



# SNOWCHATEAUX

A breath of fresh air is sweeping through the Alps this winter and we're on top of it. Literally.



JOIN US THIS WINTER IN THE ALPS



# WHO ARE WE?

Created in 2008 Snowchateaux is an independent ski chalet holiday company based in the French Alps. Our chalets are hand-picked for location near the lifts or ski in/ski out to make that journey to the slopes hassle-free and easy. Our resorts all have access to high altitude skiing, guaranteeing snow sure conditions throughout the season. Comfort stays at the fore with modern facilities, up to date décor and home from home charm. We are committed to giving the best value holiday we can, in terms of cost, service and with the additional extras that come part and parcel of our service.

A new management team with oodles of experience are leading Snowchateaux into the light of a new era in chalet holidays and seasonal employment in the Alps. Our ethos lies in providing our team with all the tools they need to fulfil the requirements of their role with the minimum amount of fuss. We look after our team first and foremost and in return our team look after our guests and have the most amazing 5 months in the Alps.



WHERE



# ARE WE?

- 22 chalets
- 7 world-class resorts





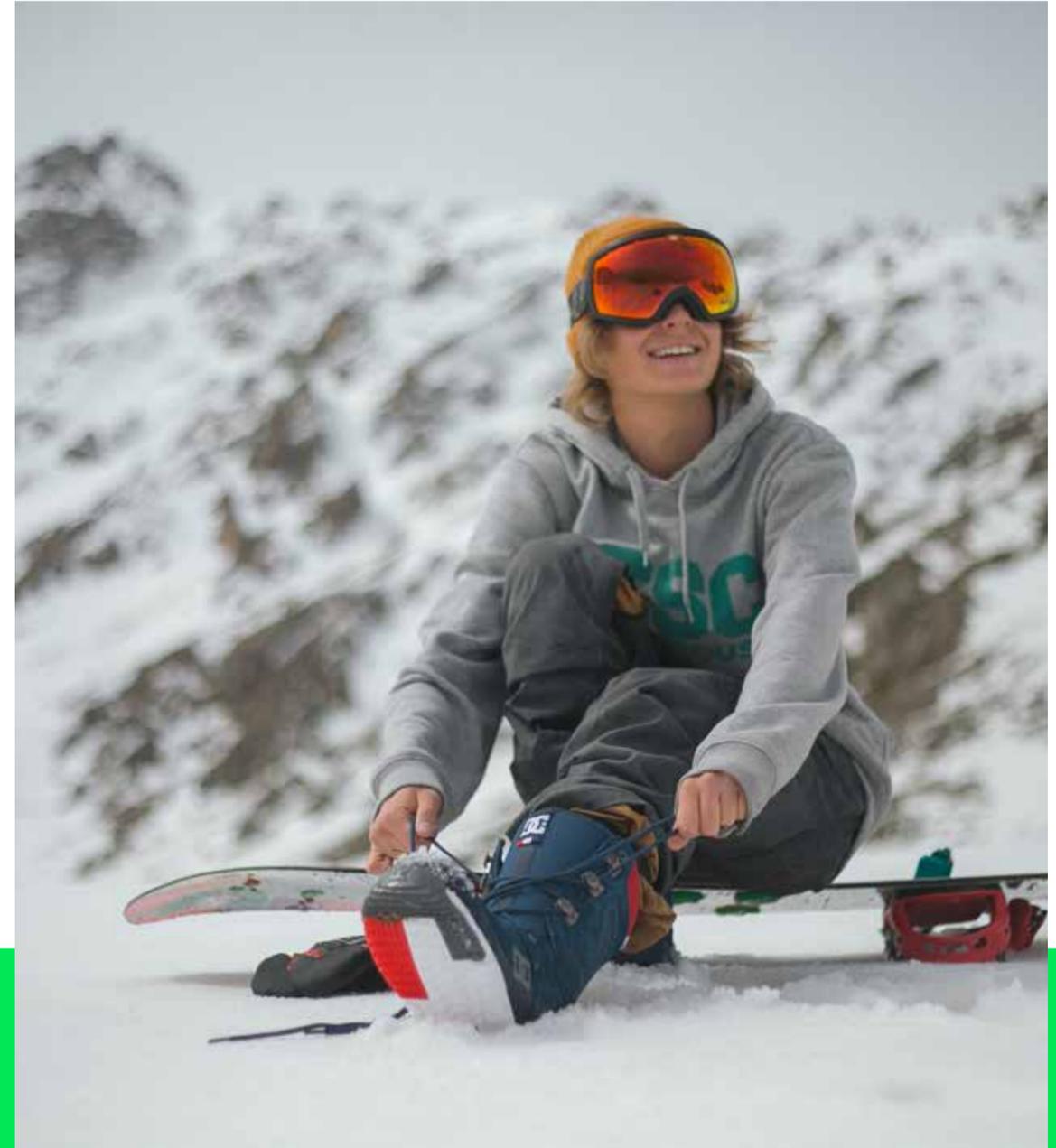
# WHO ARE YOU?

We are looking for some very special people who have warm, friendly and approachable personalities, are customer focused, diligent and professional. If you have a passion for delivering outstanding customer service and great food and love the mountains, skiing or snowboarding, then come and be part of something special this winter.

Are you...Outgoing? Approachable? Confident? Resourceful? Dynamic? Efficient? Quick? Professional? Friendly? Proactive? Happy?

We are looking for people who can take ownership of their chalets and make their guests feel welcome at all times, with excellent social skills, who are able to interact well and create an ambience. Excellent timekeeping and organisational skills are a must, as are high standards of personal hygiene and appearance.

We want our guests, your guests, to have the best holiday ever. Can you help us achieve this?



## Job Description RESORT MANAGER

**As a Resort Manager, we want you to take ownership of your resort and run it as your own. You will need to be an experienced manager who can remain calm under pressure and have the ability to lead and motivate the team. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever whilst ensuring that your team is organised, efficient, motivated and maintaining the standards set in training. You will effectively manage the day to day running of the resort delivering the highest standard of customer service whilst maintaining and developing good relations with all new and existing suppliers and chalet owners. A very challenging but rewarding position!!**

### Required Experience

- Previous winter chalet Resort Management experience
- Proven team management experience, leadership and motivation skills
- Experience in organising and delivering pre-season and ongoing staff training programs
- Excellent time management and prioritisation, with the ability to work unsupervised
- Must be a confident driver with a clean license held for more than 2 years
- Must have an excellent level of spoken and written French
- Must be over 21 years of age (for insurance purposes)

### Duties

- Assist Director and Managers during training and chalet preparation weeks.
- Your team:
  - Ensure your team are fully briefed on guest arrivals and departures, guest requirements and that they have the necessary tools to do their job effectively. Monitor and manage your team performance and motivation, delivering ongoing training and development ensuring your team complete their duties in accordance with job descriptions and act at all times in the best interests of the company. Ensure the Disciplinary system is managed correctly.
  - Ensure that your team are punctual and presentable at all times and that they are cooking and serving food and drinks as defined during pre-season training and following our set menu. Ensure the kitchens and stores are correctly managed (cleaning and organisation) and that cleaning of communal area, rooms and bathrooms is maintained at the standard set in training. Conduct daily checks and transfer day checks to cover each chalet over the course of the week and address any issues.
  - Ensure staff accommodation is looked after and kept clean and tidy conducting regular checks.
  - Ensure compliance with Food Safety & Hygiene, Health & Safety and Fire regulations at all times and that the necessary records are being completed.
  - Ensure effective purchasing, portion and wastage control and stock control (maintain the correct levels of stock and appropriate storage of food, wine, beer, cleaning supplies and wood) in order to not exceed the set budget for the season.
  - Ensure compliance with all company policies and procedures as set out during training. Adhere to company Health and Safety, HACCP & COSHH systems, ensuring full compliance with Health and Safety legislation. Comply with and act in accordance with all company Fire Regulations and to adhere to the company's Fire Policy.
  - Ensure the team applies conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines). Ensure equipment is correctly handled and maintained with due care and attention.
- Your guests:
  - Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times. Ensure you visit each chalet to meet the guests at least once at the start of their holiday and once towards the end of their holiday.
  - Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday including issuing and taking payment for lift passes, liaising with ski schools and equipment rental shops. Organise and book restaurants (chalet host night off) and any activities for guests. Be very knowledgeable about the chalets, resort and the food and wine we serve. Actively promote Snow-chateaux's services and chalets.
  - Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible. Report all complaints and any feedback (positive and negative).

- Your chalets:
  - Organising and maintaining mobiles and internet connections. Organising weekly distribution of linen & towels to all chalets and collection of dirty linen & towels on transfer days. Ensuring continued supply of utilities to all chalets (water & electricity, gas).
  - Ensure an effective maintenance system is executed, carry out any non-skilled/non-qualified maintenance and minor repairs in the chalets and source appropriate suppliers for other requirements. Record and report maintenance issues and breakages and any major defects to the Directors.
  - Ensure chalet inventories are maintained at all times and repairs and replacements.
  - Ensure all hot tubs are maintained and kept spotlessly clean, in a safe condition and hot tub protocol is managed and followed.
- Your vehicles:
  - Effectively manage logistics in your resort, be it daily shuttles to and from the slopes, airport transfers on Saturdays and Sundays or restaurant shuttles where required. Be prepared to help out in chalets when needed due to staff injury/illness
  - Ensure all vehicles only undertake necessary journeys, are maintained and roadworthy at all times complying with legislation, that vehicles are cleaned weekly and when necessary and a stock of essential maintenance products is kept. Maintain an effective system for reporting and rectifying defects. Ensure all accidents and police matters are investigated and reported to Directors immediately.
  - Ensure all fuel purchased is accounted for and legitimate.
- Your admin:
  - Complete and maintain various records to be handed in weekly and monthly.
  - Lift passes: control ordering, collection, issue and taking payment for lift passes ensuring all payments are taken in a timely manner and balance with lift passes purchased.
  - Petty cash and expenses: Maintain a secure and logged petty cash float in accordance with company processes

You must be prepared to help out in chalets when needed including on transfer days and due to staff injury/illness. You must be available to arrive in resort on 10th November.



**As a chalet host/chef, we want you to take ownership of your chalet and run it as your own. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever!**

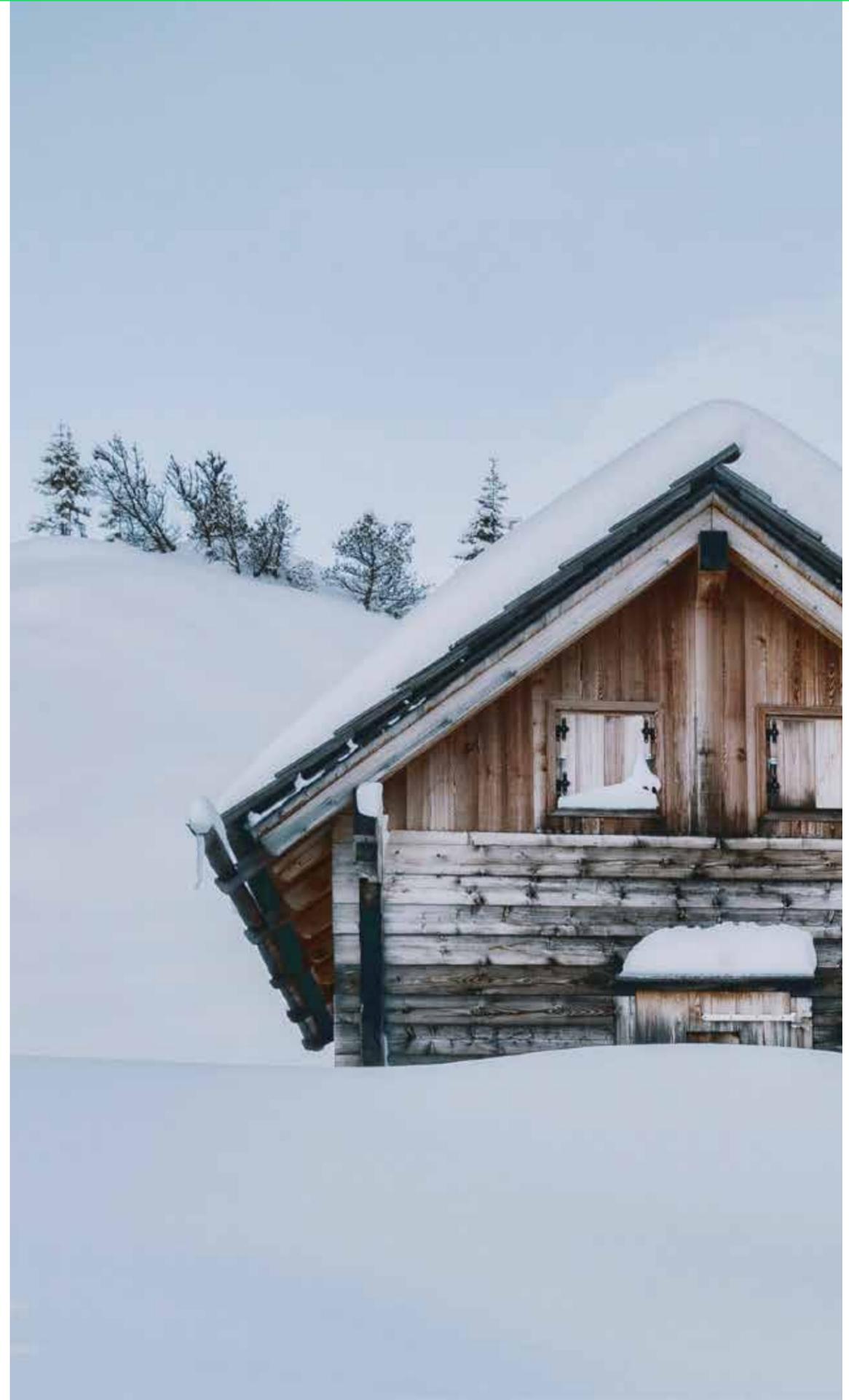
**Desirable Experience**

- Previous winter chalet or summer villa season experience
- Customer service and/or hospitality experience
- Qualified chefs: Recognised catering qualification such as NVQ or City & Guilds Chef Qualification or extensive experience within a professional kitchen
- Non-qualified chefs: Domestic cooking for groups and dinner parties or completion of a reputable chalet cookery course
- Professional housekeeping/cleaning to a high standard
- Working within a set budget
- Basic French a bonus

**Duties**

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times.
- Prepare, cook and serve food and drinks as defined during pre-season training and following our set menu, ensuring meals are presented on time, at the right temperature, in the right portion sizes and looking great:
  - Breakfast with a hot option
  - Afternoon tea (self-service)
  - Three-course dinner with wine and beer on 5 nights, catering for dietary requirements as required. A Kir Royale is served on arrival night. A cheeseboard and port are served on the last night instead of dessert.
  - Prepare a self-service Raclette dinner for one of the evenings.
  - Prepare a self-service breakfast and cakes for afternoon tea for day off.
  - High tea for children as required.
  - Director's Choice chalets serve a Kir Royale and Canapes on the first night, a Kir Royale on the last night and a cheese board with port on two nights.
- Going the extra mile on special occasions such as Birthdays, Anniversaries, Christmas, New Year and Easter.
- Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday. Be knowledgeable about your chalet, resort and the food and wine we serve. Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible. Actively promote Snowchateaux's services and chalets. Report all complaints and any feedback (positive and negative).
- Kitchen and store management (cleaning and organisation). Ensure compliance with Food Safety and Hygiene regulations at all times, completing the necessary records.
- Ensure effective purchasing, portion and wastage control and stock control (maintain the correct levels of stock and appropriate storage of food, wine, beer, cleaning supplies and wood) in order to not exceed the set budget for the season.
- Ensure all chalet waste and recycling is sorted and disposed of each day.
- Apply conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines). Ensure equipment is correctly handled and maintained with due care and attention.
- Adhere to the Daily and Weekly Cleaning Schedules. Conduct daily housekeeping of the rooms, bathrooms and communal areas to a high standard of cleanliness. Conduct a thorough clean of the entire chalet on transfer days to a very high standard. Manage your linen and towel stock.
- Ensure snow is cleared from paths, steps and balconies so that access to all areas is safe at all times.
- Maintaining the hot tub, sauna and steam room and complete the necessary records to ensure compliance with regulations.
- Paperwork: Complete and maintain various records to be handed in at weekly meetings.
- Maintenance: Carrying out any non-skilled/non-qualified maintenance and minor repairs in the chalet such as changing light bulbs. Record and report maintenance issues and breakages.
- Comply with all company policies and procedures as set out during training. Adhere to company Health and Safety, HACCP & COSHH systems, ensuring full compliance with Health and Safety legislation. Comply with and act in accordance with all company Fire Regulations and to adhere to the company's Fire Policy.

You may be required to assist in other chalets and other resorts depending on the needs of the business. All the chalets have WIFI however you are not permitted to use your laptop or watch TV/DVD's whilst guests are in the chalet.



**Our drivers are in integral part of the team and provide our guests with a valuable service. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever!**

You must have a proven minimum of 2 consecutive years professional driving experience (can be 2 winter and 2 summer seasons) and a maximum of 3 valid (active) penalty points on your driving license.

### Desirable Experience

- Previous winter chalet or summer villa season experience
- Customer service and/or hospitality experience
- Basic French a bonus

### Duties

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times.
- Carry out airport transfers up to twice weekly as required. Help with luggage.
- Provide morning and afternoon shuttles to/from the slopes as required. Provide a one way after dinner shuttle to town as required.
- Provide resort, weather and snow conditions information daily.
- Always drive in compliance with French law and in compliance with company policies as set out in training, ensuring you carry the correct paperwork at all times.
- Carry out routine maintenance and cleaning on your designated vehicles.
- Collect, issue and take payment for guest lift passes on arrival nights ensuring all payments taken tally with receipts issued by lift pass offices.
- Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday. Be knowledgeable about our chalets, resorts and the food and wine we serve. Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible and involving the chalet team if required.
- Actively promote Snowchateaux's services and chalets. Report all complaints and any feedback (positive and negative).
- Apply conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines). Ensure equipment is correctly handled and maintained with due care and attention.
- Paperwork: Complete and maintain various records to be handed in at weekly meetings.
- Chalet Maintenance: Proactively identify and resolve any non-skilled/non-qualified maintenance and minor repairs in the chalets in a timely manner under your own initiative. Ensure any work you are unable to attend to is reported and actioned. Record and report maintenance issues and breakages.
- Comply with all company policies and procedures as set out during training. Adhere to company Health and Safety, HACCP & COSHH systems, ensuring full compliance with Health and Safety legislation. Comply with and act in accordance with all company Fire Regulations and to adhere to the company's Fire Policy.
- You will be required to assist in the chalets on a regular basis which will involve (but is not limited to) the following: snow clearing, housekeeping, preparation and service of food (easy breakfast & preparation of a raclette), hot tub/sauna/steam room preparation and disposing of chalet waste and recycling.

You may be required to assist in other chalets and other resorts depending on the needs of the business. All the chalets have WIFI however you are not permitted to use your laptop or watch TV/DVD's whilst guests are in the chalet.



**Our Ski Tech's are in integral part of the team and provide our guests with a valuable service. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever!**

You must have previous ski, snowboard & boot fitting and maintenance experience or have recently completed a Ski and Snowboard Technician Training Course. You must have a maximum of 3 valid (active) penalty points on your driving license.

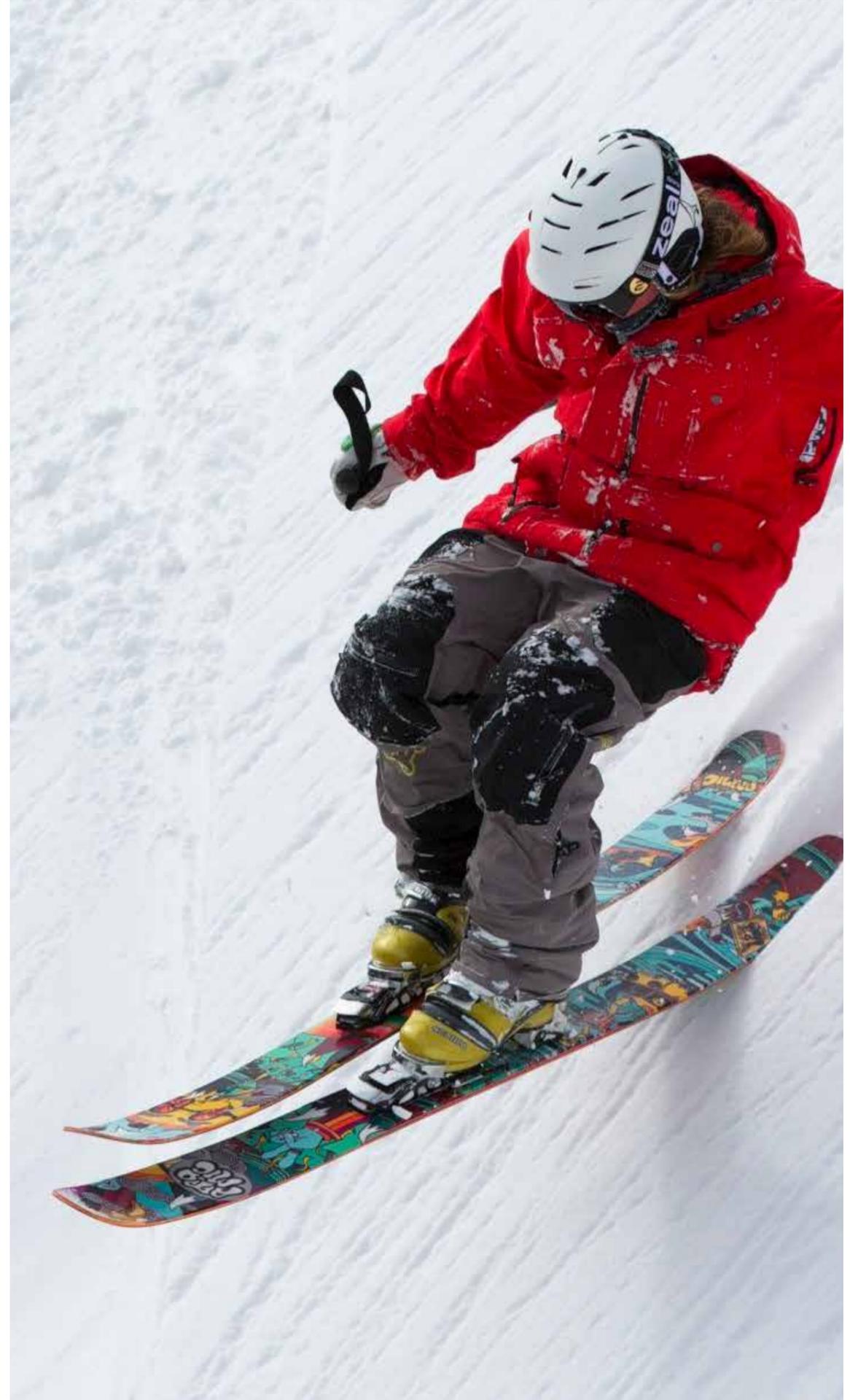
### **Desirable Experience**

- Previous winter chalet or summer villa season experience
- Customer service and/or hospitality experience
- Van or minibus driving experience
- Basic French a bonus

### **Duties**

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times.
- Deliver and collect equipment to and from chalets in several resorts.
- Ensure all guests are fitted in a timely manner upon arrival.
- Ensure guests are fitted correctly with an appropriate set of skis and poles.
- Ensure all DIN settings are correct.
- Ensure guests are fitted with a comfortable pair of ski boots.
- Follow routine procedures for the issue and receipt of equipment.
- Ensure all payments are taken accurately.
- Ensure a high standard of equipment maintenance at all times.
- Ensure servicing stock is maintained at appropriate levels.
- Control efficient security measures at all times.
- Ensure equipment is returned as soon as possible to the store.
- Control damages and report theft and neglect immediately.
- Ensure the workshop is kept spotlessly clean and safe.
- Always drive in compliance with French law and in compliance with company policies as set out in training, ensuring you carry the correct paperwork at all times.
- Carry out routine maintenance and cleaning on your designated vehicles.
- Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday. Be knowledgeable about our chalets, resorts and the food and wine we serve. Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible and involving the chalet team if required. Actively Promote Snowchateaux's services and chalets. Report all complaints and any feedback (positive and negative).
- Apply conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines). Ensure equipment is correctly handled and maintained with due care and attention.
- Paperwork: Complete and maintain various records to be handed in at weekly meetings.
- Comply with all company policies and procedures as set out during training. Adhere to company Health and Safety, HACCP & COSHH systems, ensuring full compliance with Health and Safety legislation. Comply with and act in accordance with all company Fire Regulations and to adhere to the company's Fire Policy.
- You may be required to assist in the chalets on a regular basis which may involve (but not limited to) any of the following: snow clearing, housekeeping, hot tub/sauna/steam room preparation and disposing of chalet waste and recycling.

You may be required to assist in other chalets and other resorts depending on the needs of the business. All the chalets have WIFI however you are not permitted to use your laptop or watch TV/DVD's whilst guests are in the chalet.





# ARE WE OFFERING?

## In line with French working regulations, we are offering on a French contract:

- A 39 hour working week = an unprecedented amount of free/ski time!
- 2 days off per week (which may be 1 full day and 2 half days)
- No more than 11 hours work a day
- No less than 10 hours between each day of work
- Holiday pay (10% of gross pay)
- Travel from/to the UK (flights or contribution if driving, NB: No parking is provided, a vehicle is not required in resort, any vehicle bought out must never be used on company business and your vehicle must be insured for the entire time it is in resort)
- Food and uniform
- Employers to contribution to workplace pension

## A fab (non-obligatory) Seasonnaires Essentials pack, saving you €€€€ on your season expenses:

- Good quality accommodation based on a maximum of 3 sharing (& no bunks!)
  - Food – 3 meals a day (1 of which is included in your pay)
  - Lift Pass - We offer a heavily discounted season lift pass which is thus paid for in instalments meaning if you have to end your season abruptly you won't lose money.
  - Equipment - We offer modest quality in-house ski or snowboard equipment cheaper than you'll find anywhere else. This can also be paid for by instalments meaning you won't lose out if you have to end your season abruptly.
  - Medical Insurance - We offer top cover from a UK provider at a discounted cost which includes repatriation to the UK (unlike Carre Neige).
  - Linen, towels and use of self-service laundry
  - Free WIFI in the chalets and staff accommodation
- Payable by direct debit (upon your agreement) to make life easier.

## CHALET LIFE HAS NEVER BEEN SO GOOD!

*Be wary of any company who is not offering a package that meets French working regulations as this is now a requirement of EU law.*





# MUST YOU HAVE?

As we receive a huge volume of applications for our jobs, should you be the kind of person we are looking for and in order for us to offer you an interview, you must have (and be able to prove you have) the following before an interview is offered:

1. UK passport OR
2. EU passport OR
3. Be already in possession of a French Working Visa
1. UK National Insurance number which has been valid for at least 12 months prior to employment OR
2. EU Social Security number OR
3. French Working Visa for full term of employment
1. UK Bank Account OR
2. EU based Bank Account
1. UK permanent registered address or addresses for at least 12 months prior to employment OR
2. EU permanent registered address or addresses for at least 12 months prior to employment

#### Drivers (in addition to the above) must be:

- 23 years of age or older (for Insurance reasons)
- Have a proven minimum of 2 consecutive years professional driving experience (can be 2 winter and 2 summer seasons)
- Have a maximum of 3 valid (active) penalty points on driving license

**TOP TIP:** When you apply for a job, please email a clear and concise CV along with a Cover letter or email, highlighting why you think you are the best candidate for the job as well as a recent photo and your Date of Birth.

All offers of employment are subject to two satisfactory work references. We also ask for completion of a Level 2 Food Hygiene course if you haven't already done it, which can be completed online easily and cheaply with High Speed Training. You will be required to attend an awesome training week in resort prior to starting the season which will teach you everything you need to know about running a chalet or driving our guests with the minimum amount of fuss.

