

JOB TITLE : Head of Guest Services

ROLE TYPE : Freelance

LOCATION : Les Deux Alps

DATES : 09th -21st December

A little bit about us...

Rise is an independent music and snow sports event held in the beautiful town of Les Deux Alpes in the French Alps. It's core values center around snow, music & adventure. We provide our guests with a full week of escapism - where they can ski Europe's largest glacier by day and by night party with world class artists. We are looking for the absolute best team players to contribute to this ultimate Party On Top Of The World. This is an opportunity to be involved in a dynamic, rapidly growing company with a proud 'A team' who always look out for each other.

A little bit about you...

YOU LOVE... customer service, adventure, snow, music and sport.

YOU ARE ... confident, personable, polite and logical

A little bit about the role...

We are looking for a strong character to take the lead as the head of the Guest Services Team during the festival. This person will be the fountain of all knowledge when it comes to the festival being the go to when those left field questions get thrown your way! They will also take of the management of a small team throughout the week.

Roles and responsibilities may include but are not limited to:

- Manage and lead a small team, including making the weeks rota, ensuring standards are adhered to and being the in between senior management and guest services
- Selling and monitoring ticket sales for event events and updating this information to box office
- Taking ownership of the weeks admin such as cashing up, stock of merch, complaint logging and other things that may crop up in the week
- Have a full overview of the festival including set times, activity locations, bar and restaurant recommendations and other festival FAQs
- Being the person that complaints will be escalated to if necessary. Knowing and implementing a procedure for this
- Leading the arrivals day process (which is a long day!) with enthusiasm and cheers to the 1000s of incoming clients

JOB TITLE : Head of Guest Services

ROLE TYPE : Freelance

LOCATION : Les Deux Alps

DATES : 09th -21st December

- Customer welfare issues such as lost property, missing persons, injured person etc- knowing exactly how to escalate these situations
- Have control of the guest's services phone or handing over to team when needed
- Closing down guest services at the end of the week and handing over to managements to follow up on complaints etc that may come up when back in UK
-

Your line manager will be:

Operations Manager

Essential Attributes:.

To be successful at this role you will have proven experience in:

- Experience in client facing roles and delivering excellent customer service
- Dealing with testing situations and confrontational or frustrated customers
- Regimented procedural following
- Quick thinking and logical solutions to a variety of problems
- Natural and confident leader
- Ability to learn and maintain product/ resort knowledge quickly
- Multi takers and prioritize task and situations with initiative

Preferred Attributes:

We think the following is super helpful thought not deal breakers:

- Snow resort experience
- Festival experience
- French speaking
- Excel and computer proficiency

What your week at Rise will look like:

Arrival date:

JOB TITLE : Head of Guest Services

ROLE TYPE : Freelance

LOCATION : Les Deux Alps

DATES : 09th -21st December

You will be needed on site in France on the 9th December

The staffing team will organize your travel before-hand which will be a flight from a UK airport (where possible the most convenient for you) and a transfer from the airport to the resort

Pre event:

Before the event starts all staff will have an orientation with their line manager and a full briefing to the week.

Arrivals Day:

Guests arrive from Saturday morning. 'Arrivals day' is all hands on deck as we welcome over 3000 guests, VIPS, artists and alike to the Festival. You will be expected to work a long shift on this day.

During the week:

Working in 3 or 4 hours shifts between the hours of 9am and 5pm at the front of house desk being the face of Rise hub along with your team

Pack down:

We will need you on site up until 21st December

The staffing team will organize your travel before-hand which will be a flight back to the UK on the 21st December

Hours:

As with any live events, hours and schedules cannot be define to an exact t. Flexibility is required to deal with challenges and demands that may arise.

You will be working rotational shifts with your team ensuring cover for the front of house desk is appropriate at all times.

You will of course have time to use your lift pass and explore the festival.

Availability:

-Travel to the resort on the 9th Dec and return to the UK on 21st Dec

-You will also be required for a UK based meeting in mid November.

JOB TITLE : Head of Guest Services

ROLE TYPE : Freelance

LOCATION : Les Deux Alps

DATES : 09th -21st December

-You will be required to take part in an online training program before departure to the resort

Package & Benefits:

As well as being part of a growing independent company and the chance to swap the high-rise city for the high life in the Alps, we would make sure you are well looked after on site by providing you with:

- Fee to be agreed before the event and invoiced after the event
- Travel to and from the resort- booked for you beforehand.
- Accommodation in central area of the resort, sharing with other like-minded team members
- Lift pass for the duration of the festival
- Ski or snowboard hire for the duration of the festival
- Festival wristband to enjoy in free time
- Gain invaluable experience in a unique and challenging work place
- Learn new skills and develop with the company