



WORK & TRAVEL USA

Sun Valley Company - Resort Worker - Front of House

HOST INFORMATION

Company Description:

Located in the western United States, Sun Valley is the premier year round resort with two high seasons, summer, and winter. Surrounded by U.S. Forest Service and Bureau of Land Management lands in the Sawtooth Mountains of sage, aspen, and forest, the air is clean, the sky is blue, and the lifestyle healthy.

The resort and its employees are highly regarded for consistently providing excellent service, high levels of guest courtesy and attention to quality and fine details. Sun Valley's reputation as a world class operation comes from its commitment to quality. Professional employees deliver first class accommodations, cuisine, comfort, personal service and courtesy to guests and visitors. Facilities include two lodges totaling 550 rooms, famous ski mountains (home of the world's first chair lift!), restaurants, retail stores and summer and winter recreation.

Sun Valley offers year-round recreational opportunities including alpine skiing, ice skating, Nordic skiing, golf, tennis biking, swimming, horseback riding, Mountain biking, fishing concerts, ice shows, and more.

Join our team in this beautiful year-round mountain location and take advantage of our benefits and numerous winter and summer recreation opportunities!

Host Website: <https://www.sunvalley.com>

Site of Activity: Sun Valley Company

Parent Account Name: Sun Valley Company

Host Address: 1 Sun Valley Road , PO Box 10 , Sun Valley , Idaho , 83353

Nearest Major City: Twin Falls , Idaho , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Working in resort and ski area environment providing exceptional customer service, while greeting guests, selling souvenirs, and checking ski lift tickets. Students will be assigned to one of the listed positions and remain in that position upon arrival for the majority of the season:

Busser:
Responsible for assisting servers, refill drinks, clear and reset tables. Assist with additional shift work and assignments. Previous work experience preferred.

Cashier:
Responsible for greeting customers, answer questions, take and sometimes prepare orders, manage sales transaction, and assist with other duties as needed.

Clothing Folder/Retail Associate:

Responsible for folding clothes in retail store, general cleaning of store, making sure store is neat and presentable, assisting sales associates when needed.

Lift Operator:

Responsible for greeting guests, maintaining loading and unloading areas, assisting guests in loading and unloading on the lifts. Communicate any potential hazards to supervisors.

Monitor:

Responsible for monitoring work with our SnowSports Ski School to greet guests arriving for ski lessons, assist with carrying guest equipment and answer general questions about the area, assist both supervisors and instructors to manage transitions between guests going inside for breaks and coming back outside for lessons.

Pool Attendant:

Responsible for greeting and checking guests in as they arrive to the indoor pool area. Escort guests to locker room and assist them with their lockers. Maintain appearance of pool area and keep towels stocked. Cleaning is a part of this job.

Spa Attendant:

Responsible for greeting and checking guests in as they arrive to the spa, escort guests to locker room and assist them with their lockers, and maintain appearance of locker rooms and keep spa stocked with towels. Cleaning is a part of this job.

Ticket Checker:

Responsible for managing lift lines and ensure all skiers/boarders have a valid lift pass. Check tickets. Interact with guests. Answer guest questions about ski resort and specific trails.

Employees should expect to work a lot of hours during the busy holiday periods and fewer hours during the slow times of the season. Employees should be flexible with their work schedule and willing to work when needed. Weekends and holidays are very busy at the resort.

Typical Schedule:

Employees are expected to work weekends and holidays per their schedule.

Drug Test required: No

COMPENSATION

Hourly Wage: \$9

Eligible for Tips: No

Estimated weekly wages including tips: \$290

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: 60

Potential fluctuation in hours per week:

Average number of hours per week reached by last year's seasonal employees: 32

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Occasional heavy lifting of 50lbs

Standing for entire shift

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Business is weather dependent. Hours will vary based on snowfall and open lifts. More details regarding training and orientation will be offered once employment offer is confirmed.

Need to wear uniform: Yes

Uniform Policy:

Black, non-slip comfortable work shoes. Uniforms are provided.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

No piercings of beards. For men, hair must be above ear length. Natural hair color required. Please review the employment page of our website (www.sunvalley.com/jobs) for additional information prior to arriving. Website contains important information about company grooming standard.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

In the past we have organized various employee appreciation events and season kick-off events. We also have a bowling alley, arcade, outdoor ice skating rink, pool, horseback riding, and movie theater that all of our employees have access to for free or extremely discounted rate.

Local Cultural Offering:

The best information about our local events can be found at <https://www.visitsunvalley.com/summer/>

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:

Aspen - Dorm-style Rooms: 116 Beds per room: 3-4 # of Employees: 348-464 Amenities and Features: Fitness room-gym, multi-purpose room (lounge), lockers/storage, and a free employee laundry facility. High-speed internet with wifi in the common areas and some individual rooms. We provide towels, washcloths, blankets, pillow/pillowcase, and sheets. There is also an Employee Dining Room for those who live on property with a low fee for your meals. Rooms either have twin or extra-long twin beds, free Wi-Fi, Cable Connection, and phone lines. We also provide you with free laundry facilities and Employee Fitness Center. We also have several communal television rooms if you do not have one to bring. You are welcome to bring a small TV and a clock. There is no cooking allowed in the dorm rooms. Please remember there is limited extra storage space.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wifi is provided in the dorms

Phone Service: Yes

Description:

There is reliable cellular everywhere in the valley. There will also be access to a landline for SEVIS in People Operations.

Kitchen facilities: No

Description:

There are only Microwaves available in employee housing.

Laundry facilities: Yes

Description:

On the First floor of the Aspen Building.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 3

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 3 - 4

Rooming Arrangement Description:

Housing is not co/ed and is split by wings. You are welcome to fill in the blanks for your choice of roommates; however employee housing accommodations are first come first served. We will try to place you with your choice of roommates upon arrival. If you do not have any choices listed we will try to place you with somebody who is in the same age bracket as you are.

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: \$250

Description:

The deposit will be taken out of the first 4 paychecks.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

\$200 of the deposit is refundable as long as there is no excessive wear and tear.

Details About Deposit Refund:

It will be refunded in the final paycheck.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Walking paths are throughout the village

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: There is a bike path from the Sun Valley Village into town

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: For Mountain workers only

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: Please download the App RouteShout 2.0 for the full Mountain Rides Bus Schedule.

ARRIVAL INFORMATION

Arrival Instructions:

We recommend that you arrive 2 days before your DS letter start date. That will give you time to settle in, lose the jet lag, and go investigate the town!

Flight Arrival Instructions:

Friedman Memorial Airport (SUN): We strongly recommend that you fly into SUN. With this option, you only have to worry about catching your last flight. If you send us a copy of your flight information, we will have our Bell Service pick you up at the airport and bring you right to the resort. It is a small airport and they will meet you near baggage claim. They will be in uniform and have a sign for Sun Valley. Please make sure to check in with them prior to waiting for your bag(s).

Salt Lake City (SLC): This will likely be the least expensive option. If you choose to fly into SLC you will need to book a bus ticket to Sun Valley. Tickets can be purchased online at www.saltlakeexpress.com. Tickets usually cost approximately \$85 but it is a 10-14 hour bus ride to the resort. Please let us know that you will be coming from Salt Lake City, and what day you will arriving at Sun Valley.

Boise (BOI): If you fly into BOI, you will need to book your shuttle online at <https://www.ctcbus.com/sun-valley-express-powered-ctc2>. Tickets also cost about \$85 but use code SVL EMP for a discount. Make sure to book at least 3 days in advance to ensure that the shuttle will be running. If they do not have presold tickets for a specific day, they will not run that day. Lastly, the shuttle leaves every day at 3:30pm and is about a 3hr ride. If you miss it, you will need to get a hotel room and catch the next one. Please let us know that you will be coming from Boise, and what day you will arriving at Sun Valley.

Upon Arrival at Sun Valley Resort:

If you arrive between 8:30am-5pm Monday-Friday:

- 1) You will first check in with People Operations (PO), located on the first floor of the Aspen Employee Housing building.
 - a. You will need your passport and DS Letter.
 - b. You will be given a time to return to the PO so you can finish up paperwork and get your employee ID.
- 2) Second, you will check in with housing, so you can put your bags away and either rest or explore!

If you arrive outside of the time stated above:

- 1) You will first check in with housing, so you can put your bags away and either rest or explore!
- 2) You will check in with People Operations (PO), located on the first floor of the Aspen Employee housing the following business day (8:30am-5pm Monday-Friday).
 - a) We will need your passport and DS Letter.
 - b) You will then be given a time to return to the PO so you can finish up paperwork and get your employee ID.

Gentlemen, please make sure to be clean shaven... No Beards or Goatees. We are not able to issue you an employee ID until you are clean shaven.

Please also make sure to contact your sponsor and register in SEVIS right away!

Suggested Arrival Airport:

Sun Valley Airport, SUN, Less than 25 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

N/A - See arrival section
NA
NA , Idaho 00000
\$0 to \$25

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

You will receive an email outlining specific Onboarding Paperwork and Housing Request directions.

Social Security Number:

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

Details about how to apply for Social Security Number:

You will receive an email with a specific date. On that date we will meet in the Aspen Common Room at 8:00 am to fill out the application together. After we all complete the application you will get on a shuttle for the Social Security Office. You will need to bring: - I-94 form - Passport - DS-Letter

Nearest SSA Office: Twin Falls , Idaho , Over 50 miles

Other:

Wage Payment Schedule:

All employees are paid bi-weekly.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Men no beards. Hair must be cut above the collar line. No visible piercing, or tattoos are not permitted. Female hairstyles, make-up and jewelry should be conservative. Earrings will be limited to one set. Polished nails of a conservative color must be kept up with no chipping. No visible tattoos are allowed. Employees are expected to be neat and clean at all times. A daily bath or shower, effective deodorant/antiperspirant, and teeth should be brushed daily.

Second Job Availability: Yes, likely

Applicable Company Policies:

This information is department specific and will be covered in orientation.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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

In Town, Requires Transportation:

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