



WORK & TRAVEL USA

Delaware North Holiday Inn and Conference Center - Resort Worker

HOST INFORMATION

Company Description:

Wildly convenient: that's West Yellowstone. West Yellowstone, Montana is the gateway to the West Entrance of Yellowstone National Park - the closest gate to the world-famous Old Faithful Geyser. We're home to Yellowstone Vacations and a village of boutique shops, restaurants, attractions and more. Yellowstone's a big place. Come work at one of our hotels and within minutes you will see it all! We are in a very remote location, although extremely busy with tourists during the summer and winter months. West Yellowstone has an IMAX Theater, the Grizzly and Wolf Discovery Center, many stores, restaurants and activities in and around the Greater Yellowstone area. If you are an outdoor enthusiast who enjoys life in a small community, then West Yellowstone is the place for you! We want employees who want to be here in West Yellowstone and we look forward to having a memorable summer together!

Host Website: <http://www.yellowstonevacations.com>

Site of Activity: Delaware North Holiday Inn and Conference Center

Parent Account Name: Delaware North Companies Inc

Host Address: 315 Yellowstone Avenue West Yellowstone , Montana , 59758

Nearest Major City: Bozeman , Montana , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

The Resort Worker position may include, but is not limited to the following positions: Housekeeper, Porter, Front Desk, Busser, Host and Kitchen Helper. Accepting a Resort Worker position the participant should be willing and able to do any of the qualifying resort worker jobs.

Housekeeper duties include, but are not limited to: stocks cart to ensure that enough cleaning needs, equipment and amenities are available to properly clean each room, observes proper procedures upon entering a guest room, cleans the guest rooms assigned, ensures the amenities are stocked for each cleaned room, completes entire housekeeping checklist, reports clean rooms to supervisor for inspection, reports any damages or hazards that are present in guest suite, i.e., burnt out light bulbs, broken furniture, broken fixtures, etc., secures guest room doors upon exiting the room, keeps the corridors and service areas neat at all times, turns in all lost and found items and all guest room keys. Wage: \$11.15/hr

Porter duties include, but are not limited to, remove trash from Front Office lobby and other areas as needed, winter snow removal, vacuums hallways, stairwells and other guest areas, maintain cleanliness of parking lot and condition of grounds, including care of both potted and landscaped plants, frequent communication via radio with the front desk, maintenance, and housekeeping staff, monitors and replaces light bulbs as necessary throughout guest areas, clean and sanitize public restrooms including: toilets, urinals and floors, supply paper and soap products to restrooms, empty trash as necessary, identify and report maintenance problems, keep supply closets organized and properly stocked, clean rooms when staffing is low, may occasionally pull luggage and assist guests with luggage handling, clean special functions room (moving chairs, vacuuming), sweep or hose outside areas, clean ceilings and walls, top to bottom. Wage: \$11.15/hr

Front Desk: Check guests in and out efficiently and assist with any problems or questions during their stay. Act as the information center of

the hotel. Wage: \$11.00/hr

Busser: Under direction of supervisor, clears and cleans table in designated section, in accordance with Company's GuestPath Universal Service Standards and applicable Operational Standards. Wage: \$8.30 + tips

Host: Operate cash register and handle cash and credit cards to process payments for guest checks. Wage: \$9.00/hr

Kitchen Helper: Washes pots, dishes, utensils, food preparation equipment, and cleans kitchen. Also may provide some food prep assistance. Wage: \$10.50/hr

Typical Schedule:

We operate seven days/week, 365 days/year. Hours are usually 8:00 AM to 4:30 PM, may be asked to work evening shifts.

Seasonal changes to job duties or available hours: Yes

Hours may be lower at the end and/or beginning of the season, hours vary depending on business levels.

Drug Test required: No

COMPENSATION

Hourly Wage: \$8.5

Eligible for Tips: No

Estimated weekly wages including tips: \$272

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Hours may be lower at the end and/or beginning of the season, hours vary depending on business levels.

Average number of hours per week reached by last year's seasonal employees: 34

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

50% off shift meal at the Branch restaurant

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Be able to push carts weighing up to 200lbs Occasionally required to lift and/or move up to 50 pounds.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Job Training required: Yes

Length of job training:

3-5 days

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

On the job training

Need to wear uniform: Yes

Uniform Policy:

We provide uniform shirts. You are required to bring black slacks (no jeans, no jean-like material, no skin-tight pants, no capris, etc.), black socks and black comfortable shoes (kitchen must have non-skid kitchen shoes). You can order kitchen shoes upon arrival. You are required to keep uniform shirts clean, pressed and in good shape. You will be charged for uniforms not cleaned, torn, or unusable.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

You are required to keep uniform shirts clean, pressed and in good shape. You will be charged for uniforms not cleaned, torn, or unusable. Must have a neat, clean appearance and be well-groomed while on duty. Sandals are not allowed to be worn. Male associates must have short haircuts. Short beards will be permitted. Facial jewelry is not permitted. No more than two earrings per ear.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Trips to Nearby/Major Attractions, Shopping Trips

Additional Details about Cultural Offerings:

Beginning in late June and continuing through July and August trips will be available to various points in Yellowstone National Park as well as shopping trips to Bozeman, Montana. Employees have access to hiking, fishing, biking, camping, horseback riding, and whitewater rafting.

Local Cultural Offering:

Associate appreciation parties and BBQ's

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

Employer-owned or employer-arranged housing description:

Company sponsored housing is available but not required for employment. Apartments are fully furnished with kitchens to cook your own meals and all utilities included except internet which is available at the student's expense. Apartments have laundry rooms and bedding is available if needed. Toiletries (shampoo, conditioner, soap, laundry detergent, toilet paper and paper towels) are the student's responsibility. Housing is available for EMPLOYEES ONLY and no overnight guests are permitted. All apartments are NON-SMOKING. There are designated smoking areas at each complex which are STRICTLY ENFORCED. There will be monthly cleanliness inspections. There are 2-4 residents per apartment. The cost for housing will be either \$63.00/week or \$74.00/week depending on which complex you are assigned. Roommate and apartment requests should be made well in advance of your arrival but are not guaranteed. When scheduling flight or bus at the end of the season, you will be required to work your END DATE. You will have the day after your end date to pack & clean, the next morning after that you will be checked out of housing. For example if your end date is September 15th you will work that day, have September 16th to pack and clean and be out of housing on September 17th. Mail service is available from the local post office. Please note that mail cannot be delivered to the housing physical address.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Must set up with local West Yellowstone internet company. Approximately \$50/month.

Phone Service: Yes

Description:

Cell phones work well in West Yellowstone

Kitchen facilities: Yes

Description:

Full kitchens are in all apartments.

Laundry facilities: Yes

Description:

There are laundry rooms at both apartment complexes

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 2 - 3

Rooming Arrangement Description:

We try to accommodate housing requests. Rooms are typically not co-ed, floors are co-ed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$74

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

\$50 is deducted from the first four paychecks.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Apartment must be cleaned, no damage

Details About Deposit Refund:

Final pay check

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Sidewalks

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Minimal traffic

ARRIVAL INFORMATION

Arrival Instructions:

We provide transportation from Bozeman, MT on Tuesdays and Wednesdays only from the Bozeman Yellowstone International Airport – Gallatin Field. We will also pickup at several hotel locations in Belgrade and Bozeman.

All Participants should be ready to be picked up no later than 8:00 AM on their start date, which should be a Tuesday or Wednesday. No other pickup times will be arranged.

If you are unable to make the pickup times, you can schedule your own transportation at your expense, by contacting Karst Stage at www.karststage.com/airport_shuttle.php 1 (800) 287-4759 (toll free). If you are using our Company provided transportation from Bozeman to West Yellowstone, you must be ready to be picked up in Bozeman or Belgrade no later than 8:00 AM on your start date.

We recommend flying in at least the day before your start date. We will not wait at the airport for any flight unless the flight is delayed due to weather or airline issues.

If you cannot arrive in Bozeman the night before or by 8:00 AM on Tuesday or Wednesday, you will be required to find your own transportation to West Yellowstone for Check-In. If you will be arriving by your own transportation, you must check in on your START DATE at 8:00 AM. We do not provide transportation from Salt Lake City Airport. Please contact Salt Lake Express 1-800-356-9796.

If you choose to arrive in a town other than Bozeman you will be responsible for applying for your social security card on your own. We will NOT take you to apply for your card. You will not be able to work until you have applied for your social security card.

There is limited space on Company provided transportation, do not purchase bicycles as they will not be transported to West Yellowstone. The driver will not be stopping for students to shop at Wal-Mart or any grocery store. Shopping trips will be announced at a later date.

Suggested Arrival Airport:

Bozeman, BZN, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

La Quinta Inn and Suites
6445 Jackrabbit Ln
Belgrade , Montana 59714
[https://www.wyndhamhotels.com/laquinta/belgrade-montana/la-quinta-belgrade-bozeman-airport/overview?](https://www.wyndhamhotels.com/laquinta/belgrade-montana/la-quinta-belgrade-bozeman-airport/overview?CID=LC:LQ::GGL:RIO:National:53019&iata=00093796)
CID=LC:LQ::GGL:RIO:National:53019&iata=00093796
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Apply online at www.yvjjobs.com. Must also complete online New Hire Paperwork

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

We will take associates to the social security office when they are picked up on their start date

Nearest SSA Office: Bozeman , Montana , Over 50 miles

Other:

Wage Payment Schedule:

Pay day is every Friday, direct deposit is available.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hair is to be clean, neatly groomed and a natural color. Long hair for male and female associates must be restrained, beards and mustaches are to be established before the operating season and must be trimmed to a half inch maximum length. Piercing is allowed through the ears only, no more than one per ear. No facial piercings are allowed. Tattoos are to be discreet and nonoffensive, tattoos may be required to be covered.

Second Job Availability: Yes, likely

Applicable Company Policies:

Attendance and Punctuality - All associates are expected to report to work on time and to be regular in their attendance. Failure to do so can result in corrective action up to and including termination. Associate Handbook - All associates will be required and expected to follow all policies and procedures as stated in the associate handbook which will be provided upon arrival.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library

Unavailable:

Shopping Mall