

Job Title: Chalet Host
Reports To: Resort Manager
Contract: Seasonal
Company: Ski Armadillo Ltd
Resort: Verbier, Switzerland

Are you confident and outgoing? Would you take pride in creating a home from home for Ski Armadillo guests?

As one of our carefully selected Chalet Hosts, you will be the face of Ski Armadillo in our chalets. You will work alongside a Chalet Chef, helping to create an unforgettable holiday experience for our guests. We are looking for candidates who can effortlessly show hospitality skills and responsibly maintain the chalet environment to a high standard. If you think you have what it takes to exceed both our and our guests' expectations, get in touch.

What will you be doing?

A Chalet Host's role is varied, hard work and fulfilling – you will be responsible for the day-to-day running of your own chalet. This involved everything from creating the perfect atmosphere and entertaining guests, to the daily cleaning routine. You will need a strong work ethic and enthusiasm to carry out just some of the following:

- Assisting in the preparation and serving of breakfasts and four-course meals (including canapés) on six nights of the week, including clearing away and laying up.
- Developing relationships with your guests to ensure they have the best possible stay and the Ski Armadillo reputation is upheld.
- Exceeding all expectations on special occasions (birthdays, Christmas etc.)
- Assisting in arranging ski hire, lift passes, lessons, restaurant reservations and any other activities, by pricing up, quoting and booking any services not pre-booked in the UK.
- Organising any other guest requests and informing managers in a timely manner.
- Deep cleaning chalets at the start of the season and close-down.
- Daily housekeeping, which includes cleaning, hoovering, dusting, emptying bins and general room servicing duties to bedrooms, bathrooms and communal areas.
- Weekly changeovers, towel changing and regular deep cleaning of the chalets.
- Maintaining a safe environment for you and your guests, by ensuring all equipment is in good working order or reporting any unresolvable maintenance issues.
- Assisting in the clearing of snow from paths and balconies, ensuring areas are safe at all times.
- Accurately reporting all necessary information, including maintenance, breakages, inventories, stock, and any other paperwork.
- Being responsible for any company money, receipts and account cards in your care, including sticking to a chalet budget for costs and stock.
- Undertaking any other administrative tasks that are relevant to your position.
- Taking full responsibility for managing all aspects of your chalet.
- Creating a warm, friendly environment so guests have the best holiday experience.
- Establishing and maintaining a professional working relationship with clients, suppliers and all resort contacts
- Dealing with complaints in the appropriate manner, and notifying the management team.



- Playing a key role in the Ski Armadillo team by taking pride in your appearance, working as a team and showing loyalty to the company.

Who are we looking for?

You will have experience in a hospitality or customer service background, in restaurants, hotels or events, and will have worked in a team environment. You will be motivated and hard-working, with good computer skills and an eye for detail. We are looking for outgoing and inspiring individuals who can remain calm under pressure and love meeting new people. If you are proactive, professional and have a great sense of humour, we want you to be part of the Ski Armadillo team!

If you would like to apply, please send your CV, covering letter and a recent photograph to recruitment@skiarmadillo.com. Please also let us know why you would like to work for Ski Armadillo and what you think you would bring to the role.

Please note: All applicants must have a UK National Insurance number, a UK bank account and be available to work in Verbier from the end of November-2018 until the end of April-2019