



Operations & Guest Experience Manager Job Description

At AliKats, we exist to create exceptional mountain experiences and protect the planet. We offer luxury catered and self-catered chalet holidays in the French Alps, and sustainability sits at the heart of everything we do.

Your Mission

The Operations & Guest Experience Manager ensures the smooth day-to-day running of our chalets and guest services.

This role is responsible for maintaining high operational standards, supporting seasonal teams, and ensuring guests receive the exceptional experience AliKats is known for.

Working closely with the Head of Operations, the role combines operational leadership, guest experience oversight and people management to ensure the business runs smoothly throughout the year.

Why This Role is Special

This is a rare opportunity to take a central leadership role in a values-driven hospitality business in the Alps.

AliKats has built a reputation for exceptional guest experiences, beautiful chalets and a deep commitment to sustainability. This role sits at the heart of delivering that experience — ensuring that our operations run smoothly and our teams feel supported during the busiest parts of the season.

You will work closely with the leadership team and play a key role in shaping how operations evolve as the company continues to grow.

For someone who enjoys leading people, solving operational challenges and maintaining high standards in a premium hospitality environment, this is an unusually rewarding role.

Role Profile

We are looking for an organised, calm and capable operational leader who thrives in a fast-moving hospitality environment.

You will oversee the day-to-day running of chalet operations, manage guest experience from pre-arrival to departure, and support our resort teams throughout the season.

This role suits someone who enjoys solving problems, supporting people, and maintaining high standards while delivering a consistently excellent guest experience.

Responsibilities include (but are not limited to)

Operational leadership

- Oversee the day-to-day operations of all chalets and guest services
- Coordinate changeovers, cleaning schedules, maintenance and logistics
- Ensure operational standards are consistently maintained across all properties
- Respond quickly and effectively to operational challenges as they arise



Guest experience

- Oversee the guest journey from pre-arrival to departure
- Manage pre-arrival communication and guest information
- Ensure accurate guest information is prepared for resort teams
- Handle guest queries, feedback and issues with professionalism and care
- Help ensure every guest experience reflects the AliKats brand

Team leadership

- Support and manage resort managers and operational team members
- Help ensure seasonal teams feel confident, supported and well organised
- Address operational challenges within the team quickly and constructively
- Maintain a positive working environment during busy periods

Seasonal recruitment & team preparation

- Lead recruitment for seasonal operational roles
- Screen candidates and conduct interviews
- Coordinate contracts, onboarding and pre-season preparation
- Ensure seasonal teams arrive well briefed and ready for the season ahead

Operational continuity

- Maintain clear priorities during busy periods or operational challenges
- Ensure operations continue smoothly across the business year-round
- Support operational consistency across all properties
- Continuous improvement
- Identify opportunities to improve operational systems and guest experience
- Contribute to improvements in training, onboarding and operational processes
- Support the ongoing development of operational documentation and guest materials

Reporting Structure

Reports to:

- Head of Operations

Manages (seasonally):

- Resort Managers (Winter)
- Housekeeping supervisors (Summer)
- Maintenance Technician (Year round)

Seasonal Rhythm of the Role

Winter (peak season): Fast-paced operational management with frequent guest and team support.

Summer: Continued oversight of chalet operations with a focus on consistency across properties.

Interseason: Recruitment, onboarding preparation and chalet readiness planning.



Skills & Experience

Essential:

- Significant professional experience in hospitality, luxury travel, or a similar guest-focused industry
- Proven experience managing teams in a fast-paced operational environment
- Strong organisational skills and the ability to manage multiple priorities simultaneously
- Excellent interpersonal and communication skills
- A calm and solutions-focused approach to operational challenges
- A genuine commitment to delivering exceptional guest experiences
- Strong attention to detail and high standards of quality
- Ability to take ownership of operational decisions and see tasks through to completion
- Strong IT literacy (Microsoft Office and operational systems)
- Driving license & own vehicle
- Good (B1 level) written & spoken French is also necessary

Desirable:

- Experience working for a luxury ski chalet company
- Experience managing seasonal hospitality teams
- A passion for sustainability and responsible hospitality

Package & Benefits

- CDD contract for first 6 months then convert to CDI
- c.€32-35k in year 1 with the scope to progress to c.€45k based on ability to grow responsibility
- 5 weeks paid holiday (taken during interseason periods)
- Annual gym membership or equivalent budget to invest in health/wellbeing.
- Company mobile phone
- Professional development and mentoring, working closely with an experienced leadership team
- We would consider sponsoring the right candidate through the work permit and visa process

Timelines

- Target start date - May 2026

This role offers the chance to build a long-term career in Morzine while enjoying life in the mountains.