

Fish&Pips

RESORT MANAGER - MERIBEL

The Resort Manager oversees the smooth running of all day to day operations. Ensuring food quality is maintained, budgets are adhered to and accounts inputted. The RM regularly checks the high standards of cleanliness and service in all of the Fish & Pips chalets. The Resort Manager is also the first port of call for both staff and guests. The ideal candidate for this job must have relevant ski season experience and be able to converse in French.

Duties include and are not limited to:

- Oversee the day to day running of the Fish & Pips operation in Meribel
- Oversee weekly chalet budgets and resort budgets
- Be responsible for Fish & Pips monies held in resort including processing credit card payments, ordering ski passes and reconciling accounts with UK office
- Managing the welfare and day to day tasks of the chalet staff
- Work closely with the Self Catered manager, visiting guests where required and ensuring product is delivered to the highest standard
- Make weekly cleaning checks on all chalets to ensure standards are being maintained
- Be on 24hr call for guests in case of emergency
- Work alongside Holly Fisher, the Operations Manager and the Val d'Isere Resort Manager
- Maximise communication between resort and UK office to ensure smooth running of the resort
- Maintaining and developing supplier relations in resort
- Overseeing arrivals & departures on changeover day
- Developing and maintaining relationships with guests from week to week through regular chalet visits, being on hand to book ski lessons, make restaurant bookings etc
- Holding weekly resort meetings for your team of staff
- Completing all paperwork efficiently and accurately including weekly accounts returns
- Ensuring that all members of your team are carrying out their roles with efficiency and to the high Fish & Pips standards
- Overseeing regular stock-takes of food goods, chalet suppliers, linen and wine
- Ordering any products required for the smooth running of resort (Metro)
- Ensuring the maintenance of resort vehicles where applicable
- Overseeing any maintenance issues and ensuring the correct care of all Fish&Pips property including staff accommodation
- Working with chalet owners and taking responsibility for their care while in residence in their chalet
- Staff welfare – organizing ski lessons, outings and events
- Cover host duties in cases of sickness or accident
- Oversee the F&P driver service, covering the driver on their day off
- Any other duties within your capabilities that is necessary for the proper performance of your job and the requirements of the business that the Company may reasonably request you to perform.