

ARMADILLO CHALETS

Contract Chalet Hosts - Job Description Winter Season 2026/27

Location: Méribel, France or Verbier, Switzerland

Contract: Fixed-Term Weekly Contracts

Reports to: Resort Management Team

We are building a hugely professional team this winter, and we are excited about it. Read on to see if you are the right fit for us, and for what we are trying to build.

Who We Are

Armadillo Chalets is an independent luxury chalet operator with properties across Méribel and Verbier. Twenty-five years in Verbier, a growing presence in Méribel, and one clear idea of what a truly great alpine holiday looks like.

We are small by design. We invest in knowing our guests from the first conversation, and we deliver every stay with warmth, care and genuine mountain knowledge. The people who join us now will shape what we become.

Our Values

Discernment first. Reading the room, anticipating what a guest needs before they ask, adjusting without being told. That is the job before it is anything else.

Warmth, not just service. Service is the checklist. Hospitality is what fills in around it, the host who remembers a favourite bottle without being asked twice. We are looking for people who can tell the difference and live in that gap.

Be Honest. Direct, open communication with guests and colleagues. No gossip, no politics, no letting a problem sit until it becomes bigger than it needed to be. If something is wrong, say so, to the person who can fix it.

Own It. Total responsibility for your role. Always looking for 1% better.

Deliver WOW. Obsess over the details. The small things are the big things.

Drive It Forward. Embrace change, share what you know, push the business ahead.

Be Proud. Of your appearance, your decisions, and the experience you deliver.

The Role: Chalet Host

Our resort team is at the heart of the guest experience, representing Armadillo throughout the resort and delivering luxury service to the highest standard.

As Chalet Host, you lead the in-chalet hosting experience for your guests. You read what they need, often before they say it, and you make sure every day of their stay has the right warmth and pace. Alongside this, you oversee housekeeping in your chalet and provide guest driving services within the resort.

This role combines hands-on hosting with operational oversight, and the flexibility to adapt to the daily demands of a luxury ski resort.

Guest Hosting & Service

- Anticipate what your guests need before they ask. Notice the details that make a stay personal rather than generic.
- Prepare, set up and serve all meals, including breakfast, afternoon tea, and evening service. Afternoon tea is typically prepared and laid out rather than served, though some properties require service. On two days a week, Hosts prepare eggs and warm accompaniments alongside the chef's cooked breakfast.
- Build genuine rapport with guests through conversation and attentiveness, without ever overstepping.
- Support Concierge by sharing resort knowledge and helping guests book activities.
- Provide safe, professional guest driving within the resort, including transfers to and from the lifts.
- Bring confidence to continental breakfast service and afternoon tea preparation.
- Develop an understanding of wine pairing, working daily with the chef ahead of dinner service. Training provided if this is new to you.

Housekeeping & Operations

- Oversee daily housekeeping and weekly changeovers across communal areas, guest rooms and bathrooms, to the highest standard.
- Support the housekeeping team so tasks are completed on schedule and to the quality guests expect.
- Report maintenance issues promptly.
- Manage mid-week towel changes and meet all health and hygiene protocols.
- Collect, analyse and act on guest feedback.
- Look after all Armadillo and chalet property, including keys, cleaning equipment and vehicles.
- Complete weekly guest preference and damage deposit feedback, and report billable guest activities accurately to Resort Management.
- Adapt to varied schedules across several properties and teams.
- Represent Armadillo well at all times, in uniform as set out in the team guidebook.
- Step into other roles within the resort team when bookings, illness or injury require it.

What We're Looking For

Above all, someone with discernment, empathy and warmth. Someone who reads a room accurately and responds to it with care, not a script.

Alongside that, you are:

- Highly organised and detail-oriented.
- Calm under pressure.
- Fluent in English. French is a benefit. All other languages are welcome as we host guests from all over the world.
- An exceptional communicator, direct and honest with guests and colleagues alike.
- Flexible and adaptable.
- Proactive and solutions-focused.
- Genuinely passionate about hospitality, and about helping build a team culture worth being part of.

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Essential Requirements

- EU passport or valid EU work entitlement.
- Full, clean driving licence.
- Minimum 2-3 years' experience in luxury hospitality.
- Previous experience in luxury ski chalets, villas, five-star hotels, private households, yachts, or similar.
- Confident driving larger vehicles, vans or SUVs in alpine winter conditions.

Accommodation is provided.

If this sounds like you, please apply.

Should you have any questions before then, do not hesitate to reach out.

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