



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:

Your exact position will be determined when you arrive. The position you are assigned is the position you will be working for the duration of your program. You CANNOT switch jobs. You will be placed one of the following positions:

- Housekeeping
- Kitchen Worker
- Customer Service (Dining Room Attendant)
- Retail 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. May assist sorting, counting, folding and carrying linen and supplies by hand or housekeeping cart. \$13.70/hr +tips.

Kitchen Worker: Assists all chefs w preparations of daily menu items by cleaning work areas, equipment, and utensils, assisting in food prep, set up, and service, dish-washing, and collection of trash. Serves hot and cold food. Ensure a positive dining experience for all employees. Will work with cleaning chemicals. \$13.50/hr.

Customer Service (Dining Room Attendant): Support service staff, cleaning and resetting tables, serving and refilling water, stock product and provide positive guest service. Knowledge of menu, maintain cleanliness of dining room/lounge areas, provide bread service, maintain positive communication and teamwork with all coworkers. \$10.50/hr +tips.

Retail Associate: Provide guest service in gift shops & stores. Assist guests with picking out products, stock shelves, input sales, check-out customers and cash handling, clean store areas and provide constant guest interaction. Perform suggestive selling / add-on sales. \$13.25/hr.

Students have the opportunity to pick up shifts either within their department or other departments based on business needs.

Typical Schedule:

7 days/week operation. Flexibility to work, mornings, nights, holidays, & weekends. Schedules based on departmental/business needs and subject to change. Days off with friends cannot be guaranteed.

Seasonal changes to job duties or available hours: Yes

Weekly hours may increase or decrease, based on guest traffic, and departmental needs. Job duties/responsibilities may differ during the season to assist with opening and/or closing of properties.

Drug Test required: No

COMPENSATION

Hourly Wage: \$10.5

Eligible for Tips: Yes

Resort Worker includes: Housekeeper \$13.70/hour + tips Kitchen Crew \$13.50/hr Dining Room Attend \$10.50 hr + tips Retail Assoc. \$13.25 hr

Estimated weekly wages including tips: \$550

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 40

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 Retail and Dining discounts Free Red Bus tours (as available) 50% off Glacier Boat tours (as available) Free Employee Assistance Program (Details to be provided)

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 remaining in a stationary position throughout the entire shift, May include lifting and/or carrying up to 50 pounds, bending, and reaching. Working in guest rooms requires moving, bending, and reaching all day. Working in the kitchen can get very warm. If working outdoors, the weather can change quickly and temperatures may vary throughout the day.

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 have 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:

Shopping Trips, Holiday Events, Movie or Game Nights, Potlucks or Dinners, Trips to Major City, Trips to Nearby/Major Attractions, Karaoke Nights or Talent Shows, Rodeos, Employee Dances, Employee Olympics, Rafting/Floating Trips, Waterpark Visit, Hiking, Wildlife Photography, Boat Rides, Horseback Riding

Additional Details about Cultural Offerings:

Dances (cowboy, Halloween, under the sea), Christmas in July, 4th of July activities, local pow-wows, rodeos, river floats, potlucks, and much more! You might even see the northern lights while you're here. If not, you are guaranteed to see star-filled skies at a Logan Pass star party.

Local Cultural Offering:

- 30-40% Retail Discount
- 20% Food & Beverage Discount
- 50% off Boat Tours
- Free Red Bus Tours if available
- Employee Recreation Program
- Free Employee Shopping Shuttles
- 100/500 Mile Employee Hiking Clubs

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 either cabin or dormitory style where two to four people share a room. Some dorms have bunk beds and some have individual 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, for each employee. A lock is not provided - we strongly advise each employee bring their 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/worksite for all 3 meals - no kitchen is available. You will not be allowed to cook in your dorm rooms. Housing for couples is not guaranteed and extremely limited. 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 may also ask for sack lunches for hiking! Meals & Lodging daily charge: \$15.74. This works out to be \$110.18 per week and \$220.36 each two-week pay period.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Internet access is extremely limited within the park. Depending on the location, you may only have Wi-Fi access in the employee dining rooms. Internet access may not extend to your dorm or cabin.

Phone Service: Yes

Description:

Cell phone coverage is extremely limited within the park. Wifi texting and calling may be used in limited areas. Landlines are available in the location manager offices.

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 friends, and/or travel companion, though we will make an effort to do so. During the interview, please tell us about any roommate requests. Couples housing is not guaranteed and should be requested prior to arrival.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$26.18

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

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

Employer-Provided Transportation

Estimated commute time: 15 to 30 minutes

Employer-Provided Transportation is free of charge

Description: Most students can walk to work, however there are a few assignments that require a short shuttle ride.

ARRIVAL INFORMATION

Arrival Instructions:

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

Check in days are only on Monday, Wednesday, or Friday.

You will not be placed in employee housing or permitted to work until your check in date. No early check-ins!

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

Employees traveling by train must arrive one day prior to scheduled check-in date. **Your destination is Whitefish, MT (WFH). Do NOT plan to arrive at East Glacier Park (GPK) or West Glacier (WGL).** You will be responsible for finding lodging the night before, transportation to lodging, and transportation to the Administration Building for check-in. You will be responsible for finding lodging the night before - please note that you CANNOT stay overnight at the train depot 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. We recommend booking Cedar Creek Lodge, across from the Administration Building or Grouse Mountain Lodge in Whitefish, where we provide shuttle service for students. **Shuttle Service and hotels with employee rates and airport pick-up services will be sent in a pre-arrival email to you. PLEASE CONTINUE CHECKING YOUR EMAIL FOR IMPORTANT INFORMATION.**

HR CHECK-IN DAY:

Pick up location: Cedar Creek Lodge is across from the HR office and is the closest location to stay. You can walk to check in! 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!

Check in days are only on Monday, Wednesday, or Friday.

Email arrival info including flights to glacierhr@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

Cedar Creek Lodge
930 2nd Ave W
Columbia Falls, Montana 59912
<https://www.glaciernationalparklodges.com/lodging/cedar-creek-lodge/>

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Instructions for onboarding will be sent in an email. Xanterra requires all online onboarding tasks be completed **prior to your arrival** at check-in.

You **MUST** apply in the ICIMS portal as soon as you receive a job offer form. This application instructions will be sent to you.

Social Security Number:

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

Details about how to apply for Social Security Number:

Instructions will be sent in an email and an application provided during HR check-in. Xanterra will provide transportation for students to get to the Social Security Office closest to their worksite. Students will coordinate appointments with their Location Manager and the HR team.

Nearest SSA Office: Kalispell, Montana, Over 50 miles

Other:

Wage Payment Schedule:

Students will be paid bi-weekly, if students have an existing US bank account they may use our direct deposit option, otherwise they will use the Money Network Account (Paycard), Paper Checks will not be issued.

Meal Plan: Mandatory

Estimated Cost Per Day: \$12

Meal Plan Description:

Meals & Lodging daily charge: \$15.74 (\$12.00 meals/\$3.74 housing). Total deduction is \$110.18 per week and \$220.36 per pay period. On-property dorm room and 3 meals per day are payroll deducted.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hair should be clean, combed, and well groomed Offensive tattoos will need to be covered. Piercings: No gauges over 1/2". All employees are expected to maintain high standards of personal hygiene All employees must wear a neat, clean, pressed, and well-fitted uniform Facial hair: If in a F&B role, you will need to wear a beard net if facial hair is over 2 inches The appearance standards can be found in the employee handbook, sent to you during onboarding.

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 capable 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, must speak directly with your manager. Failure to follow this policy will result in a warning and potentially followed by further disciplinary action if punctuality and or absences are an ongoing concern.*
- *A full list of expectations and policies will be provided once you are offered a position*

COMMUNITY AMENITIES

In Town, Requires Transportation:

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