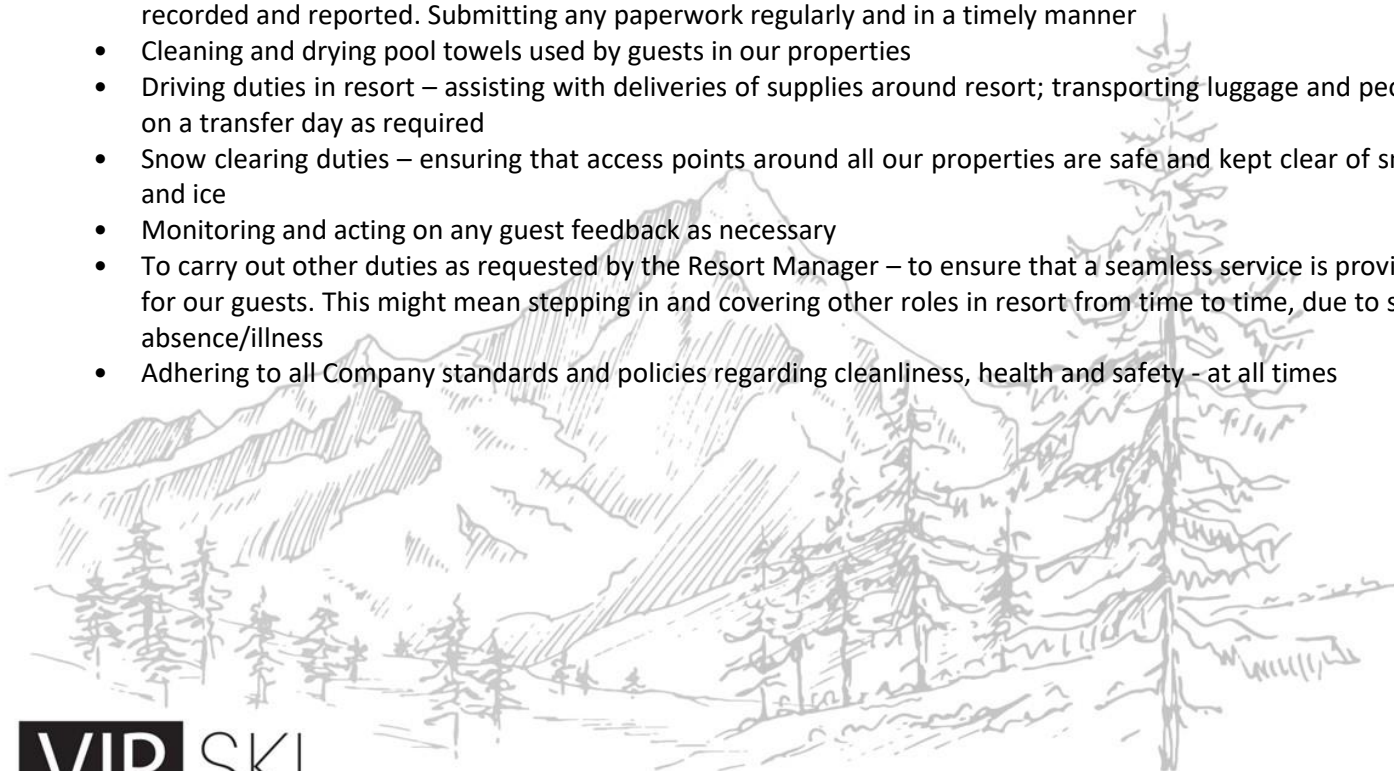
ARE YOU....?

- A skilled experienced maintenance / handyperson (previous experience of pool / wellness suite maintenance would be a distinct advantage)
- Aged at least 21 (required to satisfy conditions of our overseas vehicle insurance policy)
- In possession of a full, clean driving licence (held for at least 2 years)
- Physically fit
- A great communicator – skilled at customer service
- Experienced at working / driving in a ski resort / winter environment
- Professional and hardworking
- Flexible
- Organised, with an eye for detail
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

- Understanding the working of, and assuming full responsibility for, the wellness areas, pools, jacuzzis, hammams and saunas within our properties in resort.
- Liaising with the resort maintenance team to ensure that the above-named facilities are operating safely and efficiently at all times – reporting and working to resolve any technical issues as quickly as possible
- Cleaning the above-named facilities on a daily / weekly basis, as required and as per Company stipulations
- Carrying out regular testing of our pools and jacuzzis, as per Company, and local, stipulations. (NB: pool & hot tub testing needs to be carried out 3 x per day)
- Completing any paperwork relating to the above – ensuring that any processes undertaken are properly recorded and reported. Submitting any paperwork regularly and in a timely manner
- Cleaning and drying pool towels used by guests in our properties
- Driving duties in resort – assisting with deliveries of supplies around resort; transporting luggage and people on a transfer day as required
- Snow clearing duties – ensuring that access points around all our properties are safe and kept clear of snow and ice
- Monitoring and acting on any guest feedback as necessary
- To carry out other duties as requested by the Resort Manager – to ensure that a seamless service is provided for our guests. This might mean stepping in and covering other roles in resort from time to time, due to staff absence/illness
- Adhering to all Company standards and policies regarding cleanliness, health and safety - at all times



LINEN / STORES / DRIVER PERSON: Les Arcs & Val d'Isère

Reporting to the Resort Manager, this role is responsible for organising, managing, accounting for, and distributing our supplies of linen and other goods, to our resort properties. Although largely a behind the scenes role, the Linen-Stores-Driver may also have front of house responsibilities and should expect to have a degree of contact with our guests. As a stand-alone role, this would suit someone who relishes working independently. It is also a fairly physical role, with lots of heavy lifting involved.

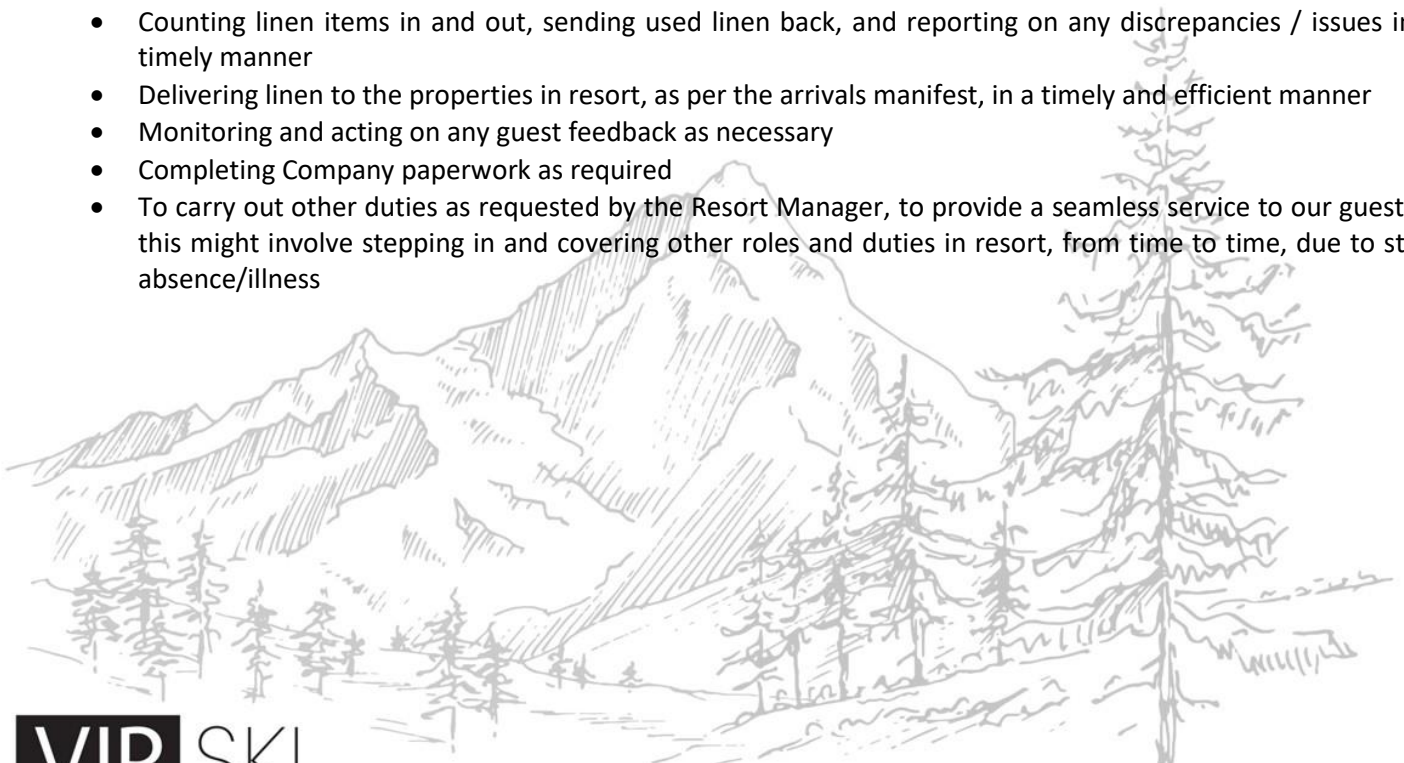
ARE YOU....?

- In possession of a full, clean driving licence (held for at least 2 years)
- Physically fit
- A highly organised, details person
- Experienced in stock control and management (preferable not essential)
- An independent worker
- Able to speak / understand French (this would be a distinct advantage)
- A great communicator – skilled at customer service
- Professional and hardworking
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

- Full responsibility for the stores of linen, catering and housekeeping supplies for our properties in resort
- Organisation, management and cleaning of the stock room(s)
- Regular stock check and effective stock rotation
- Operation of a database to manage these supplies (*in Val d'Isere only, not Les Arcs*)
- Liaising with resort staff to provide replacement supplies of the above – including picking and delivering to properties, and anticipating stock shortages
- Managing deliveries into properties (of the above-named supplies, plus wine)
- Liaising with local linen suppliers
- Counting linen items in and out, sending used linen back, and reporting on any discrepancies / issues in a timely manner
- Delivering linen to the properties in resort, as per the arrivals manifest, in a timely and efficient manner
- Monitoring and acting on any guest feedback as necessary
- Completing Company paperwork as required
- To carry out other duties as requested by the Resort Manager, to provide a seamless service to our guests – this might involve stepping in and covering other roles and duties in resort, from time to time, due to staff absence/illness



CONCIERGE: Les Arcs & Val d'Isère

Based at our Aspen House (containing 8 luxury chalet suites) in the heart of Val d'Isère; or at Bear Lodge (containing a 60-80 bed hotel, plus 12 luxury chalet suites) in Les Arcs 1950 - our Concierge team focus on delivering excellent customer service to all guests and cater for their every need once they have stepped outside of their accommodation (e.g. spa bookings, meals, ski school, bad weather days...). This is a very flexible and an entirely "front of house" role, and the successful candidate will be organised and incredibly well informed about the resort and surrounding areas – they will be expected to answer any and all questions on this, their specialised subject, from our guests. Lots of local supplier liaison will be required, and possibly some driving – as such, we require a good to fluent level of spoken French, and a full clean driving licence for this role.

ARE YOU....?

- A good – fluent French speaker
- In possession of a full, clean driving licence (held for at least 2 years)
- A natural front of house person – with extensive customer service experience
- A seasoned winter sports enthusiast
- Highly organised
- Professional and hardworking
- Flexible
- 1000% reliable, discreet and trustworthy
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

- Being the welcoming face of the Company, when guests arrive at the property
- Acting as a valuable source of up-to-date resort information, and providing personalised suggestions for activities that our guests could do while in resort
- Booking restaurants, taxis, ski school...helping organise any activities that our guests may wish to partake in
- Repping buses to and from Geneva airport on a transfer day (Sundays) – representing the Company, answering guest queries, and being responsible for guest safety
- Answering phone calls
- Organising any in-resort shuttle service
- Training new colleagues (and re-training existing ones if necessary!) throughout the season
- Cleaning of public areas within the Aspen Lodge / Bear Lodge property, to ensure they are always spotless
- Cleaning and drying of pool towels
- Undertaking basic maintenance tasks – including but not limited to: clearing snow; performing pool/wellness suite checks
- Being responsible for the property fire alarm, and for operating an efficient fire evacuation procedure, in the event it becomes necessary
- Coordinating and receiving deliveries, including dry and perishable food items, baggage, and valuables. Management and safe keeping of all these items.
- Covering driving duties in and around resort, if required
- Monitoring and acting on any guest feedback as necessary
- To complete Company paperwork as required
- Covering the hours of 8am – 8pm and working split shifts / day-in shifts (organised on a rota basis and split equally between two members of staff working as Concierge in the property)
- Ensuring that all shifts are covered adequately and that all Concierge tasks are completed at all times, to provide a seamless service to our guests: this means liaising with / handing over to the other appointed Concierge; and being prepared to step in and cover other roles, shifts and duties in resort, due to staff absence/illness from time to time

DRIVER/BAR: Les Arcs

This role is split between driving duties in resort and running the bar in our Bear Lodge hotel property. Driving / logistics duties include the delivery of bread, meat, logs for the chalet fires and newspapers to all chalets around the resort. Bar duties would involve the efficient and professional running of the hotel bar, ensuring that it is the go-to place for a warm welcome and delicious drinks whatever the hour. Airport transfer duties are also involved in this role on a transfer day - so it really is a varied, physical, demanding but ultimately rewarding job, where no two days look the same. This role would best suit someone looking for variety, but certainly not the easy option. You must be a natural front of house person and have previous bar tending experience. A full clean driving licence is also essential for this role.

ARE YOU....?

- A natural front of house person, with excellent interpersonal skills
- A seasoned customer service professional
- An experienced bartender
- In possession of a full, clean driving licence (held for at least 2 years)
- Aged at least 21 (to satisfy the conditions of our overseas vehicle insurance policy)
- An experienced salesperson (desirable not essential)
- Physically fit (lots of heavy lifting and snow clearing is likely to be involved)
- Professional and hardworking
- Flexible
- Self-motivated

If you tick the boxes above, we would love to hear from you!

Job description:

The driving / logistics duties undertaken would include:

- In resort deliveries, including bread, newspapers, products from the storeroom, mid-week meat deliveries, logs, childcare equipment and guest baggage
- The safe and efficient management and distribution of storeroom items to each chalet
- Regular vehicle maintenance and cleaning – plus the organisation and cleaning of the property's garage
- Responsibility for any vehicle damage
- Assistance with chalet shopping
- Collecting and delivering supplies from outside of resort as necessary
- Snow clearing
- Undertaking any general maintenance of our hot tubs and pools in resort (when necessary)
- Manning coaches between resort and Geneva airport on transfer day (Sunday) – being the face of the Company, liaising with the Resort and Assistant Managers, ensuring that guests are properly picked up, dropped off and accounted for, that all queries, problems and sales requests are dealt with, and that any assistance required by our guests is provided
- Sales and cash handling on the coach; as well as dealing with any guest queries
- Processing clear and accurate sales paperwork for the Resort Administrator – and weekly paperwork for the Logistics Manager, including vehicle and coach reports
- Lifting and carrying luggage including skis, snowboards and other heavy items

The bar duties undertaken would include:

- Opening and closing the hotel bar, and working varied bar shifts to cover the operation of the bar – these could be split shifts
- Devising promotions and organising events, to attract more footfall
- Stock-taking, ordering and efficient stock rotation
- Training and motivating other team members

- Cleaning duties – being responsible for the cleanliness of the bar area, including toilets and other public areas
- Snow clearing – ensuring that guest access points around the bar and hotel are safe and clear of snow and ice

And the following applies to all our roles in resort:

- To carry out other duties as requested by the Resort Manager, Duty Manager or Logistics Manager (which may include assisting in other Logistics / Bar tasks, and/or stepping in and covering extra shifts, roles and duties within your own or other departments from time to time - in the case of staff illness / absence for example) in order to provide a truly seamless service to our guests



NIGHT PORTER: Les Arcs

The role of night porter is key to our operations in Les Arcs. It's a varied, practical and responsible role requiring excellent problem-solving and communication skills, a strong self-motivated work ethic, and complete flexibility. The successful candidate will have previous customer service experience, and a proven ability to work autonomously and think outside the box. A full, clean drivers' licence and a basic level of French is advantageous, as is previous resort experience. Each week, you would be required to work 4 nights on (10pm-8am) and 3 nights off. You would be working this shift pattern alongside another night porter, and some kitchen porter shifts would also be involved instead of a night shift here and there, to assist with the smooth running of the hotel and to provide variety. While on night porter duty, you are responsible for the Bear Lodge building at night, in terms of health & safety, fire / evacuation, guest care, and emergency assistance (facilitating medical care for anyone requiring emergency medical intervention). You will also be required to clean certain public areas of the building and help set up breakfast service / prepare wake-up drinks for our guests.

ARE YOU....?

- Well versed and experienced in providing excellent customer service
- A natural "front of house" person
- Great at problem solving and logical calm thinking
- Capable of cleaning to our 5* standards
- In possession of a full, clean driving licence (held for at least 2 years)
- Aged at least 21 (to satisfy the conditions of our overseas vehicle insurance policy)
- An independent self-starter
- Professional, responsible and hardworking
- Flexible
- Able to speak / understand French (would be desirable but is not essential)

If you tick the boxes above, we would love to hear from you!

Job description:

The role of the night porter can be split into the following areas:

CUSTOMER SERVICE

- Dealing with guests requiring emergency medical assistance out of hours – this could involve being first on the scene to any medical emergency, ensuring that initial first aid is administered and that emergency services are notified as quickly as possible
- Complaint handling out of hours - providing an efficient, calm, professional presence to guests, and escalating / communicating issues clearly and in a timely manner
- Being responsible and available / visible for all aspects of guest care out of hours e.g. facilitating access to the building due to lost keys; replacing linen in the event that guests are unwell overnight; helping guests who may be inebriated; following up reported cases of any missing guests (not having returned from nights out)
- Setting up the breakfast buffet, assisting in elements of breakfast food prep, and preparing wake-up drinks for our guests
- Preparing any meeting / conference rooms when necessary
- Assisting with any driving / delivery duties e.g. delivery of guest baggage, storeroom products and chalet / childcare equipment – as needed
- Carrying out any other duties necessary for the proper provision of excellent customer service (particularly in the event of staff illness / injury) - as directed by your management team

HEALTH AND SAFETY

- Assuming responsibility for the Bear Lodge building overnight when on duty
- Conducting fire and floor walks regularly
- Evacuating the building in the event of a fire / fire alarm
- Making sure all areas of the building are hazard-free, safe and secure, for our guests and staff
- Ensuring relevant emergency services / VIP SKI Managers, have been notified and informed of any incidents, in a timely manner

CLEANING

- On a nightly basis, cleaning the following areas of the hotel building: the wellness centre, cinema, reception area, and 3 sets of public toilets
- On a nightly basis, washing and drying all of the used pool towels
- Making sure all areas of the building are hazard-free, safe and secure, for our guests and staff
- Waste management and recycling duties

KITCHEN PORTERING

- Working one or two days per week in the kitchen of the Bear Lodge hotel (only if/when necessary, and instead of night porter duties)
- Assisting the kitchen team with elements of food prep and presentation
- Washing up, tidying and cleaning duties
- Adhering to stringent health and hygiene regulations
- Assisting with food deliveries, stock control and rotation, organisation of the kitchen and storeroom areas

And the following applies to all of our roles in resort:

- To carry out other duties as requested by the Duty Manager, Head Chef or Resort Manager (which may include assisting in other tasks, and/or stepping in and covering extra shifts, roles and duties within your own or other departments from time to time - in the case of staff illness / absence for example) in order to provide a truly seamless service to our guests



NANNY: Les Arcs, Avoriaz-Morzine-Les Gets, Val d'Isere

Not many people can further their career by sledging and making snow angels, but a role within the Childcare team at VIP SKI can do just that. We will only consider those who are qualified to NNEB, CACHE, NVQ level 3 or equivalent - we also welcome applicants with a teaching or nursing degree, who have good experience working with young children. You will work within our designated childcare suites (Bear Lodge, Les Arcs) or within individual chalets – plus out in the snow of course! delivering a safe and fun-filled week tailored to our families and their children. We are looking for individuals with incredibly high standards, lots of energy, patience, and initiative – who are able to provide the most unforgettably brilliant 5* ski holiday experience for children and their parents.

ARE YOU....?

- In possession of a CACHE / NNEB / NVQ LEVEL 3 qualification (or equivalent = Level 2 with plenty of experience OR a teaching or nursing degree)
- Passionate about working with children
- Well versed and experienced in providing excellent customer service
- A natural “front of house” person and a superb communicator
- A team player
- Able to cook childrens’ meals
- Creative and enthusiastic
- Capable of upholding our 5* cleanliness, health, safety and hygiene standards
- Professional, responsible, and hardworking
- Flexible
- Organised

If you tick the boxes above, we would love to hear from you!

Job description:

- Looking after the children staying in a particular chalet, or at our Bear Lodge complex, usually for a whole week at a time, while their parents are out skiing for the day.
- Maintaining a fun, stimulating, caring and safe environment for children aged 3 months to 12 years.
- Planning a variety of indoor and outdoor activities depending on the age of the children and parents’ preferences.
- Changing nappies, supporting potty/toilet training and cleaning and preparing bottles.
- Making and serving a home cooked nutritious lunch for the children – or ensuring this is being provided by the kitchen team (*Les Arcs*) as well as ensuring the children have had enough snacks and drinks throughout the day.
- Dropping off and picking children up for ski school
- Supervising ski school when required
- Completing daily and weekly paperwork relating to the children in your care.
- Operating the highest standards of Health and Safety – eg: with regard to ratios, and cleanliness / hygiene
- Babysitting some evenings (usually on chalet host day off)
- Communicating and keeping parents up to date throughout the day.
- Liaising with the Childcare Manager throughout the season.
- Providing excellent levels of customer service and care
- Carrying out other duties as requested by the Duty, Resort and Childcare Managers (these might include assisting other departments within the hotel or chalet teams) in order to provide a truly seamless service to our guests.