



## Deer Valley Resort Snow Park Lodge - Guest Services Attendant

### HOST INFORMATION

#### **Company Description:**

*Deer Valley Resort is a world class destination ski resort that offers what few other can. We provide our staff low cost staff housing, free ski passes including perks at other ski/snowboard resorts, ski rental and ski lesson discounts, restaurant and retail discounts, low cost staff meals and so much more! Find a great job at a resort that's not only one of the best in the world, it feels a lot like home.*

*Deer Valley Resort is just 36 miles east of Salt Lake City, Utah in the historic mining town of Park City which has become an exciting and diverse mountain ski town. The resort offers a wide variety of winter positions to match your talents. We have many indoor and outdoor opportunities — with great perks and benefits — in Food & Beverage, Mountain Operations, Lodging Operations and Skier Services.*

#### **Activities in the Area**

*In Park City here are more than 100 restaurants, multiple theaters, many arts and culture events, health clubs, spas and outlet stores. Winter activities include the Utah Olympic Park, ice skating, snowmobiling, snowshoeing, cross-country skiing, tubing, film festivals and World Cup events! Entertainment in Salt Lake City includes professional hockey and basketball games, ballet, opera, symphony, dance, theater, museums, historical sites and plenty of shopping.*

#### **Additional Benefits and Perks**

- Complimentary breakfast bagels or cereal each workday
- Uniforms provided
- Company sponsored activities and parties
- Free counseling service

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

**Site of Activity:** Deer Valley Resort Snow Park Lodge

**Parent Account Name:** Alterra Mountain Company

**Host Address:** 2250 Deer Valley Drive South Park City, Utah, 84060

**Nearest Major City:** Salt Lake City, Utah, Less than 50 miles away

### PLACEMENT INFORMATION

#### **Job Description:**

*Maintain a safe and efficient operation in the loading zones, ski corrals, parking lots and all other aspects of daily operations of the Guest Services Department. Provide helpful guidance to guests in a courteous, professional and respectful manner. Includes standing for long periods of time, working outdoors, and lifting at least 35 pounds.*

#### **Typical Schedule:**

Must be available 7 days a week and holidays, 7:00 a.m. to 6:00 p.m.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$20

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$640

**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:** 40

**Potential fluctuation in hours per week:**

Early December and early January are slower, end of December, mid-January, mid-February and March are very busy

**Average number of hours per week reached by last year's seasonal employees:** 35

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Discounted meals and free breakfast provided for staff on days they work

## JOB REQUIREMENTS

**English Level required:**



*Upper-Intermediate*

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

*Lifting requirement: 25lbs/11kgs*

*Description:*

*Must be able to lift frequently and carry heavy items*

*Standing for entire shift*

*Working outdoors*

*Working under direct sunlight*

***Job Training required: Yes***

*Length of job training:*

*1 week*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Must be able to understand duties of position*

***Need to wear uniform: Yes***

*Uniform Policy:*

*Uniform provided by the company and must be returned at the completion of season*

*Cost of uniform: \$0*

*Uniform laundry: Provided at no cost*

***Dress Code: Yes***

*Description:*

*Uniform policy must be followed, wear a name tag, winter boots, eye protection, gloves. Other uniform policies will be discussed at orientation and training.*

## CULTURAL OPPORTUNITIES

### ***Types of Cultural Opportunities:***

*Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Sporting Events, Holiday Events, Company Parties, FIS World Cup, Tuesday Night Dinners, Park City Welcome Night*

### ***Additional Details about Cultural Offerings:***

*Participants receive a 7 Day Ski pass to activities at Deer Valley, meaning they are able to ski 7 days a week. Participants also get passes to local resorts and limited number of lift passes for friends and family. We also host the Welcome Night to learn about Park City and meet new friends!*

**Local Cultural Offering:**

Park City is a quaint mountain town with interesting shops, galleries, restaurants, boutiques and nightlife. With its world class ski resorts, this is the place to be for concert series, mountain biking and legendary winter sports! Participants will be able to enjoy seasonal outdoor activities.

## HOUSING AND TRANSPORTATION

**Housing Provided:** Conditional. Housing is provided first come, first served.

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

Housing is on first-come, first-serve basis. Application is an online form that is available after the beginning of August. \$50 application fee is required at time of application and paid via credit card only. There is a \$200 housing deposit due upon applying. Housing is basic dorm style with bed, linens (no blankets), mini-fridge, microwave, dresser or closet, and television. Private bathroom in each unit, units range from 2-4 roommates. Participant must provide own blanket, dishes, toiletries and towels. Cost and amenities are subject to change.

Addresses: Prospector - 2045 Prospector Ave, Park City Utah, 84060 Snowshoe Inn - 1450 Empire Ave, Park City Utah 84060 River's Edge - 7000 Old Hwy 40, Heber City Utah 84032 Snow Country Condominiums - 1150 Deer Valley Drive. Park City, UT 84060

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: No

Description:

Internet access is very limited and for emails and basic service only. Not meant for streaming.

Phone Service: Yes

Description:

Cell service or emails using basic internet

Kitchen facilities: No

Description:

Not all properties have kitchens, only River's Edge and Snow Country

Laundry facilities: Yes

Description:

Coin-op laundry at all facilities

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 1 - 4

Rooming Arrangement Description:

Applicants can make roommate requests, but they will not be guaranteed. Couples/co-ed requests can be made but are very limited and are not guaranteed.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$185.5

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$250*

*Description:*

*\$50 non-refundable application fee at time of application, \$200 deposit due to secure bed. Payment made via credit card only.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*\$200 refundable deposit upon move out and having room in the same condition from when they moved in. If tenant moves out before contracted date deposit will not be refunded.*

*Details About Deposit Refund:*

*Via credit card used for deposit or on credit card provided to housing manager.*

### **Transportation to Worksite:**

*Employer-Provided Transportation*

*Estimated commute time: 30 to 45 minutes*

*Employer-Provided Transportation is free of charge*

*Description: River's Edge - shuttle and charter bus provided by our company free of charge.*

*Local Bus, Subway or Train*

*Estimated commute time: 30 to 45 minutes*

*Estimated cost: \$0*

*Description: Snowshoe Inn, Snow Country and Prospector - free of charge, check schedule on Park City Transit website*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

#### **Deer Valley Resort Address:**

*2250 Deer Valley Dr S Park City, Utah, 84060*

#### **Airport Transportation:**

*When you arrive at the Salt Lake City International Airport, you will need to take a shuttle up to Park City. We have partnered with Canyon Transportation to provide you with a discounted shared ride.*

#### **Canyon Transportation:**

*Reservations are required to use the shared ride shuttle from the Salt Lake City airport to Park City and/or Deer Valley Resort. If you live in River's Edge you will need to take the Canyon Transportation shuttle to Deer Valley then our staff shuttle to your housing at River's Edge.*

*<http://canyontransport.hudsonltd.net/res?USERIDENTRY=WEBRATE5&LOGON=GO>*

#### **Park City Transportation Options:**

*Park City Transit is a great way to travel within town and it is free to ride. Staff living at River's Edge have the following options: Deer Valley Shuttle. Uber and Lyft are also popular in the area.*

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

*Salt Lake City International Airport, SLC, Less than 50 miles*

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

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

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

*Airport Inn Hotel  
2333 W North Temple  
Salt Lake City, Utah 84116  
www.airportinnhotelslc.com  
(801) 539-0438  
\$50 to \$75*

## TRAINING AND ONBOARDING

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

*A link to apply to our online system will be sent after being hired. This is so we have your information for payroll and tax purposes.*

*Prior to your arrival, there will be further information sent regarding the on-boarding process and which documents you will need to bring.*

***Social Security Number:***

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

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

*We will arrange 2 trips to the Social Security Administration in January. These trips are first come first serve. You can also go to the Social Security Offices on your own. Please look online at their hours of operation before you go. You will want to get the FREE PC-SLC Connect bus pass and the SS-5 form from our Human Resources front desk, then be sure you bring your passport/visa, DS-2019 and your I-94 to apply for the number. After you apply please bring the receipt you were given as proof of your application to Human Resources. The SSA is located at: 175 East 400 South #500 Salt Lake City, UT 84111*

*Nearest SSA Office: Salt Lake City, Utah, Less than 50 miles*

***Other:***

*Wage Payment Schedule:*

*Bi-weekly paycheck, every other Friday*

*Meal Plan: Optional*

*Estimated Cost Per Day: \$4*

*Meal Plan Description:*

*Only provided while on duty, free breakfast on days you work*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*• Hairstyles must not be distracting or draw undue attention. Neat and well-groomed hairstyles are required while on duty. Hair that does not meet our standards may not be hidden in a hat to avoid our policy. • Men's hair must be tapered and above collar length. • Non-offensive visible tattoos, which do not distract from our professional image, will be allowed. No face/neck tattoos. • No more than three earrings per ear for females and 1 per ear for males. Earrings must be conservative.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

***Each student will have access to our staff employee handbook upon arrival.***

*SMOKING AND OTHER PERSONAL HABITS:*

*If your job involves direct guest contact or you are in view of the guests, you may not smoke, chew tobacco, chew gum, drink beverages or consume any other substance inconsistent with a professional appearance while on duty or in view of the guests. If you are not sure whether your activities will be in view of the guests, ask your supervisor. Smoking (including the use of the E-cigarettes, vaping, etc.) is prohibited in and around all Deer Valley buildings (and by law must be 25 feet from the building) except at designated locations outside of each facility.*

*CELL PHONES:*

*Personal cell phone use as part of communication for the purpose of enhancing our guests experience and safety is appropriate provided the use is for business reasons only. Have your phone in the off position while in guest space unless needed for business reasons at the discretion of your supervisor. If you anticipate an urgent situation for which you may need to have your cell phone on while on duty (such as the birth of a child or a medical problem in your family), you should notify your supervisor, who has discretion whether or not to allow you to use your phone. Personal use of a cell phone while working in an office environment must not be excessive and is at the discretion of the manager. Personal cell phones may be used anytime while not in guest space on your breaks or during your meal periods when guests or clients are not present.*

## COMMUNITY AMENITIES

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

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

***Unavailable:***

*Internet Cafe*