



## Winter Park Resort - Guest Service Agent

### HOST INFORMATION

**Company Description:**

**Perks & Benefits:** *There's more than a free season pass waiting for you! Some examples include:*

- SEASON PASS PERKS: Access to 34 North American Resorts
- Friends & Family Vouchers
- Employee Housing
- Free Equipment Rentals M-TH
- Up to 50% off Food & Beverage
- Up to 30% off Retail Products
- Free Group Lessons with Ski & Ride School
- ONLINE PRO DEALS: Smith, The North Face, & Expert Voice
- FREE Seasonal Activities: Skiing, Snowboarding, Tubing, Snowshoes, Scenic Gondola Rides, Ice Skating, and More!

**Who We Are:**

*At just 67 miles away, Winter Park is the closest major mountain destination to Denver. Don't be fooled by our convenient location, though... you'll feel remotely tucked away in our high-country corner of the Rockies. With easy access to 765,000 acres of public land, Winter Park is home to endless adventures and an unparalleled and unfiltered Colorado experience. Whether you are fulfilling a lifelong dream to work at a ski resort or you are just wanting a change of scene, we have great jobs and an awesome experience waiting for you!*

**Who We Are Looking For:** *Winter Park Resort is a place for mountain lovers, adventure seekers, and outdoor explorers. A place to chase new experiences, marvel at the unexpected, and discover the adventure that will keep you coming back for more. Whether you are looking to have your first taste of a winter season in the Rockies or to build a long-term career, we have something for everyone. We work to play... Are you in?*

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

**Site of Activity:** Winter Park Resort

**Parent Account Name:** Alterra Mountain Company

**Host Address:** 85 Parsenn Way Winter Park, Colorado, 80482

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

### PLACEMENT INFORMATION

**Job Description:****POSITION SUMMARY:**

The Guest Services Agent is responsible for providing exceptional guest service by assisting guests with information, selection of appropriate Ski & Snowboard School lessons/programs, rental products, season passes & lift tickets, tours, directing expectations, and processing sales. The Agent is responsible for daily reporting and accounting procedures to verify all sales of lessons, tickets, and tours and to balance the value of products sold with monies received. The Agent provides information, answers questions, handles complaints, and assists each guest regarding lessons, special programs, tours and tickets, slope conditions, lift, and trail access, and general information about the Winter Park/Fraser area. The Agent must maintain a friendly, sincere, and professional manner and be willing to share their enthusiasm for winter sports and the Fraser Valley experience. Ongoing learning and professional common sense are needed to support guest and company needs. The Agent consistently follows Intrawest/Winter Park Operations Corporation policies and procedures outlined in the Employee Handbook.

**ESSENTIAL DUTIES:**

Greet guests in a friendly and professional manner. Answer general and specific questions, giving accurate information.  
Assist with selection of appropriate lessons, special programs, season passes & lift tickets, activities tickets & information, tours, and bike rental packages by verbally communicating complete details of all products, prices, and pertinent information.  
Responsible for working knowledge of all lessons, special programs, and procedures, lesson locations, rental packages, lift tickets, season pass products, tours, product pricing, WP programs, and events.  
Participate in lessons and tours to fully understand and experience on-hill operations.  
Be familiar with all rental equipment to fully understand and experience differences in products.  
Be current on weather and snow conditions, special events, and promotions within Marketing/Sales, Competition Center, the Town of Winter Park, and general ski area information.  
Learn and maintain an excellent working knowledge of the computerized product sales system, including sales, discounts, comps, accounts receivable, returns, refunds, payment types, and operation of printers.  
Process lessons, rentals, tours, and ticket & pass sales; collect payment and give correct change; process tickets, vouchers, liability release forms, and rental forms. Direct guests to the appropriate meeting place and time. Set expectations for the lesson, program, or tour.  
Direct guests to complete risk management information where applicable.  
Coordinate lessons/tours and students/participants with on-hill bike supervisors and tour guides, through personal, radio and telephone communication. Direct group leader in locating bike patrol to file liability release and emergency care consent forms.  
Professionally handle guest complaints and help solve guest problems.

**Typical Schedule:**

5 days a week. 40 hours a week. Weekends & Holidays may be a part of your scheduled work week.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$18

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$720

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 32

**Estimated minimum number of hours per week:** 30

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

Low volume/ high volume of guests at the resort could cause fluctuations in hours per week.

**Average number of hours per week reached by last year's seasonal employees:** 40

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

N/A

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

**Job Training required:** Yes

**Length of job training:**

5 days and ongoing as needed

**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:**

An employee will be given a uniform shirt.

**Cost of uniform:** \$0

**Uniform laundry:** Provided at no cost

**Dress Code:** Yes

*Description:*

*Employee must provide black pants and black shoes. Cold weather clothes recommended purchased in advance: boots, coat, hat, gloves, warm layers.*

## CULTURAL OPPORTUNITIES

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

*Potlucks or Dinners, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Holiday Events, Trips to Nearby/Major Attractions, Sporting Events, Shopping Trips, Trips to Major City, Movie or Game Nights*

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

- *Department Specific parties & happy hours*
- *Holiday Events at the Resort*
- *Ice Skating Deals*
- *Cosmic Tubing Nights*
- *Trips to the Colorado Mills Malls*
- *Trip to a Denver Sports Game*
- *Local Bowling Nights*
- *Karaoke Nights at local bars*
- *Free dinners at the local Chapel*

### **Local Cultural Offering:**

#### **Discounts Outside of the Resort:**

- *Pizza Pedal'r- 10% off*
- *Stoney's Bar & Grill- 10% off*
- *Goodys- 10% off*
- *Waffle Cabin- 25-50% off*
- *Mexicali Taco- 10% off*
- *Trail's End- 20% off*

#### **Events at the Resort & In Town:**

- *Fire & Ice Festival*
- *Torch Parade*
- *Celebration of Lights*

## HOUSING AND TRANSPORTATION

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

### **Employer-owned or employer-arranged housing description:**

*The exact cost of housing will vary depending on where you are placed. It will be between \$100 - \$200 USD/week/person. EMPLOYEE HOUSING GENERAL INFORMATION We have units and lodges in the Employee Housing Program. All properties are within a short walk of free shuttle routes. Units have one or two bedrooms and shared bathrooms. Lodges are large properties with communal living and kitchen areas. Bedrooms are individual or shared, with access to shared bathrooms. All properties have kitchens equipped with basic cookware and tableware. Common living areas are furnished with couches, tables and chairs. Bedrooms have beds, dressers and/or closets. Due to the high demand for housing, most bedrooms are shared. All locations have laundry facilities onsite or nearby. Rooms/Units are all male or all female. We can house couples (both people need to be full time employees). Please do not bring furniture or large items as space is limited. All properties are non-smoking. Students must be flexible as to where they are placed to live for the Winter!! COSTS: Prior to move-*

*in, residents must pay one month's rent before move in and a \$500 deposit (\$100 non-refundable service fee and \$400 refundable security deposit). Rent includes utilities; internet, electric, gas, water and trash. How can I be prepared? Bring towels, pillows, comforter/blankets and sheets for a twin or full bed (dependent on housing placement). You should bring these items with you. If you want to purchase these items after you arrive, there is one limited store in Winter Park that sells these items. You will receive your first paycheck 2-3 weeks after your start date; please have money for food and other essentials. Communicate your arrival date at least 7 days prior to arriving to Employee Housing. Plan to arrive ON SITE Monday - Thursday before 4pm when the Employee Housing Department is open. If you arrive to Winter Park after 4pm on Thursday, you will NOT be able to check into housing and your only option is to pay for your own accommodations until Monday, which can be INCREDIBLY expensive.*

**Lease Agreement:** Yes

**Onsite Amenities:**

*WiFi: Yes*

*Description:*

*WiFi is provided in most units. Passwords are given in the housing check in packet.*

*Phone Service: Yes*

*Description:*

*Verizon, AT&T, and T-Mobile all have reliable cellular service in the area. There are also local stores that sell temporary or "burner" phones. The resort also has landlines that students can use.*

*Kitchen facilities: Yes*

*Description:*

*Depending on the unit, students will either be provided with an in unit kitchen or a community kitchen.*

*Laundry facilities: Yes*

*Description:*

*Depending on the unit, students will either have in unit laundry or access to a community laundry room.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 1*

*Maximum Occupancy Per Room: 4*

*Suggested Occupancy Per Room: 1 - 4*

*Rooming Arrangement Description:*

*Units occupancy can range from 1 to 4 people to a unit. Location ranges from Winter Park to Granby (20-30 minutes away). We try to match age groups where possible. Due to the number of employees needing housing, most bedrooms are shared unless outlined otherwise Bedrooms and units are all male or all female.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$200*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$500*

*Description:*

*Prior to move in and travel, the housing team will collect first month's rent and a deposit of \$500. The housing team will contact you via email with instructions on how to pay. Payments can be made with a bank account, debit, or credit card.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Upon arrival, a \$500 deposit is due (\$100 non-refundable service fee and \$400 refundable security deposit). In order to receive your refund, you must leave your housing in approved condition, work until your agreed-upon end date and not have any program infractions.*

*Details About Deposit Refund:*

*Deposits are refunded within 60 days of move out after an inspection has been complete. ALL DEPOSITS WILL RETURN TO THE SAME CARD/ACCOUNT THAT IT WAS CHARGED TO.*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: Certain housing is available at the base of the mountain and a short walk or ride to the village. The walking commute consists of about .25 mile walk to the cabriolet (people mover lift) and a 3 minute cabriolet ride to the base of the village.*

*Local Bus, Subway or Train*

*Estimated commute time: 30 to 45 minutes*

*Estimated cost: \$0*

*Description: There is free public transportation via the Lift Bus transit system. <https://www.theliftwp.com/route-selector-page>*

## ARRIVAL INFORMATION

**Arrival Instructions:**

*Employer suggests flying into Denver International Airport (DEN).*

*There are three means of travel from Denver into Winter Park. Option 1 will pick you up from the airport. Options 2 & 3 will pick you up from Union Station. **It is recommended that you book your travel in advance.***

*If you are deciding to travel with Options 2 or 3, here are directions on how to get to Union Station.*

*Once you land at Denver International Airport, you will need to take the RTD A Line Light Rail to Union Station. Tickets cost \$10.50. The light rail runs every 10-15 minutes. Duration of this trip is about 30 mins.*

*(<https://www.rtd-denver.com/services/rail>)*

**Option 1:**

- *Home James Shuttle- Departs Denver International Airport at 8:00am, 9:00am, 11:00am, 1:00pm, 3:00pm, and 7:00pm. Tickets cost \$90. Duration of this trip is about 2 hours. Request drop off at Winter Park Resort or 85 Parsenn Rd. Winter Park, CO. 80482. Once here, check in at the administration building for onboarding and housing unless otherwise instructed.*

*(<https://www.ridehj.com/>)*

**Option 2:**

- *Amtrak- Departs everyday at 8:05am. Tickets cost \$30-45. Duration of trip is about 2 hours and 55 mins. Request drop off at Winter Park Resort or 85 Parsenn Rd. Winter Park, CO. 80482. Once here, check in at the administration building for onboarding and housing unless otherwise instructed.*

*(<https://www.amtrak.com/routes/california-zephyr-train.html>)*

**Option 3:**

- *Bustang Outrider (Craig-Denver Route)- Departs everyday at 3:15pm. Tickets cost \$15. Duration of trip is about 2 hours. The bus will drop you off at Cooper Creek Square. From there, you will hop on a Lift Bus (free) that will take you to Winter Park Resort. Once here, check in at the administration building for onboarding and housing unless otherwise instructed.*

*(<https://ridebustang.com/outrider/schedules/craig-denver>)*

*For students that travel into the United States outside of these departure times or that have flight delays, there are two options.*

*You can taxi, Uber, or Lyft to the nearest hotel. The closest hotels are the Westin, Baymont by Wyndham, Days inn & Suites by Wyndham, and Quality Inn. Prices are going to range by hotel from \$80-350.*

*Or you can wait in the airport until the closest departure time with options 1,2, & 3.*

*For students that travel into Winter Park outside of office hours, please consider a hotel for the evening. Local hotels are the Vintage, Winter Park Mountain Lodge, Gravity Haus, & the Holiday Inn. Prices range by hotel from \$100-200. Once in town, there is a free bus that can take you around town and to the resort in the morning. See the link below for the bus routes and schedule.*

*(<https://www.theliftwp.com>)*

*Students MUST email their arrival information to Hanna Warner ([hwarner@winterparkresort.com](mailto:hwarner@winterparkresort.com)) at least 2 WEEKS prior to arrival to the United States. **Coordination with travel and check in with employee housing is a MUST.***

***Suggested Arrival Airport:***

*Denver International Airport, DEN, Over 50 miles*

***Estimated cost of transportation to worksite from suggested airports: \$25 to \$50***

***If arriving after regular hours:***

***Suggested After-Hours Accommodation:***

*The Vintage Hotel  
100 Winter Park Dr.  
Winter Park , Colorado 80482  
<https://www.winterparkresort.com/plan-your-trip/lodging/vintage-hotel>  
(970) 726-8801  
\$75 to \$100*

*Quality Inn & Suites Denver International Airport  
6890 Tower Rd.  
Denver , Colorado 80249  
<https://www.choicehotels.com/colorado/denver/quality-inn-hotels/co235?mc=llgoxpx>  
(303) 371-5300  
\$75 to \$100*

*Days Inn & Suites by Wyndham Denver International Airport  
7030 Tower Rd  
Denver , Colorado 80249  
<https://www.daysinndia.com/>  
(303) 800-3178  
\$75 to \$100*

**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:

Students will not need to apply for a Social Security number prior to working. Once students are working, Winter Park will provide trips to the Social Security office in Lakewood.

Nearest SSA Office: Lakewood , Colorado , Over 50 miles

**Other:**

Wage Payment Schedule:

Students will be paid on a bi-weekly basis via paper check, paycard, or direct deposit (recommended). Students will be provided assistance with setting up a local bank account in order to get direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

• Extreme or fad hair is not permitted • Visible tattoos may not be offensive or controversial, if so, they must be covered at work • Radical earrings styles aren't allowed (minimal gauges and small nose rings/studs are fine) • Facial hair must be well groomed

Second Job Availability: Yes, likely

Applicable Company Policies:

**PROHIBITED CONDUCT**

Team Members are expected to conduct themselves in a manner to further the Company's objectives. Managers and Supervisors are expected to monitor and enforce these work rules on a consistent basis. The following conduct is prohibited and will not be tolerated by the Company. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, Team Member welfare, and Company operations may also be prohibited and will result in disciplinary action, up to and including termination.

- Falsifying employment records, employment information, or other Company records.
- Inefficient or careless performance of job responsibilities or inability to perform job duties satisfactorily.
- Recording the work time of another Team Member or allowing any other Team Member to record their work time, or falsifying any timecard, either their own or another Team Member's.
- Theft and deliberate or careless damage or destruction of any Company property, or the property of any Team Member or customer.
- Removing or borrowing Company property without prior authorization.
- Unauthorized use or misuse of Company equipment, time, materials, or facilities.
- Provoking a fight or fighting during working hours or on Company property
- Causing, creating, or participating in a disruption of any kind during working hours on Company property.



- *Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a Supervisor or member of management, or the use of abusive or threatening language toward a Supervisor or member of management.*
- *Using abusive, threatening, or intimidating language at any time on Company premises.*
- *Violation of Company punctuality and attendance policies. Absences protected by state or federal law do not count as violations of this Policy.*
- *Failing to obtain permission to leave work for any reason during normal working hours, not including meal periods.*
- *Failing to observe working schedules, including rest and lunch periods.*
- *Sleeping or malingering on the job.* • *Making or accepting personal telephone calls, including cell phone calls, of more than three minutes in duration during working hours, except in cases of emergency or extreme circumstances.*
- *Working overtime without authorization or refusing to work assigned overtime.*
- *Violation of dress standards.* • *Violating any safety, health, security or Company Policy, rule, or procedure.*
- *Violation of the Company's Drug and Alcohol Policy.* • *Committing a fraudulent act or a breach of trust under any circumstances.*
- *Violating the Company's anti-harassment or equal employment opportunity policies.*
- *Failing to promptly report a work-related injury or illness.*
- *Excessive absenteeism or tardiness.*
- *Three consecutive days of absenteeism without notice.*
- *Using audio, camera, or video to record another person(s) while on working time.*

*The Company reserves the right to take any form of disciplinary action at any time. While the circumstance of a particular case may result in termination for a first offense, other cases may result in other forms of disciplinary action. This in no way implies any kind of contract or obligation to follow any particular disciplinary procedure, nor does it alter the employment at-will relationship.*

#### **ROMANTIC RELATIONSHIPS**

*The Company realizes that while it is not necessarily in the best interest of the Company or the Team Members involved, romantic relationships may develop between co-workers. Team Member must behave in a professional and ethical manner while working for the Company, traveling for business reasons, or at Company functions. It is important to keep dating situations and romantic/physical relationships separate from the work environment and job performance.*

*The Company prohibits dating, physical relationships, and/or romantic relationships between Supervisors and Team Member within their department or span of control, including not only direct reports but also an indirect reporting structure that may impact the workplace. If such a relationship arises, Team Members must notify Human Resources so the situation can be reviewed, which may result in the transfer or potential termination of one or more Team Members, depending on available options. This policy enforced is to alleviate potential problems such as appearances of bias, favoritism, conflicts of interest, and sexual harassment.*

#### **GUESTS AND VISITORS**

*Visits from friends and family are to be kept to a minimum, in order to preserve an appropriate work environment. It is extremely important that the impression left with the Company's visitors is that of a professional organization with the highest standards of conduct. Team Members who wish to bring a minor child to work, must submit a request to their Supervisor and check in at Human Resources. The Company reserves its right in its sole discretion to deny such a request for reasons including, but not limited to, the requested minor child has been disruptive in the past, there is a special event scheduled on the date(s) requested, or the work environment is not appropriate for the minor child due to safety or other reasons.*

## **COMMUNITY AMENITIES**

### **Walking Distance from Worksite:**

*Restaurants*

### **Walking Distance from Housing:**

*Food Market, Post Office, Restaurants*

***In Town, Requires Transportation:***

*Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library*

***Unavailable:***

*Shopping Mall*