

## Minimum Standards List



### Breakfast Service

Breakfast service should be peaceful, organised and efficient. Most people are not very conversational in the morning and just like to see that everything is available, laid out in a logical fashion and that you are on hand to attend to their needs. We play quiet relaxing music during breakfast service and generally aim to keep a peaceful atmosphere. Staff should be prepared, presentable, smiling, attentive and efficient. The key is being well-rested so that you look fresh, as then are also able to have a great day on the mountain.



### General rules of service

- When refreshing the milk and juice take the jug away to refill as opposed to refilling at the table.
- Don't store all your butter in the fridge, otherwise it's too hard to spread.
- Remember guests' names right from the beginning of the week.
- Whenever possible work facing the guests, not turning your back to them
- Refrain from having a catch up with your colleague or chatting during service. This is the time when we should be fully attentive to the guests.

- Personal phones should not be used at any point during service. To avoid temptation, please leave it in your room.
- Guests will observe your hygiene so keep your hands away from your face and always ensure they are clean. You must be in your chalets ready to start work at your official start time; looking smart and in uniform and always with your name badge on.
- Clear away any debris from the night before – rubbish/bottles removed, tables properly wiped (no crumbs), floors swept (if needed), sofas plumped, scatter cushions and throws neatly displayed, curtains drawn and relaxing music on at an appropriate level, etc.
- Breakfast should be laid up and ready by **7.50am** at the latest – some guests will come down early!

### **Breakfast Setup / Table layout**

- For every guest lay out a coffee cup with saucer and teaspoon. They should also have a side plate, a bowl, water/juice glass and a full cutlery set laid on a white napkin (fork, knife, spoon)
- The kettle must be filled and constantly topped up. If your chalet has a water urn, please fully fill it as the first job at the beginning of your shift as it takes up to 30 min to reach boiling temperature.
- Tea bags, hot chocolate and instant coffee dispensers should be filled to the top in clean jars.
- The coffee machine must be turned on and the first jug transferred to the thermos and added to the breakfast table, with a second jug put on and kept on the hot plate.
- Enough spare mugs should be available for all guests.
- Mix of yoghurts (at least 3 different flavours and natural) nicely displayed in a bowl on top of a red napkin.
- Full fruit bowl with fresh looking fruit and a mix of at least 3 different types (if your chalet has more than one table, you will be allocated a fruit bowl for each)
- 1 jug per table (or up to 6 guests) - cold refrigerated orange juice in clean jugs should be put out and refreshed constantly during breakfast service until 8.45am.
- 1 bottle per table (or up to 6 guests) - clean coloured bottles filled with chilled water (no grease or dirty marks on your bottles).

- 1 jug per table of cold refrigerated milk (keep in the fridge until 8am or when the guests arrive to keep it cold) in a clean white (not glass) jug – check the lip of the jug for residue and refresh constantly during breakfast service until 8.45am.
- 2 different cereals (cornflakes and muesli) in cereal containers filled to the top (without lots of crumbs at the bottom).
- 1 basket per table of bread neatly cut and laid out on a fresh new red napkin draped over the basket (to be refilled constantly during breakfast service until 8.45am).
- 1 basket per table of mixed pain au choc and croissants (minimum 1 pastry per person) neatly laid out on a new red napkin draped over the basket.
- 1 glass Sunday dish per table of butter with both salted and non-salted butter portions.
- 2 glass Sunday dishes per table of jam (1 apricot and 1 strawberry)
- Salt and pepper shakers and a pepper grinder per table (filled)
- A bottle of Ketchup, mayonnaise and honey per table, bottles must be clean including the caps/lids.
- 2 small pots of sugar with a clean teaspoon per table

As guests come down, greet them individually (using first name if you feel it is appropriate), direct them to the table and show them the coffee and tea station.

Offer each guest a bowl of porridge served to order, followed by the daily hot option. When you clear their plates offer them a second serving of both.

Keep clearing plates, re-setting table places and wiping the table settings so every guest comes down to a tidy and clean breakfast table as if they were the first guest arriving.



## Afternoon Tea

Lay up the table neatly with:

- Enough plates, knives and cake forks for all guests with white napkins neatly folded.
- A sufficiently-sized cake for all guests, well presented with cake slice and knife.
- Any leftover pastries and sliced bread neatly covered to maintain freshness, should also be left out for guests. (If there is a reasonable amount).
- A glass Sunday dish of miniature butters along with a glass Sunday dish of both apricot and strawberry jam.
- A full fruit bowl with fresh (not brown) fruit laid out neatly.
- 2 coloured bottles filled with water.
- 1 jug of chilled milk in a clean white (not glass) jug in the fridge with a note for guests 'Milk in fridge'.
- A jug of at least one type of syrup mix made up.
- The coffee machine set up and ready to be switched on. With instruction and info how to switch it on. Fill the kettle or water urn.
- Tea bags, hot chocolate and instant coffee dispensers, as well as white and brown sugar, fruit tea bags, and hot chocolate, should be filled to the top in clean jars. All with clean labels.





## Daily Servicing of the Bathrooms

### Your Cleaning Bags:

Your cleaning bag should contain:

- Wood polish
- Bathroom cleaner (called Salle de Bain)
- Toilet cleaner
- Window cleaner
- White roll
- Small black and white bin bags
- A green back sponge
- Blue J Cloth/microfibre cloth (for loo/toilets)
- Pink J Cloth/microfibre cloth (for sink)
- Yellow microfibre (for dusting and polishing)
- Large bin bags
- Toothbrush
- Squidgy for windows and shower doors

You will save a lot of time if your cleaning bag is organised. If you mop and vacuum at the end of the clean this is generally a more efficient way of working.

Please note we need to use white roll sparingly for environmental reasons plus it's very expensive; you will be given a limited weekly supply. It should be used only on the toilets, bin tops and when polishing mirrors and windows but not to clean anything else. It should NOT be used in the kitchen.

### **\*\*WARNING\*\***

**Never throw white roll, wet wipes or make-up wipes down the toilet as it will block the system and cause major problems.**

### **Part 1**

The bathroom is cleaned in two parts. Start in the bathroom doing the toilet, sink and shower and return for polishing after you have cleaned the bedroom (covered in the next chapter).

- Toilet - squeeze toilet cleaner (blue loo) around the rim of the toilet bowl then scrub around the bowl and under the rim using the toilet brush. Using the Salle de Bain, spray the whole toilet (top, the bowl, round the back of the cistern, the pedestal, under the seat etc). Using your blue cloth, wipe down everywhere including all the little fixings and behind the

pedestal. Pull the flush (don't flush the white roll) then add another circle of blue loo and leave it for the guests to find.

- Sink and Shower - Using the Salle de Bain Spray, and with the **green** side of your sponge, thoroughly wipe down/scrub the sink, basin, under the basin and taps. Do the same with the shower tray and rinse to remove all residue and hair. For the bath, use the yellow side of the sponge to scrub all the surfaces, then rinse to remove any scum/residue (guests will notice any residue build up when they sit in the bath and it's at their eye level).
- Create a toilet roll pyramid with 3x toilet rolls correctly folded and nicely displayed (see video). Create a tringle on the toilet roll on the holder.
- Using blue window spray and white roll, clean any marks off windows and mirrors.
- Wash any soap residue from hand soaps/pump/dish and polish.
- Wipe down any bathroom shelves and re-organise neatly.
- If your chalet has cotton wool jars, top them up so they always look full.
- Replace the bathroom water glasses with 2 fresh glasses and put the old ones through the dishwasher.
- Neatly fold and hang towels (if found in the bathroom) on the towel holders with open ends tucked behind the rail.
- Robes should be hung back on coat hangers and tied neatly around the middle. Fasten with a neat bow ensuring the inside corners of the sleeves are tucked into the belt.

## **Part 2**

### **(Do after the bedroom clean)**

- Go back to the toilet and spray the whole toilet including the lid with window cleaner and buff with your white roll.
- Do the same with the sink and shower; focus on polishing the taps and any silverware.
- Ensure taps are straightened, plugs are neat and hand soap dispensers are topped up, clean and positioned next to the tap.
- The sink, toilet and shower should be left looking dried and shiny with no residue, hairs, fluff etc. Sit on the toilet seat to see if you have missed anything that guests will later see.

- Hoover your way out of the bathroom paying particular attention to the corners, edges and under the bin where the circular upholstery attachment should be used. For efficiency you should Hoover the rooms/bathroom all at once after the bedroom / bathrooms are cleaned (same applies to the mopping). Always ensure the Hoover bag is not full before you start to Hoover.
- Mop your way out of the bathroom, paying particular attention to the corners and under the bin. For efficiency you should mop all at once after the bedroom / bathrooms are cleaned (same applies to the hoovering). Change the mop water regularly as using dirty water is worse than not mopping at all. While mopping make sure that you squeeze water out of your mop as much as you can.
- The mop bucket should always be emptied into the final toilet yet to be cleaned. The mop and bucket should be thoroughly dried and stowed away, never in the customer's sight.



## Daily Servicing of the Bedrooms

In every room:

- Open all curtains neatly
- Open windows briefly to let in fresh air
- Turn radiators down to level 3.
- All towels hang to dry as close to the place where you found them. This ensures guests know which towel is theirs.
- Hang up robes on coat hangers
- Remove any empty mugs, glasses, crockery.
- Empty all bins – if you tie your bin bags tightly to the bin itself, they can simply be shaken into a larger bag for speed and don't need to replace each bag (unless something is stuck to it and then it needs replacing).
- Bed: Make a neat and tight hospital corner bed if your chalet is using flat sheets (see video). Pillows plumped with the opening of the pillowcase positioned to the centre of the bed. Bottom sheet tightly tucked in. Duvet neatly spread evenly across the bed with minimal creases. If the guests have items left on the bed don't move them but make the bed in 2 halves; neatly replace items. Lay the square / or feather bed pillow in the top centre of single beds or use two bed pillows for double beds. The bed throw (if allocated to your chalet) is arranged along the bottom part of a bed.
- Tidy guests' items in their room – pair shoes together, hang jackets, tidy toiletries etc. but please don't move any valuables or very personal items like laptops, phone, wallets, jewellery or underwear.
- Vacuum (and mop where applicable) all bedrooms including under the bed and behind doors. Be careful not to hover in any small items left by guests on the floor.
- Polish all wooden surfaces and the radiators – use plenty of polish, it smells clean!
- Clean all mirrors. Tip – Use some white roll for the mirror first and use the same paper for the toilet bin and toilet clean.



- Complete part 2 of the bathroom clean using the white roll and the window cleaner (the polishing stage).





## Daily Chalet Servicing (Morning)

- Kitchen properly cleaned down – all surfaces including:
  - ✓ Hobs and oven properly wiped down, top, inside and out.
  - ✓ Wall tiles cleaned.
  - ✓ No dishes left out drying/soaking.
  - ✓ Sink clear of any food debris and sprayed with bleach.
  - ✓ Fridge organised and wiped out with all food stuff covered and stored correctly as per the menu recipe book.
  - ✓ Cupboard doors and handles wiped clean.
  - ✓ Floor thoroughly swept and mopped after each shift, paying particular attention to the areas behind the bins and any corners.
  - ✓ Bins emptied, swilled out, with the lid wiped clean and back in place.
- If defrosting food, please use a covered bowl / tray so the juices don't spill. Please do not defrost in water, food should be taken out in advance to avoid this. Best place to leave this defrosting is at the bottom of your fridge. Out of sight from the guests.
- Write up your blackboard with the full menu for the evening. Ask parents of children if the menu is appropriate and ensure guests are happy with the menu.
- Refrigerate the white wine and water in clean coloured bottles ready for evening service. Make sure you have a sufficient supply of red wine stored at room temperature (don't leave this in the garage, it must be kept at room temp for at least 12 hours before use). DO NOT THROW AWAY any partially filled bottles. Use for cooking/vin chaud or top up any part bottles to make full bottles. Wine should never be stored on the balcony.
- Polish any wooden surfaces and the radiators – use plenty of polish – smells clean!
- Clean any marked windows inside and out using window spray and white roll. Don't spray window cleaner on the window when minus temperatures outside as it will freeze into the glass and you won't be able to remove it.
- Make sure curtains are properly/neatly hung.
- Set up living area for guests return – plump the scatter cushions and neatly lay out the throws, all surfaces wiped of crumbs, guests' items

neatly stacked, books/dvds and games neatly stored and the welcome book on the table etc.

- If you have a leather sofa, polish it with furniture polish.
- Bring up a supply of logs and kindling sufficient for the evening.

**\*\*\*TIP\*\*\***

**Keep the wooden crates from your food delivery and them break them up for kindling to help get your fires going**

- Lay up fire ready to be lit with a match at 5pm.
- EVERYDAY vacuum and mop the whole chalet including under furniture, behind doors, under the sofa cushions and in the kitchens.
- Clean the communal toilet(s) to the same standard as described in the 'Daily Servicing of the Bathrooms' section.
- Garage to be swept, tidied and organised with benches neatly laid out.
- All balconies are to be swept and kept clear and tidy for guest use.

**\*\*\*WARNING\*\*\***

**Clear any snow using a plastic shovel or broom never use a metal shovel as this will damage the wood decking.**

- Ice must never be allowed to build up in any of the chalet entrances. We cannot allow an injury to happen due to negligence on our part. We have ice breakers to chip away the build-up of ice and if necessary, we use grit for pathways (please use this sparingly though, as clients will walk it into the chalets).
- Snow clearing equipment stored neatly in the garage out of guests reach so it doesn't get borrowed and not returned.
- Exterior areas of chalet to be thoroughly litter picked – no weeds/ cigarette ends etc.
- Any snow to be cleared allowing clear access to the garage and entrance by 8.45am. We must never let this build up.
- As part of a new company wide environmental policy, all chalets MUST now wash and separate for recycling all plastic, glass and cardboard from general waste, which should now only include items such as excess food, used paper roll, mixed items direct from clients bedroom bins etc

- All clients will be encouraged in the welcome speech to recycle in their rooms and will be given a separate bag for this use and all garages will be set up with recycling bins
- It is the chalet staffs responsibility to remove all their own rubbish and recycling after every shift to the village bins, see below for the pick-up service we offer, if your rubbish and recycling is not ready at the set pick up place and time, you must walk it down yourself – there should never be any rubbish or recycling left in your chalets, garages or recycling drop off point once you leave the chalet
- Rubbish/recycling will be picked up outside of all chalets at 10:30am and again at 8.45pm – if it is not neatly left outside by then, then you must walk all rubbish down yourself. It cannot be left outside after this time, it is the chalets responsibility to ensure this (VAL CHALETS MUST TAKE OWN RECYCLING, NO PICK-UP SERVICE IS AVAILABLE).
- Bleach spray the inside and outside of the general rubbish bin and recycling bin, including the lid (to remove any odours and any offensive spills). Wipe with paper roll and refill with a new black bin liner.



## Evening service – early evening

- Back to chalet in the evening ready to start work at your official start time, looking smart and in uniform with your name badge on.
- Neatly draw the curtain.
- Plump up the cushions and throws.
- Tidy any debris if guests have been back since breakfast.
- Light the fire.
- Put on relaxing music from your playlist at an appropriate level. People should be able to talk quietly without difficulty.
- Light candles to set the mood for the evening.
- Welcome the guests on their return to the chalet, ask about their day, offer to make them a hot drink and to cut them a slice of cake (where you have time to serve them, it's a nice personal touch). This proactive service marks us apart from other chalet operators.
- Constantly tidy guests' communal spaces – hang up coats, plump sofas, refresh afternoon tea station etc, so it's neat and tidy for every new guest coming into this space.
- Clean and stock the communal toilet.
- Once all guests have returned, tidy the ski store/garage ready for the following morning. Ensure heaters/heated boot warmers have been switched onto the timers.
- From 6.30pm clear away afternoon tea and move any left-over cake to the coffee table in the lounge so you can lay the table.





## Dinner Service

### Intro

Dinner is a sociable occasion for the guests where they will enjoy sharing stories of their day with each other. Keeping them topped up without interrupting the conversation is key. Always top up water and keep the wine free-flowing until coffee is served. Ask once the guests are getting to the end of their cheeseboard if they'd like you to open another bottle of wine. Constantly check the guests are okay or if they need anything.

We want the service to be slick, efficient and friendly. Essentially it must be professional but warm-mannered. Staff must be fully focused on the job, very well presented, attentive and must never use phones or converse extensively with colleagues. There should be no distraction from the guests needs. Staff must have clean hands at all times and keep their hands away from their face.



### Dinner Table Lay-up

- By 6:30pm lay-up the table with:
  - ✓ Clean and polished crockery, cutlery and glassware. Tip: use a splash of vinegar to polish the cutlery.
  - ✓ Candle holders.
  - ✓ Salt and pepper shakers and pepper grinder
  - ✓ Butter miniatures in a glass Sunday dish
  - ✓ Open red wine allowing it to breath.
  - ✓ Ensure the cutlery matches the dinner that will be served (for example if there is soup or if you need dessert spoon or fork).
- At 7.00pm neatly cut bread into diagonals (ensure you use a chopping board and not directly on the work top). Do not do this earlier as the bread will dry out. Put it on the table in the basket with a fanned-out

serviette. We always serve bread regardless of the meal and will need extra for soup. You should never run out of bread or not have it for any meal.

- Light the candles and dim the lights.
- At 7:15pm pour pre-dinner drinks and offer them to the guests then introduce/serve the canapés. Replace the remainder of the canapes on the coffee table. If serving prosecco (see menu plan) ensure you use the ice buckets and Champagne glasses.
  - ✓ Bivouac/Amelie serve a glass of pre-dinner prosecco with canapés every evening.
  - ✓ All other small chalets serve Prosecco with canapes only on the first and final evening. On other evenings offer the guests in these chalets a glass of red or white wine.
- 7:20pm Put out chilled white wine in wine coolers and water in coloured bottles (1 per table).
- Make sure the music is appropriate and can be heard at the dining table.
- At 7:25pm ask the guests to take their seat.
- At 7:30pm prompt start dinner service (do not wait for a late guest unless it is a single chalet booking and they have all requested this. Whilst it may annoy one guest that arrives late, the guests that are there on time are far more entitled to complain if dinner is served late).



- All courses should be served by 8.45pm at the latest – if you are not able to do this, ask for some extra training as otherwise you will be getting out too late.
- Make sure all plates are warmed in the microwave before serving (dampen them first - 1 minute for 4x plates).
- Serve all guests, serving ladies first from the left, and clearing from the right.

- Don't eat in front of the guests, never pick at food, you will be being watched.
- Always offer 2<sup>nd</sup> portions of the main course if you have spare, plus add extra carbs in a server on the table. No one should leave hungry, when they book, we say we offer plentiful portions!
- Top the bread up throughout dinner, when needed, using tongs to add to the basket. We should never run out of bread.
- Collect empty plates as quietly as possible, clearing from the right. Do not scrape at the table. Only collect plates **once the last guest has finished eating.**
- Remove bread, butter, side plates, and salt and pepper after the main course.
- During dinner service tidy up the living area for guests to return to after dinner – sofas plumped and scatter cushions and throws neat, all surfaces wiped of crumbs, guests' items neatly stacked, books/dvds and games put away, welcome book on table etc.
- After dessert is cleared prepare the coffee table in the lounge area to serve coffee and cheeseboard with small plates, knives, small sugar pot with teaspoons and white jug (not glass jug) of milk.
- Let the clients know cheese and coffees are served in the lounge area and offer all clients a glass of port (pour this for them using your port glasses, don't just leave the bottle).
- After the cheese board has been served and the kitchen has been cleaned down, put the coffee machine and kettle on and offer to make all guests a hot drink. Transfer any extra coffee into a thermos and put on the table for them to help themselves to if they would like more.
- Fully clean down kitchen
  - ✓ All surfaces including oven properly wiped down.
  - ✓ No dishes left out drying/soaking.
  - ✓ Sink clear of any food debris.
  - ✓ Fridge organised and wiped out with all food stuff covered.
  - ✓ Floor thoroughly swept and mopped (this is a public area, guests will come into your kitchen after you leave for the evening).
- Empty all bins and take rubbish down to the poubelle.
- Rubbish/Recycling will be picked up at 8:45pm. If it is not outside by then you must walk it down yourself. Rubbish can never be left outside after this time.



- Ensure pastries are out to prove for the next day.
- Before you leave let your guests know you are going and check if they need anything else.





## Additional Jobs on Changeover Day

### Bedrooms on change-over:

- All rooms fully serviced – e.g. fresh linen etc
- Wipe down skirting boards and window seals
- Move all furniture and vacuum underneath
- Check all wardrobes and inside furniture
- All windows cleaned inside and out
- Fresh towels x2 neatly displayed per person, arranged in rolls as per training video.
- Check your bed configurations on Chalet Manager and make accordingly. Note all beds have mattress protectors and all feather pillows have pillow protectors, do not remove these unless soiled, they get washed at the end of the season. If you need to make 2 twin beds into a double, always use a mattress protector to avoid the gap between beds. All chalets have their own inventory of such items, if extras are needed, request this from the Ops team.
- Spare duvets to be stored folded neatly in a cupboard, never touching the floor
- Check all cushions and throws, do they need washing or spot cleaning?



### Bathrooms on change-over:

- Using **anti-calc** and green-backed sponge do a full scrub of the bathroom (including baths, shower trays, shower doors, all tiles and behind toilet) rinse and follow by a full polish.
- If your chalet has hand pump soap dispensers in the client's bathrooms make sure a clean and fully topped up bottle goes into every room. There should never be a part used bottle left from the previous guests.

**\*\*\*WARNING\*\*\***

If you have a plastic bath, please use the yellow side of the sponge as the green side will scratch and leave marks.

- Using a dinner knife if needed, pop out all the shower traps and clear out any hairs or debris, if grimy soak in a pot of water and bleach solution.
- Use a toothbrush to reach those hard to reach areas/corners in the showers and bath
- Fresh bathmat neatly displayed per shower room over shower door
- Bathroom - one water glass per person should be supplied.
- If allocated in your chalet, top up hand soap pumps and clean any soap residue from the pump and soap dish.
- Ensure all toothpaste is washed out of the toothbrush holder. Polish to a shine.
- Do not put the pumps or toothbrush holders in the dish washer they will get tarnished
- Toiletries neatly displayed, one per person (soap and shower gel).

**Communal areas on change-over:**

- Pull up cushions from sofa and in the TV sung and vacuum underneath.
- Pull out sofa and Hoover underneath.
- Check all cushions and throws, do they need washing or spot cleaning?
- Thoroughly deep clean all fridges and freezers and make sure our store shelves have been wiped down and stock is well organised.
- Empty, clean and re-fill hot tub (**refer to hot tub guide for instructions**). This needs to be started as early as possible, so that the water can be changed as it can take 6+ hours for the water to heat up.
- Wash the lid of your hot tub with hot bubbly water so it's free from dirt and no marks or dust
- Remove any debris from all balconies, sweep and mop (with old mop head).

**\*\*\*WARNING\*\*\***

If clearing snow only use a plastic shovel as a metal one will damage the wood decking.

**Exterior areas on change-over:**

- Clean and polish the building sign, window ledges, ensure there is a clear path to the Chalet - these are the first things guests will see upon arrival. It's important to make a good first impression.
- Do a very careful litter pick outside and around the whole building.
- Remove any rubbish or clutter from the garage/boot room, vacuum and mop. It must look ready for your new arrivals.

**On arrival:**

- Offer guests a key and take a €10 euros security deposit.

**\*\*\* WARNING\*\*\*\***

**THIS MUST BE DONE IN EVERY CHALET.** This will be given back at the end of the week providing the key is returned to you. It prompts the guest to give the key back as otherwise they all go missing and the next guests are not happy if they cannot lock their rooms – this is the only way to manage this and must be done.

- Do your welcome speech – see notes.





## Miscellaneous additional jobs to be completed during the evening shifts

From around 6pm – 7pm there is usually some spare time for the chalet host to do some extra chores for the smooth running of the chalet. Below are the jobs we'd expect you to complete during this time:

### Monday

- ✓ Fill salt and pepper shakers.
- ✓ Wipe and clear out fridges and freezers.

### Tuesday / Wednesday

- ✓ Deep clean communal toilet.
- ✓ Wash the skirting boards in the communal areas.

### Wednesday / Thursday

- ✓ Put away BRAD laundry and send inventory to the office.
- ✓ Tidy your linen store.

### Friday

- ✓ Tidy and organise food store and cleaning products.
- ✓ Change henry hoover bag (never use without a bag).
- ✓ Clean henry hoover and your cleaning bag, topping up with all products.

### Saturday

- ✓ Prepare returning BRAD laundry for pick up.
- ✓ Check all DVD's/games are in the correct boxes.
- ✓ Tidy the dry store ready every evening.



## **Additional Information**

### **Servicing bedrooms:**

Never encourage your guests to have an opt-in service for cleaning. Cleaning is part of the service they have already paid for and their room should be cleaned as standard; unless they expressly ask you not to do it.

### **Wine:**

Our policy is to allow free-flowing wine from 7.15pm with canapes (not before) until coffee is served. Some weeks you will use more wine than other weeks; if guests ask for more, within reason please give it them to avoid any disappointment. This will balance out in slower weeks. Never cause a scene or try and limit their consumption. If you think there's an issue re use refer to your RM for instructions.

### **Portions:**

We advertise to our guests that all our holidays offer tasty and plentiful food. Please make sure all guests are offered 2<sup>nd</sup> portions, with plenty of bread on the table at all times. All guests must leave every mealtime sufficiently full and not wanting more. Remember, if they have been skiing all day they will be hungry, so we need to make sure we have prepared sufficient amounts.

### **Stock:**

We aim to hold a weeks' worth of stock in every chalet, it is your responsibility to monitor stock levels, you should never run out of staple items or not have an item in stock that you would need in the next 24 hours. Store all food in order of your ordering list for ease of ordering/stock rotation. Make a note of anything running low and make the relevant request to the supplies team on the supplies Facebook channel

### **Towels:**

On a Tuesday/Wednesday (chalet day off dependent) change towels and bathmats in each room.

### **Henry Hoover:**

It is your responsibility to ensure your hoover is well maintained / bag regularly emptied / tube is free from blockages / all attachments are present (especially

the nozzle and upholstery attachment) and you know how to use the main head correctly on hard floors and carpets.

### **Soft furnishings in chalets:**

As part of your chalet inventory you will be assigned sofa cushions (plain and feature versions such as bear or stag heads), sofa throws (fur and non-fur) and some chalets will also have bed cushions and throws. Your inventory will clarify the use for each and you must use them in this way throughout the season, e.g. all sofas have 2 plain cushions on each side and a feature cushion in the middle / fur throws are for sofas only / if you have been assigned bed cushions then 1 per bed (must be matching). We buy these items from the UK, and they will be carefully counted back in at the end of the season as part of your inventory sign off.

### **Daily Hot Tub responsibilities and changeover:**

Please study and memorise the separate hot tub guide on the trello page during training and refer to it when required. The weekly changeover of the hot tub should be started first thing in the morning in order to ensure the water heats up in time for the guests. Refer to the hot tub maintenance guide and keep the trello list up to date twice a day with the relevant photos.

### **Keeping fire exits clear and clearing front of the chalets – snow / litter:**

The fronts of the chalets must be clear of snow at all times. Make sure you have at least enough room to park 2 cars plus a metre-wide path from the road to the front door of your chalet completely clear of snow and covered with salt and/or grit to allow guests safe access into the chalet. Fire exits must also be clear of snow at all times. Do regular litter picks to keep your outside areas clean. This is particularly important when snow is starting to melt and therefore especially in spring.

### **Set up and cleaning of the dry stores:**

On delivery day you'll be responsible for putting away all supplies. Keep your stores clean at all times and discard all rotten perishables. On change over day thoroughly clean fridges and freezers, walls and floors behind them and make sure storage is well organized

### **Inventory:**

You will sign your chalet inventory in and out at the beginning and the end of the season. If you have any broken inventory let the Head of Op's know straight away.

### **Checking upcoming bookings – Chalet Manager website:**

It is the responsibility of the host to check our booking software (Chalet Manager) on the chalet tablet to ascertain room configurations, specific

requests and dietary requirements of each booking. This differs from chalet to chalet but will be routine so that we are aware of upcoming bookings and prepared for them well in advance. Ensure this is done well in advance of changover day so you can request any items not held routinely in stock.

### **Half term and whenever you have many children:**

All essential information will be supplied by the reservations team and added to ChaletManager in advance. Make sure you order enough specific items and kids food:

- Fish fingers.
- Ice cream.
- Order plenty of non-alcoholic drinks like lemonade, coke, squash.
- Make sure you have enough cots, high-chairs and baby gates if needed.

When the guests arrive discuss the children's dietary needs with the parents and ensure we cater to the parent's instructions. (Don't assume they will want to eat frozen / kids' food, they have paid almost the same as an adult so we will cater to their needs and requests).

Go the extra mile when we have kids in, this goes a long way with parents and really relieves the stress of their holiday and sets us apart from other tour operators, e.g.

- Take the kids bum boarding after 5pm
- Make a snow man
- Play games with them
- Get them set up with a DVD/game





## Specific Chalet Features and Quirks

**Below are specific details and unique properties of the individual chalets. It is every member of the team's responsibility to know and understand these issues in your chalet**

### **Hattiers:**

- You must stay on top of clearing litter down the side of the building including steps.
- All drains in showers can block easily in this building, so please clean out every Saturday with a plunger.
- Wooden mirrors in bedroom and shelves in bathroom get very dusty, ensure they are regularly cleaned.
- Wooden shelves/mirrors get toothpaste in wood grooves and will need cleaning out with a brush.
- In the apartment, move saucepans and plates and clean behind them.
- Balconies and outside furniture gets dusty. Keep snow off of the balconies at all times.
- Keep the front windows clean.
- Top of all pictures in the bedrooms get quite dusty, clean regularly.
- Apartments – when cleaning the apartments daily, as well as the routine listed above, re bedrooms and bathrooms you must also tidy the lounge and kitchens including doing any dishes
- On change-over day in the apartments, as well as the routine listed above for the bedrooms/bathrooms and communal areas in both apartments you must also:
  - ✓ Wipe out microwave and fridge, inside and out
  - ✓ Top up washing up liquid/ replace the kitchen sponge and add x 4 clean tea towels per apartment (fresh and not stained or greasy).
  - ✓ Top up each tea station in both apartments.
  - ✓ With hot soapy water clean the oven (large apartment). It is only used for light catering so should not be very dirty.

### **Belvedere:**

- Clean the wooden vanity cabinet and frame for soap and toothpaste.
- Clean inside all cabinets as this can get missed.
- Mop the metal step outside the balcony door to keep it clean.
- In each bathroom there is a small space for the bin. The bin must be pulled out and hoovered / cleaned properly.

- DVD's and the DVD player must be dusted.
- The small space by the back door must not become a dumping ground.
- At the back of the chalet the litter pick is as important as any litter pick outside the chalets.

### **Sophia and Isabella:**

- Room 1 shower gets blocked really easily so the traps must be regularly cleaned (like all others) and needs a weekly plunge.
- Lift up the cushions in the TV snug and vacuum beneath.
- Shower traps need to be pulled out and bleached, as with any chalet.
- Bathrooms 2, 5 and 8 - Pull the glass screen away from the bath and clean the bath enamel.
- The drainpipe is white and you can see hair very easily.
- The side of both buildings tend to accumulate a lot of litter, need to stay on top of this.
- Outside window ledges must be cleaned, especially outside room 1 as it's at road level and gets dirty quickly.

### **Boubou:**

- Pull out the drain and scrub with anti-calc every Saturday.
- Clean all soap residue from soap dish – buff to a shine
- Lift up the cushions in the TV snug and vacuum beneath.
- Side panel in sauna comes off so please Hoover each Saturday.
- There are light shades above some radiators - clean regularly as they collect dust.
- Outside window ledges are large and get very dirty.

### **Chalet Amelie:**

- The owner will spot check the Chalet, store and garage at any time during the season.
- The drains in the showers can start to smell. Clean out traps and click them back in place to make sure they are sealed then run shower to clear the smell (when they run dry they create a vacuum effect re the smell).
- Never leave anything in the garage, e.g. BRAD linen, wine or anything you do not require in the Chalet. The owner always expects the garage to be completely empty.
- Never let a guest park inside the garage, not even just to unload. Make sure they park in our bay for this. It will cause complaints from our neighbours (they are very unreasonable).
- The brown stairs from the front door down to the boot room MUST be vacuumed and mopped daily.
- Be mindful of noise, rooms 5, 7&8 are the most effected. So try to keep the noise to a minimum.

- All doors to the staff bedrooms and boiler room must always be closed to ensure guests cannot see in.
- Staff must keep all noise to a minimum in their staff rooms.
- All balconies must be clear at all times (this is part of our tenancy agreement, outside furniture neatly cleared only). Pick up any litter, using a plastic shovel or broom to remove snow. Do not use a metal shovel as this will damage the wood.
- Litter pick out the front of the chalet (in the snow). Litter will stand out here
- Dig out, with a plastic shovel, a channel to the window in rooms 1 and 2 and keep windows clear otherwise it blocks bedroom light

### **Chalet Bivouac**

- On change over vacuum the walls and the trinkets with the circular upholstery attachment, as they can collect dust.
- It is important the chalet staff stay on top of their own snow clearing and report all maintenance issues to the ops team immediately. If the owners do any such snow clearing or maintenance themselves, they will charge us back at a high rate.

### **Chalet Rosko**

- Cut steps out of the snow down to garage/boot room. If left it will cause an ice rink
- Litter pick around the hot tub
- Hot tub has a slow leak, need to refill regularly to keep it running.
- Do not let clutter build by the front door. This should be clear at all times and used for guests' shoes.
- No food stuff or supplies should ever be stored in the guest foyer

### **Chalet Panoramique**

- The owner of this chalet is very particular and will visit the chalet when you are out to check cleanliness
- Deck scrub the stone staircase once a week, with hot soapy water and a deck brush.
- Do not scrub the wooden staircase as the varnish reacts and becomes very sticky. Just clean daily with hot water and floor cleaner.
- Clear snow to give access to the boot room.
- Litter pick around the hot tub daily
- Upstairs kitchen is not a dumping ground. Must be left clean and tidy every day. The owner will spot check.
- Never store anything in the various boiler rooms as this is a fire hazard, again the owner will check

### **Chalet CDB**

- Clear the decking by the hot tub daily – this is a fire exit. The whole deck must be cleared and swept (never use metal shovel or ice pick)
- Wash the lid to the hot tub daily.
- Clear the front of the Chalet and step of all snow and ensure the car park is maintained, litter pick and clear snow.
- Clean outside ash tray daily.
- All glass on the bottom floor must be cleaned inside and out daily (at eye level to everyone passing including the owners).
- Don't let your linen store turn into a dumping ground, keep it organised and everything on shelves
- Note your dimmer switches are press switches and not normal dials
- This chalet is a bookings.com chalet and therefore you must set up and refresh daily a mini tea station and a complimentary bottle of wine in every room (1 mini kettle – emptied, 2 matching mugs, ramekin with teas/coffee/milk/sugar/selection, 2 matching wine glasses, a bottle of red wine and the 'complimentary wine' note all set up neatly on mat on desk or bed side table in each room).

