



## Vail Resorts Mount Snow Resort - F&B Support Front of House

### HOST INFORMATION

**Company Description:**

*Located in southern Vermont in West Dover, Mount Snow is the most accessible Green Mountain getaway from southern metropolitan areas. Found on Route 100 (nine miles from Route 9 in Wilmington and 29 miles from Interstate 91), the resort is just 2.5 hours from Boston and 4 hours from New York City.*

*Mount Snow has a strong team oriented working environment serving the largest southerly ski resort in New England with hotels, restaurants and golf courses on premises. The most popular summer activities include mountain biking and golf, and skiing and snowboarding in winter.*

*At Vail Resorts, our mission is simple — to create the Experience of a Lifetime for our employees, so they can in turn, provide the Experience of a Lifetime for our guests. Vail Resorts is dedicated to delivering extraordinary guest experiences by continuously investing in our team and the infrastructure, systems and training programs that support the employee experience. OUR VALUES: SERVE OTHERS - Own it. Personalize it. Elevate it. DO RIGHT - Act with integrity—always do the right thing, knowing it leads to the right outcome. DRIVE VALUE - Grow profit through smart and innovative business practices. DO GOOD - Preserve our natural environment and contribute to the success of our local communities. BE SAFE - Be committed to the safety and wellness of our employees and guests. HAVE FUN - Fun is our product - create fun, enjoy your work and share your contagious spirit.*

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

**Site of Activity:** Vail Resorts Mount Snow Resort

**Parent Account Name:** Vail Resorts

**Host Address:** 21 Grand Summit Way West Dover , Vermont , 05356

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

### PLACEMENT INFORMATION

**Job Description:**

*Food & Beverage Support, Front of House - Hospitality Within the F&B Support Team, we have several types of roles available including: Busser, Food Runner, Expediter \*For Hospitality based roles at each resort, you may be placed at any of our hotel/hotel restaurant locations. Responsibilities include, but are not limited to: • Must be knowledgeable of the menu and restaurant organization. • Responsible for the food portions and placing garnishes on dishes. • Ensure that dishes are free of smudges and spills before being sent to the guest. • Serve and/or assist serving during dining room floor service. • Maintain cleanliness and organization of all food and beverage areas by stocking and cleaning tables, windows and floors. • Remove trash to keep public and work areas clean and tidy. • Assist other staff members as needed. • Other duties as assigned by your Supervisor or Senior Management. • Assist in sanitation of all Food Service areas in accordance to COVID19 safe operating guidelines. \* Participants can and will be assigned to work at times on evenings and weekends. \*\* Some roles within F&B Support, Front of House - Hospitality might receive tips or limited tips.*

**Typical Schedule:**

Typically 5 shifts a week, weekends and holidays required, morning, afternoon and evening shifts. Your supervisor will specify your schedule.

**Seasonal changes to job duties or available hours:** Yes

Weekly hours/job duties will fluctuate due to changes in operating season, business levels, and weather. Summer season can have slow parts impacting hours specifically early and late in the season.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$9.3

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$640

**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:**

Vail is seasonal and has busy and slow periods, peak times on Memorial Day, 4th of July & Labor Day. We strive to provide average minimum hours over the course of the season but cannot guarantee them.

**Average number of hours per week reached by last year's seasonal employees:** 30

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Summer Activities pass for duration of employment, food&beverage, retail discounts, hotel discounts, discounted shuttle service from/to Denver Intl. Airport. Subject to change and restrictions apply.

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**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. Depending on the location, might need to push the housekeeping cart outside as well.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Working under direct sunlight*

*Other qualifications or conditions*

*Description:*

*Some positions might require you to work outside for a portion of your work-shift. Your job duties are subject to change.*

**Job Training required:** Yes

*Length of job training:*

*1 week and ongoing*

*Hours per week during training period: 30*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*The manager notifies you of onboarding & training. Work may begin after start date shown in job offer. Manager will specify if and what certifications are needed.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Must be in uniform during shift, shirt is provided. Your manager will specify the uniform requirements. You will need to wear a nametag while working. Please see Inside Epic: <http://www.insideepic.com/employee-guides> for grooming policies and uniforms.*

*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. Please visit: <http://www.insideepic.com/employee-guides> for grooming policies and uniforms. Some properties may have grooming and appearance standards that exceed the standard policy.

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

Company Parties, Holiday Events

**Additional Details about Cultural Offerings:**

As a Vail Resorts employee, in Summer, you will be able to enjoy scenic lift rides, biking, hiking, golf, many parks, shopping and dining in the area. 2.5 hours from Boston and 4 hours away from New York City.

**Local Cultural Offering:**

Museums: Dover Historical Society & The Harris House Museum , Southern Vermont Natural History Museum <https://www.vermontmuseum.org/>, The Art of Humor Gallery <https://www.skipmorrow.com/> Please visit <https://www.vermont.com/> for all activities in your surrounding area.

## HOUSING AND TRANSPORTATION

**Housing Provided:** Conditional. Housing is provided based on arrival dates or other factors.

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

Employee housing is limited, we cannot guarantee employee housing. We always advise you to look for your own housing. Employee Housing cost varies - it can be \$260-\$285/bi-weekly, depending on the building. Most locations & housing placements will be shared bedroom options. Our dorms are equipped with beds, dressers many of them are equipped with kitchens or kitchenettes (your housing office will specify). You might need to bring pillow, blanket, linens. Some housing locations require you to ride a bus to the workplace. We do not offer co-ed dorms, you can check with the housing office if they are able to accommodate friends together. For more information about employee housing visit: [https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee\\_Housing\\_at\\_?UrlToken=F27DD0AF](https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee_Housing_at_?UrlToken=F27DD0AF) Housing locations, accommodations and pricing are subject to change. You will need to sign a License Agreement, please read it carefully before signing.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

*Description:*

There is wifi in the village, at the workplace and in some housing buildings.

Phone Service: Yes

*Description:*

There is a phone in their manager's office for emergency use.

Kitchen facilities: Yes

*Description:*

For more information about employee housing visit: [https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee\\_Housing\\_at\\_?UrlToken=F27DD0AF](https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee_Housing_at_?UrlToken=F27DD0AF)

Laundry facilities: Yes

Description:

For more information about employee housing visit: [https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee\\_Housing\\_at\\_?UrlToken=F27DD0AF](https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee_Housing_at_?UrlToken=F27DD0AF)

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

We do not offer co-ed dorms, you can check with the housing office if they are able to accommodate friends together. The housing office will inform you of the style of the housing unit - whether it is a room or an apartment-style. For more information about employee housing visit: [https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee\\_Housing\\_at\\_?UrlToken=F27DD0AF](https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee_Housing_at_?UrlToken=F27DD0AF)

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$143

Housing Cost Deducted from Paychecks: No

Description:

For instructions on how to secure your housing spot, please visit:

[https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee\\_Housing\\_at\\_?UrlToken=F27DD0AF](https://vailresorts.starrezhousing.com/StarRezPortal/2E0B9F86/1/1/Home-Employee_Housing_at_?UrlToken=F27DD0AF)

Utilities Costs: No

Housing Deposit: Yes

Cost: \$250

Description:

You are required to pay a \$250 non-refundable fee to accept bed offer. Fee becomes Damage Deposit at check-in and is returned after check-out if no damage/outstanding charges. Non-arrival at check-in means fee is non-refundable. Bed not confirmed until fee is paid.

Housing Deposit Refundable: No

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Usually walking distance or a free bus/shuttle ride. Additional transportation information can be found on [Moover.org](http://Moover.org)

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: Please check with your manager on the most efficient routes.*

*Local Bus, Subway or Train*

*Estimated commute time: 15 to 30 minutes*

*Estimated cost: \$0*

*Description: There is a free in-town bus system. Regional bus does have a cost.*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*The closest airport would be Albany International Airport, about 65 miles away. Train service is available via The Amtrak Vermonter to Brattleboro, Vermont, and the new Ethan Allen Express to Rensselaer/Albany. More more information, please visit: Train Routes in the Northeast | Amtrak - [www.amtrak.com](http://www.amtrak.com)*

*Bus services: Vermont Transit 802.254.6066 and Greyhound 800.231.2222 service to Brattleboro. Round-trip shuttles to Mount Snow are available on request.*

*Second option would be flying into JFK in New York (about 300 miles away).*

*In resort transportation: The MOOver is a free transportation shuttle serving the Mount Snow Valley. Painted like Holstein cows, the MOOver has over 30 stops along the Route 9/Route 100 corridor, between Wilmington and West Dover. It's perfect if you don't want to drive to Mount Snow. [www.moover.com](http://www.moover.com)*

### **Suggested Arrival Airport:**

*JFK International Airport NY, JFK, Over 50 miles*

*Albany International Airport, ALB, Over 50 miles*

***Estimated cost of transportation to worksite from suggested airports: \$75 to \$100***

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

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

*Tru by Hilton Albany Airport*

*798 Albany Shaker Roa*

*Latham , New York 12211*

*[www.booking.com](http://www.booking.com)*

*8448789688*

*\$75 to \$100*

## TRAINING AND ONBOARDING

***Pre-Arrival Onboarding:*** Yes

After you are offered a position, you'll need to complete a background check or answer the Law Violation Question. Right after receiving your job offer, expect an email from [vailresortscareers@vailresorts.com](mailto:vailresortscareers@vailresorts.com) with instructions on how to complete. Please note that background checks can take anywhere from one to 14 days to process. Some background checks can take longer.

After you complete the background check or Law Violation Question, you will receive an email from [vailresortscareers@successfactors.com](mailto:vailresortscareers@successfactors.com) with instructions for completing your New Employee Setup. Follow the link in the email to complete your documents. We recommend that you give yourself 30 minutes. Please use a computer. The site is not currently available on mobile phones or tablets. Please complete your New Employee Setup promptly. Even if your start date is a few months away, we need this information to get you set up in our systems and finalize your new position.

Within two weeks of your start date, look for an email from [vailresortscareers@vailresorts.com](mailto:vailresortscareers@vailresorts.com) with instructions for completing your Final Onboarding Forms. This email will also contain your login information for Vail Resorts' employee systems and your employee ID number. These forms give us the information we need to make sure you get paid and receive your pass to get up on the mountain, so **make sure you complete them before your first day!**

#### **Social Security Number:**

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

Details about how to apply for Social Security Number:

Please speak with your department manager to assist you with more information on how to submit a Social Security application and visit Social Security office.

Nearest SSA Office: Rutland , Vermont , Over 50 miles

#### **Other:**

Wage Payment Schedule:

Every two weeks. Depending on when you start, your first paycheck might come after 3 weeks and may only be a partial paycheck. We recommend setting up a bank account immediately upon your arrival, that way you can elect electronic payment form.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

You must maintain a professional appearance at all times. Please see Inside Epic: <http://www.insideepic.com/employee-guides> for grooming policies and uniforms. Some locations may have a policies that have higher standards.

Second Job Availability: No, unlikely

Applicable Company Policies:

To view all company policies, please review our employee handbook. You can view the Vail employee handbook by clicking <http://www.insideepic.com/employee-guides>. Agreements between the participant and sponsor do not take precedence over; preempt or supersede any of Vail Resort Inc policies.

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Restaurants, Internet Cafe*

***Walking Distance from Housing:***

*Food Market, Shopping Mall, Restaurants, Internet Cafe*

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

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