



## Grand Hyatt Vail - Housekeeping (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/eggeh>

**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:**

Housekeeping - Hospitality  
(Inclusive of Housekeeper, Houseperson, Houseman, Housekeeping Inspector, Public Areas Cleaner)

Students may be placed at any of the hotel properties within the resort.

This is an active, role for those that enjoy working indoors and are very clean, organized and diligent about their work.

Responsibilities include, but are not limited to:

- Clean and supervise (dependent on position) hotel guest rooms, grounds, common areas and recreation areas.
  - Visually inspect guest rooms and public areas to ensure everything is clean and in working order.
  - Wash shower walls and tubs, clean toilets, mirrors, and sinks.
  - Operate vacuums, mop, move/lift heavy furniture and dust fixtures/wall hangings and vents.
  - Replace linens including bedding and towels.
  - Assist guests in service needs and stay organized.
  - Other duties as assigned by your Supervisor or Senior Management.
  - Assist in sanitation of all areas in accordance to COVID19 safe operating guidelines.
- \* Participants will be assigned to work at times on evenings and weekends.

**Typical Schedule:**

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

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$20

**Eligible for Tips:** Yes

Tips are left at guest discretion.

**Estimated weekly wages including tips:** \$800

**Bonus:** Yes

To qualify for end of season bonus, all students must work at least 480 hours throughout their program and work until contracted end date. Bonus total to be decided based on attendance and performance

\* 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 & 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**

*Lifting*

*Lifting requirement: 50lbs/22kgs*

*Description:*

*Pushing carts around and moving linens. Might have to move some smaller furniture to vacuum.*

*Standing for entire shift*

*Handling cleaning chemicals*

**Job Training required:** Yes

*Length of job training:*

*1 week and ongoing*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: Yes*

*Monday*

*Training requirements:*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Must be in uniform during shift, shirt is provided*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Must be in uniform with name tag on while on the clock. Good hygiene and hair maintained, uniform must be clean.*

## 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 is 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](mailto:meghan.castellano@hyatt.com) and Betsy Diaz at [betsy.diaz@hyatt.com](mailto: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*