



Vail Resorts Heavenly Mountain Resort - Housekeeping (Hospitality)

HOST INFORMATION

Company Description:

Located in beautiful Lake Tahoe, California, Heavenly Resorts is a popular destination for both Work and Travel participants, and seasonal tourists. Each year, visitors come to Heavenly to experience winter skiing and summer activities. Participants will have an abundance of outdoor activities in their local area that they can choose to participate in, and will be located just a 3 hour drive from San Francisco, California.

With Epic Discovery, we are re-imagining how families can experience all that the mountain has to offer, and help build an appreciation for activities and scenery that can only be enjoyed in the summer. With an environment as stunningly beautiful and rich as ours, inspiration is easy to find.

Somewhere between the earth and sky, where the air is cool and pure, and nature is painted by the hands of angels – there's a place where squeals of delight echo through the trees. Where fresh corduroy and deep powder turn nature into a living, breathing textbook. Discover your new favorite run!

Host Website: <http://skiheavenly.com>

Site of Activity: Vail Resorts Heavenly Mountain Resort

Parent Account Name: Vail Resorts

Host Address: 3860 Saddle Rd South Lake Tahoe , California , 96150

Nearest Major City: Reno , Nevada , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

*Housekeeping - Hospitality
(Inclusive of Housekeeper, Houseperson, Houseman, Housekeeping Inspector, Public Areas Cleaner)*

Students may be placed at any of the hotel properties within the resort.

This is an active, role for those that enjoy working indoors and are very clean, organized and diligent about their work.

Responsibilities include, but are not limited to:

- Clean and supervise (dependent on position) hotel guest rooms, grounds, common areas and recreation areas.*
- Visually inspect guest rooms and public areas to ensure everything is clean and in working order.*
- Wash shower walls and tubs, clean toilets, mirrors, and sinks.*

- Operate vacuums, mop, move/lift heavy furniture and dust fixtures/wall hangings and vents.
 - Replace linens including bedding and towels.
 - Assist guests in service needs and stay organized.
 - Other duties as assigned by your Supervisor or Senior Management.
 - Assist in sanitation of all areas in accordance to COVID19 safe operating guidelines.
- * Participants will be assigned to work at times on evenings and weekends.

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

Weekly hours will be different due to changes in the operating season.

Drug Test required: No

COMPENSATION

Hourly Wage: \$17

Eligible for Tips: No

Estimated weekly wages including tips: \$544

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 Memorial Day, 4th of July, Labor Day.

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/Summer Activities pass for duration of employment, food & beverage and retail/rental and lodging discounts.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Pushing carts around and moving linens. Might have to move some smaller furniture to vacuum.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

1 week and ongoing

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: Yes

Monday

Training requirements:

Manager provides training.

Need to wear uniform: Yes

Uniform Policy:

Must be in uniform during shift, shirt is provided

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Must be in uniform with name tag on while on the clock. Good hygiene and hair maintained, uniform must be clean.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

You will be able to try our Epic Discovery Activities - zipline, obstacle course, climbing, Summer tubing and more. There are plenty of shopping and dining opportunities, night life, festivals, concerts, competitions and shows in Summer/Winter. Each department holds their parties and dinners.

Local Cultural Offering:

There are a lot of other activities happening all winter long, that students are welcome to participate, such as going skiing. To Learn more about activities around the area: <https://tahoesouth.com/>, <https://southtahoemusic.live/>, https://www.parks.ca.gov/?page_id=506

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:

Employee Housing is located at 1100 Keller Road, South Lake Tahoe, CA. It consists of furnished 2-3 bedroom apartments in which students will share a room with 1-2 other employees. Employees must provide all linens. Wi-fi available, all kitchen appliances and utilities are included. We do not offer co-ed dorms, you can check with the housing office if they are able to accommodate friends together. After you are hired with Vail Resorts - you will receive instructions on how to apply for employee housing.

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Free WiFi is offered for each unit There is no cable TV provided

Phone Service: Yes

Description:

Cell service is available and all managers have landlines.

Kitchen facilities: Yes

Description:

Each apartment has a full size kitchen which includes: o Refrigerator o Stove o Dishwasher o Microwave oven o Dishes, silverware, pots and pans

Laundry facilities: Yes

Description:

We have a laundry room on-site that operates using quarters, \$1.50 to wash and \$1.50 to dry. Change is available in the E-Housing office. There is a laundromat close by as well.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

We have two or three bedroom units, all units also have two full bathrooms. o A two bedroom unit sleeps four o A three bedroom unit sleeps six o Every bedroom has two beds in it There is absolutely no Co-ed accommodations, males in one unit and females in another.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: No

Description:

The housing cost is \$400/month. We have a system (StarRez) through which you will be paying for rent. The housing office will send you more information.

Utilities Costs: No

Housing Deposit: Yes

Cost: \$300

Description:

Your housing office will send you instructions on how to pay for the \$250 deposit and \$50 administration fee prior to your arrival.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

The housing deposit is refundable, please refer to the policies of the housing office for exceptions. We hold on to the administration fee.

Details About Deposit Refund:

The housing office will specify the method of the refund.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: 1 mile walk. Sidewalks are limited and weather conditions can prohibit walking.

Local Bus, Subway or Train

Estimated commute time: 15 to 30 minutes

Estimated cost: \$0

Description: There is local bus service transportation. The Bus Stops are located within the block of the apartment complex and begins pick-up at approximately 6:00AM and continues throughout the day.

ARRIVAL INFORMATION

Arrival Instructions:

Students should arrive into RNO (Reno) airport and take the South Tahoe Airporter to South Lake Tahoe. www.southtahoeairporter.com provides booking for a shuttle from RNO to South Lake Tahoe.

South Tahoe Transit Center is within walking distance of work site. Other stops may be closer to students' housing accommodation.

Suggested Arrival Airport:

Reno-Tahoe International Airport, RNO, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

SureStay Plus Hotel by Best Western Reno Airport
1981 Terminal Way
Reno, Nevada 89502
www.bestwestern.com
7753486370
\$50 to \$75

TRAINING AND ONBOARDING

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:

Please have your SS card mailed to this address: Heavenly Mountain Resort PO Box 2180 Stateline, NV 89449 **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. You may opt to get a US Postal Box. 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. Social Security Office in Reno: 1175 Financial Blvd, Reno. Open Monday to Friday 8am to 4pm. Once you land in Reno, the SS office is close to the airport. A map can be found at www.ssa.gov.

Nearest SSA Office: Reno, Nevada, Over 50 miles

Other:

Wage Payment Schedule:

Participants will be paid bi-weekly.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hair Extreme styles (ie. mohawks) are prohibited Facial Hair Must be neatly trimmed. Jewelry & Piercings One small nose stud is allowed. Up to two earrings or one solid gauge up to ½" is allowed. All other piercings are not permitted. Concealing jewelry is not permitted Tattoos You may have visible tattoos, except in the face and neck. You may be asked to cover his or her tattoo with clothing and must comply

Second Job Availability: Yes, likely

Applicable Company Policies:

To view all company policies, please view our Employee Handbook. You can view the Employee Handbook for Heavenly by clicking on California <http://www.insideepic.com/employee-guides>

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Bank, Restaurants

Walking Distance from Housing:

Food Market, Restaurants

In Town, Requires Transportation:

Shopping Mall, Post Office, Fitness Center, Public Library

Unavailable:

Internet Cafe