



## Grand Hyatt Vail - Front of House (Hospitality)

### HOST INFORMATION

**Company Description:**

**Summer Adventure Awaits at Grand Hyatt Vail!**

*Escape to the Rocky Mountains this summer with Grand Hyatt Vail!*

*Join our vibrant team in the heart of Vail Valley, where nature's grandeur meets warm hospitality in Cascade Village.*

**Why Grand Hyatt Vail?**

**Seasonal Activities:** *Explore Vail's outdoor paradise—hiking, biking, and more. Conveniently located at the base of Vail Mountain, our open-air chairlift ensures easy access to adventure.*

**Grand Locale:** *Nestled in Cascade Village, our resort harmoniously blends luxury and nature. Enjoy spacious ski valet services for mountain exploration.*

*Colorado-Inspired Dining: Indulge in diverse culinary delights, from farm-to-table freshness to mountain-inspired cuisine.*

**Staff Perks:** *As part of our family, enjoy exclusive perks, including food and beverage discounts. We prioritize your well-being while delivering unparalleled service to our guests.*

**Cultural Exchange Experience:** *Embrace diversity in our international team. Share and learn from experiences to create lasting memories.*

*Join us for a summer of adventure, growth, and genuine connections. Whether you seek mountain thrills or nature's tranquility, Grand Hyatt Vail promises an unforgettable season!*

**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 Front of House Team, we have several types of roles available including: Cashier, Barista, Host*

*\*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.*
- Answer phone calls, make reservations, greet and seat guests.*

- 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.
- Take orders over the phone and deliver food and drinks to guest rooms.
- Prepare specialty coffees in a fast-paced environment.
- Cashiering (adhere to all cash handling procedures).
- Trash removal and keeping public and work areas clean and tidy.
- Other duties as assigned by your Supervisor or Senior Management.
- Assist in sanitation of all Food Service areas in accordance to COVID19 safe operating guide lines.

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

\*\* Some roles within 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:** \$16

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$512

**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.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Food & beverage and retail/rental discounts. Please consult with manager for additional information.

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 25lbs/11kgs*

*Description:*

*must be able to lift up to 25lbs*

*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:**

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

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

*Discounts on bikes and rental gear for hiking, biking, and fishing. 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 summer, you can head out on the world-renowned mountain for hiking, biking, and fishing or head down valley for paddle boarding and tubing on the river. Sporting events/competitions/concerts/festivals/art shows in Vail!*

## HOUSING AND TRANSPORTATION

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

### **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:** *No*

### **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: \$187*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: Yes*

*Cost per Week: \$25*

*Description:*

*Electricity, internet*

*Housing Deposit: Yes*

*Cost: \$500*

*Description:*

*The deposit will also be deducted from the paychecks.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*It is refundable upon move out following successful completion of inspection.*

*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 Instructions:**

The best method from Denver would be the Epic Mountain Express or the Bustang from Union Station. The travel time is about 2 hours. As soon as students confirm approval of their visa they should reach out regarding potential arrival dates and times. If students are confirmed for employee housing they must arrive to Grand Hyatt Vail Monday- Friday 9am -4pm to sign their lease and receive their keys.

**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*