



HIP HIDEOUTS

CHALET 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 be responsible for the guest experience from the moment they arrive until the time they leave. Offering the client an experience that is unique, fresh and personal. The chalet 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 chalet host you will have an extremely strong focus on customer service that shows quality of thought, creative presentation and flair. 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 hosts to not work to fixed ideas but to be creative and bring something to the table that is unique and memorable.

Outline requirements for the role are as follows:-

- Preparation, set up and service of breakfast, afternoon tea and evening meal on five 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.
- Management of wine stocks and store 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.
- 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
- Complete weekly reporting
- 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 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