



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

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**Are you confident and outgoing? Would you take pride in achieving a home from home for Ski Armadillo guests? Are you an excellent people manager?**

As one of our carefully selected management team, you will be responsible for the on-going quality and standards of the Ski Armadillo chalets. You will oversee all logistics in your allocated chalets to ensure our chalet staff are creating an exceptional holiday experience for our guests. You will also be a regular point of contact for all guests in your allocated chalets, representing our brand and product. We are looking for candidates who can effortlessly demonstrate hospitality and team management skills and responsibly maintain the chalets to a meticulously 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 Chalets manager's role is varied and hard work – you will be responsible for overseeing the general running of our chalet programme. This involves everything from ensuring the chalet hosts are creating the perfect atmosphere and managing their daily cleaning routine, to greeting guests and dealing with any issues that cannot be resolved by the chalet team. You will need a strong work ethic and enthusiasm to carry out just some of the following:

**Team Management**

- Managing a varied team of chalet staff within one of two allocated pods of chalets.
- Managing your team's motivation and team dynamics.
- Take pride in providing the Ski Armadillo product and service and maximizing the company's success.
- 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.
- Assisting in the delivery of training at the beginning of the season to ensure the chalet team are able to deliver chalet holidays of the highest quality.
- Ensuring all hosts are immaculately turned out at all times when working, and providing a consistently high level of service.
- Managing staff rotas to cover days off, and staff allocation within chalets.
- Provide cover along with the rest of the management team on chalet staff days off.
- Establishing and maintaining a professional working relationship with clients, suppliers and all resort contacts.



### **Guest Liaison**

- Meeting and visiting guests during their stay to ensure they are having the best possible experience and their expectations have been met.
- Interacting with client's to monitor our performance from their prospective to constantly improve our offering.
- Creating a weekly report from all guests and signing off all guest security deposit returns.
- Dealing with complaints in the appropriate manner, and notifying the Resort Manager.
- Managing and monitoring feedback given on our comment cards and in chalet guest books.
- Upselling of all additional products and booking of ski packs with guests in resort.

### **Chalet Management**

- Ensuring the chalet staff in your allocated chalets are creating a warm, friendly environment so guests have the best holiday experience.
- Taking full responsibility for managing all aspects of the chalets.
- Ensuring all chalets are well-equipped at the start of the season, with regular inventory checks
- Regular chalet checks to ensure all chalets achieve a constantly high standard of cleanliness.
- Regular kitchen and fridge checks to maintain cleanliness and hygiene standards within food safety guidelines.
- Overseeing daily housekeeping, weekly changeovers and regular deep cleaning of the chalets as well as assisting with set-up and closedown of your 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.
- Manage, administrate and stock check all non-food chalet budgets to include linen, drinks and cleaning products.
- Accurately collating and reporting all necessary information weekly to the Resort Manager, including maintenance, breakages, inventories, food budgets and feedback forms
- 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.

### **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 managing a team where consistent high standards are essential. You will be motivated and hard working, and take pride in achieving extremely high standards, as well as having good computer skills and an excellent eye for detail. We are looking for outgoing, inspiring and resourceful individuals who can remain calm under pressure and love meeting new people. If you are an organised, proactive, professional people manager and have a great sense of humour, we want you to be part of the Ski Armadillo team! Previous winter season experience and French-speaking skills are highly preferable.

If you would like to apply, please send your CV and a recent photograph to [recruitment@skiarmadillo.com](mailto: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