



HIP HIDEOUTS

## **RESORT DRIVER**

### **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.

### **Aims of the role**

To provide an impeccable high end driving and in-car concierge service to our guests that is safe, unflappable and most of all professional. To demonstrate our brand and culture through our vehicles and how they are maintained and driven in resort.

### **Objectives of the role**

As a resort driver you will have an extremely strong focus on customer service and a high end, professional, driving service. You will also have the ability to relate well to people and their needs and be able to deliver in demanding and sometimes complex requests. This role requires perfect time management and the ability to thrive in complicated and pressured environments and keep a cool head. You will also be part of a team that delivers auxiliary services to the chalets and hotels such as snow clearing, transport and cleaning.

Outline requirements for the role are as follows:-

- Driving guests around resort in a safe and timely manner, being informative and professional
- Work within a tight pool of drivers to deliver an impeccable service which requires enormous flexibility and patience.
- Take full responsibility of your company vehicle and that it is maintained both internally and externally to an impeccable standard
- Be prepared to be called at the last minute to change plans and deliver a profession and generous service.
- Ensure the safe driving, loading and unloading of passengers and ski equipment.
- Provide an in-car concierge service thorough deep knowledge of the resort including local facilities, evening entertainment and ski information.
- Monitor and report weather conditions and snow reports to the chalets to ensure smooth running of the transport operation.
- 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
- 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.
- 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
- 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
- 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
- High level of driving experience, preferable advanced driving, 4x4 experience in snow and ice
- Good level of mechanical experience or handyman knowledge
- Impeccable time management and interpersonal skills
- Full, clean driving licence
- Fluent in English and should speak at least conversational French
- Knowledge of ski resorts/season life is essential