



Loon Mountain - Ticket Seller/Reservations

HOST INFORMATION

Company Description:

Loon Mountain Resort has 370 acres of skiing and riding terrain, and has one of the largest snowmaking operations in the Northeast. Loon is home to the most advanced Terrain Parks and largest Half Pipe in the area. In addition, our Adventure Center features Tubing, Cross Country Skiing, Snowshoe Tours, and a Zip Line. Whether you are an expert skier or want to learn, Loon will offer employees free rentals and lessons. In addition to free skiing and riding, your season pass also gives you access to the Climbing Wall, X-country Skiing, Tubing, Snowshoes, and the Zip-Line!!

When the snow melts, summer comes alive at Loon. Whether you're climbing high in the Aerial Forest Adventure Park, ziplining over the Pemigewasset River, or riding above it all in our scenic gondola skyride, you'll find your adventure here with us. The Adventure Center is your epicenter of summer and fall fun here at Loon. Scale the climbing wall, zip across the river, or bounce on the bungee trampoline. Board the four-passenger gondola and head to Loon's summit for another level of adventure, amid crisp mountain air and jaw-dropping views of the White Mountains. While you're at the summit, explore glacial caves and hunt for Lost Loon Gold, hike the self-guided nature trail or climb the four-story observation tower for even better views.

Rental of Employee Housing units is available.

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

Site of Activity: Loon Mountain

Parent Account Name: Boyne Resorts

Host Address: 60 Loon Mountain Road , NH , Lincoln , New Hampshire , 03251

Nearest Major City: Boston , Massachusetts , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Greet and guide guests in their purchase of products offered by Loon Mountain. Master Loon Mountain's services promotions, and hours of operations in order to provide consistent information to all guests. Actively contribute to a safe and clean environment for all guests throughout Loon Mountain Resort. Provide quality customer service and act with accountability.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following (other duties may be assigned):

1. Develop a comprehensive understanding of Loon Mountain's services and products including various rates, discounts offered, promotions, complimentary tickets, and events.

2. Greet and welcome guests to the sales location.
3. Maintain the sales location in a clean, neat, and orderly fashion to transact all ticketing business inside and out, and to provide quality guest assistance.
4. Handle and be accountable for all financial transactions and maintain accurate accounting records on a daily basis.
5. Assist Central Reservations in handling specific questions, delivery of messages, and announcements.
6. Interface with all other departments as necessary to create smooth interacts for guests.
7. Operate a one-stop shopping outlet offering single and multi-day lift tickets and information regarding all Loon mountain services.
8. Problem-solve guest situations in a timely and respectful manner regarding any topic.
9. Actively promote a safe recreational environment by educating the public with regards to "Your Responsibility Code."

RESPONSIBILITIES TO SAFETY:

1. Protect the safety of self, co-workers, and Loon Mountain Resort guests at all times.
2. Report any potentially harmful equipment or situations to the immediate supervisor without delay.
3. Report safety-related accidents and incidents at once to immediate supervisor.
4. Follow all company and department safety policies and procedures.
5. Operate equipment in a safe manner that will not lead to injury of yourself or others.
6. Drive in accordance with the law and Loon Mountain Resort policies.

Typical Schedule:

Scheduling may vary and participants should be flexible to hours and schedule.

Seasonal changes to job duties or available hours: Yes

Hours may vary due to weather and business levels and participants need to be flexible with scheduling.

Drug Test required: No

COMPENSATION

Hourly Wage: \$13

Eligible for Tips: No

Estimated weekly wages including tips: \$352

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: 48

Potential fluctuation in hours per week:

Vacation/holiday weeks will be particularly busy. Employees may work more than 5 days in a row during this time. Weather and low business levels are the biggest factors in any hours being decreased.

Average number of hours per week reached by last year's seasonal employees: 35

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:

One week

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Resort-specific Ticker Seller/Reservations training and PCI Compliance.

Need to wear uniform: Yes

Uniform Policy:

A Loon coat will be provided

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Potlucks or Dinners, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Use of gondola for free!

Additional Details about Cultural Offerings:

Students will be able to use all the adventure center activities and Gondola for free. We have the North Country Center for the Arts located in Lincoln that has multiple different plays that run throughout the Summer. Many local merchants offer discounts for Loon employees.

Local Cultural Offering:

We are also part of the White Mountain Attractions so all employees will receive a booklet that will get them into each of the attractions. Lincoln is a very rural location. Students can take a bus to cities or shopping areas in the surrounding areas. New Hampshire offers great tax-free shopping.

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:

We own 1 apartment building that can accommodate 21 people. We own 1 house that can accommodate 12 people. Both are within 2 miles of the resort, and transportation is provided during the winter season. In summer, we provide bicycles and helmets for transportation. During inclement summer weather, we make every effort to provide alternate transportation.

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Phone Service: Yes

Description:

Both employees houses have landlines. Phones are also available throughout the resort.

Kitchen facilities: Yes

Description:

There is an eat in kitchen with two refrigerators and stove in our 12 person house. In our other home, each apartment has a kitchen with refrigerator and stove.

Laundry facilities: Yes

Description:

There is a washer and dryer in each home.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

All housing is shared housing. We will place employees that are travelling together in the same room/apartment if possible. Employees will be sharing with at least one other person, some apartments have multiple bedrooms.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$110

Housing Cost Deducted from Paychecks: No

Description:

Participants must have either a debit or credit card on file with us. Rent will be charged to it weekly on Fridays.

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

The deposit is due at check-in.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

If all rent has been paid, there is no damage to the housing unit and the housing unit is cleaned and left the way it was found the deposit will be refunded before the student departs.

Details About Deposit Refund:

The deposit will be returned to the students the same way in which it was paid.

Transportation to Worksite:

Biking

Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: Yes

Bicycles are not provided: No

Bicycles are available to rent: No

Estimated cost: \$

Description: For summer students we will provide bikes to use to get to and from work and the grocery store.

ARRIVAL INFORMATION

Arrival Instructions:

Students must take a Concord Trailways bus from Boston Logan airport to Lincoln as of Sept 2016 the cost is \$35. The bus stops at every terminal outside baggage claim. Students should look for the bus that says Concord Trailways, with Littleton on the sign.

The bus ride is 4 hours and makes 8 stops.

Website for the bus is www.concordcoachlines.com/index.php/nh-locations/littleton-boston

Employer will pick students up at the bus stop in Lincoln and transport them to their housing unit. Students must send employer their arrival information via email and what bus they will take to Lincoln before they depart their home country.

Suggested Arrival Airport:

Boston International Airport, BOS, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Red Roof Inn Logan Airport
920 Broadway
Saugus , Massachusetts 01906
\$100 to \$150*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding:

Social Security Number:

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

Details about how to apply for Social Security Number:

We will schedule a bus to take all the students to the Social Security office within a few days of arrival.

Nearest SSA Office: Littleton , New Hampshire , Less than 25 miles

Other:

Wage Payment Schedule:

Students will be paid weekly; we encourage direct deposit be set up with Bank of America. We have bank representatives at orientation to assist in setting up a local bank account.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

Employees must look neat and clean, and be in the required uniform while on the job. Uniform pieces specific to each department are supplied to the employees.

Second Job Availability: Yes, likely

Applicable Company Policies:

It is the policy of Loon Mountain to prohibit the use of tobacco products while working and/or in uniform. Tobacco products and smoking are permitted during breaks as long as tobacco use is off Loon Mountain property only. No Employee smoking will be tolerated onsite or in Employee Housing. -Tobacco products are defined as cigarettes, cigars, snuff, e-cigarettes, chewing tobacco and pipes.

-Cigarette butts and all tobacco by-products are to be disposed of properly.

-Violations of this policy may result in disciplinary action, up to and including termination.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Fitness Center

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Internet Cafe, Public Library

In Town, Requires Transportation:

Shopping Mall