

## **Job Specification Ski Guide & Restaurant Team**

### **The Role:**

A highly experienced skier is required, capable of skiing all runs, and off piste. Must have good people skills, and be happy to ski with clients of all abilities. Knowledge of the Portes du Soleil area is an advantage. This position may suit some who (whilst it does not entail instruction) is training to be an instructor.

Reporting to the Head Ski Guide, you will accompany our guests on their daily skiing activities at a range of skiing levels. You will be required to plan and organise the day's skiing in conjunction with the other members of the guiding team. You will be required to provide a safe, enjoyable and well organised skiing experience for our clients. You will be required to assess weather conditions and incorporate these appropriately into the day's plan.

You will be expected to undertake concierge duties including airport transfers for guests.

You will also be required to undertake bar work and restaurant service on a weekly basis.

### **Key responsibilities – Ski Guide & Concierge:**

- To ensure the safety and well being of guests at all times. To portray a professional knowledge of all slopes, snow conditions, lifts and weather conditions
- Conduct safe ski hosting as described in our training programme
- Guiding and escorting guest both locally and in the Portes du Soleil, effectively acting as human piste maps
- Safe transport of our guests
- To comply with all procedures & standards as set out in the staff training manuals
- To support and liaise regularly with the Head Ski Guide and Managing Director
- Caring for guests each week with a warm and friendly manner, assisting with all their requirements, and resolving any issues that may arise
- Welcoming new arrivals and bidding farewell to departing guests on transfer day, helping with luggage
- Keeping access paths and steps to and from the chalet free of snow and ice at all times

- Small maintenance tasks and care of equipment, fixtures and fittings
- Cleaning, refuelling and carrying out regular checks on vehicles and reporting any maintenance or other issues
- Hot tub monitoring and upkeep

#### **Key responsibilities – Restaurant & Bar:**

- Assisting the chalet hosts and helping in the kitchen, serving breakfast and serving drinks at the bar to the required standard including making cocktails
- To actively seek to learn and deliver the service standards required for the restaurant
- Maintain the Restaurant area at a high standard with specific reference to proper cleaning procedures and as directed by the management team

#### **Experience & Skills:**

- Minimum of 12 weeks skiing required
- Ability to ski at a very high level with experience of a wide variety of conditions including both on and off piste skiing is essential
- It is a requirement of the role that you be able to drive our vehicles to transport our guests as needed. You must have a full drivers licence. In order to be insured to drive our vehicles in France, you must be 21 years old or over)
- Basic knowledge of First Aid is highly important
- Previous experience working in restaurants and bars is highly desirable
- Experience driving on snow and in icy conditions would be highly useful, although training will be provided
- Whilst not essential a working knowledge of French, would be useful