



## Vail Resorts Vail Mountain Resort - Front Desk Agent (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**. As an employee, take advantage of your **FREE Epic Pass and ski or snowboard** at Vail's award-winning resorts. This winter, take advantage of **discounts** at Vail Resorts owned stores, participate in company organized **parties** and events and meet **new friends** from all over the world!

Vail Resort is the largest ski resort in the nation, welcoming skiers and snowboarders from all over the world!

Vail Resorts is the premier mountain resort company in the world and a leader in luxury, destination-based travel at iconic locations. At Vail Resorts, our mission is simple – to create the Experience of a Lifetime™ for our employees, so they can, in turn, provide exceptional experiences for our guests.

Vail's wide variety of terrain, back bowls, and 5,289 skiable acres are one-of-a-kind. Paired with pristine conditions, skiing Vail is truly like no mountain you've experienced before. Thanks to the magical combination of averaging more than 300+ days of sunshine and 370+ inches of snow each year, plus majestic, only-in-Vail views of the surrounding Gore and Sawatch mountain ranges, the phrase "Like nothing on Earth" comes to life before your very eyes.

**Host Website:** <https://www.vail.com/>

**Site of Activity:** Vail Resorts Vail Mountain Resort

**Parent Account Name:** Vail Resorts

**Host Address:** 953 S Frontage Rd W Ste 100 Vail , Colorado , 81657

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

### PLACEMENT INFORMATION

**Job Description:**

Front Desk Agent

This is an active, role for those that enjoy working in fast-paced, customer-facing role in one of our mostly indoor facilities.

\*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:

- Greeting guests with a smile
- Maintaining a well-groomed appearance and professional demeanor
- Welcoming guests in a warm, friendly, and professional manner

- Registering guests, issue room keys, process payments, and answer any guest questions about the location and amenities
  - Assisting with other duties as needed
  - Assisting in sanitation of all areas in accordance to COVID19 safe operating guide lines
- \* Participants will be assigned to work at times on evenings and weekend

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 and evening shifts

**Seasonal changes to job duties or available hours:** Yes

You will participate in workforce management and support other departments when 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, lodging 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: 50lbs/22kgs

Description:

Snow removal and moving of equipment

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:

POS Training

**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> Your manager will communicate what portions of your uniform is provided and what you need to bring.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

Please see section entitled Presentation/Uniforms <http://www.insideepic.com/employee-guides> Some locations have higher standards.

## CULTURAL OPPORTUNITIES

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

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

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

Participate in Company events and dinners, 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:**

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:** 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: \$400

Maximum Average Cost Per Week: \$1500

### **Transportation for Community Housing Description:**

Transportation within Vail & Eagle County Transit, known as "ECO Transit" operates a bus service between Vail, Beaver Creek, Avon, and Edwards:

<https://ride.vailgov.com/>

Make sure you do not secure housing to does not work with your work schedule. Please make sure you communicate with your manager about your housing location..

## ARRIVAL INFORMATION

### **Arrival Instructions:**

The best and cheapest way for employees to get to Vail is to fly in to Denver International Airport (DIA) and then take an Epic Mountain Express shuttle to Vail from DIA. Pick up is at DIA and drop off at Vail transfer center or direct to your season-long housing you secured. You should be able to get an employee discount - <https://www.epicmountainexpress.com/> Discount code might be provided at a later date.

There is an alternative form of transportation (no discounts for Vail Resorts employees) - Bustang: <https://ridebustang.com/>

### **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: 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](mailto: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](mailto: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](mailto: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:

Please mail your SS card to the following address: Vail Mountain Resort PO Box 7 Vail, CO 81658 **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. 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

Nearest SSA Office: Glenwood Springs , Colorado , 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: Yes

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:***

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