



HIP HIDEOUTS

## Chalet Host – Role Profile

### Background

Hip Hideouts provides bespoke, luxury ski holidays for private and corporate clients in Val d'Isere. Working as part of a small, friendly and dedicated team you are expected to deliver exceptional service throughout your working season. Our high service levels combined with an individual approach are what our customers identify with most. We have a selection of stunning chalets and deliver a very personal touch to our clients. 40% of our guests return year after year and we have built up a reputation of excellence in food and wine. Our guests come from all around the world including Australia, UK, South Africa, US, Brazil, Russia, Greece, and Netherlands

### Overall Objective

The roles are very demanding but are extremely rewarding and you will be part of a professional team who enjoy being in the mountains throughout the winter. You will have full responsibility for the presentation and upkeep of the chalet, housekeeping, breakfast and dinner service and offering our guests an in-resort concierge service. The successful candidate will have substantial experience working within a five star restaurant or villa or onboard super yachts.

As one of our chalet hosts 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. You will have a strong interest in winter sports, food and wine.

### Chalet Host

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- Ensure all our guests' expectations are met, if not exceeded, at all times.
- Preparation, set up and service of breakfast, afternoon tea and evening meal, and generally supporting the chalet chef to ensure the smooth running of the kitchen and dining experience.
- Maintaining the hygiene and cleanliness of the chalet to company standards, including daily cleaning of guest bedrooms, bathrooms and communal areas
- Manage the housekeeping of the chalet to budgets set for cleaning products and utilities by completing monthly stock takes where required.
- Management of wine stocks, temperature and ordering
- Ensure all hip hideouts branding and information is kept to a high standard and presentable to our guests
- Create a strong relationship with resort suppliers to deliver an efficient and professional image
- Acquire a thorough knowledge of the resort including local facilities, evening entertainment and ski information.
- Socialising with chalet guests, creating an ambience in the chalet where the guests feel welcome and relaxed at all times.
- 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.
- Complete all paperwork accurately and on time. Ensure the safe handling of monies taken by hip hideouts

- Communicate arrivals and departures to all concerned parties.

### **SKILLS & EXPERIENCE REQUIRED**

- Previous 5\* luxury chalet/villa experience
- Our chalets often have open plan kitchens so you must feel comfortable working in an environment close to the guests.
- 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](mailto:hr@hiphideouts.com)  
or call 00 44 7793 451392