

We have a number of different positions to fill each winter which we have listed with more detail below. Please scroll through the document to see Management Roles, Chalet roles, Hotel roles, Logistic roles, and Childcare roles.

## MANAGEMENT ROLES

### Hotel Manager – Lech

We require an exceptional individual to manage our 29-bedroom hotel in Lech, Austria. With overall responsibility for the day to day activities of the Company in the resort, complete flexibility is necessary for this role.

Duties are too numerous to list in detail but broadly group themselves under the following categories:

- Effectively manage and oversee the hotel team
- Ensure outstanding customer service and guest satisfaction
- Maintain and develop good relations within resort with all existing and new suppliers, as well as owner contacts
- Quality control of all hotel standards including, food and beverage, cleaning budget control and our in chalet service
- Preparation and organisation of transfer day
- Manage all resort vehicles
- Ensure all weekly paperwork is completed and complete resort accounts
- We are looking for confident leaders who can keep cool under immense pressure whilst maintaining a consistently positive outlook
- Previous winter season and Hotel Management experience together with a proven record in man-management and organisational skills is essential
- A good knowledge of German is also preferable
- Driving will invariably be part of your duties and therefore you will need to have held a full clean driving licence for at least five years.

### Job description:

- Overall responsibility for your guests from arrival in Austria until they check out for their return journey
- Ensuring, where possible, all special reservation requests are met
- Checking transfer logistics between airport and resort
- Organising ski passes, ski school, ski hire etc
- Maximising in-resort sales
- Ensuring all accommodation under management is safe and complies with all relevant health and safety standards
- Ensuring the successful running of an in-resort shuttle service
- Overseeing the ski guiding service
- Quality control
- Supervising and co-ordinating all hotel staff
- Assisting any staff with their duties if required
- Looking after the welfare, motivation and discipline of staff
- Ensuring the whole vehicle fleet is maintained properly
- Maintaining good relationships with local owners and suppliers
- Dealing with customer complaints
- Responsibility for bank account, income, maintaining budgets, expenditure and receipts
- Making accurate weekly accounting returns
- Completing all Company reports accurately and on time
- Opening and shutting down resort



## Hotel Manager – Les Gets

We require an exceptional individual to manage our boutique hotel, Altitude Lodge, in Les Gets. Altitude Lodge is located on the piste in the main Les Gets ski area of Les Chavannes and next to the lifts. With overall responsibility for the day to day activities of the Company in the resort, complete flexibility is necessary for this role.

Duties are too numerous to list in detail but broadly group themselves under the following categories:

- Effectively manage and oversee the hotel team
- Ensure outstanding customer service and guest satisfaction
- Maintain and develop good relations within resort with all existing and new suppliers, as well as and owner contacts
- Quality control of all hotel standards including, food and beverage, cleaning budget control and our in chalet service
- Preparation and organisation of transfer day
- Manage all resort vehicles
- Ensure all weekly paperwork is completed and complete resort accounts
- We are looking for confident leaders who can keep cool under immense pressure whilst maintaining a consistently positive outlook
- Previous winter season and Hotel Management experience together with a proven record in man-management and organisational skills is essential
- A good knowledge of French is also preferable
- Driving will invariably be part of your duties and therefore you will need to have held a full clean driving licence for at least five years.

### Job description:

- Overall responsibility for your guests from arrival in Geneva airport until they check out for their return journey
- Ensuring, where possible, all special reservation requests are met
- Checking transfer logistics between airport and resort
- Organising ski passes, ski school, ski hire etc
- Maximising in-resort sales
- Ensuring all accommodation under management is safe and complies with all relevant health and safety standards
- Ensuring the successful running of an in-resort shuttle service
- Overseeing the ski guiding service
- Quality control
- Supervising and co-ordinating all hotel staff
- Assisting any staff with their duties if required
- Looking after the welfare, motivation and discipline of staff
- Ensuring the whole vehicle fleet is maintained properly
- Maintaining good relationships with local owners and suppliers
- Dealing with customer complaints
- Responsibility for bank account, income, maintaining budgets, expenditure and receipts
- Making accurate weekly accounting returns
- Completing all Company reports accurately and on time
- Opening and shutting down resort



## Area Manager / Resort Manager / Assistant Resort Manager

Each winter we seek exceptional individuals to manage each of our resorts. With overall responsibility for the day to day activities of the Company in the resort, complete flexibility is necessary for this role.

Duties are too numerous to list in detail but broadly group themselves under the following categories:

- Effectively manage and oversee the resort team
- Ensure outstanding customer service and guest satisfaction
- Maintain and develop good relations within resort with all existing and new supplier and owner contacts
- Quality control of all chalet standards including, food and beverage, cleaning budget control and in chalet service
- Preparation and organisation of transfer day
- Manage all resort vehicles
- Ensure all weekly paperwork is completed and complete resort accounts
- We are looking for confident leaders who can keep cool under immense pressure whilst maintaining a consistently positive outlook
- Previous experience in man-management is essential together with a proven record in organizational skills
- Experience of a similar role in a hospitality environment is preferred
- A good knowledge of the French language is necessary
- Driving will invariably be part of your duties and therefore you will need to have held a full clean driving licence for at least five years.

Job description:

- Overall responsibility for your guests from arrival at Geneva, Grenoble, or Friedrichshafen until they check in for their return journey
- Ensuring all relevant and up to date reservation information is passed to the appropriate member of staff
- Ensuring, where possible, all special reservation requests are met
- Checking transfer logistics between airport and resort
- Organising ski passes, ski school, ski hire etc
- Maximising in-resort sales
- Visiting all chalets on a regular basis to ensure all guests are content
- Ensuring all accommodation under management is safe and complies with all relevant health and safety standards
- Ensuring (where applicable) the successful running of an in-resort shuttle service
- Overseeing the ski guiding service (Austria only)
- Quality control
- Supervising and co-ordinating all resort staff
- Assisting any resort staff with their duties if required
- Looking after the welfare, motivation and discipline of resort staff
- Ensuring the whole vehicle fleet is maintained properly
- Maintaining good relationships with local owners and suppliers
- Dealing with customer complaints
- Responsibility for bank account, income, maintaining budgets, expenditure and receipts
- Making accurate weekly accounting returns
- Completing all Company reports accurately and on time
- Opening and shutting down chalets and resort



## Chalet Manager – Val d’Isère

Like all our management positions in the Alps, the job of a Chalet Manager is extremely varied and complete flexibility is required for this role. This is a highly demanding role and ideally we are looking for people who have previously worked in a chalet environment and have experience of managing and motivating staff. A good understanding of French is advantageous and previous resort experience essential. Driving will invariably be a part of your duties and therefore you will need to have held a full clean driving licence for at least five years.

The specific tasks are too numerous to mention, however, the main responsibilities of a Chalet Manager group themselves in the following categories:

- Ensure outstanding customer service and guest satisfaction within a given number of chalets
- Effectively manage and oversee a team of Chalet Hosts
- Training of new staff and re-training of existing staff where necessary
- Quality control of all chalet standards including food and beverage, cleaning, Health and Safety, budget control and in chalet service
- Assist with chalet cleaning and cooking where necessary - working in chalets to cover any sickness or injury
- Control of supermarket shopping
- Ski pass sales and delivery
- Assistance with the smooth running of transfer day (chalet preparation, logistics and airport transfers)
- Responsibility for staff welfare
- Logging all customer feedback for chalets under your responsibility

## Executive Chef / Staff Trainer – Val D’Isere, Meribel, Portes Du Soleil and Austria

Like all of our management positions in the Alps, the job of an Executive Chef is extremely varied and complete flexibility is required for this role. Ultimately you will be responsible for maintaining the standard of catering throughout our entire programme. The Executive Chefs are primarily based in Val d’Isère, Morzine, Meribel and St Anton, but would be required to travel between our other resorts when necessary.

This is a highly demanding role and requires candidates to have previously worked in a chalet environment and have catering / chef experience. We are looking for people who have a genuine enthusiasm for food, are committed to constantly improving quality and have experience of managing and motivating staff. A good understanding of French is advantageous and previous resort experience essential. Driving will invariably be a part of your duties and therefore you will need to have held a full clean driving licence for at least five years.

The specific tasks are too numerous to mention however your main responsibilities will fall under the following categories:

- Working closely with our Catering Advisor to organise the training courses to ensure all our staff receive thorough training
- Training new members of staff throughout the season
- Proactively visiting chalets during the week to provide support, advice and guidance to existing staff
- Ensuring that our exceptional standards of customer service are being met by all chalet staff
- Liaising with Managers and Resort Managers to identify and deal with any problems arising with staff and the standards being offered
- Monitoring guest feedback with regards to catering and take any action required
- Redesign menus if required
- Receive information on chalet budgets, amend shopping lists and advise on stock levels where necessary
- Designing a menu and cooking in chalets where the Platinum service is offered





## Logistics Coordinator – Meribel, Val d’Isère, St Anton & Lech

As applies to all of our management positions in the Alps, the job of a Logistics Co-ordinator is extremely varied and requires a great deal of flexibility. The role predominately involves the organisation and execution of an efficient shuttle service as set out on the company website.

This is a demanding role and we are looking for people who have previously worked in a ski environment and have experience of managing and motivating staff. A good understanding of French/German is advantageous. Driving will invariably be a part of your duties and therefore you will need to have held a full clean driving licence for at least five years.

Responsibilities will include:

- Ensure outstanding customer service and guest satisfaction
- Responsible for the organisation of the in resort shuttle service and other in-resort driving functions
- Plan and monitor the Logistics rota
- Effectively manage and oversee a team of drivers
- Safety and cleaning of all Company vehicles
- Successful implementation of the resort transfer day
- Training of new staff and re-training of existing staff where necessary
- Safe and efficient distribution of all chalet/hotel items
- Effective management of all in resort waste/recycling
- Completion of correct and timely vehicle reports and related paperwork
- Minimal accounts and budgetary responsibility
- In-resort driving
- Overseeing the Ski Hosting programme (Austria only)

## Resort Coordinator – Alpe d’Huez, Morzine, Avoriaz & La Plagne

Like all of our positions the role requires complete flexibility and team work and a variety of different skills.

This is a very varied role requiring a great deal of initiative and organisational skills. We are looking for people who have previous season experience, ideally in a chalet environment, and have a good understanding of MS office. A good understanding of French is advantageous. Driving will invariably be a part of your duties and therefore you will need to have held a full clean driving licence for at least five years.

Duties will vary according to the skills of the Resort Management team and could include any of the following:

- Resort Accounts and paperwork
- Supplier liaison, collection and payment of supplier invoices
- Airport transfers
- Guest welfare and satisfaction
- Management of the resort store room in some resorts
- Chalet hygiene and catering checks
- In-resort driving
- Assisting in chalets with cooking, cleaning, washing up and providing advice on all aspects of chalet service
- Assisting any other member of staff if required
- In all cases the position will require you to assist the Resort Manager in any duties that may be necessary in resort



## CHALET ROLES

### Chalet Host

This is arguably the most important role in resort as you provide the primary interface between our guests and the Company. We cannot overstate the impact our Chalet Hosts have to the success of our business and more importantly, the enjoyment of our guests' holiday.

The Chalet Host is responsible for delivering our service promise in the chalet and full commitment to the role is required. Your day will start with wake up drinks served in bed first thing and finish with clearing the table after dinner at night. Our chalet hosts are different from all others. We are able to hand pick our staff from the thousands of individuals who apply to make very sure that we have the most interesting, dedicated, gregarious and professional staff in the Alps.

We prefer more mature applicants who take time and pride in their work and have more "life experience" to share around the dinner table. We are also unique in that all our Chalet Hosts undertake a comprehensive 10-day chalet course, at the start of the season, specifically designed to equip them with all the tools required to excel in the role. This includes demonstrations of our set menus and bespoke cleaning techniques.

We do not actively look for qualified chefs or cooks, although a passion for cooking and confidence throwing dinner parties is a necessity. We can help you to become more confident with your cooking; we cannot train you to have the drive, enthusiasm and sheer dedication to customer service that we expect: that is up to you.



## Job description in brief:

- To prepare breakfast, afternoon tea and a three course evening meal with cheese board on six days per week as specified on the website and in the company manual
- Preparation of children's meals
- To act as a host/hostess to VIP SKI guests and provide exceptional customer service
- To clean the chalet thoroughly
- To ensure that the chalet is maintained in a safe condition at all times
- Snow clearing/maintenance of the chalet hot tub and sauna (where necessary)
- To complete Company paperwork – receipts, guests sheets etc
- To carry out other duties as requested by the Resort Manager (these might include assisting other Chalet Hosts and cleaning other chalets)

## Roles in our CLUB Chalets

We have two CLUB Chalets in Val d'Isère and one Alpe d'Huez. Our CLUB Chalets are designed to offer the convivial atmosphere of a larger shared chalet giving our guests the opportunity to meet other like-minded skiers or families. Our CLUB Chalets are reserved by the room, have a flexible menu plan, canapé reception every evening and cleaning every day. CLUB holidays are intended to distil the very best of the celebrated club-hotel atmosphere but with the intimacy and exclusivity of a private chalet.

## CLUB Chef

Our Chefs are required to design and produce a 4 course menu on 6 nights a week as well as breakfast and afternoon tea. Working as part of a small hosting team, you will be committed to providing the top level customer service that VIP SKI is known for. We cannot overstate the impact our CLUB Chefs and Hosts have to the success of our business and more importantly, the enjoyment of our guests' holiday.

We hand pick our staff from the thousands of individuals who apply to make very sure that we have the most interesting, dedicated, gregarious and professional staff in the Alps.

## Job description in brief:

- Full responsibility for the catering service in the CLUB Chalet
- Menu design and planning within a given budget
- Placing of food orders / shopping
- Preparation and service of breakfast, afternoon tea, canapés and four course evening meal with 2 options for each course
- Children's meals
- Catering for all guests' special dietary requirements
- Catering for all requests for special occasions
- To ensure that the chalet kitchen and storage areas are maintained in a safe and hygienic condition at all times
- To complete Company paperwork
- To carry out other duties as requested by the Resort Manager (these might include assisting other Chalet Hosts and cleaning other chalets)



## **CLUB Chalet Host**

This is arguably the most important role in resort as you provide the primary interface between our guests and the Company. We cannot overstate the impact our hosts have to the success of our business and more importantly, the enjoyment of our guests' holiday.

As CLUB Host you will be responsible for delivering our company promise and full commitment to the role is required. Your day will start with wake up drinks served in bed first thing and finish with clearing the table after dinner at night. Our CLUB Hosts are different from all others. We are able to hand pick our staff from the thousands of individuals who apply to make very sure that we have the most interesting, dedicated, gregarious and professional staff in the Alps.

We prefer more mature applicants who take time and pride in their work and have more "life experience" to share around the dinner table. We are also unique in that all our staff undertake a comprehensive training course specifically designed to equip them with all the tools required to excel in the role.

### **Job description in brief:**

- To clean the chalet thoroughly
- To prepare breakfast and afternoon tea on the chef's day off
- If required (in Chef's absence) to carry out Chalet CLUB catering
- To act as a host/hostess to VIP SKI guests
- To ensure that the chalet is maintained in a safe condition at all times
- To complete Company paperwork – accounts, guests sheets etc
- Snow clearing / maintenance of chalet hot tubs and saunas
- To carry out other duties as requested by the Resort Manager (these might include assisting other Chalet Hosts, cleaning other chalets)

## **HOTEL ROLES**

### **Hotel Host – Les Gets & Lech**

This is arguably the most important role in resort as you provide the primary interface between our guests and the Company. We cannot overstate the impact our Hotel Hosts have to the success of our business and more importantly, the enjoyment of our guests' holiday.

The Hotel Host is responsible for delivering our service promise in the hotel and full commitment to the role is required. Your day will start with wake up drinks served in bed first thing and finish with clearing the tables after dinner at night. Our hotel hosts are different from all others. We are able to hand pick our staff from the thousands of individuals who apply to make very sure that we have the most interesting, dedicated, gregarious and professional staff in the Alps.

We prefer more mature applicants who take time and pride in their work and have more "life experience" to share around the dinner table. We are also unique in that all our Hotel Hosts undertake a comprehensive 10-day host course specifically designed to equip them with all the tools required to excel in the role. This includes demonstrations of our set restaurant standards, bar training and bespoke cleaning techniques.

We can help you to become more confident with your customer service, hosting and cleaning; we cannot train you to have the drive, enthusiasm and sheer dedication to customer service that we expect: that is up to you.





## Job description in brief – Lech & Les Gets:

- To prepare the restaurant/bar for breakfast, afternoon tea and evening meal as specified on the website and in the company manual
- To act as a host/hostess to VIP SKI guests and provide exceptional customer service
- To clean the hotel thoroughly including daily room servicing
- To ensure that the hotel is maintained in a safe condition at all times
- To carry out other duties as requested by the Manager (these might include assisting other departments within the hotel team)
- Operate the hotel bar

## Hotel Kitchen Team – Lech & Les Gets

### Head chef

Working alongside the Executive Chef, our Head Chefs are responsible for delivering the catering product within our hotels.

### Job description in brief:

- Overseeing the smooth running of the kitchen
- Training new members of staff throughout the season
- Ensuring that our exceptional standards of customer service are being met by all hotel staff
- Liaising with Hotel Managers and Resort Managers to identify and deal with any problems arising with hotel staff and the standards being offered
- Monitoring guest feedback with regards to catering and take any action required
- Redesign menus if required
- Receive information on hotel budgets and advise on stock levels where necessary
- Designing a menu
- Stock control and food ordering
- Liaising with suppliers and ensuring budgets are met
- To ensure that the kitchen is maintained in a safe condition at all times
- To carry out other duties as requested by the Manager (these might include assisting other departments within the hotel team)

Flexibility and a good can do attitude is of the upmost importance in this role as often they will be expected to do things outside of the ordinary and it is paramount that wherever possible that they oblige.

### Sous Chef

Working alongside the Executive Chef and Head Chef, our Sous Chefs are responsible for delivering the catering product within our hotels.

### Job description in brief:

- Overseeing the smooth running of the kitchen in the absence of the Head Chef
- Training new members of staff throughout the season
- Ensuring that our exceptional standards of customer service are being met by all hotel staff
- Liaising with Hotel Managers and Resort Managers to identify and deal with any problems arising with hotel staff and the standards being offered
- Monitoring guest feedback with regards to catering and take any action required
- Stock control
- To ensure that the kitchen is maintained in a safe condition at all times



- To carry out other duties as requested by the Manager (these might include assisting other departments within the hotel team)

Flexibility and a good can do attitude is of the utmost importance in this role as often they will be expected to do things outside of the ordinary and it is paramount that wherever possible that they oblige.

## **Chef de Partie**

Working alongside the other members of our catering teams, our Chef De Parties are responsible for delivering the catering product within our hotels.

### **Job description in brief:**

- Responsible for the smooth running of a particular section within the kitchen on any given day
- Completing daily prep lists
- Ensuring that our exceptional standards of customer service are being met by all hotel staff
- Monitoring guest feedback with regards to catering and take any action required
- Stock control
- To ensure that the kitchen is maintained in a safe condition at all times
- To carry out other duties as requested by the Manager (these might include assisting other departments within the hotel team)

Flexibility and a good can do attitude is of the utmost importance in this role as often they will be expected to do things outside of the ordinary and it is paramount that wherever possible that they oblige.

## **Kitchen Porter**

Working alongside the other members of our catering teams our Kitchen Porters are responsible for delivering the catering product and keeping the kitchens clean within our hotels.

### **Job description in brief:**

- The kitchen porter is mainly responsible for cleaning of all the dirty crockery, cutlery and all kitchen equipment whilst keeping up high standards of cleanliness throughout the kitchen
- Completing food prep as requested by the Head Chef
- Ensuring that our exceptional standards of customer service are being met by all hotel staff
- To ensure that the kitchen is maintained in a safe condition at all times
- Waste Management and ensuring that the waste storage areas are properly maintained
- To carry out other duties as requested by the Manager (these might include assisting other departments within the hotel team)
- The ability to drive is advantageous – Les Gets only

Flexibility and a good can do attitude is of the utmost importance in this role as often they will be expected to do things outside of the ordinary and it is paramount that wherever possible that they oblige.



## LOGISTIC ROLES

### **Driver – Val d'Isère, Meribel & Morzine**

The role of Driver is strongly focused on delivering an exceptional level of customer service. You will be facilitating our guests' holiday to ensure that have everything they need and can get to where they need to go with minimal fuss and delay.

Driving duties include the delivery of bread, meat, logs for the chalet fires and newspapers to all chalets around the resort. With the exception of food products, all items needed in the chalets come from our in-resort storerooms; you will ensure the safe and efficient distribution of these items to all chalets. The operation of a guest "shuttle" service to and from the slopes features prominently in Val d'Isère and Meribel, as well as the transportation of chalet staff, nannies and children where necessary. You will be responsible for the cleaning, and general upkeep and maintenance of the vehicles. Snow clearing will also be expected of you. You must also be prepared to accompany our guests to and from the airport on transfer day if required.

You must have a full, clean driving licence, which you have held for at least five years. Anyone applying for this position must be of smart appearance with a happy gregarious personality and must be dedicated to providing a seamless and exemplary service to all guests. You must also be completely flexible and be prepared to do whatever is asked of you.

### **The job description in brief:**

- The provision of an efficient in-resort shuttle service as set out by the Company
- Vehicle maintenance and cleaning
- In resort deliveries – bread, newspapers, products from the storeroom, mid-week meat deliveries, childcare equipment and guest baggage
- Childcare runs
- Assistance with chalet shopping
- To carry out other duties as requested by the Resort Manager



## Concierge – Val d'Isere

The position of Concierge is based at our prestigious Aspen Lodge development, containing 10 luxury chalet suites in the heart of Val d'Isère. The role is primarily focused on delivering excellent customer service to all our guests, catering for their every need once they have stepped out of their chalets.

This will involve manning the reception desk, booking restaurants, operating the coffee lounge, cleaning public areas, basic maintenance and snow clearing. You will need to very quickly become an expert on Val d'Isère and be prepared to answer any question related to the town, the skiing, the public transport system, the shopping, the restaurants - basically you will be asked anything and everything you could think of! You will be expected to cover driving duties in and around resort and therefore must have a full, clean driving licence which you have held for at least five years. In addition to the responsibilities listed above, you may also be expected to accompany our guests to and from the airport on transfer day.

Anyone applying for this position must be of smart appearance with a happy, gregarious personality and must be dedicated to providing a seamless and exemplary service to all guests. You must also be completely flexible and be prepared to do whatever is asked of you. Applicants must be able to speak a good level of French and have a calm, confident and courteous manner when dealing with guests and suppliers.

### The job description in brief:

- Manning of the reception desk – provision of a booking service for all local restaurants and facilities
- Acting as a valuable source of information
- The running of the Aspen coffee bar
- The management and cleaning of all public areas within Aspen Lodge
- Health and Safety tours
- Snow clearance and basic maintenance
- Resort driving, to include: childcare runs, in resort food/store delivery, the movement of guests and luggage
- Ensuring hot tubs are maintained and accessible for guests
- To carry out other duties as requested by the Resort Manager

## Stock Controller – Val d'Isère, Meribel & Morzine

Each Stock Controller is responsible for operating one of our storerooms from which they will supply the chalets in the area with required stock. This could be anything from a light bulb to a bottle of champagne!

You will liaise closely with the Supply Manager who oversees all storeroom operations. For the majority of the time you will work alone so you will need to be a dedicated, self-motivated and fastidious individual who is extremely organised with a mathematical brain.

To manage the stock you will use a stock control application for which training will be provided, however you need to be familiar with using a Windows PC, and have a basic knowledge of Outlook and Excel. You will need to be able to enter data accurately.

### Responsibilities include:

- Assisting the Supply Manager with purchases
- Receiving deliveries, checking off, and entering into the computer
- Organizing the stock in the storeroom so it is tidy, clean and the stock is rotated
- Processing orders: receive weekly and adhoc orders, enter into computer, pick and pack, delivery
- Weekly stock takes, accounting for any stock discrepancy





- Collecting unused stock from chalets
- Running weekly reports from the system
- Maintaining organisation and cleanliness within the storeroom(s)
- Driving duties as required
- To carry out other duties as requested by the Resort Manager and Storeroom Manager

## Maintenance

Our Maintenance Team is generally referred to as the "backbone of the resort" and is renowned for keeping things running smoothly and effortlessly behind the scenes.

We favour applications from those with previous experience or qualifications in carpentry, plumbing, painting and decorating or electrics. You will have occasional resort driving duties including chalet deliveries. You must be fit and strong as lifting and carrying is a large part of the job. Other duties include maintaining up to date "snag" lists for each chalet, basic chalet and vehicle maintenance, supervision of third party contractors, snow clearing as required, the upkeep of the maintenance store and chalet inventories.

Anyone applying for this position must be of smart appearance with a happy gregarious personality and must be dedicated to providing a seamless and exemplary service to all guests. You must also be completely flexible and be prepared to do whatever is asked of you. You will need to have held a full clean driving licence for at least five years.

## Linen Coordinator – Val D’Isere, Meribel & Lech

We are looking for a meticulously organised person to run our linen stores in Meribel, Val d'Isere and Austria, providing linen for our Hotels and Chalets in these resorts. As driving is a large part of this role, you must have a full, clean driving licence, which you have held for at least five years. Anyone applying for this position must be of smart appearance with a happy gregarious personality and must be dedicated to providing a seamless and exemplary service. You must also be completely flexible and be prepared to do whatever is asked of you.

You will be wholly responsible for the entire linen process and your responsibilities will include:

- Ensuring the initial stock is received and in good order
- Picking and distributing the correct clean linen to all chalets on Transfer Day, and clean towels on towel change day
- Collecting dirty linen, counting and bagging it ready for collection by the Linen Supplier
- Checking deliveries and querying any discrepancies with invoices
- Ensuring stock quantities are kept at the correct level
- Assisting resort with driving duties
- Assisting hotel teams with hosting duties
- In our Austrian Hotels you will be responsible for operating the laundry including washing and ironing hotel items including table cloths, towels, dressing gowns and bed linen

## Resort Assistant – Avoriaz, Les Gets, Alpe d’Huez and Courchevel

Like all of our positions the role requires complete flexibility and team work and a variety of different skills.

This is a very varied role requiring a great deal of initiative and organisational skills. We are looking for people who have previous season experience, ideally in a chalet environment, and have a good understanding of MS office. A good understanding of French is advantageous.



Duties will vary according to the skills of the Resort Management team and could include any of the following:

- Airport transfers
- Guest welfare and satisfaction
- In-resort driving
- Vehicle maintenance and cleaning
- Snow clearing and basic maintenance
- Assisting in chalets with cooking, cleaning, washing up and guest care

Driving will invariably be a part of your duties and therefore you must have a full, clean driving licence, which you have held for at least five years. Anyone applying for this position must be of smart appearance with a happy gregarious personality and must be dedicated to providing a seamless and exemplary service to all guests. You must also be completely flexible and be prepared to do whatever is asked of you.

### **Austrian Logistics Team Member: Driver/Maintenance/Ski Host/Night Manager**

Arguably one of the most diverse overseas roles as a team you will rotate to deliver all elements of the Austrian Logistics programme. You must have a full, clean driving licence, which you have held for at least five years. A monthly rota will incorporate all elements of the role.

#### **Job description in brief:**

- **Driving** - The provision of an efficient in-resort shuttle service as set out by the Company
- Vehicle maintenance and cleaning
- In resort deliveries including – bread, newspapers, products from the storeroom, mid-week meat deliveries, childcare equipment, and guest baggage
- Childcare runs
- **Maintenance** - Maintaining an up to date "snag" lists, basic hotel and vehicle maintenance
- We favour applications from those with previous experience or qualifications in carpentry, plumbing, painting and decorating or electrics. You must be fit and strong as lifting and carrying is a large part of the job
- Snow clearing
- **Ski Host** - Offering a safe fun-filled ski hosting programme to our guests 2/3 days per week, showing them where to find the best runs, the best snow and the most stunning views.
- Accompanying guests to and from the airport, one of the most stressful parts of any holiday, ensuring a seamless transition from the plane to resort. You will advise guests as to the best lift pass, ski hire and ski school options for their needs, and ensure that these products are delivered to VIP SKI standard.
- Approximately 20 weeks skiing experience is necessary, and we also look for people that are proficient at both skiing and snowboarding.
- **Night Manager** – Overseeing the smooth running of the hotel during the night
- The responsibility of guest welfare
- Operating and closing the hotel bar
- To act as a valuable source of information regarding all elements of the hotel, the VIP SKI product and the resort.
- Carrying out any night cleaning duties as requested by the Manager
- To carry out other duties as requested by the Management team

These positions are in demand and therefore anyone applying for this position must be of smart appearance with a happy gregarious personality and must be dedicated to providing a seamless and exemplary service to all guests. You must also be completely flexible and be prepared to do whatever is asked of you without question.



## CHILDCARE ROLES

### **Overseas Childcare Supervisor**

VIP SKI is renowned for its excellent childcare programme, and we are looking for an Overseas Childcare Supervisor to head the childcare teams in the French and Austrian Alps.

You will be responsible for coordinating these teams of nannies to ensure they work to the highest standards, so you must be organised and have a good understanding of professional childcare practises. Complete flexibility is necessary for this and duties will include, but not be limited to:

- Liaise and assist the UK based Childcare Manager to ensure the smooth running of the childcare programme
- Coordination and supervision of the resort nanny teams, including visiting them and giving support when necessary
- Ensuring, where possible that all special childcare requests are met in all resorts
- Distribution of weekly arrival manifests to all resorts
- Ensuring that all nannies work to the highest standard and provide excellent customer care
- Ensuring all relevant paperwork is submitted to the Childcare Manager
- The set up and shut down of Nanny stores
- Ensuring that all equipment meets Health & Safety standards
- Nanny duties when required

You must of course be qualified to NNEB, CACHE 3, NVQ level 3 or equivalent. You will also have proven management or leadership skills, and had previous winter season experience.

Not many people can further their career by sledging and making snow angels, but in the role of Overseas Childcare Supervisor not only will you have proven experience of just doing that, you'll be expected to pass on those skills to those who haven't!

### **Private Nanny**

There are not many ways to earn a living by building snowmen, creating a glittery masterpiece or going on a trip for hot chocolate. But being a Private Nanny is one. In this job you can combine a love for working with children with the stunning surroundings of the French Alps.

The role of a Private Nanny with VIP SKI is one of the most demanding yet rewarding we have to offer, working with children from 6 months to 12 years to ensure they have a safe, fun filled and activity packed holiday. You will work independently with a family in their chalet, providing flexible care to ensure Mum and Dad can relax on the slopes happy in the knowledge that their children are having a fantastic holiday.

We are looking for hard working and enthusiastic childcare professionals, qualified to NNEB, CACHE, NVQ level 2/3 or equivalent. We also welcome applicants with a teaching or nursing degree, who have good experience working with young children. You must be confident to work alone, but be ready to contribute fully to the childcare team and keen to get involved with the resort team as a whole. Your job is not just to look after the children in your care, but to entertain them, so you must be creative and energetic to be able to provide constant fun and stimulation. As a company with a reputation for excellent customer service, we expect you to be driven to work to the highest standards and deliver our service as set out on the company website.



## Head Nanny

Not many people can further their career by sledging and making snow angels, but in the role of Head Nanny with VIP SKI you can do just that.

You must of course be qualified to NNEB, CACHE, NVQ level 3 or equivalent, although we also welcome applicants with a teaching or nursing degree, who have good experience working with young children. You should also have management or leadership experience and a good understanding of professional childcare standards.

We are looking for people who will lead by example, by not just looking after the children in your care, but by stimulating and entertaining them. You will work independently with a family in their chalet, providing a flexible service tailored to the family and children you are working with each week. You must have a creative and flexible approach to deliver a safe and fun-filled week of activities, making the most of the awesome Alpine location. We are renowned for our excellent childcare programme, and heading up one of the childcare teams, you will be responsible for coordinating your small team of nannies to ensure they work to the highest standards. You must be organised and have the confidence to take charge of your peers, but be able to maintain both personal and professional relationships in the childcare team and resort as a whole.

## Tempted?

If you feel one of these roles could be perfect for you then please apply by email to the following addresses with your CV and a covering letter detailing which role you are applying for;

- [recruit@vip-chalets.com](mailto:recruit@vip-chalets.com)
- [childcare@vip-chalets.com](mailto:childcare@vip-chalets.com)

