

## Vail Resorts Vail Mountain Resort Hospitality

Housekeeper  
Vail, CO



### Company Biography

Vail Resorts is the premier mountain resort company in the world and a leader in luxury, destination-based travel at iconic locations. At Vail Resorts, our mission is simple – to create the Experience of a Lifetime™ for our employees, so they can, in turn, provide exceptional experiences for our guests.

Vail’s wide variety of terrain, back bowls, and 5,289 skiable acres are one-of-a-kind. Paired with pristine conditions, skiing Vail is truly like no mountain you’ve experienced before. Thanks to the magical combination of averaging more than 300+ days of sunshine and 370+ inches of snow each year, plus majestic, only-in-Vail views of the surrounding Gore and Sawatch mountain ranges, the phrase "Like nothing on Earth" comes to life before your very eyes.

Vail, Colorado is located in the breathtaking Rocky Mountains where you’ll find countless outdoor adventures waiting for you year-round! In winter, you can head out on the world-renowned snowy slopes for skiing, snowboarding, tubing, snow biking and more. In the summertime, Vail is equally exciting with tubing, hiking, kayaking, mountain biking, ziplining and more. Colorado and the Rocky Mountains is also home to many other exciting towns, national parks and attractions. Denver, Colorado is only a couple hours away and is known for its thriving food scene, night life and pro sports teams. If you love the outdoors, adventures and beautiful scenery Colorado is place for you!

Join us at one of our iconic Vail Hotels including The Arrabelle, The Lodge at Vail, Vail Marriott Mountain Resort, & The Ritz Carlton Residences Vail.

### Work and Pay Details

Position title: Housekeeper

Hourly wage: \$12.25

Tips? No

## Work and Pay Details

Description of position:		<p>Students hired to Housekeeper position may rotate between any of the below positions:</p> <ul style="list-style-type: none"> <li>-The Housekeeper is responsible for cleaning individual rooms, including but not limited to: making beds, replacing linens, emptying trash, vacuuming rooms, sweeping and mopping floors, cleaning toilets and other surfaces, and responding to guest requests.</li> <li>-The Houseperson is responsible for cleaning and maintainin public areas of the hotel, including vacuuming, shampooing of carpets, cleaning/waxing floors and surfaces, trash removal, stocking and maintaining supply rooms and other cleaning duties.</li> <li>-The turndown attendant is responsible for the daily turndown service. Not limited to cleaning, turning down guest beds, leaving ice for after-dinner beverages, refreshing towels for the next day, and delivering any other needs of the guest. This person must have good communication skills as well as the ability to lift, pull, and push a moderate weight. Service the public areas, restaurants, and meeting rooms as needed.</li> </ul> <p>Essential Job Functions:</p> <ul style="list-style-type: none"> <li>•Walk assigned floors at beginning and end of shift; remove newspapers and service trays, empty ash urns, remove trash and/or linens and note any areas that need immediate cleaning.</li> <li>•Clean public areas - hallways, elevators, service areas, stairwells, etc.</li> <li>•Remove dirty linen, terry and trash from the service areas and take to the appropriate locations.</li> <li>•Assist sectional housekeepers as needed (i.e. moving furniture, rollaways, etc.)</li> <li>•Report missing or damaged articles, and submit all found items to Housekeeping office according to Lost and Found procedures.</li> <li>•Respond to guest requests and questions and report guest issues and complaints in a hospitable manner to ensure guest satisfaction.</li> <li>•Ensure that all the hallways are clear of trash and used room service trays have been taken to the Stewarding department.</li> <li>•Stock carts with towels, linens, toilet paper, etc.</li> <li>•Turndown beds, close drapes, empty trash, pick up dirty towels and replace</li> <li>•Tidy bathroom area</li> <li>•Provide turndown amenity</li> <li>•Complete any assigned projects</li> <li>•Clear room service trays</li> <li>•Stock maid baskets for the morning room attendants</li> <li>•Report the need for floor cleaning/polishing and carpet shampoo; coordinate and use equipment to conduct cleaning procedures.</li> <li>•Report any maintenance issues in a timely manner to ensure all items are logged with the Housekeeping Dispatcher.</li> <li>•Transport baby cribs and rollaway beds to the guest rooms.</li> <li>•Participate in training classes set up by The Lodge at Vail, Rock Resort and Vail Resorts.</li> <li>•Comply with all Resort policies, procedures and standards of operation.</li> <li>•Ensure the department leads the charge in regards to recycling efforts and environmental initiatives.</li> <li>•Perform any additional tasks or projects as required.</li> </ul>	
Specific qualifications required:		<ul style="list-style-type: none"> <li>-Due to the duties of this job, employees can't have allergies to cleaning chemicals or dirt/dust. Face masks provided, if needed.</li> <li>-Must be able to work individually or on a team and at a quick pace.</li> <li>-Must have the ability to read, write, and understand instructions given in the English language.</li> <li>-Must have a friendly, positive attitude and be dedicated to customer service.</li> <li>-Housekeepers serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners, guests, and members of the local community.</li> </ul>	
Estimated weekly wage (incl. tips):	\$392.00	Bonus:	None
Conditions of bonus:			
Average hours for last year's students?	35 Hours	Maximum weekly hours allowed:	60 Hours
Minimum average number of hours?	32 Hours	Possibility of getting more than average hours:	Good
Students get the most hours in:	June, July, August	Students get the least hours in:	May, September
How often are students paid?	Every Two Weeks		
Do you pay overtime?	Yes	If yes, after how many hours per week do you pay overtime?	40 Hours
Does your company only operate weekends before or after specific dates?	No		
If yes, what are the dates?			
Position location:	Participants could be placed at The Arrabelle, Ritz Carlton, Marriott, or The Lodge at Vail.		

## Other Job Details

Minimum english level: (4) Intermediate

## Other Job Details

Description of working conditions:

- All housekeepers will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, and stooping or bending. These activities often also require considerable use of the arms and legs.
- Employees will be required to stand for long periods of time.
- Employees will be required to lift, push, pull, or carry objects up to 40 lbs on a repeated basis.
- Housekeepers will be required to use chemical-based cleaners.
- Housekeepers are required to work in small spaces such as shower and toilet areas.
- Employees may be moved to different work areas as needed.

Will job duties be different at the beginning of the season? No

If yes, provide details of specific job duties:

## Uniform and Grooming Requirements

Are students required to wear a uniform? Yes      If yes, what is the cost of the uniform? \$0.00

Are uniform laundry services available? No      If yes, what is the cost of the laundry service? \$0.00

Do students need to purchase specific clothing or footwear? Yes

Details of purchasing required clothing or footwear: Students must bring their own black pants and black non-slip shoes.

Do you have company grooming requirements? Yes

Details of company grooming requirements? EMPLOYEE PRESENTATION AND UNIFORM POLICY It is important that you show up for work prepared to provide our guests the Experience of a Lifetime. This includes ensuring your interactions with customers in both service and appearance are professional and friendly. Serve others, have fun, and look good while doing your job! These are the basic presentation expectations; please check with your manager for specific expectations that are required for your position and/or location based on business needs. When in doubt or if your appearance does not meet the requirements below, check in with your manager before you show up for work. If you come to work appearing outside the policy listed below, you may not be permitted to start your shift. Hair Hair should be clean, professional, and kept back from the face. Extreme style (e.g. mohawks) are not permitted. Facial Hair Beards, goatees, sideburns, and mustaches are allowed up to 1/4 inch length maximum and must be neatly trimmed at all times; otherwise, staff should be clean shaven at all times. Extreme styles are not permitted. Nails Fingernails should be clean and short or moderate in length; polished nails should be maintained in good condition. Jewelry & Piercings All jewelry must be professional in appearance. One small nose stud is allowed. Up to two earrings or one solid gauge up to 1/2 inch maximum in each ear is allowed. All other facial jewelry or visible body piercings, including additional nose rings, gauges, and tongue studs are not permitted. Concealing jewelry with a bandage or other means is not permitted. Tattoos Employees may have visible tattoos, except in the face area, that are in good taste and not offensive. An employee may be asked to cover his or her tattoo with clothing while on duty and must comply if requested.

## Other Company Details

Company hires couples? Yes      Company hires groups of up to 4? Yes

Drug test required? No      Do students complete an additional application upon arrival? Yes

Does your company issue completion certificates? No      If requested, will you evaluate the student's performance? No

Any additional company details?

Company does hire couples however couples WILL NOT be working or living at the same location.

All participants must complete Vail Resorts new hire paperwork online PRIOR to start date! If this is not completed, your start date may be delayed. Employer will email you with all the information and instructions for completing these important steps. Please come prepared by securing housing at least two weeks PRIOR to arrival. Check websites like [www.vaildaily.com](http://www.vaildaily.com), [www.vrbo.com](http://www.vrbo.com), and [www.craigslist.org](http://www.craigslist.org) to see a list of available units. VRBO is the best option for short term leases with friends who are also traveling. Also join our facebook group at "Vail Mountain & Beaver Creek Resort Employees" for housing resources and to find roommates. BENEFITS AND PERKS: -Free Employee Epic Pass valid in Breckenridge, Keystone, Vail, Beaver Creek, Park City in Utah, and Heavenly, Northstar, and Kirkwood in Lake Tahoe, Blackcomb in Canada and Stowe Mountain in Vermont. (summer students are not eligible for the same pass.) -Discount Summer coupons for extended family and friends -Discounted lodging starting at \$85/night. -Discounted Epic Mountain Express transportation to and from Denver Airport. -Free ski and snowboard lessons (does not apply to summer students). -Free shift meals for some locations and positions. -Retail discounts at Vail Resorts Retail Stores. -Starbucks discounts. -Retail Pro Deals through strategic alliance partners like Helly Hansen. -Many hospitality roles offer a free shift meal for every shift worked.

## Training Information

Is job training required? Yes      Length of training: varies

Training Information	
Are students paid during training? Yes	Hourly pay rate during training: \$12.25
How many hours per week are students likely to receive during training period?	32
Any other details?	

Worksite Location	
Worksite location: Participants could be placed at The Arrabelle, Ritz Carlton, Marriott, or The Lodge at Vail.	
Nearest major city: Denver	Worksite setting: Resort/Ocean/Lake
Nearest major airport: Denver International Airport	Distance to nearest major airport: 120 Miles
Additional worksite setting details: Mountain Town. Since its incorporation in 1966, Vail has earned the distinction as one of the leading mountain resort communities in North America. With more open space than any other community of its kind and free transit, you'll love this town!	

Standard Arrival Information	
Are students required to arrive or depart on specific dates? No	
Details of required arrival or departure dates:	
Mode of transportation: Public Transportation	Students must arrive between these hours: 9 am - 5 pm
Cost: \$70.00	
Other details: Students will receive link for Epic Mountain Express employee discount one month prior to arrival.	

After Hours Arrival Information	
General information: If you are arriving on a weekend please note that our office will not be open until Monday and we will not be able to assist you. If you arrive outside of Epic Mountain Express hours, you should stay at a hotel near the Denver Airport.	
Name of accommodation: Quality Inn & Suites Denver International Airport	Accommodation address: 6890 Tower Rd, Denver, CO 80249
Cost per night: \$100.00	
Best way to travel from airport to overnight accommodation: Free airport shuttle	

Social Security	
Are students required to apply for a social security card prior to arriving at worksite? No	
Will the company assist students with their social security application? Yes	
Assistance detail: Employer will provide information and resources to get to SS office.	
Where is the nearest social security office? Glenwood Springs	Distance: 50 miles
How will students be paid until their social security card arrives? By check	

Housing Details	
Is housing provided? Yes	If not, will you assist students in finding housing? N/A
Are there affordable housing options in the area? N/A	
Housing options in the area: N/A	
Local housing resources: N/A	
Housing address: Varies Vail CO 81657	
Is the student required to sign a separate housing contract? Yes	
Type of housing provided: Apartment	Number of students to a room: 2-4
Housing details: LIMITED EMPLOYER PROVIDED HOUSING IS AVAILABLE DEPENDENT ON DEPARTMENT, LOCATION AND POSITIONS. Housing is not guaranteed. Your employer will be sending more information about housing options and pricing via email. Employee housing if offered is located in Vail, Avon and Eagle – a discounted bus pass is available for students not living in the same geographic area as their workplace. You must secure housing two weeks prior to your arrival - below are a list of local housing resources: CRAIGSLIST - Search "High Rockies" Look for housing or look for available rooms under the "apts/housing" "rooms/shared" and "Sublets/temporary" You can also POST in "housing wanted" and "rooms wanted" VAIL DAILY: Check out their website at www.vaildaily.com JOIN THE FACEBOOK HOUSING SITE: Vail Mountain and Beaver Creek Resort Employees	
Do you offer co-ed housing? No	
Cost of housing - per week: 100.00-200.00	Includes utilities? Yes

## Housing Details

Are housing costs deducted from paycheck?	No		
Is a housing deposit required?	Yes	Amount of housing deposit:	\$250.00
Instructions for payment of housing deposit:	You're housing deposit varies by location and will be confirmed by your manager if given employer housing this typically cost \$250-400Your manager will contact you with further details and due date.		
Housing deposit due date:		Is deposit refundable?	Yes
Conditions of deposit refund:	Students will receive their deposit back if they leave the housing how they found it when they moved in.		
How will deposit be refunded?	60 days upon departure by check		
Are students required to live in provided housing upon arrival?	No		
During their work stay, can students find alternate housing?	Yes		
If yes, is there a penalty?	No		

## Transportation to/from Worksite

Method of transportation to worksite:	There is a free bus in Vail and we offer discounted bus passes for those living outside Vail		
Distance to worksite:	Varies based on where students live.	Is worksite within walking distance of housing?	No
Cost of public transportation to worksite:	\$45.00		
Details of public transportation to worksite:	45.00/mo for discounted bus pass		
Cost of transportation to worksite provided by employer:	Not specified		
Details of transportation to worksite arranged by employer:			
Cost of arranging own transportation to worksite:	\$45.00		
Details of arranging own transportation to worksite:	Discounted bus pass for those outside the Vail area		

## Housing Amenities

Available public transportation:	Bus		
Access to public transportation?	In town access		
On Site Housing Amenities			
Laundry:	Yes	Linens:	No
Refrigerator:	Yes	Microwave:	Yes
TV:	No	Telephone:	No
Computer/Internet Access:	Yes	Utensils:	No
Individual Beds:	Yes		
Nearby Amenities			
Supermarket:	In town/accessible	Restaurants:	In town/accessible
Shopping mall:	In town/accessible	Fitness center:	In town/accessible
Post office:	In town/accessible	Laundry:	In town/accessible
Bank:	In town/accessible	Internet cafe:	In town/accessible
Movie theater:	In town/accessible	Library:	In town/accessible
Additional amenities:	All utilities are included (including Wi-Fi) with the exception of telephone and cable TV. Participants must give 14 day notice if they decide to vacate.		

## Meal Information

Are meals included in rent cost?	No		
If not, meal plan cost per day:	Not Specified	Meals covered:	Not Specified
Is the purchase of a meal plan mandatory?	No		

## Cultural Opportunities

Types of cultural opportunities provided			
Organized Holiday Event(s):	Yes	Organized Trip(s) to Major Attraction(s):	No
Organized Potluck(s) or Dinner(s):	Yes	Organized Trip(s) to Major City:	No

## Cultural Opportunities

Organized Karaoke Night(s):	Yes	Information about Events:	Yes
Organized Movie Night(s):	Yes	Information about Local Resources:	Yes
Organized Sporting Event(s):	Yes	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	Yes	Information about Local Community:	Yes
Organized Trip(s) to Nearby Attraction(s):	No	Other:	No
If Other, please describe: N/A			
Additional details about cultural offerings:		Employer arranges staff events including dinners, holiday parties, outings in the area and trips to nearby attractions.	