



WORK & TRAVEL USA

## Crystal Mountain Resort and Spa - Houseman/Housekeeper

### HOST INFORMATION

#### Company Description:

Crystal Mountain is a premiere mountain destination for weddings and other meetings and banquets, so there are a lot of events happening on site during the summer months! All employees enjoy competitive wages, a fun work environment, seasonal recreational benefits, and resort discounts. We offer comfortable, affordable housing that is located on property which includes on-site laundry facility, WiFi, and free access to the gym. All employees receive discounts on food and other resort amenities!

Students can expect a full time work week; there are no second jobs available.

Regarding transportation, we are happy to provide each student with the use of a bike and helmet, which is an ideal way to get around the property. We have a shuttle service available to students that will provide transport into town for groceries and amenities and for cultural activities throughout the season. There is also a local bus service, the Benzie Bus which can connect to the BATA Bus out of Traverse City.

Our overall mission is to be the stage for exceptional experience that connects people with themselves, others, nature, and ideas. We are dedicated to the guests we serve, the employees we trust, and the community we support. We invite you to be a part of the mountain magic and join the Midwest's Premier Family Resort! For more information, check out our website at [www.crystallmountain.com](http://www.crystallmountain.com) and visit our location on Google Maps (12500 Crystal Mountain Drive, Thompsonville, MI 49683).

**Host Website:** <http://www.crystallmountain.com>

**Site of Activity:** Crystal Mountain Resort and Spa

**Parent Account Name:** Crystal Mountain Resort and Spa

**Host Address:** 12500 Crystal Mountain Drive Thompsonville , Michigan , 49683

**Nearest Major City:** Traverse City , Michigan , Less than 50 miles away

### PLACEMENT INFORMATION

#### Job Description:

The Housekeeper is responsible for ensuring the standards of cleanliness in assigned guest rooms are achieved and maintained on a consistent basis to achieve current resort Guest Satisfaction Standards of cleanliness and service.

Clean guest rooms and corridors.

Act with responsibility towards company property, supplies and equipment.

Change linens and make beds following resort protocol.

Keep housekeeping storage area/vehicle stocked and orderly at all times.

Dust and polish furniture and equipment.

Wash windows, walls, ceilings and woodwork.

Clean sinks, mirrors, toilets, tubs and showers daily.

Maintain bulk amenity dispensers in rooms.

Clean exterior entrances, decks, deck furniture and BBQ grills.  
Replenish supplies such as drinking glasses, linens, writing supplies, in-room literature and bathroom linens.  
Report unit inventory variances to Team Leader after each cleaning.  
Report any necessary repairs to the office and document on daily paperwork.  
Follow Lost & Found procedures.  
Attend all team meetings.  
Follow the required procedures for handling, cleaning, disposing or moving objects/materials and/or the clean-up of blood or hazardous materials.  
Other duties as assigned.

**Typical Schedule:**

A typical full-time schedule consists of 5 days per week from 9am-5pm, however, hours may vary based on business and staffing levels.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$10

**Eligible for Tips:** Yes

Housekeepers may receive cash tips from guests that are typically left in the room upon departure.

**Estimated weekly wages including tips:** \$400

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 35

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

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

**Potential fluctuation in hours per week:**

Business levels may fluctuate and are somewhat weather dependent.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Discounts on food, spa, retail.

## JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Required to push cart, transport linens, make beds.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

**Job Training required:** Yes

Length of job training:

1 week

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

On the job training

**Need to wear uniform:** Yes

Uniform Policy:

Uniform shirts are provided. The student must supply comfortable, closed toe non-skid shoes (any color) , black dress pants (not jeans), and/or black or tan shorts that are knee length and in good condition without holes or tears.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

A professional appearance is required which includes maintaining a clean, well-dressed and neatly groomed appearance while on duty or utilizing employee privileges on the resort. Contact your department supervisor for further clarification and details on specific appearance and grooming standards required in your area.

## CULTURAL OPPORTUNITIES

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

Company Parties, Holiday Events, Sporting Events, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Shopping Trips, National Cherry Festival

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

We schedule weekly shopping trips, and other local cultural experiences, in our resort shuttle. Crystal Mountain hosts the Michigan Beer & Brat Festival which draws a large crowd on property during Memorial Weekend.

### **Local Cultural Offering:**

You will have the opportunity to attend local events such as the National Cherry Festival & the Traverse City Film Festival. Downtown Traverse City offers a wide variety of restaurants, shopping, beaches, and activities such as the the local baseball stadium for the Pit Spitters.

## 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:**

All students will live in dorm/duplex style units called cabanas. There are 2 buildings each with 4 units located next to each other in a wooded location. The cabanas have an open concept area and include 3-4 single beds, a full kitchen and dining area, wardrobes and a shared private bathroom. The housing includes a refrigerator, stove/oven, a microwave, toaster, landline phone and wi-fi service. The resort offers students access to laundry facilities (no charge), computers, fitness center, restaurants, an ATM, a market, coffee bar, and much more.

**Lease Agreement:** Yes

### **Onsite Amenities:**

WiFi: Yes

Description:

WiFi access is included at no charge

Phone Service: Yes

Description:

There is a land line that is available to call locally and long-distance within the U.S. and may be compatible with international calling cards.

Kitchen facilities: Yes

Description:

There is a full kitchen in each cabana.

Laundry facilities: Yes

Description:

The laundry facilities are located nearby at no charge to students. Students are required to purchase their own laundry products and are responsible for the proper maintenance of the appliances.

### **Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 3

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 3 - 4

Rooming Arrangement Description:

Rooms are single-gender and include all bedding (sheets, pillows, comforters). Students can request to live with friends, based on availability.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$70

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$100

Description:

Housing deposit should be paid in cash upon arrival.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Students must work through their contracted end date to be eligible for the housing deposit refund. The housing must also pass a housing inspection, and the landlord reserves the right to withhold any or all of the housing deposit to cover damages.

Details About Deposit Refund:

The housing deposit will be refunded with the student's final paycheck through direct deposit.

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: There is a bike/walking path across the road from the cabanas. The walk from the cabanas to the resort is just under 1 mile.

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: Yes

Bicycles are not provided: No

Bicycles are available to rent: No

Estimated cost: \$

Description: There is a bike/walking path across the road from the cabanas which is just under 1 mile to the resort.

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: Our resort shuttles run on a schedule to and from the cabanas and the resort each day.

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: Crystal Mountain provides a punch card for riding the local county bus, the Benzie Bus. Subsequent cards are the student's responsibility. The BATA Bus from Traverse City also meets at one of the Benzie Bus stops in Interlochen for an additional fee.

## ARRIVAL INFORMATION

### Arrival Instructions:

Crystal Mountain Resort will pick up students only in these following Michigan cities (bus station or airport): Traverse City, Manistee, or Cadillac, for no charge. Please note that it is the student's responsibility to arrange transportation to one of the cities listed above.

Students often times fly to the Detroit Airport or into Chicago and then take a public bus, which might take an extra travel day and cost up to \$100. Please check Greyhound Bus for fare and schedules.

Please notify your employer of your travel plans at least one week prior to your departure to the United States so that we can arrange transportation at [Humanresources@crystallmountain.com](mailto:Humanresources@crystallmountain.com).

### Suggested Arrival Airport:

Cherry Capital Airport, TVC, Less than 50 miles

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

### If arriving after regular hours:

### Suggested After-Hours Accommodation:

Comfort Inn Traverse City  
460 Munson Ave  
Traverse City , Michigan 49686  
\$75 to \$100

## TRAINING AND ONBOARDING

### Pre-Arrival Onboarding: Yes

You will be asked to complete a Housing Agreement and provide Uniform Sizing prior to your arrival.

### Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

We schedule our resort shuttle to take students to the Social Security office, usually on or near their 3rd day of work.

Nearest SSA Office: Traverse City , Michigan , Less than 50 miles

### Other:

**Wage Payment Schedule:**

Bi-weekly pay, pay day is on a Tuesday We set up appointments for students to visit Fifth Third bank to set up accounts, apply for bank cards, and set up direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All employees are required to wear the company issued uniform and present a professional appearance.

Second Job Availability: Yes, likely

Applicable Company Policies:

All students will be scheduled to attend a New Hire Orientation.

We have a drug-free workplace.

## COMMUNITY AMENITIES

**Walking Distance from Worksite:**

Food Market, Restaurants, Fitness Center, Internet Cafe

**Walking Distance from Housing:**

Food Market, Restaurants, Fitness Center, Internet Cafe

**In Town, Requires Transportation:**

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