



PEAK EXPERIENCE HOLIDAY PROGRAM

Info Sheet

Our Mission... "To create memories as the best mountain experience again and again"

What We Look For.... What We Expect

- ❖ Punctuality & Reliability
- ❖ A Positive Attitude
- ❖ Energy & Enthusiasm
- ❖ A Great Work Ethic
- ❖ A Desire to Help Others
- ❖ Teamplay
- ❖ Commitment

New This Year

- You will be paid for your work experience
- You will receive your ski pass for the winter. In order to keep your ski pass, Whistler Blackcomb's expectations is you will work a minimum of 10 shifts.
- Shifts will be over the Christmas Holidays and Easter Holidays.
- If you are working towards a course credit, students will be required to do 100 hours/10 shifts and we have 20 shifts to choose from (140 hours).
- Pre-qualifies you for the WB scholarship program offered to grade 12's.

Expectations

The shifts you are covering are over Whistler Blackcomb's busiest holiday periods. You will be hired to be the extra set of hands to help out in your chosen division and to deliver friendly customer service.

The work you do and how you present yourself will determine future opportunities for you and will be reflected on your final performance evaluation for school. You will be expected to be at work on time, show up to committed shifts and have fun!

Grooming Policy

First impressions are very important. We require all of our staff to maintain a neat, tidy and professional look at all times. Staff must always be in proper uniform.

- Hair must be neat, clean and professional, allowing for eye contact at all times. Extreme colour and hair styles including dreadlocks are not permitted.
- You must be clean-shaven every day. Moustaches, beards and sideburns are to be clean and neatly trimmed. It is acceptable to grow a moustache or beard during vacation or during seasonal breaks in employment. However, they should not be in the process of being grown while at work.
- Jewelry should be worn in moderation and must not interfere with job function or safety. Piercings are limited to 3 pairs in each ear, and a small nose stud. Any other facial piercings, including tongue, must be removed or covered during your shift. Earlobe plugs/fillers must be no bigger than 4 mm.

Positions

FOOD & BEVERAGE

- ❖ You are responsible for top notch service in one of the 3 Alpine Restaurants. As a Food and Beverage representative in these high-alpine, cafeteria-style restaurant, you will interact with guests, keep this facility looking spotless, and work as a team to ensure that our guests have the best mountain dining experience.
- ❖ **Job:** Jobs will vary depending on what the need is but will primarily be bussing, cleaning, snow removal or greeting guests. The Restaurant you are placed in will depend on your skiing/riding ability.
- ❖ **Uniform:** You will be given a pair of pants and will need to provide a pair of sturdy, comfortable dark shoes or running shoes.
- ❖ **Shift Times:** Start times can vary between 9:00am – 11:00 am. Remember travel time needs to take into account taking the gondola/chair.

EQUIPMENT RENTALS & RETAIL

- ❖ As a team player in the Retail/Rental Division, you are responsible for gearing up our guests with the equipment that best suits their rental needs. Your smile and great service attitude are an integral part of ensuring that they have the best mountain experience possible.
- ❖ **Job:** Jobs will vary depending on what the need is but will be in assisting our guests, chatting to them, assisting with waivers, folding clothes and keeping the lines moving and the stores clean.
- ❖ **Uniform:** A uniform shirt is provided for you as well as a pair of pants. You will need to provide a pair of sturdy, comfortable dark shoes or running shoes.
- ❖ **Shift Times:** Shifts can vary depending on the store and people's availability

GUEST SERVICES:

- ❖ As a member of the guest services team, you will ensure that each guest is greeted and helped to the best of your ability. These jobs are guest facing and require you to be friendly and approachable.
- ❖ **Job:** Jobs will vary depending on what the need is but will likely involve assisting with tickets and validation, assisting with line ups and chatting with guests.
- ❖ **Uniform:** A Whistler/Blackcomb uniform consisting of a collared shirt, fleece jacket as well as jacket and ski pants are provided for you when working outside.
- ❖ **Shift Times:** shifts vary but most start time are between 7am or 8am

SKI SCHOOL INSTRUCTORS

- ❖ As a Ski Instructor, you will assist in creating a fun, safe, learning environment for our kids in Whistler Kids.
- ❖ **Job:** Jobs will vary depending on what the need is but you will be assisting with the kids programs, getting kids to and from lessons and instructing with lessons.
- ❖ **Uniform:** A ski jacket and ski pants will be provided to you, but you will be responsible for you own ski/board equipment as you will be on the ALL DAY!
- ❖ **Shift Time:** 7:30 am sharp at the base of the mountains