



HIP HIDEOUTS

CHALET CHEF

Background

Hip Hideouts provides bespoke, luxury ski holidays for private and corporate clients. We promise our clients excellent service with attention to detail and a twist of style. 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 aim of the role

To provide our guests with an outstanding food experience during their stay. Build bespoke menus around the client and spark their interest in fascinating plates and experiences.

Objectives of the role

As the sole chef you will have an extremely strong focus on customer food that shows quality of produce, creative presentation and flair. You will also have the ability to relate well to people and their needs, dietary or otherwise. You will work to a budget and have the flexibility to respond to individual guests needs. We encourage our chefs to not work to fixed menus but to be creative and bring something to the table that is unique and memorable.

Outline requirements for the role are as follows:-

- Bespoke menu discussion with the party leader prior to their arrival to create a level of comfort and professionalism
- Prepare a well-balanced and interesting menu that offers the guest interest, creativity and flexibility.
- Freshly prepare and cook, breakfast (at least one cooked option each morning), afternoon tea (freshly baked on the day), and an evening supper five days a week within a generous budget. Dinner will be to a very high standard, with presentation being as important as the quality of the food. You may be required to prepare a simpler separate menu for children.
- A selection of canapés will be prepared once a week normal on the first evening, but may additionally be required on special occasions, as required.
- Once a week (on change-over day, Sundays) you will work as part of the chalet team to make sure all rooms are cleaned and prepared for new guests.
- You may also be asked to prepare food for cocktail parties or special events instead of diner on certain occasions.
- Ordering of or shopping for all food items from agreed suppliers and checking that any goods delivered to the chalet are as ordered and correct in quantity.
- Maintaining the hygiene and cleanliness of the kitchen and dining area, paying particular attention to health and hygiene standards.
- Present a positive image of Hip Hideouts at all times and wear Hip Hideouts uniform or chefs whites as highlighted in the staff guidebook
- Ensure all our clients' expectations are met, if not exceeded, at all times.
- Provide staff meals when requested and ensure food order collections are adhered to around the needs of the guest first.
- Greet guests and help with luggage when necessary on arrival and departure
- Have a flexible attitude to your role, company, team members and clients.

Personal requirements of the individual

- A minimum of 5 years experience working within the luxury service industry with either luxury ski chalet, Michelin restaurant or super yacht experience.
- The ability to be flexible to work with clients from across the world with different tastes and requirements
- Experience of delivering bespoke menus with unique dietary requirements
- Excellent time management and interpersonal skills
- Full, clean driving licence would be advantageous
- Fluent in English and should speak at least conversational French or be able to order food in French
- Knowledge of ski resorts/season life is essential



BREAKFAST CHEF/HOST

Background

Hip Hideouts provides bespoke, luxury ski holidays for private and corporate clients. We promise our clients excellent service with attention to detail and a twist of style. 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 aim of the role

To produce and deliver an outstanding service and experience in the chalet first thing in the morning that sets the tone for the day. Breakfast is an important time on a ski holiday and our clients will be requiring attention to detail in the service of food, cleaning and concierge, offering the client an experience that is unique, fresh and personal. The chalet breakfast chef/host prepares the ambience of the chalet and sets the overall tone for the experience and makes sure our service is unpretentious but ambitious.

Objectives of the role

As the breakfast chef/host you will have an extremely strong focus on customer service that shows quality of thought, creative presentation and flair in your food and attention to detail. You will also have the ability to relate well to people and their needs and be able to deliver on demanding and sometimes complex concierge requests. You will work to a budget and have the flexibility to respond to individual guests needs. We encourage our breakfast chefs/hosts to not work to fixed ideas but to be creative and bring something to the table that is unique and memorable. This is a great opportunity for competent chefs to operate in a high end environment with demanding but rewarding guests.

Outline requirements for the role are as follows:-

- Preparation and delivery of breakfast, and the set up of afternoon tea on four days, 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.
- Ensure all hip hideouts branding and information is kept to a high standard and presentable to our guests
- 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.
- 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.
- Greet guests and help with luggage when necessary on arrival and departure and help with the weekly changeover
- Complete weekly reporting
- Have a flexible attitude to your role, company, team members and clients.

Personal requirements of the individual

- A minimum of 3 years experience working within the luxury service industry with either luxury ski chalet, Michelin restaurant or super yacht experience.
- The ability to be flexible to work with clients from across the world with different tastes and requirements
- Experience of delivering bespoke services with unique requirements
- Excellent time management and interpersonal skills
- Full, clean driving licence would be advantageous
- Fluent in English and should speak at least conversational French
- Knowledge of ski resorts/season life is essential