



WORK & TRAVEL USA

## Grand Teton Lodge Company at Colter Bay Village - Hospitality Crew (BOH)

### HOST INFORMATION

#### **Company Description:**

*Spend your summer in one of the most beautiful areas in the world. This is the true **WILD WEST!!!***

***Colter Bay Village** has been described as summer camp for the whole family. An outdoor wonderland nestled amongst the trees along the banks of Jackson Lake with the majestic Grand Teton mountain range providing a stunning backdrop.*

*Employment in Grand Teton National Park provides a unique experience to explore Nature's Best. The recreational opportunities available in your off-time are limited only by your imagination.*

*A genuine interest in the outdoors and the National Parks, and a positive attitude toward Guest Service is essential. It is very important to us that each employee has an Experience of a Lifetime!*

*Grand Teton National Park is truly a special place and the individuals who work here come from all over the world. If you are looking for the opportunity to work in a multi-cultural environment, we've got it!*

*Activities on your time off can include **hiking, camping, fishing, sightseeing, horseback riding, wildlife viewing and photography, kayaking, rafting, and much more!** We're the perfect location for anyone with an adventurous spirit.*

*Come capture the "Spirit of the Tetons" with us in one of the most photographed locations in North America.*

**Host Website:** <http://www.gtlc.com>

**Site of Activity:** Grand Teton Lodge Company at Colter Bay Village

**Parent Account Name:** Vail Resorts

**Host Address:** 100 Colter Bay Marina Rd Moran , Wyoming , 83013

**Nearest Major City:** Jackson , Wyoming , Less than 50 miles away

### PLACEMENT INFORMATION

#### **Job Description:**

*Hospitality Crew (BOH) members are hired to fulfill any of the below BOH of House roles. Only ONE ROLE is assigned for the entirety of the season and once assigned/accepted to a role, NO CHANGES will be permitted. Specific roles are offered based on date availability and English skills. All students are expected to help in other areas, as it is needed.*

*\*Participants must be able to consistently lift 50 pounds (23 kgs) for ALL positions.*

*\*\*ALL roles will require some kind of cleaning and/or use of cleaning chemicals.*

*HOUSEKEEPERS will be cleaning guest rooms; vacuuming, cleaning bathrooms, making beds, mopping and other duties. Must be able to bend, crouch, crawl, stoop, and kneel for extended periods of time.*

*HOUSEPERSONS will be supporting the housekeeping staff by delivering large supplies of linen to the housekeeping closets on a golf cart to the appropriate locations and remove dirty linen, trash and recycling from housekeeping closets and in front of rooms. Will also assist in cleaning of guest rooms/cabins if needed.*

*PUBLIC AREA ATTENDANTS will be cleaning indoor and outdoor public areas; sweeping, dusting, vacuuming, cleaning bathrooms, litter pickup, emptying trash/smoke posts and other duties. Must be able to bend, crouch, crawl, stoop, and kneel for extended periods of time.*

*LAUNDRY ATTENDANTS are responsible for laundering/drying/folding linens in a proper manner in order to ensure guest satisfaction. Will receive, wash, dry, iron or otherwise prepare for delivery all dirty linen, towels, rugs and bedspreads according to established procedures. Will fill specific job positions on a rotating basis, such as Dryer Operator, Shaker Sorter, Ironer, Feeder and Catcher, load, unload dryers, etc.*

*CLEANER / EMPLOYEE VILLAGE & RECREATION ATTENDANTS clean and stock dorm bathrooms, all surfaces in dorm hallways, windows, employee common areas, and sweep entryways. Reports maintenance requirements to Village Manager. Promotes Activities Calendar to employees and assists with rec activities promotion, recruitment and sign-ups. Leads at least one weekly employee activity.*

*DISHWASHERS perform daily cleaning of dishes, pot sinks, silverware, glassware, garbage disposal areas, kitchen/food prep equipment, employee cafeteria kitchen and bathrooms. Cleaning will consist of hand washing and the use of commercial washing machine.*

*PREP / ENTRY LEVEL COOKS will prep food products for cooking and serving within restaurants, including cutting, chopping, dicing vegetables, and using sharp knives. Serving food to employees in the EDR, food prep for salad bar and stocking/serving food for employees to eat. Must be willing to handle raw meat and meat products including but not limited to beef, pork, seafood, and poultry.*

*UNASSIGNED HOSPITALITY CREW MEMBER- Specific duties will be assigned by your employer based on the businesses needs upon arrival and could be any of the above roles. Wage is dependent to what role is assigned to you.*

**Typical Schedule:**

*Weekdays, weekends and Holidays. Schedules change each week. A regular schedule during peak season can range from 32-40 hrs/week based on business needs. Employees should NOT expect to work Overtime.*

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

*May & September are busier, whereas July & August are a bit slower. More hours may be available after U.S. students return to school, but not guaranteed.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$17.75

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$568

**Bonus:** No

*\* All figures above are pre-tax*

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

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

**Estimated maximum number of hours per week: 48**

**Potential fluctuation in hours per week:**

Work schedules will vary based on business needs/staffing. The hours scheduled and/or worked isn't guaranteed. May/Sept are busier, whereas July/August are slower. Employees should NOT expect overtime

**Average number of hours per week reached by last year's seasonal employees: 40**

**Overtime Policy:**

Yes, paid after 56 hours

**Job-Specific Benefits:**

Employee Services Fee is \$105/week and includes the following: Housing 3 Meals a Day Wi-Fi Access Transportation Activities 40% Retail Discount 20% Grocery Discount

## JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+: No**

**Previous Experience required: No**

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

**Description:**

Will work mostly indoors unless outside events are organized. Standing on feet for entire shift. Conditions can be hot with a great deal of heavy lifting. Lifting, standing, walking, reaching, pushing, and crouching throughout work shift should be expected. Very physical job.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Other qualifications or conditions

**Description:**

- Previous experience in food preparation preferred - Must be willing to learn and be a self-starter - Able to work early morning and late evening shifts - Must be neat and orderly in appearance and work habits - Must be able to work under pressure - Must be able to lift up to 50 lbs - Must be reliable - Must be flexible and willing to work together with other people

**Job Training required: Yes**

*Length of job training:*

*3-4 days*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Training is provided by the Company. All employees must attend Company and Housing Orientation including environmental, health and safety workshops.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniform shirt and jacket is provided for all positions. Khaki/tan colored pants will be required for this position ( no leggings, sweatpants, or jeans) Employees must bring comfortable black or brown non-slip shoes.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Hair should be clean, professional. Extreme styles are not permitted. Previously established facial hair is allowed up to 3/4 inch (2 cm) and must be neatly trimmed at all times. Daily shaving will be required. Tattoos must be in good taste and not offensive. Employees are expected to dress professionally and follow all reasonable personal care, including regular bathing to avoid offensive or excessive odors such as body odor and/or perfume and cologne. Jewelry must be professional in appearance.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Trips to Nearby/Major Attractions, Trips to Major City, Sporting Events, Shopping Trips, Potlucks or Dinners, Movie or Game Nights, Karaoke Nights or Talent Shows, Holiday Events, Company Parties, Rodeo, 4th of July Fireworks, Camping*

**Additional Details about Cultural Offerings:**

*Trip to Jackson for town 4th of July celebration and rodeos, all meals are together in the Employee Dining Room, organized trips to Yellowstone National Park, group hikes and campouts.*

**Local Cultural Offering:**

*Rafting, horseback riding, fishing, biking, National Park tours, kayaking, softball, movie nights. Employees can check the bulletin boards in near the Employee Dining Room (about upcoming activities. Employees can participate in activities based on availability and most are FREE!*

## 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:**

There is a mandatory Employees Service Fee of \$105/week that will be deducted from each paycheck. This costs covers housing and includes 3 meals a day at Employee Dining Room (EDR). Cooking is NOT allowed in employee housing. Housing, including linens, laundry, Wi-Fi connectivity, employee activities, trips to Jackson, and all other employee services is covered within that Employee Services Fee. Colter Bay offers shared, dorm-style employee housing accommodations. Employees will share a room with 1-3 other roommates. Housing accommodations are located onsite. The dorms are within walking distance to work. Each employee receives his/her own bed, along with dresser and/or closet space, and shared bathroom. Although we allow employees to request a roommate(s), no placement is guaranteed, and depending on the time of the season in which you arrive, a roommate request may not be approved. Couples' housing availability is limited.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Free WiFi internet available at Employee Housing Village

Phone Service: Yes

Description:

House phones are available at housing office and Rec Hall

Kitchen facilities: No

Description:

Kitchen not available. Cooking is not allowed in employee housing.

Laundry facilities: Yes

Description:

Participants will need to bring their own detergent. Washers and dryers are provided.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

We provide dorm-style accommodations. CBV Housing Village is located within walking distance to work locations. Employees will share a room with 1-3 other roommates. Each employee receives his/her own bed, with dresser and/or closet space. Shared bathroom down the hall. Although we allow employees to request a roommate(s), no placement is guaranteed, and depending on the time of the season in which you arrive, a roommate request may not be approved. Couples' housing is very limited.

**Provided Housing Cost:**

Required to Pay for Provided Housing: No

Utilities Costs: No

Housing Deposit: No

**Transportation to Worksite:**

Walking Commute Time

*Estimated commute time: Under 15 minutes*

*Description: The dorms are within walking distance to work locations.*

#### *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: walking distance*

#### *Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Employer provided shuttle should not be used as a means of transportation to/from work. It is not reliable enough. This is provided for convenience and use during off-work times to explore the park and town*

## ARRIVAL INFORMATION

### ***Arrival Instructions:***

*Please fly into Jackson Hole, WY (JAC).*

*We will pick up students in Jackson, Wyoming only, either at the bus stop in town (Albertson's grocery store) or at the Jackson Airport (JAC).*

***Employees should arrive no earlier than 1 day before job start date and leave no later than 1 day after job end date. Please make sure to take into account the travel period and university start date when committing to a job end date.***

*Flights may be less expensive flying into Salt Lake City, however, you will also need to take a bus to Jackson, Wyoming at your own expense. Mountain States Express/Alltrans, Salt Lake Express or Greyhound are all bus options. The bus ride from Salt Lake can be a 6-10 hour ride and costs around \$75-80. [www.mountainstatesexpress.com](http://www.mountainstatesexpress.com), [www.saltlakeexpress.com](http://www.saltlakeexpress.com) or [www.greyhound.com](http://www.greyhound.com). **We Do NOT recommend this option** as the trip is long and uncomfortable.*

*Information on how to sign up for the FREE transportation shuttle will be available at [www.TetonEmployee.com](http://www.TetonEmployee.com)*

*Students must sign up at least 1 week before arrival, choosing the next available shuttle after your arrival time to Jackson (consider this might be the next day if you arrive late in the day)*

### ***Suggested Arrival Airport:***

*Jackson, Wyoming, JAC, Less than 50 miles*

*Salt Lake City International Airport, SLC, Over 50 miles*

***Estimated cost of transportation to worksite from suggested airports: \$75 to \$100***

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

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

*Lexington Jackson Hole Hotel  
285 N. Cache St  
Jackson , Wyoming 83001  
\$100 to \$150*

## TRAINING AND ONBOARDING

***Pre-Arrival Onboarding:*** Yes

*The following steps must all be completed before arrival:*

- *Complete online employment application in Success Factors system*
- *Complete New Employee Setup*
- *Complete Final Onboarding Form before arrival*
- *Complete housing application, accept housing allocation, sign housing license.*
- *Sign up for arrival transportation (at least 1 week in advance)*

***Social Security Number:***

*Require participants to apply for SSN before arrival at worksite:* No

*Details about how to apply for Social Security Number:*

*We provide transportation to the nearest Social Security office to apply for their Social Security Card.*

*Nearest SSA Office: Rock Springs , Wyoming , Over 50 miles*

***Other:***

*Wage Payment Schedule:*

*Participants are paid every two weeks by the payment option participants select at check-in. Options available are direct deposit (preferred method), paper check or pay card.*

*Meal Plan: Mandatory*

*Estimated Cost Per Day: \$15*

*Meal Plan Description:*

*\$105/wk deducted from paycheck, to cover daily meals and housing. Employee Services Fee is charged in advanced of the pay period, expect to have to back pay up to 2 weeks extra out of first check.*

*Provide Certificates/Performance Evaluations:* Yes

*Hire in Groups:* Yes

*Maximum Group Size:*

*Grooming Requirements:*

Hair should be clean, professional and kept back from the face. Extreme styles (e.g. mohawks) are not permitted. Facial hair is allowed as long as it does not cause safety or sanitary issues. Fingernails should be clean and short or moderate in length and maintained in good condition. Tattoos must be in good taste and not offensive. One small nose stud is allowed. Up to two earrings in each ear is allowed. Employees are expected to dress professionally and follow all reasonable personal hygiene.

Second Job Availability: No, unlikely

Applicable Company Policies:

- **Overtime** rate of wage x1.5 is paid after 56hs/week and students should expect that overtime hours will NOT be available.
- **Schedules** may include weekends, holidays, early or vary late shifts depending on the position.
- **Employee Service or License Fees are charged in advanced** of the pay period. Expect to have to backpay upto 2 weeks extra out of your first paycheck (depending on arrival day). If you prefer, you may pay for the first few days/weeks with a credit/debit card when you check into housing.
- **The Employee Service Fee of \$105/week is mandatory.** No Exceptions. This covers meals and housing. The employee dining rooms (EDR) serve a variety of meals including hot entrees and side dishes, salads, fruits, cereals, and beverages. Meals are served three times/day and vary by location.
- Due to the number of meals produced each day, **restricted diets, or sensitivities cannot be accommodated** (vegan or other restrictions). If you have dietary restrictions, we encourage you to apply for jobs at JHGTC, which provides housing with kitchens.

The participant's employment with Employer is at all times "at-will" and nothing in this agreement is meant to change the participant's at-will status. This agreement does not guarantee the participant any certain number of hours and Employer may modify schedules at any time in its sole discretion based on business needs and demands. You will begin working on the start date of your job offer but depending on training your start date may be delayed a few days Hours, including the total number of hours scheduled and/or worked, are never guaranteed; hours can fluctuate drastically without warning due to changes in operating season, business levels, and weather.

## COMMUNITY AMENITIES

### **Walking Distance from Housing:**

Fitness Center, Water Sports

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

Food Market, Post Office, Bank, Restaurants, Public Library

### **Unavailable:**

Shopping Mall, Internet Cafe