



ROLE PROFILE

JOB TITLE:	1.Senior Resort Representative
DEPARTMENT:	Alpine Elements – Tour Ops
LOCATION:	France/Austria
RECRUITING MANAGER:	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:

Reporting to the Area Manager you will ensure the overall smooth running of the resort and be available to answer any questions our guests may have. As a Senior Resort Representative you could head a team of up to five Resort Representatives, including yourself; your presence will be key in motivating and supporting that team. You will represent the company in day to day dealings with our customers and suppliers, whilst providing a friendly and professional interface for all customers and in many cases being the first point of contact for our customers when they arrive on their holiday, so first impressions are key. You will handle and eventually resolve any guest queries efficiently and appropriately and always ensure that our guests expectations are exceeded.

Key Accountabilities & Responsibilities:

Customer Focus

- Be central point of contact & knowledge in resort
- Transfers to/from airport
- Represent the company in a professional, well presented manner at all times in compliance with the company uniform policy
- Conduct morning and evening property visits as well as ad hoc visits where required
- Organise, promote and conduct welcome meetings
- Ensure that all customer complaints are resolved to in a timely and efficient manner
- Providing a source of knowledge and support to Resort Representative team in dealing with customer related issues
- Train, develop and performance manage your team of resort representatives to exceed our guests expectations at all times

- Ensuring your team exceeds targets in terms of customer Satisfaction Questionnaire returns and results
- Responsibility for the delivery of the Product as per our published brochure

Operational

- Organising the purchase and distribution of lift passes, ski hire and ski lessons
- Providing a Welcome speech so the customers are informed of all resort information and products that Alpine Elements have for sale
- Developing and distributing resort information. Ensuring Chalet and Hotel notice boards are up to date and hold appropriate and relevant information
- Completing and submitting accurate weekly accounts of your in resort sales
- Accurate and efficient handling of money
- Complaint handling & problem solving
- Accounting for and banking of all Company monies (in regards to the Resort Representative team) in a complete, timely and accurate fashion as per company procedure (resort specific)
- Complete, accurate and timely submission of resort administration and paperwork including beginning and end of season reporting, weekly and ad hoc customer service and health and safety reporting

Sales

- Making sales of ski extras - lift passes, ski hire and ski lessons
- Design, implement and promote an exciting and well organised program of activities to enhance the guests experience; monitoring and managing the setup, sales & delivery to ensure revenue streams are maximised and guests expectations are exceeded at all times

Commercial

- Ensuring that all customer facing material is up to date and meets company guidelines and provides relevant and timely information to enhance a customer's experience i.e. Welcome packs, information books and boards
- Enthusiastically identifying new customer service related initiatives, developing and then effectively implementing these.

Key Relationships:

- **Internal:** Customers, Resort Representatives, Hotel Managers, Resort Managers, Chalet Managers, Area Managers, General Staff
- **External:** Suppliers, local authorities, hotel management, airport staff

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)
- Honest and Trustworthy (E)

Skills & Ability

- Customer Service (E)
- Communication Skills (E)
- Problem Solving & Complaint Handling (E)
- Planning/Organisational (E)
- Literate and numerate (E)
- IT, Admin & Social Media (E)
- Conversational French/German (HD)

Qualifications

- Full, Clean, UK Driving License Over 21 Years Of Age (E)

Experience

- Relevant / Transferable Work Experience (E)
- Secure Cash Handling Experience (E)
- Seasonal overseas experience with an Overseas Tour Operator (HD)