



Vail Resorts Heavenly Mountain Resort - F&B Support Front of House (Mountain)

HOST INFORMATION

Company Description:

Located in beautiful Lake Tahoe, California, Heavenly Resorts is a popular destination for both Work and Travel participants, and seasonal tourists. Each year, visitors come to Heavenly to experience winter skiing. Participants will have an abundance of outdoor activities in their local area that they can choose to participate in, and will be located just a 3 hour drive from San Francisco, California.

If you want to obtain your winter Experience of a Lifetime, you've found your perfect match at Heavenly. With a massive mountain full of fresh tracks, adventure and breath taking views of Lake Tahoe. From on-mountain concerts to world-famous après ski parties, come be a part of the team committed to delivering a refreshing, and always enlivening, ski experience.

Somewhere between the earth and sky, where the air is cool and pure, and nature is painted by the hands of angels – there's a place where squeals of delight echo through the trees. Where fresh corduroy and deep powder turn nature into a living, breathing textbook. Discover your new favorite run!

Host Website: <http://skiheavenly.com>

Site of Activity: Vail Resorts Heavenly Mountain Resort

Parent Account Name: Vail Resorts

Host Address: 3860 Saddle Rd South Lake Tahoe , California , 96150

Nearest Major City: Reno , Nevada , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

(Inclusive of most FOH roles: Busser, Cashier, Barista, Server, Food Runner, dishwasher, etc)

This is an active, role for those that enjoy interacting with guest in fast paced, mostly indoor restaurant facilities.

These roles are primarily located on our on-mountain Food & Beverage outlets. For some roles, intermediate ski/snowboard ability will be required to access the work location.

Responsibilities include, but are not limited to:

- Bus and clean tables, windows and floors
- Trash/snow removal and keeping public and work areas clean and tidy
- Cleaning restrooms
- Serve and/or assist serving during dining room floor service (as applicable to the location)
- Maintain cleanliness and organization of all food and beverage areas by stocking and cleaning tables, windows and floors.
- Must become familiar with the menu to answer any questions including allergy concerns.
- Cashiering (adhere to all cash handling procedures).

- Ability to work in different Food and Beverage locations when needed.
 - Assist in sanitation of all Food Service areas in accordance to COVID-19 safe operating guidelines.
 - Other duties as assigned.
- *Participants will be assigned to work at times on evenings and weekends.*

The participant's employment with Employer is at all times "at-will" and nothing in this agreement is meant to change the participant's at-will status. Our resorts are a seasonal business and have busy and slow periods, peak times, and holidays where there will be more work as our resorts are busier. Peak times center on U.S. federal holidays like Christmas, Martin Luther King Day, President's Weekend, Easter, and Spring Break. Much of the work at our resorts is weather and business-level dependent. It is a seasonal business therefore if the weather is not as expected there could be little or no work. Business levels can fluctuate based on the visitation levels of our guests. Expect to work more during holiday periods and then see a reduction of hours during lower visitation periods like late January to Early March. This agreement does not guarantee the participant any certain number of hours and Employer may modify schedules at any time in its sole discretion based on business needs and demands. You will begin working on the start date of your job offer but depending on training your start date may be delayed a few days. Hours, including the total number of hours scheduled and/or worked, are never guaranteed; in the ski industry, hours can fluctuate drastically without warning due to changes in operating season, business levels, and weather.

Typical Schedule:

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

Seasonal changes to job duties or available hours: Yes

You will participate in workforce management and assist other departments as needed.

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:

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, hotel 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

Skiing / Snowboarding

Description:

Intermediate ski/snowboard ability is required for some roles to be able to access the work location. This is not the case for all roles. A ski/snowboard ability test will be performed.

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Moving stock, lifting overhead, opening boxes of supplies

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

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:

ServSafe

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:

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

Additional Details about Cultural Offerings:

Employer and community hosts events throughout the winter. Free skiing and riding at all Vail Resorts mountains, 2 Free ski/snowboard lessons each month (restrictions apply), discounts on outdoor clothing and gear, equipment, meals, activities, and hotels.

Local Cultural Offering:

There are a lot of other activities happening all winter long, that students are welcome to participate, such as going skiing. To Learn more about activities around the area: <https://tahoesouth.com/>, <https://southtahoemusic.live/>, https://www.parks.ca.gov/?page_id=506

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

Housing can be very difficult to find & expensive in our communities. Your job offer does not include housing & by accepting an offer you understand it is your responsibility to secure your own season-long housing before arrival at your worksite. Vail employee housing is not available at your location. Additional info is provided at interview & job offer. From acquiring housing to local transportation, each region's options can greatly vary. You should come with enough money to live for at least 2 months. Many of our communities recommend \$2,000-\$4,000. Community Resources: Vail Housing team compiles regional guides that provide helpful information & resources for many Vail Resorts locations. Disclaimer: Most businesses & organizations in the guides are not affiliated with Vail Resorts & the information listed may be outdated or subject to change without notice. <https://bit.ly/44d7qon>

Minimum Average Cost Per Week: \$350

Maximum Average Cost Per Week: \$1000

Transportation for Community Housing Description:

Bus routes run all throughout South Lake Tahoe - www.tahoetransportation.org/transit Make sure your housing location is near a bus stop that has a bus line that will get you to work on time.

ARRIVAL INFORMATION

Arrival Instructions:

Students should arrive into RNO (Reno) airport and take the South Tahoe Airporter to South Lake Tahoe. www.southtahoeairporter.com provides booking for a shuttle from RNO to South Lake Tahoe. South Tahoe Transit Center is within walking distance of work site. Other stops may be closer to students' housing accommodation they secured.

Suggested Arrival Airport:

Reno-Tahoe International Airport, RNO, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

SureStay Plus Hotel by Best Western Reno Airport
1981 Terminal Way
Reno, Nevada 89502
www.bestwestern.com
7753486370
\$50 to \$75

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Yes. After you are offered a position, you'll need to complete a background check or answer the Law Violation Question. Right after receiving your job offer, expect an email from vailresortscareers@vailresorts.com with instructions on how to complete. Please note that background checks can take anywhere from one to 14 days to process. Some background checks can take longer.

After you complete the background check or Law Violation Question, you will receive an email from vailresortscareers@successfactors.com with instructions for completing your New Employee Setup. Follow the link in the email to complete your documents. We recommend that you give yourself 30 minutes. Please use a computer. The site is not currently available on mobile phones or tablets. Please complete your New Employee Setup promptly. Even if your start date is a few months away, we need this information to get you set up in our systems and finalize your new position.

Within two weeks of your start date, look for an email from vailresortscareers@vailresorts.com with instructions for completing your Final Onboarding Forms. This email will also contain your login information for Vail Resorts' employee systems and your employee ID number. These forms give us the information we need to make sure you get paid and receive your pass to get up on the mountain, so make sure you

complete them before your first day! Failure to complete onboarding step timely can and will result in delay in your start or cancelation of your job offer.

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. It must be an address where you can receive mail, not a physical address. This may be your mailing address or a mailing address you have received from your Manager. You may opt to get a US Postal Box. 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. Social Security Office in Reno: 1175 Financial Blvd, Reno. A map can be found at www.ssa.gov.

Nearest SSA Office: Reno , Nevada , Over 50 miles

Other:

Wage Payment Schedule:

Every two weeks. Depending on when you start, your first paycheck might come after 3 weeks and may only be a partial paycheck. We recommend setting up a bank account immediately upon your arrival, that way you can elect electronic payment form.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

You must maintain a professional appearance at all times. Please see Inside Epic: <http://www.insideepic.com/employee-guides> for grooming policies and uniforms. Some locations may have a policies that have higher standards.

Second Job Availability: Yes, likely

Applicable Company Policies:

To view all company policies, please review our employee handbook. You can view the Vail employee handbook by clicking on Colorado <http://www.insideepic.com/employee-guides>. Agreements between the participant and sponsor do not take precedence over; preempt or supersede any of Vail Resort Inc policies.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Shopping Mall, Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Shopping Mall, Restaurants, Internet Cafe

In Town, Requires Transportation:

Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Public Library