



BEST UK CHALET COMPANY

PRESENTED BY
THE TELEGRAPH SKI AND SNOWBOARD

Le Ski

I think Le Ski deserves the award for Best Chalet Operator for our consistent and ever improving attention to detail and customer service. Every year a higher percentage of our guests are returners or are recommended by previous travellers and this season is no exception. Our data from 2015/16 shows that 98.38 % of our customers would recommend us to friends and family - this figure is up from 96.6% for the previous season.

Feedback has always been a major driver of our innovations and improvements and for 2015/16 we introduced Feefo to obtain independent feedback from our clients. This has resulted in a 100% rating - hard to beat! <https://www.leski.com/feefo-reviews>. All questionnaires and Feefo reviews are read by our Alpine Manager and one of our Directors and suggestions acted on immediately where possible and other longer term ideas are considered at the end of season review.

In response to customer feedback and to improve our customers' experiences, we have carried out the following improvements over the last season:

- Refurbishment of Chalet Maurilisa in Courchevel, including installation of a hot tub
- Refurbishment of Chalet le Bonheur in Courchevel
- Installation of new bathrooms in Chalet Roc Merlet in Val d'Iserre
- Replacement of Cacholet hot tub with 2 new hot tubs as well as landscaping of area.

We have improved our activity on social media over the year, increasing our followers on Facebook, increasing the frequency of our blogs and using videos to help spread our message. See our recent video to celebrate Yorkshire Day 2016!

<https://www.youtube.com/watch?v=o1h7NQIL6OY>