



WHITEFISH MOUNTAIN RESORT

Whitefish, MT.

FRONT LINE GUEST SERVICES ATTENDANT

Host information

Whitefish Mountain Resort is a fun place to work and play! In the summer, our employees enjoy free access to all of our activities including: Zip Lines, Aerial Adventure Park, Alpine Slides, Chairlifts to hiking and mountain biking and more!

Whitefish is a small town of 8,000 people located just north of Kalispell, Montana. Whitefish is just a short drive from the beautiful Glacier National Park.

Our success is dependent upon our staff having the ability and authority to take care of our guests.

Employees receive 30% off food at our restaurants, as well as 20% in our retail stores. Join the proud tradition of service at Whitefish.

Mountain Resort on Big Mountain in Whitefish, Montana!.

Host Website: <http://www.skiwhitefish.com>

Site of Activity: Whitefish Mountain Resort

Parent Account Name: Whitefish Mountain Resort

Host Address: 3812 Big Mountain Rd, PO Box 1400, Whitefish, Montana, 59937

Nearest Major City: Kalispell, Montana, Less than 25 miles away.

Placement information

Job description: Job Summary: Front Line Guest Services Attendant is to receive calls, sell tickets and other resort products and provide clear, concise information to customers, provide assistance with guest requests, and provide a high level of customer service at all times. Duties will be performed in a friendly and professional manner to the benefit of the customer. The department is located in the Guest Services Center located on the 2nd floor of the Base Lodge.

Specific Duties:

- Maintain current knowledge of all products sold by the department, including prices and types of passes, tickets, lessons, packages, activities and other products as required.
- Administer phone and on site sales/reservations for numerous activities, lessons, programs and events.
- Complete monetary transactions accurately and thoroughly as per procedures by accounting for all monies and products issued and all revenue taken in.
- Recognize different types of coupons, discounts, and vouchers and issue products accordingly.
- Answer busy multi-line phones, assist with mailings and other projects as assigned, and provide general office support.
- Answer emails and voicemails with accurate and thorough information.
- Sell Season Passes and Discount Skier Cards.
- Sell Lift tickets.
- Sell resort products, including those listed above, and others as required and requested by management.
- Account for all monies and products issued and all revenue taken in.
- Follow established procedures when handling cash, checks, charges and traveler's checks.
- Make daily bank deposits accurately.
- Emphasize outstanding customer service and satisfaction in all aspects of operation and be able to provide information of area activities and attractions, in essence become concierge for the Flathead Valley.
- Reconcile daily sales, cash and receipts and make corrections as needed in end of day deposits.
- Complete required day sheets and other paperwork with neatness and accuracy.
- Resolve guest issues to the best of your ability, asking for assistance from management as necessary.
- Ask questions of supervisor and/or Department Manager for clarification of procedures or knowledge.



- Provide administrative support to the Department Manager, Assistant Manager, Snowsports Sales Coordinator, and Activities Coordinator.
- Aid in record keeping for Lost and Found, lost passes, and stolen equipment. Coordinate shipping of Lost and Found items when necessary.
- Must become completely familiar with and be able to adhere to all company policies.
- Meet company's requirements for appearance, attendance and punctuality.

Typical Schedule: Most employees work 5 days a week, 8 hour shifts, any day of the week. Must be available to work mornings, nights, weekends and holidays.

Drug Test required: No

Compensation

Hourly Wage: \$16

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: 40

Estimated minimum number of hours per week: 35

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week: Holidays, peak tourism times and weather also impact schedules.

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

Overtime Policy: Yes, paid after 40 hours

Job-Specific Benefits: 30% off food and beverage items and 20% off retail items. ANY activities for free!!

Job requirements

English Level required: Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions:

Lifting

Lifting requirement: 25lbs/11kgs

Description:

- Moderate physical activity required by handling objects up to 10 pounds frequently and up to 30 pounds occasionally.
- Ability to be on one's feet for extended time periods up to 3 to 4 hours.
- Includes light to moderate physical activity, including bending, stooping, lifting etc. on a routine basis.
- Working holidays, nights, and weekends is an accepted part of the job.
- Non-smoking environment.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

- Moderate physical activity required by handling objects up to 10 pounds frequently and up to 30 pounds occasionally.
- Ability to be on one's feet for extended time periods up to 3 to 4 hours.
- Includes light to moderate physical activity, including bending, stooping, lifting etc. on a routine basis.
- Working holidays, nights, and weekends is an accepted part of the job.
- Non-smoking environment.

Job Training required: Yes

Length of job training: 2 days and ongoing as necessary

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy: Must bring black, blue or or brown pants or shorts. No holes or tears. Must bring closed-toe, non-slip, sturdy shoes. A shirt and hat will be provided, at no charge.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description: Students must be clean, properly dressed and bathed.



Cultural opportunities

Types of Cultural Opportunities: Trips to Nearby/Major Attractions, Sporting Events, Movie or Game Nights, Company Parties, Potlucks or Dinners, Holiday Events, Shopping Trips.

Additional Details about Cultural Offerings: In Whitefish, you will find shopping, restaurants, bars, live music, theater, bowling, ice skating, a rock climbing gym, a indoor pool and water park and more. There is a free bus that commutes between the Resort and the town of Whitefish, only 15 minutes away.

Local Cultural Offering:

- Arts and Crafts festivals.
- Whitefish Lake -swimming, kayaking, stand up paddle boarding.
- Farmer’s Markets.
- Live music.
- Community Theatre.
- Fireworks for 4th of July.
- Glacier National Park.

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: You must be in touch with your employer before you arrive to schedule your space in our housing!

Lease Agreement: No

ONSITE AMENITIES:

WiFi: Yes. Internet will be available

Phone Service: Yes. There is cell service

Kitchen facilities: Yes. There will be kitchen facilities available to students.

Laundry facilities: Yes

OCCUPANCY REQUIREMENTS FOR PROVIDED HOUSING:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description: Yes you can request to live with friends and the rooms can be co-ed.

PROVIDED HOUSING COST:

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$300

Description: Needs to be cash

Housing Deposit Refundable: Yes

Conditions for Deposit Refund: The apartment needs to be clean and the unit be in the same shape it was found upon move in. A \$100 cleaning fee is required and will be reduced from the \$300. No major employment issues, and must work until your agreed-upon end date.

Details About Deposit Refund: On the final paycheck

TRANSPORTATION TO WORKSITE:

Local Bus, Subway or Train

Estimated commute time: Under 15 to 30 minutes

Estimated cost: \$0

Description: Scheduled routes



Arrival information

Arrival Instructions: You can travel to Whitefish, Montana either by airplane or train (Amtrak). If you arrive Monday through Saturday between the hours of 7am and 4pm, we can pick you up from the Glacier International Airport or the Amtrak train station, and take you directly to your apartment.

If you arrive on Sundays, or outside the hours of 7am and 4pm, you will need to arrange your own transportation to housing. The doors will be locked, but you can call the number for security to be let in, and a key will be waiting for you at the front desk.

Suggested Arrival Airport:

Glacier International Airport, FCA, Less than 25 miles

Estimated cost of transportation to worksite from suggested airports:

\$50 to \$75

If arriving after regular hours:

Suggested After-Hours Accommodation:

Whitefish Mountain Resort

3794 Big Mountain Rd

Whitefish, Montana 59937

<https://skiwhitefish.com/>

406-862-1961

\$50 to \$75

Training and onboarding

Pre-Arrival Onboarding: Yes. A link will be sent to your email address.

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 take the students to the office and help.

Nearest SSA Office: Kalispell, Montana, Less than 25 miles

OTHER:

Wage Payment Schedule: Bi-weekly paycheck or direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements: Hair: to be clean, neatly groomed and away from face Facial Hair: must be established prior to opening day Short/skirt length (minimum length=mid-thigh) Earrings and facial piercing: 3 earrings per ear, plugs have to be smaller than 1/4" and covered, ear only.

Second Job Availability: Yes, likely

Applicable Company Policies: No talking on cell phones while at work. No smoking in the apartment.

Community amenities

Walking Distance from Worksite: Food Market, Restaurants, Internet Cafe

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, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library