



SNOWCHATEAUX

BE HERE NOW



JOIN US THIS WINTER IN THE ALPS



WHO ARE WE?

Created in 2008 Snowchateaux is an independent ski chalet holiday company based in the French Alps. Our chalets are handpicked for location near the lifts or ski in/ski out to make that journey to the slopes hassle-free and easy. Our resorts all have access to high altitude skiing, guaranteeing snow sure conditions throughout the season. Comfort stays at the fore with modern facilities, up to date décor and home from home charm. We are committed to giving the best value holiday we can, in terms of cost, service and with the additional extras that come part and parcel of our service.

If you have a passion for delivering outstanding customer service, great food and love the mountains, come and be part of something special this winter. Our ethos lies in providing our team with all the tools they need to fulfil the requirements of their role with the minimum amount of fuss. We look after our team first and foremost and in return you look after our guests, ensuring they have the best holiday ever.





WHO ARE YOU?

We expect our team to 'go the extra mile' and have a 'nothing is too much trouble' attitude and we believe in empowering you to take ownership of your chalets. That's a lot of trust! We expect you to hard work to ensure our high standards are met and maintained, being Ambassadors for the company and ensuring that our guests have an amazing holiday.

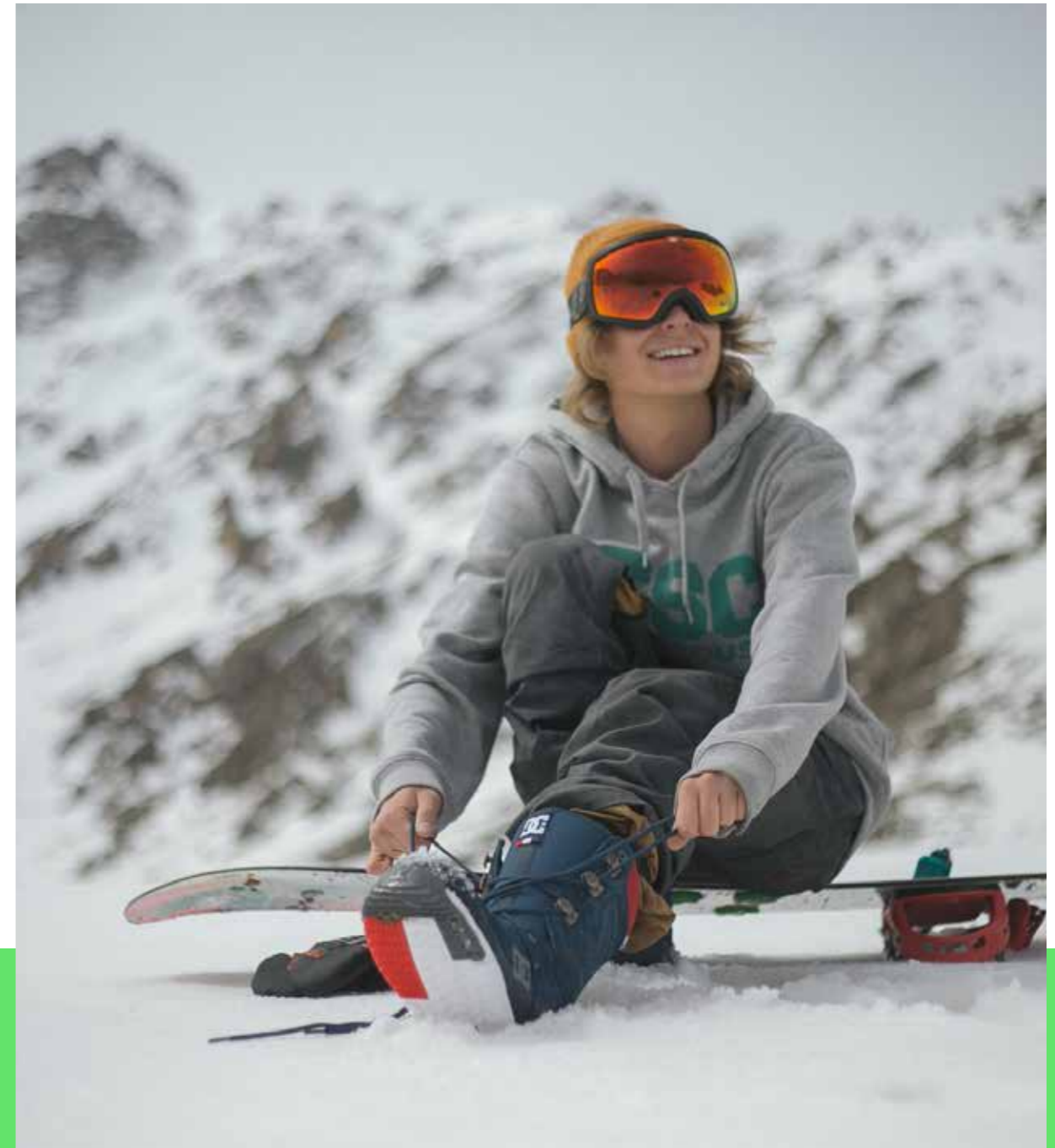
We are at the forefront of complying with French working regulations and offer you a fantastic deal in return for your hard work. In fact seasonaire life has never been so good, so come and be part of the team!

Are you...Outgoing? Approachable? Confident? Resourceful? Dynamic? Efficient? Quick? Professional? Friendly? Proactive? Happy?

We are looking for people who can take ownership of their chalets and make their guests feel welcome at all times, with excellent social skills, who are able to interact well and create an ambience. Excellent timekeeping and organisational skills are a must, as are high standards of personal hygiene and appearance.

We want our guests, your guests, to have the best holiday ever.

Can you help us achieve this?



Job Description RESORT MANAGER

As a Resort Manager, we want you to take ownership of your resort and run it as your own. You will need to be an experienced manager who can remain calm under pressure and have the ability to lead and motivate the team. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever whilst ensuring that your team is organised, efficient, motivated and maintaining the standards set in training. You will effectively manage the day to day running of the resort delivering the highest standard of customer service whilst maintaining and developing good relations with all new and existing suppliers and chalet owners. A very challenging but rewarding position!!

Required Experience

- Previous Resort Management or management experience
- Proven management experience, leadership, motivation and coaching skills
- Excellent time management and prioritisation with the ability to work unsupervised
- Must have an excellent level of spoken and written French
- Must have same prerequisites as for the Driver roles

Duties

Assist Director and Managers during training and chalet preparation weeks.

Your team:

- Ensure your team are fully briefed on guest arrivals and departures, guest requirements and that they have the necessary tools to do their job effectively. Monitor and manage your team performance and motivation, delivering ongoing training and development ensuring your team complete their duties in accordance with job descriptions and act at all times in the best interests of the company. Ensure disciplinary procedures are adhered to.
- Ensure your team are punctual and presentable at all times and that they are cooking and serving food and drinks as defined during pre-season training and following our set menu. Ensure the kitchens and stores are correctly managed (cleaning and organisation) and that cleaning of communal area, rooms and bathrooms is maintained at the standard set in training. Conduct daily checks and transfer day checks to cover each chalet over the course of the week and address any issues.
- Ensure staff accommodation is looked after and kept clean and tidy conducting regular checks.
- Ensure effective purchasing, portion and wastage control and stock control (maintain the correct levels of stock and appropriate storage of food, wine, beer, cleaning supplies and wood) in order to not exceed the budget set for the season.
- Ensure compliance with all legislation, company policies and procedures as set out during training. Adhere to Food Safety & Hygiene legislation, Health & Safety policy, HACCP & COSHH and Fire regulations at all times and that the necessary records are being completed.
- Ensure the team applies conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines) and recycling. Ensure equipment is correctly handled and maintained with due care and attention.

Your guests:

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times. Ensure you visit each chalet to meet the guests at least once at the start of their holiday and once towards the end of their holiday.
- Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday including issuing and taking payment for lift passes, liaising with ski schools and ski techs or equipment rental shops. Organise and book restaurants (chalet host night off) and any activities they require. Be very knowledgeable about the chalets, resort and the food and wine we serve. Actively promote Snowchateaux's services and chalets.
- Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible. Report all complaints and any feedback (positive and negative).

Your chalets:

- Organising weekly distribution of linen & towels to all chalets and collection of dirty linen & towels on transfer days.
- Ensuring continued supply of utilities to all chalets (water & electricity, gas), TV, WIFI and music.
- Ensure an effective maintenance system is executed, carry out any non-skilled/non-qualified maintenance and minor repairs in the chalets and source appropriate suppliers for other requirements. Record and report maintenance issues and breakages and any major defects to the Director.
- Ensure chalet inventories are maintained at all times and repairs and replacements are made in a timely manner.
- Ensure all properties can be accessed safely and are clear of snow at all times.
- Ensure all hot tubs are maintained and kept spotlessly clean, in a safe condition and hot tub protocol is managed and followed.

Your vehicles:

- Effectively manage logistics in your resort, be it daily shuttles to and from the slopes, airport transfers on Saturdays and Sundays or restaurant shuttles where required.
- Ensure all vehicles only undertake necessary journeys, are maintained and roadworthy at all times complying with legislation, that vehicles are cleaned weekly and when necessary and a stock of essential maintenance products is kept. Maintain an effective system for reporting and rectifying defects. Ensure all accidents and police matters are investigated and reported to Directors immediately.
- Ensure all fuel purchased is accounted for and legitimate.

Your admin:

- Complete and maintain various records to be handed in weekly and monthly.
- Lift passes: control ordering, collection, issue and taking payment for lift passes ensuring all payments are taken in a timely manner and balance with lift passes purchased.
- Petty cash and expenses: Maintain a secure and logged petty cash float in accordance with company processes

You must be prepared to help out in chalets when needed including on transfer days and due to staff injury/illness. You must be available to arrive in resort mid November.



Job Description CHALET HOST COUPLE

As managers of one of our chalets, we want you to take ownership of your chalet and run it as your own. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever!

Previous Experience

- Winter chalet, summer villa or private yacht experience and/or at least 2 years commercial work experience
- At least one of you must have customer service and/or hospitality experience and professional housekeeping or evidence of cleaning to a high standard
- At least one of you must be able to cook competently.
- Qualified chefs: Recognised catering qualification such as NVQ or City & Guilds Chef Qualification or extensive experience within a professional kitchen
- Non-qualified chefs: Domestic cooking for groups and dinner parties or completion of a reputable chalet cookery course

Duties

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times.
- Prepare, cook and serve food and drinks as defined during pre-season training and following our set menu, ensuring meals are presented on time, at the right temperature, in the right portion sizes and looking great.
- Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday. Be knowledgeable about your chalet, resort and the food and wine we serve. Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible. Actively promote Snowchateaux's services and chalets. Report all complaints and any feedback (positive and negative) to the Manager.
- Go the extra mile on special occasions such as Birthdays, Anniversaries, Christmas, New Year and Easter.
- Kitchen and store management (cleaning and organisation). Ensure compliance with Food Safety and Hygiene legislation at all times, completing the necessary records.
- Ensure effective purchasing, portion and wastage control and stock control (maintain the correct levels of stock and appropriate storage of food, wine, beer, cleaning supplies and wood) in order to not exceed the budget set for the season.
- Apply conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines) and recycling and waste disposal. Ensure equipment is correctly handled and maintained with due care and attention.
- Adhere to the Daily and Weekly Cleaning Schedules. Conduct daily housekeeping of the rooms, bathrooms and communal areas to a high standard of cleanliness. Conduct a thorough clean of the entire chalet on transfer days to a very high standard. Manage your linen and towel stock.
- Ensure snow is cleared from paths, steps and balconies so that access to all areas is safe at all times.
- Maintain the hot tub, sauna and steam room and complete the necessary records to ensure compliance with legislation.
- Paperwork: Complete and maintain various records.
- Maintenance: Carrying out any non-skilled/non-qualified maintenance and minor repairs in the chalet such as changing light bulbs. Record and report maintenance issues and breakages in a timely manner.
- Comply with all legislation, company policies and procedures as set out during training. Adhere to Food Safety & Hygiene legislation, Health & Safety policy, HACCP & COSHH and Fire regulations at all times and ensure the necessary records are completed

You may be required to assist in other chalets and other resorts depending on the needs of the business. All the chalets have WIFI however you are not permitted to use your laptop or watch TV/DVD's whilst guests are in the chalet.



Our drivers are in integral part of the team and provide our guests with a valuable service. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever! You must have a proven minimum of 2 consecutive years professional driving experience (can be 2 winter and 2 summer seasons) and a maximum of 3 valid (active) penalty points on your driving license. You must be a confident driver.

Additional Desirable Experience

- Winter chalet, summer villa or private yacht experience and/or at least 2 years commercial work experience
- Customer service and/or hospitality experience and professional housekeeping or evidence of cleaning to a high standard
- Professional or domestic cooking

Duties

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times.
- Carry out airport transfers up to twice weekly as required. Help with luggage and on occasions show guests to their rooms.
- Provide morning and afternoon shuttles to/from the slopes as required. Provide a one way after dinner shuttle to town as required.
- Provide resort, weather and snow conditions information daily.
- Always drive in compliance with French law and in compliance with company policies as set out in training, ensuring you carry the correct paperwork at all times.
- Carry out routine maintenance and cleaning on your designated vehicles.
- Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday. Be knowledgeable about our chalets, resorts and the food and wine we serve. Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible and involving the chalet team if required. Actively promote Snowchateaux's services and chalets. Report all complaints and any feedback (positive and negative).
- Apply conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines) and recycling and waste disposal. Ensure equipment is correctly handled and maintained with due care and attention.
- Paperwork: Complete and maintain various records.
- Maintenance: Carrying out any non-skilled/non-qualified maintenance and minor repairs in the chalet such as changing light bulbs. Record and report maintenance issues and breakages in a timely manner.
- Comply with all legislation, company policies and procedures as set out during training. Adhere to Food Safety & Hygiene legislation, Health & Safety policy, HACCP & COSHH and Fire regulations at all times and ensure the necessary records are completed
- You will be required to assist in the chalets on a regular basis which will involve (but is not limited to) the following: snow clearing, housekeeping, preparation and service of food (easy breakfast & preparation of a Raclette), hot tub/sauna/steam room preparation and disposing of chalet waste and recycling.

Chalet Hosts day off:

At least once a week you will be required to step into a chalet and be host for the day, a real opportunity to get to know your guests and get more from your ski resort job. This involves laying out a self-service breakfast with a simple hot option, clearing away and cleaning the kitchen and dining area, checking the hot tub, stocking up the chalet wine and beer supply if necessary, preparing and serving a traditional Savoyard Raclette and cleaning and cleaning afterwards. It's a lot of fun and full training will be given.

You may be required to assist in other chalets and other resorts depending on the needs of the business. All the chalets have WIFI however you are not permitted to use your laptop or watch TV/DVD's whilst guests are in the chalet.



Our Ski Tech's are in integral part of the team and provide our guests with a valuable service. We want you to not only meet but exceed our guests' expectations and ensure they have the best holiday ever! You must have previous ski, snowboard & boot fitting and maintenance experience or have recently completed a Ski and Snowboard Technician Training Course. You must have a maximum of 3 valid (active) penalty points on your driving license.

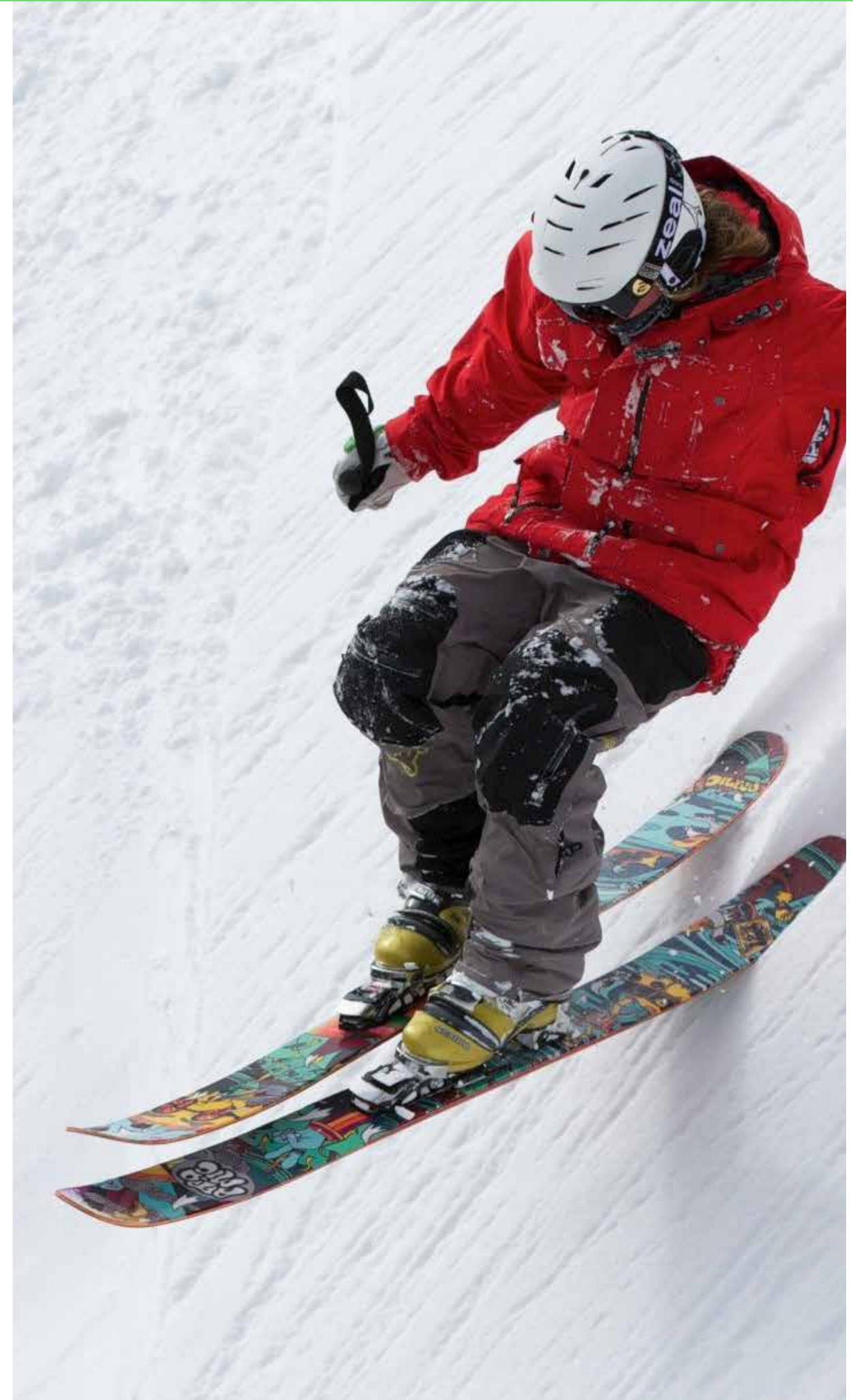
Additional Desirable Experience

- Winter chalet, summer villa or private yacht experience and/or at least 2 years commercial work experience
- Customer service and/or hospitality experience
- Van or minibus driving experience
- Basic French a bonus

Duties

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times.
- Deliver and collect equipment to and from chalets in several resorts.
- Ensure all guests are fitted in a timely manner upon arrival.
- Ensure guests are fitted correctly with an appropriate set of skis and poles.
- Ensure all DIN settings are correct.
- Ensure guests are fitted with a comfortable pair of ski boots.
- Follow routine procedures for the issue and receipt of equipment.
- Ensure all payments are taken accurately.
- Ensure a high standard of equipment maintenance at all times.
- Ensure servicing stock is maintained at appropriate levels.
- Control efficient security measures at all times.
- Ensure equipment is returned as soon as possible to the store.
- Control damages and report theft and neglect immediately.
- Ensure the workshop is kept spotlessly clean and safe.
- Always drive in compliance with French law and in compliance with company policies as set out in training, ensuring you carry the correct paperwork at all times.
- Carry out routine maintenance and cleaning on your designated vehicles.
- Liaise with guests proactively to ensure they have everything they require and are enjoying their holiday. Be knowledgeable about our chalets, resorts and the food and wine we serve. Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible and involving the chalet team if required. Actively promote Snowchateaux's services and chalets. Report all complaints and any feedback (positive and negative).
- Apply conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines) and recycling and waste disposal. Ensure equipment is correctly handled and maintained with due care and attention.
- Paperwork: Complete and maintain various records.
- Comply with all legislation, company policies and procedures as set out during training. Adhere to Food Safety & Hygiene legislation, Health & Safety policy, HACCP & COSHH and Fire regulations at all times and ensure the necessary records are completed
- You may be required to assist in the chalets on a regular basis which may involve (but not limited to) any of the following: maintenance, snow clearing, housekeeping, hot tub/sauna/steam room preparation and disposing of chalet waste and recycling.

You may be required to assist in other chalets and other resorts depending on the needs of the business. All the chalets have WIFI however you are not permitted to use your laptop or watch TV/DVD's whilst guests are in the chalet.



Job Description MAINTENANCE DRIVER

You are a dab hand at general household DIY and maintenance and want to combine that with a season in the Alps. The work is varied and you get to travel around our different resorts as well as enjoy all the benefits of working a ski season. You will also help the Drivers team with airport transfers and shuttles to the slopes as required. You must have a proven minimum of 2 consecutive years professional driving experience (can be 2 winter and 2 summer seasons) and a maximum of 3 valid (active) penalty points on your driving license. You must be a confident driver.

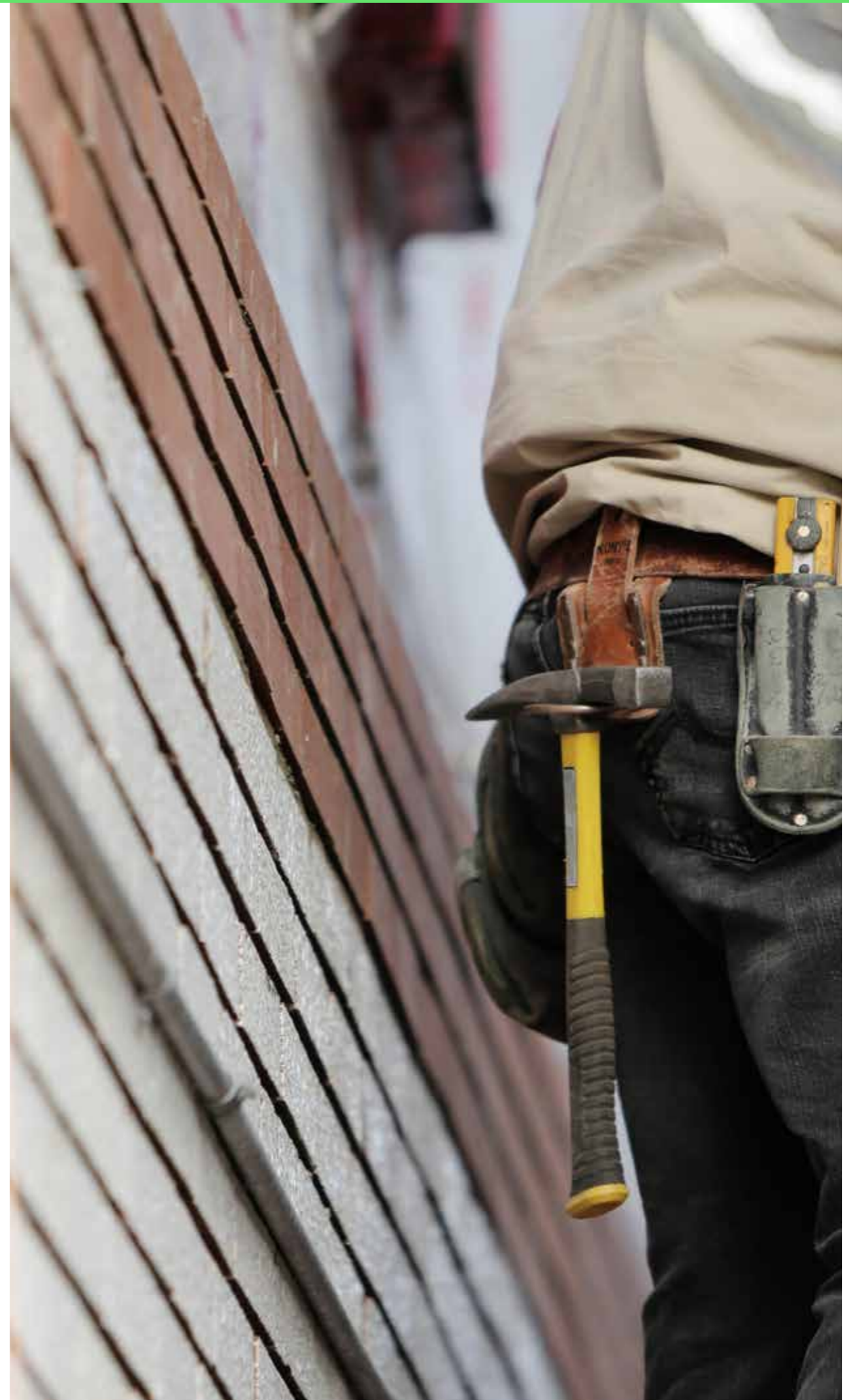
Additional Desirable Experience

- Carpentry, construction or other trade experience related to property management
- Winter chalet, summer villa or private yacht experience and/or at least 2 years commercial work experience
- Customer service and/or hospitality experience
- Van or minibus driving experience
- Basic French a bonus

Duties

- Welcome guests in a warm and friendly manner at all times and consistently throughout the season. Be presentable with clean uniform at all times.
- Proactively liaise with Senior Management, Resort Managers and Chalet Hosts on a daily basis across all resorts to keep abreast of maintenance issues arising.
- Attend to maintenance issues using your own initiative in an organised and timely manner to ensure the enjoyment of the guests' holiday is not affected.
- Report any issues you cannot deal with which require a qualified tradesperson (plumber/electrician) as quickly as possible to the Resort Manager. Where possible, liaise directly with tradespeople and obtain quotes for essential work to be carried out.
- Implement measures at all times to ensure valuable equipment is kept safe.
- Carry out airport transfers up to twice weekly as required. Help with luggage and on occasions show guests to their rooms.
- Provide morning and afternoon shuttles to/from the slopes as required. Provide a one way after dinner shuttle to town as required.
- Provide resort, weather and snow conditions information daily.
- Always drive in compliance with French law and in compliance with company policies as set out in training, ensuring you carry the correct paperwork at all times.
- Carry out routine maintenance and cleaning on your designated vehicle.
- Be knowledgeable about our chalets, resorts and the food and wine we serve and interact positively with any guests you meet. Deal with any issues or complaints calmly, immediately, competently and professionally offering a solution as quickly as possible and involving the chalet team if required. Actively promote Snowchateaux's services and chalets. Report all complaints and any feedback (positive and negative).
- Apply conscientious practices for efficient energy management (use of electricity, heating, water, large appliances such as washing machines) and recycling and waste disposal. Ensure equipment is correctly handled and maintained with due care and attention.
- Paperwork: Complete and maintain various records.
- Comply with all legislation, company policies and procedures as set out during training. Adhere to Food Safety & Hygiene legislation, Health & Safety policy, HACCP & COSHH and Fire regulations at all times and ensure the necessary records are completed
- You may be required to assist in the chalets on a regular basis which may involve (but not limited to) any of the following: snow clearing, housekeeping, hot tub/sauna/steam room preparation and disposing of chalet waste and recycling.

You may be required to assist in other chalets and other resorts depending on the needs of the business. All the chalets have WIFI however you are not permitted to use your laptop or watch TV/DVD's whilst guests are in the chalet.





ARE WE OFFERING?

In line with French working regulations, we are offering on a French contract:

- A 39 hour working week = an unprecedented amount of free/ski time!
- 2 days off per week (which may be 1 full day and 2 half days)
- Holiday pay (approx. 10% of gross pay)

We also offer:

- A generous contribution towards return travel costs on successful completion of the season on the date desired by the company. Airport transfers are provided free of charge. This is subject to the satisfactory return of guest and staff accommodation and vehicles for drivers, ski tech's and maintenance at the end of season.
- The opportunity to rent good quality subsidised accommodation based on a maximum of 3 sharing (& no bunks!) paid in instalments
- Rental of a substantially discounted season Lift Pass paid in 4 monthly instalments
- Free food and uniform
- Free use of company ski/board equipment
- Free Medical Insurance for UK nationals or Carte Neige for Eu (non UK) nationals
- Free use of linen, towels and self-service laundry
- Free WIFI

The package offered for Resort Managers and returning staff differs, please ask for details.

NB: If you wish to drive, please note parking is not provided, a vehicle is not required in resort, any vehicle bought out must never be used on company business and your vehicle must be insured for the entire time it is in resort.

CHALET LIFE HAS NEVER BEEN SO GOOD!





MUST YOU HAVE?

You must have (and be able to prove you have) the following:

1. EU passport OR be already in possession of a French Working Visa
2. EU Social Security number OR UK National Insurance number which has been valid for at least 12 months prior to employment OR French Working Visa for full term of employment
3. EU/UK based Bank Account
4. EU/UK permanent registered address or addresses for at least 12 months prior to employment
5. Level 2 Food Hygiene course completed within the last 5 years (an interview and offer of employment may be granted prior to completion of this course but subject to completion of the course if you have not already completed it)

Resort Managers and Drivers (in addition to the above) must be:

- 23 years of age or older (for Insurance reasons)
- Have a proven minimum of 2 consecutive years professional driving experience (can be 2 winter and 2 summer seasons)
- Have a maximum of 3 valid (active) penalty points on driving license
- Must be a confident driver
- Have an EU Licence OR UK Licence or UK/EU issued International Driving Permit (IDP)

All offers of employment are also subject to our ability to employ you in France and two satisfactory work references.

TOP TIP: Please email a clear and concise CV along with a Cover letter or email highlighting why you think you are the best candidate for the job, as well as a recent photo and your Date of Birth.

