



## Xanterra Rocky Mountain National Park - Resort Worker

### HOST INFORMATION

**Company Description:**

*Wind your way through five distinct ecosystems, with majestic mountain ranges, emerald lakes, ethereal waterfalls, lush valleys and abundant wildlife. Then, take in the beauty of the park from a 12,000-foot vantage point atop Trail Ridge Road. This is where you'll be living and working!*

Xanterra Parks and Resorts, Trail Ridge Gift Store & Cafe is 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.

**Host Website:** <https://shop.trailridgegiftstore.com/shop/>

**Site of Activity:** Xanterra Rocky Mountain National Park

**Parent Account Name:** Xanterra Travel Collection

**Host Address:** 945 Moraine Avenue Estes Park , Colorado , 80517

**Nearest Major City:** Loveland or Longmont , Colorado , Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

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

- Retail Sales and Food Service
- Food Outlet Attendant

Specific details are as follows:

Retail Sales & Food Service:

- Help guests and ring up products on register
- Stock Shelves
- Receive product
- 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.*

*Or you could be placed as a Food Outlet Attendant- working as part of a team to help prepare all food items for staff.*

- *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 required!*

**Typical Schedule:**

*We are open 7 days a week. Must be available to work nights, holidays and weekends! Set schedule and days off with friends are not guaranteed - schedule is based on the business and how busy it is.*

**Drug Test required:** Yes

## COMPENSATION

**Hourly Wage:** \$15

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$600

**Bonus:** Yes

*Students who work until their agreed-upon end date, leave the housing in approved condition, and do not have any major employment issues, will be eligible for a 3.7% bonus on gross hourly wages.*

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 38

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

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

There are busy times in the season that will give you more hours per week.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Staff will get a retail discount of 30%, and 20% off of cafe food that is not on the "approved list" (items within your meal plan). This applies to some grab-and-go items.

## JOB REQUIREMENTS

**English Level required:**



**Upper-Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

**Description:**

You will be required to lift, push, pull, or carry objects up to 40 lbs on a repeated basis.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

**Description:**

- Must have the ability to read, write, and understand instructions given in the English language.
- Resort Workers must have a high attention to detail, math/counting skills, and accurate money/cash handling skills.
- Must have strong communication skills, a friendly, positive attitude and be dedicated to customer service.
- Must be attentive to guests and highly knowledgeable about the property.
- Must be able to work individually or on a team and at a quick pace.
- All employees will be responsible for the following:
  - Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
  - Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages, and potential safety hazards.
  - Attend departmental and team meetings as well as participate in all additional training courses.
- Other duties may be assigned.

**Job Training required:** Yes

**Length of job training:**

1-2 weeks and ongoing as necessary

**Hours per week during training period:** 32

**Different wage during training period:** No

**Start on specific day of the week:** No

**Training requirements:**

**Need to wear uniform:** Yes

*Uniform Policy:*

• 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, no ripped pants. • You are responsible for the care and upkeep of your uniform. It needs to remain in good condition throughout your job. • The uniform shirt must be returned at the end of the season

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** No

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

Trips to Nearby/Major Attractions, Trips to Major City, Sporting Events, Shopping Trips, Holiday Events, Potlucks or Dinners, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Karaoke Nights or Talent Shows, Movie or Game Nights

**Additional Details about Cultural Offerings:**

Employer hosted events will be held throughout the summer, and we offer local trips into town when possible! Speak with your employer for a list of previous events, and potential ideas for this summer!

**Local Cultural Offering:**

Estes Park has scheduled events almost every weekend throughout the summer season, from the Rooftop Rodeo to the Scottish / Irish Highland Festival. There are free and paid concerts throughout the season as well.

## 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:**

Housing will be a shared hotel room with private bathroom. Please be prepared to share rooms and bathrooms with other employees. Co-ed rooms are possible but not guaranteed. Housing includes 3 meals per day, and is \$14.50 per day. This equals out to be about \$101.50/week. 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 in good condition. There is free laundry on-site, but you'll need to purchase your own laundry detergent.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

There is cell phone service, wi-fi and internet in the dormitory. NOT where you're working.

Phone Service: Yes

Description:

Cell phone service is available in Estes Park and the housing facility. There is NO cell phone service at the store and cell phones are not allowed on the selling floor.

Kitchen facilities: No

Description:

Dorms do not have kitchen facilities.

Laundry facilities: Yes

Description:

There is free laundry on-site, but you will need to purchase your own laundry detergent.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

*Rooming Arrangement Description:*

*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. Housing and meals are a combined cost of \$101.50 per week.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$101.5*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: No*

**Transportation to Worksite:**

*Employer-Provided Transportation*

*Estimated commute time: 30 to 45 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Employer provides transportation from the housing facility to the worksite each day. It takes roughly 45 minutes. You will be paid a flat rate for this commute of \$13.00/day.*

## ARRIVAL INFORMATION

**Arrival Instructions:**

**You MUST arrive into Denver Airport by 2:00pm to catch the last acceptable shuttle at 4:00pm.** If you arrive after 2:00 p.m. MDT to catch the 4:00pm 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 4:00pm. The hotel will be at your expense.

The employer will arrange AND PAY for your shuttle pick-up from the Denver airport (and only the Denver 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.

The employer will send a welcome email to you including an employee agreement.

**Suggested Arrival Airport:**

Denver International Airport, DEN, Over 50 miles

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**Estimated cost of transportation to worksite from suggested airports: \$50 to \$75**

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

Hampton Inn Denver-International Airport

6290 Tower Rd

Denver, Colorado 80249

[https://www.hilton.com/en/hotels/dengwhx-hampton-denver-international-airport/?SEO\\_id=GMB-HP-DENGWHX](https://www.hilton.com/en/hotels/dengwhx-hampton-denver-international-airport/?SEO_id=GMB-HP-DENGWHX)

(303) 371-0200

\$75 to \$100

La Quinta

6801 Tower Road

Denver, Colorado 80249

[https://www.wyndhamhotels.com/laquinta/denver-colorado/la-quinta-denver-airport-dia/overview?](https://www.wyndhamhotels.com/laquinta/denver-colorado/la-quinta-denver-airport-dia/overview?iata=00093763&cid=PS:b5379s7endtmx88&gclid=CjwKCAjwoP6LBhBIEiwAvCcthlq_aXvuaCY_v_z3ygLxNZ0s6PZQq0c_qb6f6gobD2OoVLwsA61PTRoCBCKQAvD_BwE&gclid=aw.ds303-371-0888)

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\$75 to \$100

## TRAINING AND ONBOARDING

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

Once an offer letter has been accepted by each student, there are several steps for onboarding. Emails will be forward to student with log-in information to complete the onboarding process. Please fill out this information as quickly as possibly once you have received the emails.

A housing agreement will be sent via email for you to read through and sign and return.

Polo shirts are supplied and sizes for the polo shirt will be addressed in an email.

### **Social Security Number:**

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

Details about how to apply for Social Security Number:

The employer will take you to the Social Security office. You will be transported to the Social Security office once you have been in the U.S. for a minimum of 10 days.

Nearest SSA Office: Fort Collins , Colorado , Over 50 miles

### **Other:**

Wage Payment Schedule:

You can choose either Direct Deposit or deposit into a Money Network Credit Card account. You will be paid on a bi-weekly basis every other Wednesday. Once you have received your permanent SSN you MUST submit to the HR/Accounting clerk.

Meal Plan: Mandatory

Estimated Cost Per Day: \$14.5

Meal Plan Description:

Meal plan is included in the room board charge of \$14.50 per day (about \$101.50/wk). There are no exceptions to the meal plan as cooking is not allowed in the dormitory rooms.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Employees must be neatly groomed, clean, and professional in appearance. Hair should be of a natural color. Long hair should be restrained. Beards and mustaches are to be established prior to commencement of work. and must not exceed 1/2 inch in length. Tattoos must be discreet and be covered by the uniform while working. Piercings are permitted through the ear only, 1 per ear. Any other piercings visible to the public must be taken out while working.

Second Job Availability: No, unlikely

Applicable Company Policies:

There is a local shuttle service that will take you into town.

We're REMOTE! If you love nature, you'll love this location.

Housing is located in Estes Park so 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.

Housing includes 3 meals per day, and is \$14.50 per day. This equates to \$101.50/week.

There is cell phone service and internet in Estes Park and at the dormitory. There is NO cell phone service at the store and cell phones are not allowed on the selling floor.

Use of cell phones and ipods during work hours are not allowed while working. Cell phones are not allowed on the selling floor.

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 at least 1 hour prior to showing up for work. Failure to do so will result in a warning.

## COMMUNITY AMENITIES

***Walking Distance from Housing:***

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

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

*Shopping Mall*