



HIP HIDEOUTS

Chalet Driver/Host – Role Profile

Background

Hip Hideouts provides bespoke, luxury ski holidays for private and corporate clients. Working as part of a small, friendly and dedicated team you are expected to deliver exceptional service throughout your working season. We promise our clients excellent service with attention to detail and expect our staff to provide this at all times. We also expect our staff to ensure that our guests come first at all times, and that the full enjoyment of their holiday is of paramount importance. Our high service level combined with an individual approach is what our customers identify with most.

Overall Objective

To help run a clean, efficient and cost effective chalet, ensuring excellent quality food and service, with exceptionally high standards ensuring customer satisfaction at all times. We intend to develop strong reputation for great food, client care and a 'nothing is too much trouble' attitude. Your contribution to realising this will be essential. As chalet driver/host you will have an extremely strong focus on customer service and a passion for making every guests holiday a great experience. You will also have the ability to relate well to people and their hospitality needs. Ensure all our guests' expectations are met, if not exceeded, at all times.

Chalet Host/Driver

- Driving guests around resort in a safe and timely manner
- Take full responsibility of your company vehicle and that it is maintained both internally and externally to an impeccable standard
- Responsible for the snow clearing and the cleanliness of all communal areas, balconies and garages/ski rooms.
- Emptying and general maintenance of hot tub areas
- Work with the chalet team to clean and prepare chalet for effective changeover when guests arrive and depart
- Socialising with chalet guests, creating an ambience in the chalet where the guests feel welcome and relaxed at all times.
- Work with the chefs to provide a driving service to collect food from local supermarkets and occasionally further afield.
- Assist with general maintenance and upkeep of the chalets, dispose of rubbish and food wastes.
- Monitor and report weather conditions and snow reports to the chalets to ensure smooth running of the transport operation.
- Acquire a thorough knowledge of the resort including local facilities, evening entertainment and ski information.
- Present a positive image of Hip Hideouts at all times through the branding of cars and uniform.
- Assisting guests with luggage upon arrival and departure.
- Pre-empt and follow up problems, queries or requests from guests, offering every assistance and support to guests in problem situations. Always aim to exceed expectations, but especially in difficult situations.
- Communicate arrivals and departures to all concerned parties.
- Have a flexible attitude to your role, company, team members and clients.

SKILLS & EXPERIENCE REQUIRED

- Previous 5* luxury chalet/villa/hotel experience
- Sociable person and keen to be apart of the team
- A keen skier or someone who wants to learn winter sports
- excellent organisation/time management skills
- full, clean driving licence would be advantageous
- conversation French is encouraged

All applicants must have a UK National Insurance number, a UK bank account and have recent experience of paying UK Tax

Email your cv with covering letter to hr@hiphideouts.com
or call 00 44 7793 451392