



WORK & TRAVEL USA

The Arrabelle at Vail Square - Housekeeper

HOST INFORMATION

Company Description:

Leave everyday life behind you in Vail, Colorado and spend your summer surrounded by the grandeur of the Rocky Mountains. As an employee, take advantage of discounts at Vail Resorts owned stores, participate in company organized parties and events and meet new friends from all over the world!

The Arrabelle at Vail Square is one of the premier Vail resorts. Vail Resort is the largest ski resort in the nation, welcoming guests from all over the world!

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.

Breathe in the cool mountain air, experience an awe-inspiring concert under the stars and feel the adrenaline rush of hiking, rafting or mountain biking while you marvel at Vail's legendary vistas. This is Vail in the summer!

Host Website: <https://www.vail.com/>

Site of Activity: The Arrabelle at Vail Square

Parent Account Name: Vail Resorts

Host Address: 675 Lionshead Place Vail , Colorado , 81657

Nearest Major City: Denver , Colorado , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Students hired to Housekeeper position may rotate between any of the below positions:

- 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.
- 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.
- 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.

Essential Job Functions:

- 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.
- Clean public areas - hallways, elevators, service areas, stairwells, etc.
- Remove dirty linen, terry and trash from the service areas and take to the appropriate locations.
- Assist sectional housekeepers as needed (i.e. moving furniture, rollaways, etc.)
- Report missing or damaged articles, and submit all found items to Housekeeping office according to Lost and Found procedures.
- Respond to guest requests and questions and report guest issues and complaints in a hospitable manner to ensure guest satisfaction.
- Ensure that all the hallways are clear of trash and used room service trays have been taken to the Stewarding department.
- Stock carts with towels, linens, toilet paper, etc.
- Turndown beds, close drapes, empty trash, pick up dirty towels and replace
- Tidy bathroom area
- Provide turndown amenity
- Complete any assigned projects
- Clear room service trays
- Stock maid baskets for the morning room attendants
- Report the need for floor cleaning/polishing and carpet shampoo; coordinate and use equipment to conduct cleaning procedures.
- Report any maintenance issues in a timely manner to ensure all items are logged with the Housekeeping Dispatcher.
- Transport baby cribs and rollaway beds to the guest rooms.
- Participate in training classes set up by The Lodge at Vail, Rock Resort and Vail Resorts.
- Comply with all Resort policies, procedures and standards of operation.
- Ensure the department leads the charge in regards to recycling efforts and environmental initiatives.
- Perform any additional tasks or projects as required.

Typical Schedule:

Typically you would work 5 days a week with Holidays and weekends required. Typical start time is around 9am and we work until the work is done. Schedules will change weekly depending on work volume.

Drug Test required: No

COMPENSATION

Hourly Wage: \$12.25

Eligible for Tips: No

Estimated weekly wages including tips: \$392

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:

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Discounts at all Vail Resorts owned stores and businesses. Free SKI pass!

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Housekeeping is very physical of which you must carry linen and vacuum cleaners. You will be pushing and pulling carts and vacuums in rooms.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

-Due to the duties of this job, employees can't have allergies to cleaning chemicals or dirt/dust. Face masks provided, if needed.
-Must be able to work individually or on a team and at a quick pace. -Must have the ability to read, write, and understand instructions given in the English language. -Must have a friendly, positive attitude and be dedicated to customer service. - Housekeepers serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners and guests

Job Training required: Yes

Length of job training:

1 week and ongoing

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: Yes

Monday

Training requirements:

All employees will receive paid training upon arrival to the resort.

Need to wear uniform: Yes

Uniform Policy:

You will be provided with 2 shirts, 2 pairs of pants a light jacket and name tag. Employee must provide own sturdy pair of shoes/boots suitable for walking in snow.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Must be in full uniform including name tag when on the clock.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Karaoke Nights or Talent Shows, Movie or Game Nights, Potlucks or Dinners, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

Your employer arranges staff events including dinners, holiday parties, outings in the area and trips to nearby attractions.

Local Cultural Offering:

Vail, Colorado is located in the breathtaking Rocky Mountains where you'll find countless outdoor adventures waiting for you year-round!

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

Please plan on securing housing two weeks PRIOR to arrival. Be mindful of public transportation options when securing housing in the area. Towns to focus on: East Vail, West Vail, Vail, Eagle Vail, Minturn, Avon, Edwards, Eagle. A majority of the housing available is in apartment complex's. After you are hired Vail will send you useful information on how to find affordable housing in the area. www.vaildaily.com www.craigslist.org (use caution) www.vrbo.com Also join our facebook group at "Vail Mountain & Beaver Creek Resort Employees" for housing resources and to find roommates.

Minimum Average Cost Per Week: \$200

Maximum Average Cost Per Week: \$500

Transportation for Community Housing Description:

The Town of Vail Transit Department provides free year-round bus service throughout Vail.

If you live outside of Vail the ECO Transit bus system provides transportation as far away as Dotsero. Vail Resorts Employees are offered discounted bus pass-es (\$45 for the 30-day pass). Purchase them in your local HR office!

ARRIVAL INFORMATION

Arrival Instructions:

Students should fly into Denver International Airport and take the Epic Mountain Express to Vail. Students will receive link for Epic Mountain Express employee discount one month prior to arrival.

Suggested Arrival Airport:

Denver International Airport, DEN, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$50 to \$75

If arriving after regular hours:

Suggested After-Hours Accommodation:

Econo Lodge Denver Airport
15900 E 40th Ave
Aurora , Colorado 80011
<https://www.choicehotels.com/colorado/aurora/econo-lodge-hotels/co735>
(303) 373-1616
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

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.

Social Security Number:

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

Details about how to apply for Social Security Number:

Employer will provide information and resources to get to SS office.

Nearest SSA Office: Glenwood Springs , Colorado , Over 50 miles

Other:

Wage Payment Schedule:

Every two weeks

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. Hair should be clean, professional and kept back from the face. Facial Hair: Beards, goatees, sideburns and mustaches are allowed up to ¾" length maximum. Piercings: One small nose stud is allowed. Up to two earrings or one solid gauge up to ½" maximum in each ear is allowed. Employees may have visible tattoos, except in the face and neck area, that are not offensive.

Second Job Availability: Yes, likely

Applicable Company Policies:

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

No cell phones at work!

See full employee handbook at:

<http://www.insideepic.com/employee-guides>

COMMUNITY AMENITIES

In Town, Requires Transportation:

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