



## Xanterra Glacier National Park - Resort Worker

### HOST INFORMATION

**Company Description:**

**Glacier National Park Lodges is a great location for students who enjoy nature, hiking and camping. Glacier National Park offers over 700 miles of hiking trails and beautiful scenery with pristine forest, alpine meadows, rugged mountains, and spectacular lakes. Activities, events, and trips are organized throughout the summer for students at this location.**

*We are located in remote Glacier National Park, Montana and operate the restaurants, retail stores, hotels, and support services during peak tourism seasons, which is primarily from May through the end of September.*

*Xanterra Travel Collection is the nation's largest park-management company with operations in eight national parks, and many other resorts. Xanterra's mission is to be the leader in park and resort hospitality. This includes creating unforgettable memories for our guests and employees who come from around the world to see our legendary landmarks.*

*This is a beautiful park, but not close to a city! This is a VERY remote area.*

**Host Website:** <https://www.glaciernationalparklodges.com/>

**Site of Activity:** Xanterra Glacier National Park

**Parent Account Name:** Xanterra Travel Collection

**Host Address:** 1014 1st Avenue West Columbia Falls , Montana , 59912

**Nearest Major City:** Kalispell , Montana , Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*As a Resort Worker, your position will be determined when you arrive. It will be one of the following jobs:*

- Housekeeping
- Kitchen Worker
- Customer Service (Dining Room Attendant)
- Retail Associate
- Guest Services Associate

**Housekeeping:**

*Daily guest room and public area cleaning including making beds, cleaning bathrooms, dusting, vacuuming, preventative maintenance, handling guest requests, etc. with attention to details and giving your personal best in service. Must assist in other departments or with other job duties as requested or necessary. May assist Housepersons in sorting, counting, folding and carrying of linen and supplies by*

hand or housekeeping cart. \$10/hour.

**Kitchen Worker:**

Assists all cooks and Chefs engaged in preparations of all daily menu items in adherence to all company recipes by: cleaning works area, equipment, and utensils, assisting in food preparation, set up, and service, dish-washing, and collection of garbage and trash. Serves a range of hot and cold food items. Works to ensure a positive dining experience for all employees. Will work with various cleaning chemicals. \$10.50/hour.

**Customer Service (Dining Room Attendant/Lounge Attendant):**

Ensure high quality standards of food and beverage service in a restaurant or lounge by hosting, supporting service staff, cleaning and resetting tables, serving and refilling water, stock product and consistently provide positive and above standard guest service. Responsibilities include knowledge of menu, maintain cleanliness of dining room/lounge areas, provide bread service if applicable, maintain positive communication and teamwork with all coworkers and supervisors. Requires constant standing/walking for a minimum of 8 hours. \$9/hour plus tips.

**Retail Associate:**

Provide high quality guest service in our gift shops or camps stores located at our hotels. Assist guests with picking out products, stock shelves, input sales, check-out customers and cash handling, clean store shelves and floors and provide constant guest interaction. Perform suggestive selling and add-on sales. Requires constant standing/walking for a minimum of 8 hours, frequently lifting and carrying cartons weighing up to 50 pounds, carrying boxes or product up and down stairs, frequent bending and kneeling. \$10.70/hour.

**Guest Services Associate:**

Establish and provide excellent guest service while working at the front desk of our hotel. Responsibilities include greeting guests, processing payments, assign guest rooms and cabins, issue room keys, make/confirm/assist/cancel reservations at hotels, promote and sell park activities, answer phones following proper guidelines and using correct greetings/phone etiquette, take/record/relay messages accurately, document all guest problems or complaints, resolve issues, educate guests on environmental policies, follow cash handling procedures and secure bank, balance receipts and postings, handle group tour arrivals, etc. Pay rate is \$12.20/hour.

**Typical Schedule:**

Open 7 days/week. Must work mornings, nights, holidays & weekends Days off with friends are not guaranteed-schedule is based on business need Schedule may change & must be prepared to work accordingly

**Seasonal changes to job duties or available hours:** Yes

Weekly hours may increase or decrease, based on guest traffic and business needs. Job duties may differ during the beginning and end of season, for opening and closing procedures.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$9.45

**Eligible for Tips:** Yes

Resort Worker could be placed as: Housekeeper - \$12.50/hr plus tips, Kitchen Worker - \$12.50/hr, Dining Room Attendant - \$9.45/hr plus tips, Retail Associate - \$11.25/hr, Guest Services - \$11.25/hr

**Estimated weekly wages including tips:** \$321

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 34

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 45

**Potential fluctuation in hours per week:**

There are some weeks that are considered "high tourist season" where you will get the most hours. Business will fluctuate throughout the summer.

**Average number of hours per week reached by last year's seasonal employees:** 38

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Meal plan is included in Room & Board charge Retail and Dining discounts Free Red Bus tours (as available) Free Glacier Boat tours (as available)

## JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

**Description:**

All our jobs can be very physical; requiring standing all day, lifting up to 50 pounds, bending, reaching, carrying. Working in guest rooms requires moving all day. Working in the kitchen can get very warm. If working outdoors, the weather can vary throughout the day from cold to warm.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

**Job Training required:** Yes

Length of job training:

1-2 weeks and ongoing as necessary

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

**Training requirements:**

*Kitchen Workers & some Retail Associates will attend ServSafe certification training Dining Room Attendants & Retail Associates will TIPS certification training*

**Need to wear uniform:** Yes

**Uniform Policy:**

*All students must bring 2 pairs of black dress pants and black non-slip, closed toe shoes. Spandex, sweat pants, jeans and short skirts or shorts are not permitted. Shirts and name tags will be provided. Additional pants for employees working in the kitchen will also be provided. Name tags must be worn while working.*

**Cost of uniform:** \$0

**Uniform laundry:** Participant responsibility

**Dress Code:** No

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Company Parties, Holiday Events, Movie or Game Nights, Potlucks or Dinners, Trips to Major City, Trips to Nearby/Major Attractions*

**Additional Details about Cultural Offerings:**

*Xanterra Glacier National Park provides lots of cultural opportunities including Cultural Pot Luck night, a chili cook-off, 4th of July BBQs, access to nearby Native American museums, local pow-wows, rodeos, whitewater rafting, horseback riding, and of course endless hiking opportunities!*

## HOUSING AND TRANSPORTATION

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

**Employer-owned or employer-arranged housing description:**

*All of the housing is dormitory style where two to four people share a room. Some dorms have bunk beds and some have separate twin sized beds. There are dressers and a desk in each room. Some have closets in addition to the dressers. There is a lock box in each dorm room, and a lock is not provided - bring your own! Bathrooms are common, shared baths. Dorm rooms are VERY basic and rustic (our buildings are over 100 years old). Each hotel has an Employee Recreation Room for activities, games, relaxing, etc. All locations have VERY limited wireless internet, and no cell phone service. You will be able to use desktop computers and landlines as needed. Pay phones available for use with calling cards. Employees have free laundry access. You must purchase your own laundry detergent once on property. Employees eat in the Employee Dining Room at their hotel for all 3 meals - no kitchen is available. You will not be allowed to cook in your dorm rooms. Housing for couples is not provided. Please be prepared to share a room with other students! We provide bed linens, pillows, and towels to save you suitcase space. Feel free to bring extra if desired. The cost of room and board includes the cost of 3 meals per day in the Employee Dining Room! You can also ask for sack lunches for hiking! Meals & Lodging daily charge: \$15.74. This works out to be*

*\$110.18.00 per week and \$220.36 each pay period.*

**Lease Agreement:** *Yes*

**Onsite Amenities:**

*WiFi: Yes*

*Description:*

*Internet access is not strong and not available everywhere, because we are located in nature and so remote.*

*Phone Service: Yes*

*Description:*

*Cell phone service is not strong and not available everywhere, because we are located in nature and so remote.*

*Kitchen facilities: No*

*Description:*

*All meals are served in the Employee Dining Rooms on property.*

*Laundry facilities: Yes*

*Description:*

*Free laundry services are provided on property. You must purchase laundry detergent, which is sold in our Campstores.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 6*

*Suggested Occupancy Per Room: 2 - 6*

*Rooming Arrangement Description:*

*Rooms are not co-ed, though floors may have different genders on them. We make no guarantees that you will be placed with your friend or travel companion, though we will make an effort to do so. During the interview, please tell us about any roommate requests.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$110.18*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$100*

*Description:*

*Housing Deposit must be paid in cash at time of check-in.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Housing Deposit is refunded as long as employee completes work assignment in full (work until the agreed upon end date) and housing is left in good condition.*

*Details About Deposit Refund:*

*Housing Deposit is refunded on the last paycheck.*

### **Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: Students are able to walk to work from their housing.*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

**\*\*Destination for all flights should be Kalispell, MT (Glacier Park International Airport - FCA) - please note that you CAN'T stay overnight at the airport and you will need to book a hotel room at your own cost.**

*Students will need to reserve a hotel room in Whitefish, Kalispell, or Columbia Falls, MT for the night before their check-in date. Shuttle Service and the recommended hotels with employee arrival rates and airport pick-up services will be sent in email. We recommend booking your hotel at Grouse Mountain Lodge since that is where we pick up students, or Cedar Creek Lodge which is across the street from our Administration Office.*

**You MUST arrive to the area at least one day prior to your start date.**

**Pick up location:** Grouse Mountain Lodge (Whitefish, MT) at 7:30 am Monday, Wednesday, and Friday. If you miss your pick-up date and time, you will be responsible for hotel costs until the next available pick up date!

*Email arrival info including flights to **GNPL-J1-International@xanterra.com** at least TWO WEEKS prior to arrival date.*

### **Suggested Arrival Airport:**

*Glacier Park International Airport, FCA, Less than 25 miles*

**Estimated cost of transportation to worksite from suggested airports: \$25 to \$50**

### **If arriving after regular hours:**

#### **Suggested After-Hours Accommodation:**

*Grouse Mountain Lodge*

*2 Fairway Dr,*

*Whitefish, Montana 59937*

*<http://www.grousemountainlodge.com/>*

*(406) 862-3000*

*\$75 to \$100*

## TRAINING AND ONBOARDING

### **Pre-Arrival Onboarding:**

**Social Security Number:**

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

Details about how to apply for Social Security Number:

Xanterra will provide transportation for all students to get to the Social Security Office on specific days. Students will coordinate this with their Location Manager.

Nearest SSA Office: Kalispell, Montana, Over 50 miles

**Other:**

Wage Payment Schedule:

Students will be paid every two weeks, if students have an existing USA bank account they can use our direct deposit option, otherwise they will use the Money Network Account (Paycard), Hard Checks will not be issued.

Meal Plan: Mandatory

Estimated Cost Per Day: \$15.74

Meal Plan Description:

Meals & Lodging daily charge: \$15.74. This works out to be \$110.18.00 per week and \$220.36 each pay period.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

Appearance & personal hygiene are extremely important in the service industry: Arrive at all scheduled shifts with a clean, pressed and complete uniform Hair must be clean & well groomed. Facial hair must be neatly trimmed, ½ inch or shorter Eccentric hair styles are not permitted (mohawks, dreadlocks) Maximum 1 facial piercing allowed, must be a stud & be discreetly noticeable (no larger than 2.0 mm) Ear gauges no larger than a 2 gauge/6mm/¼" Large/offensive tattoos cannot be visible

Second Job Availability: No, unlikely

Applicable Company Policies:

- Because of our location within a national park, there are no big cities nearby. There is limited transportation around the park and to outlying cities.
- During your initial training period you will not receive tips, you will be paid an hourly training rate.
- Use of cell phones, tablets, and ipods during work hours are limited. Speak with your manager for details.
- This is hard work and you must be physically fit and ready to work hard.
- Open 7 days a week, for up to 5 months. 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, in a complete uniform. 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
- A full list of expectations and policies will be provided once you are offered a position

## COMMUNITY AMENITIES

***In Town, Requires Transportation:***

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

***Unavailable:***

*Shopping Mall*