



Guest Relations Manager

Job Description

About the Role

This is a varied and challenging role in delivering the highest level of service to our guests 7 days a week (you will work 5.5 days). The role is guest focused with the aim of ensuring guests leave having received exceptional service and a memorable holiday experience in Verbier. You will look after your own chalets and take ownership for everything that happens in them – be proud and responsible for them.

Main responsibilities

- Managing a pod of chalets including all guest related issues
- Communicate all concierge, guest pre-arrival information to Chalet staff, highlighting specifics such as dietary requirements, special requests, room allocations, childcare arrangements and any other events during the guests stay
- Checking the chalets before the guest arrival
- Greet and welcome guests on arrival at the chalet, run through the itinerary – see welcome chat for information on how the chalet works
- Tour of the chalet and help with bags. Explain how everything works including the fireplace, shutters, sound system, lights, heating etc
- Responsible for any additional concierge during their stay – for example, booking/changing restaurant reservations, massages, additional ski lessons or transfers etc
- Liaise with the driving team to ensure first morning lifts are organised and staff day off lifts to restaurants
- Liaise with driving team to ensure all snow is cleared and logs have been delivered
- Arranging ski passes prior to arrival and adding/changing these during their stay, if required
- Ski Hire – ensure this is booked or speak to Mountain Air to arrange once in resort

Billing

- Take payment from guests at the end of their stay for all ski extras (lift passes, ski lessons, transfers etc)
- Make sure a record is kept of all client extras such as babysitting, massages, special drinks requests
- Show receipts to guests for all goods purchased relevant to company business
- Complete all company paperwork and accounts

Manage your pod team: Check in on your chalet staff regularly to ensure they are all working well together delivering a great guest experience and that the chalet is maintained correctly.

Problem solving/Maintenance: If any issues arise in the chalet, it is your responsibility to resolve them as quickly and efficiently as possible. There is a strong support network in resort to assist you with this.

Guest Notes: After each guest stay, detailed notes are added, by you, to the company booking system to ensure both the Swiss and UK team can see how their stay went. All details for example, travel arrangements, bookings, thoughts on the chalet and resort are vital for the UK team so they have information for the post-holiday call. Should guests return, there is already information for each chalet team.

Extra GR Manager roles to be split between all GR managers

- **Swiss supplier relations and complaints** – during the season, you will regularly speak to suppliers to make sure everything is working properly. If any problems arise, communicate these to the General Manager who can work towards improving them during the season. Pass on positive and negative feedback from guest to suppliers and GM.
- **Childcare products & stores (Logistics Manager mainly responsible)** – flag if any childcare products are needed for the coming week to the Logistics Manager
- **Mid-week clean** – checking chalets on staff day off and setting out afternoon tea
- **Staff accommodation** – set up staff accommodation at the start of the season with help of other managers. Complete regular checks of staff accommodation, during the season, to ensure nothing broken or stained and that they are being taken care of. Enforce SVE and agencies rules. Assist with closedown of accommodation at the end of the season and hand back to agencies.

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.

Skills and abilities required

You will have:

- A minimum of 2 years' experience working in a guest focused environment (ideally luxury hospitality, previous yacht, chalet, restaurant or hotel experience)
- Ability to work well under pressure
- Excellent time management/organizational skills
- Excellent interpersonal skills
- Full clean driving licence

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
- Share of the tips (at guest discretion)

Essential requirements

- UK or EU Passport holder
- UK National Insurance number
- UK permanent address
- UK bank account
- Valid EHIC or GHIC
- Available to work from December 2023 to April 2024
- Aged over 21yrs – for vehicle insurance purposes

