



## ROLE PROFILE

<b>JOB TITLE:</b>	7. Assistant Hotel Manager
<b>DEPARTMENT:</b>	Hotels
<b>LOCATION:</b>	France/Greece
<b>RECRUITING MANAGER:</b>	HR & Recruitment Team

### **Company Overview:**

Alpine Elements Ltd is a medium sized tour operator specialising in ski and summer beach & alpine activity holidays operating throughout France, Greece and St.Anton, Austria, with their sister company iGO SKI offering short ski breaks. We employ up to 200 overseas, seasonal staff, in addition to a permanent head office team, working all year round to deliver the best product for our clients and support for our employees.

### **Job Description:**

As an Assistant Hotel Manager you will under the Hotel Managers instruction be responsible for the day-to-day running of the hotel and its staff exceeding guest's holiday expectations at all times. You have commercial accountability for budgeting and financial management, planning, organising and directing all hotel services, including front-of-house, catering operations, and housekeeping. You will be a natural leader and motivator who will work closely with the hotel team to inspire them to have a passion for what they do and the delivery of a seamless service which will exceed guests expectations. You will ensure that the set staff standards for uniform, presentation and professionalism are adhered to at all times.

### **Key Accountabilities & Responsibilities:**

#### **Customer Focus**

- To ensure that the guests Hotels expectations are exceeded at all times
  - Ensure that all customer complaints are resolved to in a timely and efficient manner and reported to the Hotel Manager
  - Meet set targets for First Impression feedback for Cleanliness, Food and Comfort
  - Provide an approachable welcoming atmosphere within the Hotel and between staff and guests
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- **Operational**
  - To ensure that the Hotel is running smoothly and efficiently in all areas-kitchen, restaurant, housekeeping, bar

- To assist with the completing and checking of weekly Hotel accounts and administrative tasks including staff rota's, risk assessments, fire / health & safety and HCCAP paperwork to set deadlines and using this information to ensure that all budgets, sales and customer satisfaction targets are being met
- Train, develop and discipline the Hotel team through motivation, coaching and performance management throughout the season
- To develop and maintain relationships with all suppliers

### **Sales**

- Ensuring that the safe and secure cash handling process is being adhered to by all staff
- To help identify, implement, market and monitor incremental sales in the Hotel to meet set sales targets

### **Key Relationships:**

- **Internal:** Hotel Manager, Head Chef, Sous Chef, Heads Of Department, Hotel General staff
- **External:** Suppliers, Property Owners

### **Person Specification (assessed via application, assessment centre or interview as appropriate):**

Each of the criteria below is rated as Essential (E), Highly Desirable (HD) or Desirable (D). We place considerable emphasis on your Personal Qualities as the training and support we provide can often strengthen any weaknesses that exist in other areas.

### **Personal Qualities**

- Strong social/People skills/Cheerful/Outgoing (E)
- Highly Motivated (E)
- Passionate / Enthusiastic (E)
- Ability to work alone and as part of a team (E)
- Ability to cope under pressure (E)
- Willingness to work hard / long hours (E)
- Adaptable / Flexible Attitude (E)

### **Skills & Ability**

- Customer Service (E)
- Communication Skills (E)
- Problem Solving and Complaint Handling (E)
- Sales Experience (E)
- Planning Organisational Skills (E)
- Literate and Numerate (E)
- IT / Admin / Social Media (E)
- Training Mentoring (E)
- Conversational French and/or German (D)

### **Experience**

- Relevant Transferable work Experience (E)
- People/ Team management / Supervisory Experience (E)
- Secure Cash Handling Experience (E)

**Qualifications**

- Full, Clean, UK driving Licence