



WORK & TRAVEL USA

Residence Inn Big Sky The Wilson Hotel - Pool Attendant

HOST INFORMATION

Company Description:

Do you love the great outdoors? Are you interested in being part of a professional, hospitality-oriented, fun and friendly team? Are fresh air and beautiful vistas something you crave? If all this sounds appealing, we urge you to consider becoming a member of our team at The Wilson Hotel by Residence Inn in Big Sky, Montana.

Our location is ideal for anyone who loves outdoor activities from skiing, fishing, hiking, biking, whitewater rafting, horseback riding and we are just 40 minutes from Yellowstone National Park!

We are hospitality based and love to teach those who want to learn more about the industry.

We offer local staff housing with free wireless internet. As an employee, you will receive discounts at our hotel market, food, and restaurants.

Host Website: <https://thewilsonhotel.com/>

Site of Activity: Residence Inn Big Sky The Wilson Hotel

Parent Account Name: Bucks T4 Lodge and Dining

Host Address: 145 Town Center Avenue Big Sky, Montana, 59716

Nearest Major City: Big Sky, Montana, Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Responsible for ensuring a clean, safe and fun environment in the pool/beach area according to established quality and sustainability standards while treating guests in a warm and friendly manner.

Essential Job Functions

- Greeting guests and attending to their pool-related needs including but not limited to getting fresh towels, relocating chairs, wristband distribution, and bar beverage orders and/or distributing bar beverages.
- Maintain cleanliness/sanitization of the pool area and equipment including furniture, tables, decks, pool tiles.
- Monitor guest actions and behaviors to ensure they are following "Pool Rules and Regulations"
- Monitor weather to ensure safety of guests and hotel property [i.e. remove guests from pool area during storms, tie down umbrellas]
- Collect and replenish pool towels and monitor inventory.
- Track pool towels assigned to non-hotel guests and ensured they are returned at the end of their day.

Typical Schedule:

Work schedule varies and may include working on holidays and weekends and alternate shifts.

Drug Test required: No

COMPENSATION

Hourly Wage: \$18

Eligible for Tips: Yes

When serving drinks to guest, can receive tips.

Estimated weekly wages including tips: \$600

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:

If weather is bad and no one is going to the pool, may be sent home.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

25% off at the hotel market, 30% off at our two restaurants (food only), 25% off at cowboy coffee.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Requires standing for extended periods, walking, pushing, lifting up to 50 pounds, bending and reaching, kneeling.

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Guest facing interactions. Serving and taking orders to Bar going inside and outside.

Job Training required: Yes

Length of job training:

One week.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

You will need to get TIPS certificate to sell Alcohol. paid for by the hotel and completed on the clock. We will set up on the first day to be completed within the first week.

Need to wear uniform: Yes

Uniform Policy:

Please bring Kaki pants or shorts longer than finger tip length and comfortable, non-marking, black or white non-slip shoes. Employer provides uniform shirt and name tag.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniforms provided No face piercings or visible tattoos, natural hairstyles permitted but not in unnatural colors, and good personal hygiene at all times (clean hair, nails, and body; subtle fragrances, etc.). • For jobs requiring a uniform, be dressed in full uniform and approved clothing items, including name tag if required.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

The employer may set up trips to Yellowstone National Park or any of the surrounding areas based on availability of outfitters. The local outfitters provide a discounted group rate. Previous activities:

White Water Rafting

Cross - Country Skiing

Fly Fishing Excursions

Local Cultural Offering:

Employees will also receive a 25% employee-only discount on food only at Block 3, Tip's Up and Buck's T-4 Restaurant's.

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:

Housing could be shared or individual accommodations with common living room, bathroom and kitchen. Bedding/linen will be provided along with basic kitchen appliances and cleaning supplies. Housing will either 25 minute walk to The Wilson Hotel or a 5 minute bus ride. Either key cards or garage code will be provided to gain access in to the unit. Cost of housing will range from \$800 - \$950 per month based on availability. Human Resources will arrange housing prior to arrival with associate.

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Highspeed wireless access provided by 3Rivers Communications.

Phone Service: Yes

Description:

Verizon, T-Mobile and AT&T are cellphone carriers in the area and cellular service is reliable. Students may also use hotel landline phone in the event they need to communicate with CIEE directly.

Kitchen facilities: Yes

Description:

Yes, employee housing does offer kitchen facilities.

Laundry facilities: Yes

Description:

Yes, employee housing does offer onsite laundry.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Rooming arrangements will be on a first come first serve basis. The employer will try to accommodate the requests made by students to live with friends or partners to the best of our ability. The floors may be co-ed with shared common spaces to include: living room, bathrooms and kitchen.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$215

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$250

Description:

The payment must be a money order or a pay deduction over your first paycheck.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Once final housing inspections are complete, the employee will receive a deposit refund. If there is any damage to the room, the employer will deduct from the original amount of \$250.

Details About Deposit Refund:

Reimbursement will be either by direct deposit or by physical check once room has been inspected.

Transportation to Worksite:

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: <https://skylinebus.com/routes-schedules/information/>

ARRIVAL INFORMATION

Arrival Instructions:

*We recommend that students fly into Bozeman Yellowstone International Airport (BZN) and take a bus into Big Sky (approximate travel time 1-1.5 hours) to arrive at The Wilson Hotel. The cost of a one-way bus ticket or uber to Big Sky will be about \$100.00 to \$150. The Karst Stage Coach Bus (<http://karststage.com/>) another option as well as the the **public transportation (Skyline Bus \$5.00, <https://skylinebus.com/>)**.*

We will transport students to their employee housing from The Wilson Hotel. Students will spend 1-2 nights in the hotel before going into housing and starting work at no charge.

Students **MUST email their arrival information** to Breanna Gillespie, Human Resources Manager at The Wilson Hotel (breanna.gillespie@marriott.com) **at least two weeks prior to arrival** to the United States. We will provide a transportation list to reference for when you land in Bozeman.

Please schedule your arrival to be on any day except Fridays. For more transportation options to Big Sky, we suggest landing at earlier times, not 9pm-6am as there are limited options available.

It is IMPORTANT to have scheduled your social security appointment prior to arrival and let us know what day and time it is for, so we do not schedule you for work that day. You will need to use the public transportation to get to the Social Security Office in Bozeman. We provide 10 punch pass for the public transportation to assist.

Suggested Arrival Airport:

Bozeman Yellowstone International Airport, BZN, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$100 to \$150

If arriving after regular hours:

Suggested After-Hours Accommodation:

Springhill Suites
1601 Baxter Lane
Bozeman , Montana 59715
<https://springhillsuites.marriott.com/>
406-586-5200
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Students will need to apply to their designated job through a link provided from the Human Resources manager via an emailed link. This link will be essential to complete the onboarding & hiring process once on property and prior to their first day of work. There will be 17 tasks to complete prior to arrival and first day.

Students will need to schedule an appointment with the Social Security Office in Bozeman prior to arrival. They will need to apply for a Social Security Card online if they do not have one before their scheduled appointment.

<https://www.ssa.gov/number-card/request-number-first-time>

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Students should have all required Social Security documentation completed prior to making the appointment at the local Bozeman office. Students should refer to the following website: <https://www.ssa.gov/forms/ss-5.pdf> to fill out a paper copy or they can complete application online as well.

Nearest SSA Office: Bozeman , Montana , Less than 50 miles

Other:

Wage Payment Schedule:

Students will be paid bi-weekly via direct deposit every other Friday. In the event the student does not have a direct deposit account, a check will be issued.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

It is critical that you maintain a positive and professional appearance at all times. Your uniform must be clean and in a good state of repair. Name tags are considered part of your uniform and should be worn if given to you. Proper shoes must be worn at all times. Extreme fashions, make-up, hairstyles or accessories, face piercings, or tight or revealing garments are not acceptable. Food service associates working with food must wear hair restraints such as hair coverings or nets.

Second Job Availability: Yes, likely

Applicable Company Policies:

Telephone Calls

Hotel telephones are restricted to business use only and may not be used to make personal calls unless specifically authorized by your supervisor, or in case of a serious and urgent necessity. Associates are not to receive personal calls while on duty unless it is an emergency. Use of personal cellular phones (eg: talking, text messaging, etc.) while on duty is prohibited. Personal cellular phones must remain stored with your personal belongings during your working hours.

Entrance and Exit

Your supervisor will advise you as to which entrance of the Hotel you are to use, where your friends or relatives may wait if they are picking you up after your shift, and where to park if you drive to work.

Smoking

Smoking by associates is not permitted in the Hotel. This includes cigarettes, cigars, e-cigarettes, vapes, etc. Smoking is only allowed in designated areas and in accordance with applicable law.

Associate Meetings

Periodically your supervisor will have a meeting with your department. There may also be special meetings of the entire Hotel staff from time to time. These meetings will deal with various topics important to you in the performance of your job and your relationship with your Hotel. You are expected to attend.

Keeping Your Records Up To Date

It is important that your personal records remain up to date at all times. You should notify your supervisor and your HR administrator when:
• You change your address or telephone number.
• You legally change your name.
• The number of your income tax exemptions changes.
• You want to change beneficiary information under any of our associate benefit plans

Confidentiality

Confidential information about our business and our guests available to you as a result of your employment and that has not been publicly announced or made available is to be used solely for Hotel business purposes and never for personal gain. In no way should this information be discussed with or given to persons outside the Hotel, or even to other associates without a need to know. This includes releasing such information unintentionally by leaving it on your desk or anywhere else that someone may see it, or by mentioning it in casual conversations with friends or acquaintances.

Workplace Conduct

Associates should be aware that a violation of standards of conduct, including conduct that is disruptive, unprofessional, illegal or in violation of our work rules such as those examples included here, may result in disciplinary action, up to and including ending the employment relationship. The following rules are not intended to prevent you from engaging in concerted activities concerning your working conditions

- 1. Insubordination or failure to carry out job assignments, requests or instructions from any manager or refusal to comply with the same.*
- 2. Failure to perform job or work assignments satisfactorily, safely or efficiently.*
- 3. Attempted or completed theft (unauthorized removal) or misappropriation (unauthorized storage, transfer or use) of guest, associate or Company property.*
- 4. Abusing, damaging, defacing or destroying Company property or the property of guests or other associates.*
- 5. Using company assets for personal gain.*
- 6. Excessive, unexcused or unprotected absenteeism or lateness.*
- 7. Failure to provide proper notification of absences or lateness unless such failure is protected by law.*
- 8. Failure to follow timekeeping requirements including clocking in according to assigned work schedule.*
- 9. Where applicable, failure to take breaks mandated by law.*
- 10. Dishonesty.*
- 11. Violation of HHM's Violence in the Workplace policy, including the possession of dangerous or deadly weapons on company premises or while off-premises in the performance of work duties, unless state law allows otherwise.*
- 14. Obscene conduct or conduct that violates HHM's Prohibited Harassment policy.*
- 15. Discrimination against a guest or fellow associate or any act of harassment because of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, pregnancy, childbirth or related medical condition, religious creed, physical disability, mental disability, age, medical condition, marital status, veteran status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law.*
- 16. Violation of HHM's Drug-and Alcohol-Free Workplace policy.*
- 17. Engaging in disorderly conduct, horseplay, threatening conduct or otherwise interfering with another associate's work activities.*
- 18. Saying, publishing or distributing maliciously false statements concerning your property, HHM or their guests or associates.*
- 19. Engaging in excessive personal business during working hours.*
- 20. Violation of HHM's Business Ethics and Associate Integrity policy*
- 21. Improperly arranging a replacement on a shift without permission from management.*
- 22. Loafing, sleeping on the job, or intentional restriction of output.*
- 23. Using abusive, threatening, vulgar, profane or obscene language, engaging in disturbances of any kind or similar acts toward guests, supervisors, managers, or fellow associates.*
- 24. Fraternizing with guests including but not limited to being in a guest room during non-working time or for non-working reasons during working time.*
- 25. Leaving your department or work area during your working time without permission from management or being in locations other than assigned work areas during your working time.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center

Walking Distance from Housing:

Food Market, Bank, Restaurants, Fitness Center

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center

Unavailable:

Internet Cafe, Public Library



WORK & TRAVEL USA

Residence Inn Big Sky The Wilson Hotel - House Attendant

HOST INFORMATION

Company Description:

Do you love the great outdoors? Are you interested in being part of a professional, hospitality-oriented, fun and friendly team? Are fresh air and beautiful vistas something you crave? If all this sounds appealing, we urge you to consider becoming a member of our team at The Wilson Hotel by Residence Inn in Big Sky, Montana.

Our location is ideal for anyone who loves outdoor activities from skiing, fishing, hiking, biking, whitewater rafting, horseback riding and we are just 40 minutes from Yellowstone National Park!

We are hospitality based and love to teach those who want to learn more about the industry.

We offer local staff housing with free wireless internet. As an employee, you will receive discounts at our hotel market, food, and restaurants.

Host Website: <https://thewilsonhotel.com/>

Site of Activity: Residence Inn Big Sky The Wilson Hotel

Parent Account Name: Bucks T4 Lodge and Dining

Host Address: 145 Town Center Avenue Big Sky, Montana, 59716

Nearest Major City: Big Sky, Montana, Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

House Attendants perform a combination of cleaning duties to maintain public areas in a clean and orderly manner with the occasional assist in guests rooms. Job duties may include, but are not limited to:

- Removing and collecting linens for laundering and transporting them to designated areas.*
- Cleaning rugs, carpets, and upholstered furniture using vacuum cleaner.*
- Dusting furniture and equipment.*
- Emptying wastebaskets and cleaning them inside and out.*
- Cleaning tiled floors with the use of brooms and mops.*
- Using chemical-based products to clean tubs, sinks, countertops, mirrors, toilets, door panels and shower curtains.*
- Replenishing trash bags, soaps, bathroom items, and other supplies.*
- Transporting all trash and waste to disposal areas.*
- Removing items from refrigerator, stove, and microwave.*
- Cleaning refrigerator, stove, microwave, and any additional appliances.*
- Loading and unloading dishes from dishwasher, drying dishes, and putting them away in proper places.*
- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.*

Responsible for delivering large supplies of linen and other supplies to the housekeeping closets to the appropriate locations and remove dirty linen, trash and recycling from housekeeping closets and in front of rooms.

Responsible for the assistance in cleaning of guest rooms if needed. Hours and shifts vary due to weather and occupancy levels. Perform other duties as assigned by Management.

Typical Schedule:

Work schedules may vary based on business needs and staffing levels. Position requires the flexibility to work varied shifts (early morning and late evening shifts), weekends and holidays.

Drug Test required: No

COMPENSATION

Hourly Wage: \$18.5

Eligible for Tips: Yes

Employees can be tipped by Guests by either cash tips or through a QR Code for the whole department or for them individually. This is set up on first day.

Estimated weekly wages including tips: \$740

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:

A full schedule will likely not happen till mid-late June. Before that, it will be 32 hours on average (per week).

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

25% off at the hotel market, 30% off at our two restaurants (food only), 25% off at cowboy coffee.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

1. Position requires the ability to lift up to 50 lbs. and carry up to 25 lbs. 2. Must be able to transport up to two hundred (200) lbs. of supplies using proper supplies. 3. Must have the ability to bend constantly, accurately carry out instructions, able to do repetitive tasks and have an attention to detail. 4. Must be able to stand and walk on various floor surfaces for extended periods of time. 5. Must be able to walk, twist, crouch, push, pull and climb stairs throughout shift.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Employees in this role are frequently exposed to cleaning chemicals. Employees perform strenuous repetitive tasks while standing for extended periods of time. Very physical job.

Job Training required: Yes

Length of job training:

One - two weeks.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Please bring black pants (no leggings) and comfortable, non-marking, black sport shoes. Employer provides uniform shirt and nametag.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

No face piercings, natural hairstyles permitted but not in unnatural colors, and good personal hygiene at all times (clean hair, nails, and body; subtle fragrances, etc.). • For jobs requiring a uniform, be dressed in full uniform and approved clothing items, including name tag if required.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

The employer may set up trips to Yellowstone National Park or any of the surrounding areas based on availability of outfitters. The local outfitters provide a discounted group rate. Previous activities:

White Water Rafting

Cross - Country Skiing

Fly Fishing Excursions

Local Cultural Offering:

Employees will also receive a 25% employee-only discount on food only at Block 3, Tip's Up and Buck's T-4 Restaurant's.

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:

Housing could be shared or individual accommodations with common living room, bathroom and kitchen. Bedding/linen will be provided along with basic kitchen appliances and cleaning supplies. Housing will either 25 minute walk to The Wilson Hotel or a 5 minute bus ride. Either key cards or garage code will be provided to gain access in to the unit. Cost of housing will range from \$800 - \$950 per month based on availability. Human Resources will arrange housing prior to arrival with associate.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Highspeed wireless access provided by 3Rivers Communications.

Phone Service: Yes

Description:

Verizon, T-Mobile and AT&T are cellphone carriers in the area and cellular service is reliable. Students may also use hotel landline

phone in the event they need to communicate with CIEE directly.

Kitchen facilities: Yes

Description:

Yes, employee housing does offer kitchen facilities.

Laundry facilities: Yes

Description:

Yes, employee housing does offer onsite laundry.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Rooming arrangements will be on a first come first serve basis. The employer will try to accommodate the requests made by students to live with friends or partners to the best of our ability. The floors may be co-ed with shared common spaces to include: living room, bathrooms and kitchen.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$215

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$250

Description:

The payment must be a money order or a pay deduction over your first paycheck.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Once final housing inspections are complete, the employee will receive a deposit refund. If there is any damage to the room, the employer will deduct from the original amount of \$250.

Details About Deposit Refund:

Reimbursement will be either by direct deposit or by physical check once room has been inspected.

Transportation to Worksite:

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: <https://skylinebus.com/routes-schedules/information/>

ARRIVAL INFORMATION

Arrival Instructions:

We recommend that students fly into Bozeman Yellowstone International Airport (BZN) and take a bus into Big Sky (approximate travel time 1-1.5 hours) to arrive at The Wilson Hotel. The cost of a one-way bus ticket or uber to Big Sky will be about \$100.00 to \$150. The Karst Stage Coach Bus (<http://karststage.com/>) another option as well as the **public transportation (Skyline Bus \$5.00, <https://skylinebus.com/>)**.

We will transport students to their employee housing from The Wilson Hotel. Students will spend 1-2 nights in the hotel before going into housing and starting work at no charge.

Students **MUST email their arrival information** to Breanna Gillespie, Human Resources Manager at The Wilson Hotel (breanna.gillespie@marriott.com) **at least two weeks prior to arrival** to the United States. We will provide a transportation list to reference for when you land in Bozeman.

Please schedule your arrival to be on any day except Fridays. For more transportation options to Big Sky, we suggest landing at earlier times, not 9pm-6am as there are limited options available.

It is IMPORTANT to have scheduled your social security appointment prior to arrival and let us know what day and time it is for, so we do not schedule you for work that day. You will need to use the public transportation to get to the Social Security Office in Bozeman. We provide 10 punch pass for the public transportation to assist.

Suggested Arrival Airport:

Bozeman Yellowstone International Airport, BZN, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$100 to \$150

If arriving after regular hours:

Suggested After-Hours Accommodation:

Springhill Suites
1601 Baxter Lane
Bozeman , Montana 59715
<https://springhillsuites.marriott.com/>
406-586-5200
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Students will need to apply to their designated job through a link provided from the Human Resources manager via an emailed link. This link will be essential to complete the onboarding & hiring process once on property and prior to their first day of work. There will be 17 tasks to complete prior to arrival and first day.

Students will need to schedule an appointment with the Social Security Office in Bozeman prior to arrival. They will need to apply for a Social Security Card online if they do not have one before their scheduled appointment.

<https://www.ssa.gov/number-card/request-number-first-time>

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Students should have all required Social Security documentation completed prior to making the appointment at the local Bozeman office. Students should refer to the following website: <https://www.ssa.gov/forms/ss-5.pdf> to fill out a paper copy or they can complete application online as well.

Nearest SSA Office: Bozeman , Montana , Less than 50 miles

Other:

Wage Payment Schedule:

Students will be paid bi-weekly via direct deposit every other Friday. In the event the student does not have a direct deposit account, a check will be issued.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

It is critical that you maintain a positive and professional appearance at all times. Your uniform must be clean and in a good state of repair. Name tags are considered part of your uniform and should be worn if given to you. Proper shoes must be worn at all times. Extreme fashions, make-up, hairstyles or accessories, face piercings, or tight or revealing garments are not acceptable. Food service associates working with food must wear hair restraints such as hair coverings or nets.

Second Job Availability: Yes, likely

Applicable Company Policies:

Telephone Calls

Hotel telephones are restricted to business use only and may not be used to make personal calls unless specifically authorized by your supervisor, or in case of a serious and urgent necessity. Associates are not to receive personal calls while on duty unless it is an emergency. Use of personal cellular phones (eg: talking, text messaging, etc.) while on duty is prohibited. Personal cellular phones must remain stored with your personal belongings during your working hours.

Entrance and Exit

Your supervisor will advise you as to which entrance of the Hotel you are to use, where your friends or relatives may wait if they are picking you up after your shift, and where to park if you drive to work.

Smoking

Smoking by associates is not permitted in the Hotel. This includes cigarettes, cigars, e-cigarettes, vapes, etc. Smoking is only allowed in designated areas and in accordance with applicable law.

Associate Meetings

Periodically your supervisor will have a meeting with your department. There may also be special meetings of the entire Hotel staff from time to time. These meetings will deal with various topics important to you in the performance of your job and your relationship with your Hotel. You are expected to attend.

Keeping Your Records Up To Date

It is important that your personal records remain up to date at all times. You should notify your supervisor and your HR administrator when:

- *You change your address or telephone number.*
- *You legally change your name.*
- *The number of your income tax exemptions changes.*
- *You want to change beneficiary information under any of our associate benefit plans*

Confidentiality

Confidential information about our business and our guests available to you as a result of your employment and that has not been publicly announced or made available is to be used solely for Hotel business purposes and never for personal gain. In no way should this information be discussed with or given to persons outside the Hotel, or even to other associates without a need to know. This includes releasing such information unintentionally by leaving it on your desk or anywhere else that someone may see it, or by mentioning it in casual conversations with friends or acquaintances.

Workplace Conduct

Associates should be aware that a violation of standards of conduct, including conduct that is disruptive, unprofessional, illegal or in violation of our work rules such as those examples included here, may result in disciplinary action, up to and including ending the employment relationship. The following rules are not intended to prevent you from engaging in concerted activities concerning your working conditions

- 1. Insubordination or failure to carry out job assignments, requests or instructions from any manager or refusal to comply with the same.*
- 2. Failure to perform job or work assignments satisfactorily, safely or efficiently.*
- 3. Attempted or completed theft (unauthorized removal) or misappropriation (unauthorized storage, transfer or use) of guest, associate or Company property.*
- 4. Abusing, damaging, defacing or destroying Company property or the property of guests or other associates.*
- 5. Using company assets for personal gain.*
- 6. Excessive, unexcused or unprotected absenteeism or lateness.*
- 7. Failure to provide proper notification of absences or lateness unless such failure is protected by law.*
- 8. Failure to follow timekeeping requirements including clocking in according to assigned work schedule.*
- 9. Where applicable, failure to take breaks mandated by law.*
- 10. Dishonesty.*
- 11. Violation of HHM's Violence in the Workplace policy, including the possession of dangerous or deadly weapons on company premises or while off-premises in the performance of work duties, unless state law allows otherwise.*
- 14. Obscene conduct or conduct that violates HHM's Prohibited Harassment policy.*
- 15. Discrimination against a guest or fellow associate or any act of harassment because of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, pregnancy, childbirth or related medical condition, religious creed, physical disability, mental disability, age, medical condition, marital status, veteran status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law.*
- 16. Violation of HHM's Drug-and Alcohol-Free Workplace policy.*
- 17. Engaging in disorderly conduct, horseplay, threatening conduct or otherwise interfering with another associate's work activities.*
- 18. Saying, publishing or distributing maliciously false statements concerning your property, HHM or their guests or associates.*
- 19. Engaging in excessive personal business during working hours.*
- 20. Violation of HHM's Business Ethics and Associate Integrity policy*
- 21. Improperly arranging a replacement on a shift without permission from management.*
- 22. Loafing, sleeping on the job, or intentional restriction of output.*
- 23. Using abusive, threatening, vulgar, profane or obscene language, engaging in disturbances of any kind or similar acts toward guests, supervisors, managers, or fellow associates.*
- 24. Fraternizing with guests including but not limited to being in a guest room during non-working time or for non-working reasons during working time.*
- 25. Leaving your department or work area during your working time without permission from management or being in locations other than assigned work areas during your working time.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center

Walking Distance from Housing:

Food Market, Bank, Restaurants, Fitness Center

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center

Unavailable:

Internet Cafe, Public Library



WORK & TRAVEL USA

Residence Inn Big Sky The Wilson Hotel - Breakfast Attendant

HOST INFORMATION

Company Description:

Do you love the great outdoors? Are you interested in being part of a professional, hospitality-oriented, fun and friendly team? Are fresh air and beautiful vistas something you crave? If all this sounds appealing, we urge you to consider becoming a member of our team at The Wilson Hotel by Residence Inn in Big Sky, Montana.

Our location is ideal for anyone who loves outdoor activities from skiing, fishing, hiking, biking, whitewater rafting, horseback riding and we are just 40 minutes from Yellowstone National Park!

We are hospitality based and love to teach those who want to learn more about the industry.

We offer local staff housing with free wireless internet. As an employee, you will receive discounts at our hotel market, food, and restaurants.

Host Website: <https://thewilsonhotel.com/>

Site of Activity: Residence Inn Big Sky The Wilson Hotel

Parent Account Name: Bucks T4 Lodge and Dining

Host Address: 145 Town Center Avenue Big Sky, Montana, 59716

Nearest Major City: Big Sky, Montana, Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Prepare breakfast bar for hotel guests while greeting and servicing them in a friendly manner consistent with brand and/or hotel and sustainability standards.

Essential Functions

- Carry food, dishes, trays, or silverware from pantry to serving counters.
- Set up attractive food displays and maintain cleanliness to ensure food safety.
- Wipe tables or seats with dampened cloths.
- Scrape and stack dirty dishes and carry dishes and other tableware to kitchens for cleaning.
- Clean up spilled food, drink or broken dishes and remove trash.
- Maintain adequate supplies of items such as clean glassware, dishes, or trays.
- Fill beverage and ice dispensers.
- Stock cabinets or serving areas with condiments and refill condiment containers.
- Locate and provide items requested by guests.
- Clean and polish counters, shelves, walls, furniture, or equipment in pantry or breakfast area and mop or vacuum floors.

- Be aware of guest satisfaction and work toward increasing departmental and overall guest satisfaction.
- Practice safe work habits and use required safety equipment.
- Ensure overall guest satisfaction.
- Perform other duties as requested by management

Typical Schedule:

Hours vary based on business needs. Shifts will always be early mornings to the early afternoon.

Drug Test required: No

COMPENSATION

Hourly Wage: \$18

Eligible for Tips: Yes

Employees can be tipped by Guests by either cash tips or through a QR Code for the whole department or for them individually. This is set up on first day.

Estimated weekly wages including tips: \$600

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:

A full schedule will likely not happen till late June. Before that, it will be 32 hours on average (per week).

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

25% off at the hotel market, 30% off at our two restaurants (food only), 25% off at cowboy coffee. Breakfast in the mornings at 10am.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Lifting up to 50 lbs of dirty dishes/ glass racks etc.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

Work outdoors and indoors, high activity job. Lots of movement. Must be physically fit. Lifting required for all positions.

Job Training required: Yes

Length of job training:

One to two weeks

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Employees handling food will need to complete Food Handlers Card, paid for by the hotel and completed on the clock. We will set up on the first day to be completed within the first week.

Need to wear uniform: Yes

Uniform Policy:

Please bring black pants (no leggings) and comfortable, non-marking, black non-slip shoes. Employer provides uniform shirt and name tag.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniforms provided No face piercings or visible tattoos, natural hairstyles permitted but not in unnatural colors, and good personal hygiene

at all times (clean hair, nails, and body; subtle fragrances, etc.). • For jobs requiring a uniform, be dressed in full uniform and approved clothing items, including name tag if required.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

The employer may set up trips to Yellowstone National Park or any of the surrounding areas based on availability of outfitters. The local outfitters provide a discounted group rate. Previous activities:

White Water Rafting

Cross - Country Skiing

Fly Fishing Excursions

Local Cultural Offering:

Employees will also receive a 25% employee-only discount on food only at Block 3, Tip's Up and Buck's T-4 Restaurant's.

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:

Housing could be shared or individual accommodations with common living room, bathroom and kitchen. Bedding/linen will be provided along with basic kitchen appliances and cleaning supplies. Housing will either 25 minute walk to The Wilson Hotel or a 5 minute bus ride. Either key cards or garage code will be provided to gain access in to the unit. Cost of housing will range from \$800 - \$950 per month based on availability. Human Resources will arrange housing prior to arrival with associate.

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Highspeed wireless access provided by 3Rivers Communications.

Phone Service: Yes

Description:

Verizon, T-Mobile and AT&T are cellphone carriers in the area and cellular service is reliable. Students may also use hotel landline phone in the event they need to communicate with CIEE directly.

Kitchen facilities: Yes

Description:

Yes, employee housing does offer kitchen facilities.

Laundry facilities: Yes

Description:

Yes, employee housing does offer onsite laundry.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Rooming arrangements will be on a first come first serve basis. The employer will try to accommodate the requests made by students to live with friends or partners to the best of our ability. The floors may be co-ed with shared common spaces to include: living room, bathrooms and kitchen.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$215

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$250

Description:

The payment must be a money order or a pay deduction over your first paycheck.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Once final housing inspections are complete, the employee will receive a deposit refund. If there is any damage to the room, the employer will deduct from the original amount of \$250.

Details About Deposit Refund:

Reimbursement will be either by direct deposit or by physical check once room has been inspected.

Transportation to Worksite:

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: <https://skylinebus.com/routes-schedules/information/>

ARRIVAL INFORMATION

Arrival Instructions:

We recommend that students fly into Bozeman Yellowstone International Airport (BZN) and take a bus into Big Sky (approximate travel time 1-1.5 hours) to arrive at The Wilson Hotel. The cost of a one-way bus ticket or uber to Big Sky will be about \$100.00 to \$150. The Karst Stage Coach Bus (<http://karststage.com/>) another option as well as the the **public transportation (Skyline Bus \$5.00, <https://skylinebus.com/>)**.

We will transport students to their employee housing from The Wilson Hotel. Students will spend 1-2 nights in the hotel before going into housing and starting work at no charge.

Students **MUST email their arrival information** to Breanna Gillespie, Human Resources Manager at The Wilson Hotel (breanna.gillespie@marriott.com) **at least two weeks prior to arrival** to the United States. We will provide a transportation list to reference for when you land in Bozeman.

Please schedule your arrival to be on any day except Fridays. For more transportation options to Big Sky, we suggest landing at earlier times, not 9pm-6am as there are limited options available.

It is IMPORTANT to have scheduled your social security appointment prior to arrival and let us know what day and time it is for, so we do not schedule you for work that day. You will need to use the public transportation to get to the Social Security Office in Bozeman. We provide 10 punch pass for the public transportation to assist.

Suggested Arrival Airport:

Bozeman Yellowstone International Airport, BZN, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$100 to \$150

If arriving after regular hours:

Suggested After-Hours Accommodation:

Springhill Suites
1601 Baxter Lane
Bozeman , Montana 59715
<https://springhillsuites.marriott.com/>
406-586-5200
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Students will need to apply to their designated job through a link provided from the Human Resources manager via an emailed link. This link will be essential to complete the onboarding & hiring process once on property and prior to their first day of work. There will be 17 tasks to complete prior to arrival and first day.

Students will need to schedule an appointment with the Social Security Office in Bozeman prior to arrival. They will need to apply for a Social Security Card online if they do not have one before their scheduled appointment.

<https://www.ssa.gov/number-card/request-number-first-time>

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Students should have all required Social Security documentation completed prior to making the appointment at the local Bozeman office. Students should refer to the following website: <https://www.ssa.gov/forms/ss-5.pdf> to fill out a paper copy or they can complete application online as well.

Nearest SSA Office: Bozeman , Montana , Less than 50 miles

Other:

Wage Payment Schedule:

Students will be paid bi-weekly via direct deposit every other Friday. In the event the student does not have a direct deposit account, a check will be issued.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

It is critical that you maintain a positive and professional appearance at all times. Your uniform must be clean and in a good state of repair. Name tags are considered part of your uniform and should be worn if given to you. Proper shoes must be worn at all times. Extreme fashions, make-up, hairstyles or accessories, face piercings, or tight or revealing garments are not acceptable. Food service associates working with food must wear hair restraints such as hair coverings or nets.

Second Job Availability: Yes, likely

Applicable Company Policies:

Telephone Calls

Hotel telephones are restricted to business use only and may not be used to make personal calls unless specifically authorized by your supervisor, or in case of a serious and urgent necessity. Associates are not to receive personal calls while on duty unless it is an emergency. Use of personal cellular phones (eg: talking, text messaging, etc.) while on duty is prohibited. Personal cellular phones must remain stored with your personal belongings during your working hours.

Entrance and Exit

Your supervisor will advise you as to which entrance of the Hotel you are to use, where your friends or relatives may wait if they are picking you up after your shift, and where to park if you drive to work.

Smoking

Smoking by associates is not permitted in the Hotel. This includes cigarettes, cigars, e-cigarettes, vapes, etc. Smoking is only allowed in designated areas and in accordance with applicable law.

Associate Meetings

Periodically your supervisor will have a meeting with your department. There may also be special meetings of the entire Hotel staff from time to time. These meetings will deal with various topics important to you in the performance of your job and your relationship with your Hotel. You are expected to attend.

Keeping Your Records Up To Date

It is important that your personal records remain up to date at all times. You should notify your supervisor and your HR administrator when:

- You change your address or telephone number.
- You legally change your name.
- The number of your income tax exemptions changes.
- You want to change beneficiary information under any of our associate benefit plans

Confidentiality

Confidential information about our business and our guests available to you as a result of your employment and that has not been publicly announced or made available is to be used solely for Hotel business purposes and never for personal gain. In no way should this information be discussed with or given to persons outside the Hotel, or even to other associates without a need to know. This includes releasing such information unintentionally by leaving it on your desk or anywhere else that someone may see it, or by mentioning it in casual conversations with friends or acquaintances.

Workplace Conduct

Associates should be aware that a violation of standards of conduct, including conduct that is disruptive, unprofessional, illegal or in violation of our work rules such as those examples included here, may result in disciplinary action, up to and including ending the employment relationship. The following rules are not intended to prevent you from engaging in concerted activities concerning your working conditions

1. Insubordination or failure to carry out job assignments, requests or instructions from any manager or refusal to comply with the same.
2. Failure to perform job or work assignments satisfactorily, safely or efficiently.
3. Attempted or completed theft (unauthorized removal) or misappropriation (unauthorized storage, transfer or use) of guest, associate or Company property.
4. Abusing, damaging, defacing or destroying Company property or the property of guests or other associates.
5. Using company assets for personal gain.
6. Excessive, unexcused or unprotected absenteeism or lateness.
7. Failure to provide proper notification of absences or lateness unless such failure is protected by law.
8. Failure to follow timekeeping requirements including clocking in according to assigned work schedule.
9. Where applicable, failure to take breaks mandated by law.
10. Dishonesty.
11. Violation of HHM's Violence in the Workplace policy, including the possession of dangerous or deadly weapons on company premises or while off-premises in the performance of work duties, unless state law allows otherwise.
14. Obscene conduct or conduct that violates HHM's Prohibited Harassment policy.
15. Discrimination against a guest or fellow associate or any act of harassment because of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, pregnancy, childbirth or related medical condition, religious creed, physical disability, mental disability, age, medical condition, marital status, veteran status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law.
16. Violation of HHM's Drug-and Alcohol-Free Workplace policy.
17. Engaging in disorderly conduct, horseplay, threatening conduct or otherwise interfering with another associate's work activities.
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