

Xanterra Trail Ridge Gift Store

Resort Worker
Estes Park, CO



Company Biography

Xanterra Parks and Resorts operates the Trail Ridge Gift Store, located in Rocky Mountain National Park. Within Rocky Mountain National Park, Trail Ridge Road is the nation's highest continuously paved roadway, leading through some of the country's most scenic landscapes. It reaches a height of 3713 meters. Features of the area include over 350 miles of hiking trails, five distinct ecosystems, majestic mountain ranges, emerald lakes, ethereal waterfalls, lush valleys and abundant wildlife. Outdoor activities in the area include hiking, horseback riding, rock climbing, camping and fishing. Employees reside in the beautiful resort town of Estes Park, Colorado. Estes Park features multiple restaurants, shopping areas, museums, art galleries, special events, and more. Visit <http://estes-park.com/> for more information on the area. Please note that this is a remote area, best suited for nature lovers! There is a lot to do in the area, so you won't be bored but this is not the city life! If you love nature, and working with friendly people, this is the job for you.

Work and Pay Details

Position title: Resort Worker

Hourly wage: \$11.10

Tips? No

Description of position:

We are looking for flexible, open-minded team players! Students will rotate through the following positions based on the needs of the business.

Retail Sales & Food Service:

- Help customers and ring up products on register.
- Stock Shelves.
- Receive products.
- Organize storeroom and restock store shelves.
- Have good organizational skills.
- You may need to prepare food items and beverages for guests if working in Food Service.
- Handling sales in an accurate manner which will include: maintaining a daily bank, entering sales in a cash register, taking money, counting out correct change (coins/bills), giving change (coins/bills) to guests, and completing credit card transactions.
- Wrapping items and/or placing items in bags for guests.
- Greeting all guests as they enter the store in a timely manner.
- Assisting or advising guests on their purchases.
- Suggesting other merchandise items to go with the guest's original selection (up-sell).
- Educating guests on amenities outside of the retail location but still within our property (cross-sell).
- Stocking and inventory of merchandise items.
- Maintaining and cleaning all areas including stock room, display areas, floors, and cash register/check-out area.
- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
- Attend departmental and team meetings as well as participate in all additional training courses.
- Employees may be asked to move to different locations or job assignments within the property, as needed.
- Possible job for a kitchen cook in the Employee Dining Room - working as part of a team to help prepare all food items for staff. Must have prior experience in a cook position.

Work and Pay Details

Specific qualifications required:	<ul style="list-style-type: none"> •Must have a high attention to detail, math/counting skills, and accurate money/cash handling skills. •Previous cash register and or money handling experience is preferred. •Must have strong communication skills, a friendly, positive attitude and be dedicated to customer service. •Must be attentive to guests and highly knowledgeable about all property merchandise in order to educate guests and up-sell and cross-sell merchandise. •Must be able to work individually or on a team and at a quick pace. •Must have the ability to read, write, and understand instructions given in the English language. •Must have the ability to understand and respond to verbal instructions given in the English language. •Resort Workers serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners, guests, and members of the local community. •EXCELLENT English 		
Estimated weekly wage (incl. tips):	\$355.00	Bonus:	\$0.50
Conditions of bonus:	<p>\$0.50 per hour worked by end of program. Must complete agreement start and end dates to be eligible, and must complete program in good standing. Must leave housing in exceptional condition as well. Failure to do so may result in you not getting the bonus.</p> <p>Bonus will be paid in your last pay check.</p>		
Average hours for last year's students?	40 Hours	Maximum weekly hours allowed:	Not specified
Minimum average number of hours?	32 Hours	Possibility of getting more than average hours:	Average
Students get the most hours in:	June - August	Students get the least hours in:	May, September
How often are students paid?	Every Two Weeks		
Do you pay overtime?	Yes	If yes, after how many hours per week do you pay overtime?	40 Hours
Does your company only operate weekends before or after specific dates?	No		
If yes, what are the dates?	We are open 7 days per week.		
At the end of the season, it is possible that you may be working a 6 day work week. You must remain flexible and willing to work the schedule your manager puts in place.			
Position location:	945 Moraine Avenue Estes Park CO 80517		

Other Job Details

Minimum english level:	(6) Advanced		
Description of working conditions:	<p>You will be working in an indoor environment.</p> <p>Students must have the ability to stand on their feet for at least an eight hour period of time.</p> <p>Students must have the ability to occasionally lift and/or move up to 50 lbs.</p> <p>You will be talking, standing, and interacting all day!</p>		
Will job duties be different at the beginning of the season?	No		
If yes, provide details of specific job duties:			

Uniform and Grooming Requirements

Are students required to wear a uniform?	Yes	If yes, what is the cost of the uniform?	\$0.00
Are uniform laundry services available?	Yes	If yes, what is the cost of the laundry service?	\$0.00
Do students need to purchase specific clothing or footwear?	Yes		

Uniform and Grooming Requirements

Details of purchasing required clothing or footwear:	<ul style="list-style-type: none"> •Uniform shirt is provided free of charge. •Students are required to bring dark pants, black or blue. NO BLUE DEMIN or LEGGINGS allowed while working. •Students must also bring closed toe, non-slip, closed healed shoes. •No spandex, sweat pants, track suits, shorts, or short skirts. •You are responsible for the care and upkeep of your uniform. It needs to remain in good condition throughout your employment. •You are allowed to wear a long or short-sleeved shirt under your uniform shirt, but you cannot wear a jacket over your uniform. •The uniform shirt must be returned at the end of the season
Do you have company grooming requirements?	Yes
Details of company grooming requirements?	<ul style="list-style-type: none"> •You are representing our business; we need you to look professional. •Students must be clean, groomed, neat, and present a professional appearance. •No visible tattoos and no facial piercing (one ear piercing is acceptable). •Must have normal colored hair (no pink, blue, green.) •Must bathe regularly and wear deodorant. No overbearing perfumes or colognes. •Clean hygiene is a must. •Men must have clean shaven face and women must wear hair tied back.

Other Company Details

Company hires couples?	Yes	Company hires groups of up to 4?	Yes
Drug test required?	Yes	Do students complete an additional application upon arrival?	No
Does your company issue completion certificates?	No	If requested, will you evaluate the student's performance?	Yes
Any additional company details?			
There is a local shuttle service to get you in and out of the park and into town.			
We're in a national park – we're remote, but exceptionally beautiful with lots of hiking and outdoor activities. If you love nature, you'll love this location.			
Since the housing is located in Estes Park, there is an opportunity for 2nd jobs outside of your normal schedule with us. This will typically be at nights and on your days off, and CANNOT interfere with your schedule with Trail Ridge. Your schedule with Trail Ridge may change weekly. Set schedules are not guaranteed.			
Transportation into the nearest town is limited.			
Housing includes 3 meals per day, and is \$12 per day. This equals out to be about \$84.00/week.			
There is cell phone service and internet in the area. There is NO cell phone service at the store and cell phones are not allowed on the selling floor. Please be prepared. There is cell phone service, wi-fi and internet in the dormitory.			

Training Information

Is job training required?	Yes	Length of training:	1-2 days, then hands-on
Are students paid during training?	Yes	Hourly pay rate during training:	\$11.10
How many hours per week are students likely to receive during training period?	36		
Any other details?			
Use of cell phones and ipods during work hours are not allowed while working.			
This is hard work and you must be physically fit and ready to work hard.			
Open 7 days a week, year round. Must be available to work nights, holidays and weekends!			
Days off with friends are not guaranteed - based on the schedule of the business and how busy it is.			
The schedule might change weekly and you must be prepared to work accordingly.			
You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager. Failure to do so will result in a warning.			

Worksite Location

Worksite location: 945 Moraine Avenue Estes Park CO 80517			
Nearest major city:	Estes Park	Worksite setting:	Remote/Rural
Nearest major airport:	Denver International Airport (DIA)	Distance to nearest major airport:	77 miles

Worksite Location

Additional worksite setting details: We are located at elevation of 11,797 feet in Rocky Mountain National Park (3595 meters). Housing area is located in small town of Estes Park at elevation of 7522 feet. There may be some altitude sickness at first, but it will pass!
Remote area!!

Standard Arrival Information

Are students required to arrive or depart on specific dates? No

Details of required arrival or departure dates:

You MUST catch the 7:00pm shuttle from Denver airport to Trail Ridge. You cannot take a later shuttle, as no one will be at the dorms to check you in. If you arrive AFTER 7:00pm, you will need to arrange for a hotel room near the Denver airport AT YOUR OWN EXPENSE. The next morning, you must RETURN to the Denver Airport to catch the shuttle that will bring you to Estes Park.

Mode of transportation: Employer will arrange pick-up Students must arrive between these hours: 7 AM - 5:30 PM

Cost: Not Specified

Other details:

Employer will arrange AND PAY for your pick-up from the airport, and will do the same for your return if you successfully complete your agreement in good standing. You must communicate with employer ahead of time, at least 2 weeks prior to your arrival to the US, so they can be prepared for your arrival. Employer will send a welcome email to students, including an employee agreement. You MUST arrive into Denver by 5:00pm to catch the last acceptable shuttle at 7:00pm. If you arrive after the time to catch the 7:00pm shuttle you MUST arrange for a hotel room near the airport, at your expense and prepare to depart FROM the airport to catch the shuttle the next day. No one will be here to let you into the dorms if you catch any shuttle after 7:00pm. The hotel will be at your expense.

After Hours Arrival Information

General information: You must communicate with employer at least 2 weeks ahead of time if arriving after 5 pm for alternate arrival options.

If you arrive outside of the requested arrival times, you'll need to arrange for a place to stay near the airport.

Name of accommodation: Econo Lodge Denver International Airport Accommodation address: 15900 E 40th Ave, Aurora, CO 80011
(303) 373-1616

Cost per night: \$100.00

Best way to travel from airport to overnight accommodation: You'll need to call a taxi or call the hotel and see if they arrange airport pickups. You should also call your employer to let them know you've arrived, and prepare for a pickup plan.

Social Security

Are students required to apply for a social security card prior to arriving at worksite? No

Will the company assist students with their social security application? Yes

Assistance detail: The employer will take students to the Social Security office. You must arrange transportation with your employer as soon as possible.

Where is the nearest social security office? Fort Collins, CO Distance: 40 miles

How will students be paid until their social security card arrives? They will use temporary numbers until they receive the social security card but it will not affect pay.

Housing Details

Is housing provided? Yes If not, will you assist students in finding housing? N/A

Are there affordable housing options in the area? N/A

Housing options in the area: N/A

Local housing resources: N/A

Housing address: 945 Moraine Avenue Estes Park CO 80517

Is the student required to sign a separate housing contract? No

Type of housing provided: Other Number of students to a room: 2-4

Housing details: Housing will be a shared hotel room with private bathroom. Please be prepared to share rooms and bathrooms with other students. Co-ed rooms are possible but not guaranteed.

Do you offer co-ed housing? Yes

Cost of housing - per week: 84.00 Includes utilities? Yes

Are housing costs deducted from paycheck? Yes

Housing Details

Is a housing deposit required?	No	Amount of housing deposit:	\$0.00
Instructions for payment of housing deposit:			
Housing deposit due date:		Is deposit refundable?	No
Conditions of deposit refund:			
How will deposit be refunded?			
Are students required to live in provided housing upon arrival?	Yes		
During their work stay, can students find alternate housing?	No		
If yes, is there a penalty?	No		

Transportation to/from Worksite

Method of transportation to worksite:	Employer provides transportation from the housing to the worksite each day.		
Distance to worksite:	It takes roughly 45 minutes. You will be paid a flat rate for this commute!	Is worksite within walking distance of housing?	No
Cost of public transportation to worksite:	Not specified		
Details of public transportation to worksite:			
Cost of transportation to worksite provided by employer:	Not specified		
Details of transportation to worksite arranged by employer:	FREE. It takes roughly 45 minutes. Students will be compensated \$10 per day for the van ride.		
Cost of arranging own transportation to worksite:	Not specified		
Details of arranging own transportation to worksite:			

Housing Amenities

Available public transportation:	None Specified		
Access to public transportation?	Not specified		
On Site Housing Amenities			
Laundry:	Yes	Linens:	Yes
Refrigerator:	Yes	Microwave:	Yes
TV:	Yes	Telephone:	No
Computer/Internet Access:	Yes	Utensils:	No
Individual Beds:	Yes		
Nearby Amenities			
Supermarket:	Walking Distance	Restaurants:	Walking Distance
Shopping mall:	Requires Transportation	Fitness center:	In town/accessible
Post office:	In town/accessible	Laundry:	Walking Distance
Bank:	In town/accessible	Internet cafe:	Walking Distance
Movie theater:	In town/accessible	Library:	In town/accessible
Additional amenities:	Housing payroll deduction includes room, 3 meals a day, Internet, TV, laundry, and all utilities. Towels, sheets, blankets and pillows are all included! These must be returned at the end of the summer before you leave.		
	There is free laundry on-site, but you'll need to purchase your own laundry detergent.		

Meal Information

Are meals included in rent cost?	Yes		
If not, meal plan cost per day:	Not Specified	Meals covered:	Full Meal Plan
Is the purchase of a meal plan mandatory?	Yes		

Cultural Opportunities

Types of cultural opportunities provided			
Organized Holiday Event(s):	Yes	Organized Trip(s) to Major Attraction(s):	No

Cultural Opportunities

Organized Potluck(s) or Dinner(s):	Yes	Organized Trip(s) to Major City:	No
Organized Karaoke Night(s):	No	Information about Events:	Yes
Organized Movie Night(s):	No	Information about Local Resources:	Yes
Organized Sporting Event(s):	No	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	Yes	Information about Local Community:	Yes
Organized Trip(s) to Nearby Attraction(s):	Yes	Other:	No
If Other, please describe: N/A			
Additional details about cultural offerings: Please speak with your employer about potential cultural opportunities and activities they may provide!			