



Grand Hyatt Vail - F&B Support Front of House (Hospitality)

HOST INFORMATION

Company Description:

Leave everyday life behind you in Vail, **Colorado** and spend your winter surrounded by the grandeur of the **Rocky Mountains**. Nestled at the base of Vail Mountain, along the banks of Gore Creek, Grand Hyatt Vail is located in the heart of Vail Valley within the Cascade Village neighborhood. Featuring Vail's premier open-air chairlift directly next to our spacious ski valet and rental shop, Grand Hyatt Vail offers the most convenient access to Vail Mountain, adventure, and respite. From skiing and snowboarding, seasonally inspired resort activities, and luxurious amenities, Grand Hyatt Vail has something for everyone. Enjoy an array of Colorado inspired dining options, comfortable guest rooms and warm hospitality at Vail's premier ski-in/ski-out resort. Grand Hyatt Vail is seeking colleagues with unmatched service. We care for people so they can be their best.

Host Website: <https://www.hyatt.com/en-US/hotel/colorado/grand-hyatt-vail/egegh>

Site of Activity: Grand Hyatt Vail

Parent Account Name: Grand Hyatt Vail

Host Address: 1300 Westhaven Drive Vail , Colorado , 81657

Nearest Major City: Denver , Colorado , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Food & Beverage Support, Front of House - Hospitality

Within the F&B Support Team, we have several types of roles available including: Busser, Food Runner, Expediter

**For Hospitality based roles at each resort, you may be placed at any of our hotel/hotel restaurant locations.*

Responsibilities include, but are not limited to:

- Must be knowledgeable of the menu and restaurant organization.
- Responsible for the food portions and placing garnishes on dishes.
- Ensure that dishes are free of smudges and spills before being sent to the guest.
- Serve and/or assist serving during dining room floor service.
- Maintain cleanliness and organization of all food and beverage areas by stocking and cleaning tables, windows and floors.
- Remove trash to keep public and work areas clean and tidy.
- Assist other staff members as needed.
- Other duties as assigned by your Supervisor or Senior Management.
- Assist in the sanitation of all Food Service areas in accordance to COVID-19 safe operating guidelines.

** Participants will be assigned to work at times on evenings and weekends.*

*** Some roles within F&B Support, Front of House - Hospitality will receive tips or limited tips."*

Typical Schedule:

Typically 5 shifts a week, weekends and holidays required, morning, afternoon and evening shifts

Drug Test required: No

COMPENSATION

Hourly Wage: \$12

Eligible for Tips: Yes

tips vary based on position. Speak with hiring manager and direct manager for more information

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:

During holidays there will be more work as our resorts are busier. Peak times center around holidays like Christmas, Martin Luther King Day, President's Weekend, Easter, and Spring Break.

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Ski pass for duration of employment, food & beverage and retail/rental discounts. Please consult with manager for additional information.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

1 week, ongoing

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:

Certain positions require employees to wear a uniform while working. Employees are expected to wear uniforms in the appropriate manner. Nametags must be worn and jackets zipped up to above nametag level. All hats, where permitted, must be worn facing forward. Please access our employee guide for more information - <http://www.insideepic.com/employee-guides>

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Please see section entitled Presentation/Uniforms <http://www.insideepic.com/employee-guides>

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Potlucks or Dinners, Holiday Events, Company Parties, Sporting Events

Additional Details about Cultural Offerings:

Discounts on ski passes and rental gear for Skiing and Snowboarding. We will plan colleague appreciation events based on student interest throughout the season.

Local Cultural Offering:

In Rocky Mountains you'll find countless outdoor adventures waiting for you. In winter, you can head out on the world-renowned snowy slopes for skiing, snowboarding, tubing, ice-skating. Sporting events/competitions throughout the season in the resort. Concerts/festivals/art shows in Vail!

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:

Units are 2 bed 2 bath or 3 bed 3 bath and participants will share a room with another participant. Amenities: refrigerator, microwave, utensils, air conditioning.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Participants will have the opportunity to set up internet services should they choose.

Phone Service: Yes

Description:

Cellular service is available.

Kitchen facilities: Yes

Description:

Each apartment has a kitchen

Laundry facilities: Yes

Description:

yes the complex offers shared laundry facilities.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Apartments will not be co-ed. You can request to live with a friend but not guaranteed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$175

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: Yes

Cost per Week: \$30

Description:

Internet, cable, water, electricity, and common maintenance charges. Around \$350 in total- is spread between 5-7 employees in each unit- so about \$50-\$80 per person. There are common utility charges like water, sewer, pest control, and ground

maintenance. From about \$20-\$45 depending on usage.

Housing Deposit: Yes

Cost: \$500

Description:

Deducted from the paychecks. The refunded amount is \$450 upon departure inspection, as \$50 is retained for deep cleaning fees. Each employee must arrange a departing inspection with us individually, or discuss with me a time.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

\$450 s refundable upon move out following successful completion of inspection. Each employee must arrange a departing inspection with us individually, or discuss with me a time, otherwise if no communication is made then they could lose the deposit.

Details About Deposit Refund:

Check upon departure.

Transportation to Worksite:

Biking

Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Students can bike to work depending on where housing is located. Roads are snowy in the winter, so experience with snow recommended for biking.

Local Bus, Subway or Train

Estimated commute time: 30 to 45 minutes

Estimated cost: \$2.4

Total: No Per Day: Yes

Description: Hotel sells bus pass which is \$72.25 per month and deducted from a paycheck.

ARRIVAL INFORMATION

Arrival Instructions:

Denver International Airport (DEN) We recommend that students fly into Denver International Airport (DEN) and take a bus or shuttle to Vail, CO (approximate travel time 2-2.5 hours). The cost of a one-way bus or shuttle ticket to Vail will be about \$17.00-\$90.00. The Bustang Westline (<https://ridebustang.com>) and Epic Mountain Express (<http://https://www.epicmountainexpress.com>) both arrive at the Vail Transportation Center. Students MUST email their arrival information to Meghan Castellano in Human Resources at meghan.castellano@hyatt.com and Betsy Diaz at betsy.diaz@hyatt.com at least 2 WEEKS prior to arrival to the United States.

Suggested Arrival Airport:

Eagle Airport, EGE, Less than 50 miles

Denver International Airport, DEN, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Econo Lodge Denver Airport
15900 E 40th Ave
Aurora , Colorado 80011
<https://www.choicehotels.com/colorado/aurora/econo-lodge-hotels/co735>
(303) 373-1616
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

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

Details about how to apply for Social Security Number:

IMPORTANT: Prior to applying for your Social Security Number in the US, you must obtain an accurate MAILING address to provide to the Social Security office. Please provide the hotel's address 1300 Westhaven Drive, Vail , CO 81657. If you do not provide a mailing address, you will not receive the SSN card. It is a condition of employment to provide your SSN to your employer. You will also need your SSN to complete your tax return once you have returned to your home country. Take a day and go from Vail to Denver, get your Social Security Number and spend the day sightseeing downtown Denver! The Greyhound station in Denver is only 11 minutes walking to the US Social Security Office. The address is: 1500 Champa St #200, Denver, CO 80202 Hours: Monday-Friday 9am-4pm Closed: Saturday & Sunday or Head to Glenwood Springs on the Bustang <https://ridebustang.com/>

Nearest SSA Office: Glenwood Springs , Colorado , Over 50 miles

Other:

Wage Payment Schedule:

Employees will be paid biweekly by paycheck. We encourage employees to set up direct deposit upon arrival.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

You must maintain a professional appearance at all times. Hair should be clean, professional and kept back from the face. Facial Hair: Beards, goatees, sideburns and mustaches are allowed up to ¾" length maximum. Piercings: One small nose stud is allowed. Up to two

earrings or one solid gauge up to ½" maximum in each ear is allowed. Employees may have visible tattoos, except in the face and neck area, that are not offensive.

Second Job Availability: Yes, likely

Applicable Company Policies:

All employees will be required to complete a New Hire Onboarding class prior to starting, where all company policies will be reviewed.

Top half of uniforms will be provided, so we will need student's shirt sizes prior to arrival. Students will be required to bring their own dark wash jeans (no holes or distressing) and black, closed-toed, non-slip shoes for their uniforms.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Shopping Mall, Bank, Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

Food Market, Shopping Mall, Bank, Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

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