



Chalet Manager **Job Description**

About the Role

This is a varied and challenging role working together with the Chef and Chalet Host, leading the team in delivering the highest levels of service to our guests. The role is guest focused and involves service, housekeeping and guest concierge. As a Chalet Manager, we also expect you to lead by example and take pride in your team and how you work together.

Main responsibilities

- Creating a welcoming and warm atmosphere for our guests
- Organising additional guest concierge once guests are in resort, such as restaurants, ski lessons, ski passes, childcare, special requests, being the first port of call for guests
- Knowing the resort well to inform guests of how to get to their restaurants on and off the mountain, ski slopes etc
- Full guest holiday reviews and writeups- detailed notes on each set of guests is paramount
- Meticulous accounts to ensure correct billing at the end of each guest stay
- Full service of breakfast, afternoon tea, canapés and pre-dinner drinks including cocktails followed by multi-course dinners in a plated or sharing style
- High standard of daily housekeeping in all bedrooms, bathrooms, spa areas, communal areas and laundry
- Daily turndown service
- Responsible for changeover every week along with a full deep clean of the chalet and resetting it for the next guests
- Some of our Chalets require the Managers drive their team to the chalet due to their location and assist with guest lifts
- Working alongside the rest of the SVE team to meet all guest needs

The role is demanding and requires someone who understands the need to maintain a high standard throughout the season.

Who are we looking for?

You will be both professional and passionate about what you do, take great care and pride in your appearance and have a 'can-do' positive and flexible attitude. All these are immensely important to us, along with being sociable, having a desire to be part of an energetic team with a strong eye for detail. You must be able to think on your feet and use your own initiative. We are looking for those with previous hosting experience who want to take on more responsibility and step up to a manager's role, or those who have previous managerial experience.

Skills and abilities required:

You will have:

- A minimum of 2 years' experience working in the luxury hospitality sector – luxury chalets and villas, super-yachts, high-end restaurants or an events catering company
- Ability to work well under pressure

- Excellent time management/organisational skills
- Excellent interpersonal skills
- Full clean Driving licence is desirable but not essential

In return we offer possibly the most competitive package in the Alps;

- Generous monthly salary (paid into UK bank account-subject to usual deductions for UK income tax and National Insurance contributions)
- Accommodation in Switzerland
- Travel to and from Switzerland
- Food costs throughout your posting to Switzerland
- Winter Ski pack – including 4 Valley ski pass, ski & boot hire, emergency medical and sports accident insurance, ski tuition and other winter activities and events
- SVE uniform
- 1.5 days off a week (usually Weds and Friday evening)
- Share of the tips

Essential requirements

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| <ul style="list-style-type: none"> • UK or EU Passport holder • UK National Insurance number • UK permanent address • UK bank account • Valid EHIC or GHIC | <ul style="list-style-type: none"> • Available to work from December 2023 to April 2024 • Aged over 21yrs – for vehicle insurance purposes |
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