

International Employee Information Kit

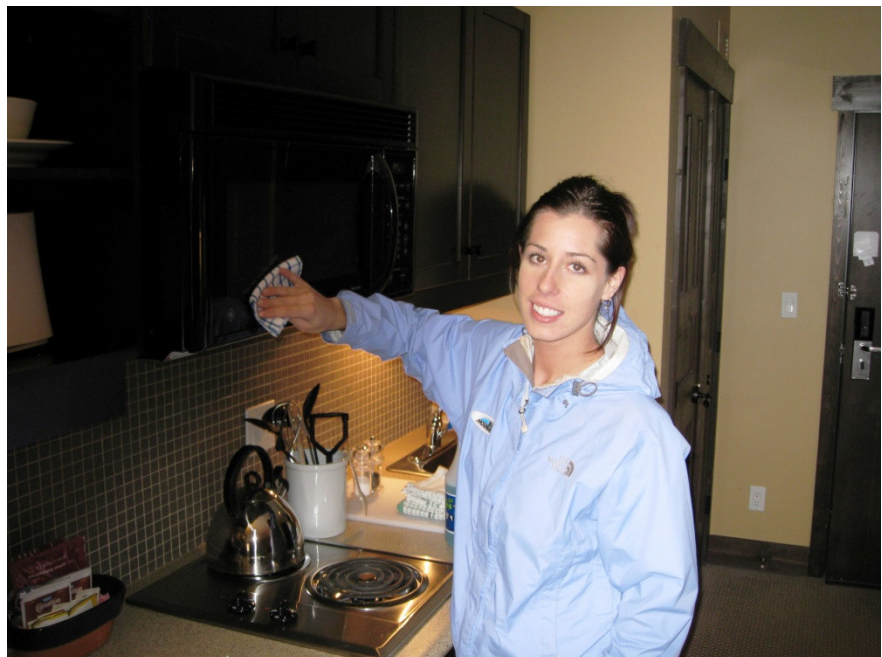


Food & Beverage

Resort Profile:

Visited by over 1.5 million guests a year, Blue Mountain virtually defines the four-season destination of choice. Boasting the best ski and snowboard terrain in Ontario, enhanced by a world class snowmaking system, the slopes are in fantastic shape all season long. Summer months at the resort offer the nationally ranked Monterra Golf course, largest down-hill mountain biking facility in Ontario, best-known trail system and a private luxury beach property. Some other features are:

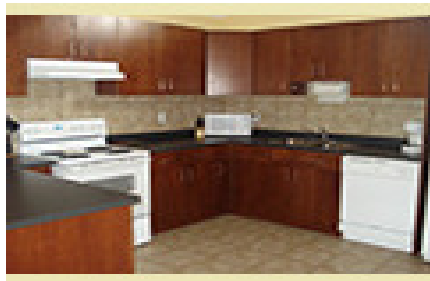
- 30 restaurants and shops
- 36 day skiing trails and 23 night skiing trails
- 2 parks – TELUS and Greatest Hits, 1 Super pipe
- 14 Lifts – 4 high speed
- 37,000 square feet of conference space
- 5 indoor tennis courts
- 1000+ hotel rooms and condominiums in 5 hotels and 5 townhome condominium properties.



Accommodation Information:

Accommodation will be assigned to you upon your arrival to Blue Mountain. The locations are off site of the Resort. Some are within walking distance and some are a short bus ride.

All our locations provide shared cooking facilities (oven, stove, microwave, fridge, coffee maker, a large common/dining area, shared bathrooms, and bedrooms both single and shared with one person are available. You will be asked for your first choice in securing a private or shared room but limited space is available so it may not be possible.



Rent Payment Schedule

Option 1 (6 rent deductions)

Single (\$2010) – December 1 – March 25

Payment	Date	Amount
Payment 1	November 15	\$350.00
Payment 2	December 30	\$290.00
Payment 3	January 13	\$290.00
Payment 4	January 27	\$290.00
Payment 5	February 10	\$290.00
Payment 6	February 24	\$290.00
Payment 7	March 9	\$290.00
	Total	\$2090.00

Double (\$1850) – December 1 – March 25

Payment	Date	Amount
Payment 1	November 15	\$350.00
Payment 2	December 30	\$250.00
Payment 3	January 13	\$250.00
Payment 4	January 27	\$250.00
Payment 5	February 10	\$250.00
Payment 6	February 24	\$250.00
Payment 7	March 9	\$250.00
	Total	\$1850.00

Rent is deducted automatically from your pay cheque on a bi-weekly basis (every other Friday). Rental amounts are as follows: (rent may have increased or decreased slightly from time of printing)

- Single room - \$2090 (December 1 – March 25)
- Shared room - \$1850 (December 1 – March 25)

What is included in your rent?

The rent includes the following:

- Heat & Hydro
- Wireless Internet
- Cable television
- Local Telephone (phone cards are available for purchase at grocery stores in the area)
- The units are fully furnished and Blue Mountain will supply you with bedding for the duration of your stay. You may also supply your own if you like.
- Once per month the unit will be professionally cleaned.
- Shuttle service to Collingwood to do your laundry (coin operated) and get groceries. There is a small grocery store and coin operated laundry in the Village but will be more expensive.

Important Note : Should you be offered and accept a position with Blue Mountain Resort you will be required to send a payment of **\$350 CDN (non-refundable)** in advance of your arrival to Canada. This payment will reserve your space in the housing. This transfer will be facilitated by your representative and Blue Mountain Resort. Come Prepared! Since Mother Nature is unpredictable, winter positions may not start until early-mid December. We recommend that you come to Blue Mountain with approximately \$2,500 (CDN) to ensure that you will be able to pay for rent, groceries, transportation and entertainment until you receive a pay cheque.

Accommodation Policies:

- There are no overnight guests permitted at staff accommodation
- It is your responsibility to keep the property clean and tidy at all times
- Blue Mountain Resort reserves the right to enter staff housing at any time
- The housing is provided only for staff, if you leave the employ of Blue Mountain you will have 24 hours to remove yourself and your belongings from the property. All outstanding rent for the duration of your contract will be deducted from your final pay cheque.
- You will be expected to sign a rental agreement upon your arrival in Canada

Resort Employment Policies

Grooming

Guests will form an impression of Blue Mountain based on employee appearance because employees reflect the products and services provided. Due to the variety of guests and the backgrounds that influence their impressions, this presents a challenge. From hardcore snowboarders and mountain bikers to guests here on business, customers have different expectations. Blue Mountain has taken a flexible approach to our grooming standards. Each department will issue grooming standards specific for its employees with the following minimum expectations:

- **HAIR:** Make sure it is clean, neat and without radical colours (For example: green, blue). If it is long, employees may be asked to tie it back.
- **UNIFORMS:** Employees will be told what is acceptable to wear and some departments issue specific uniforms. In either case clothing must be in good condition and clean. Uniforms must be worn as provided without the addition of unique features. (For example: hats, scarves, sweaters, etc.).
- **JEWELRY:** Each department will set its own standard of what is acceptable. Usually, one stud in each ear is acceptable. Facial piercing must be replaced with a clear insert while on shift.
- **TATTOOS:** Each department will set its own standard regarding tattoos. In certain departments, visible tattoos are to be covered by a long pants, a collar and/or long sleeves.
- **NAME TAGS:** All employees must wear a nametag without exception. Some departments provide a uniform that has the employee name stitched on it. It is important for guests and colleagues to know employee names.

Perks and Benefits:

Whether you're joining us for an amazing seasonal experience, or coming aboard in a year-round career capacity, Blue Mountain Resorts Ltd. has lots of perks & benefits for you!

- Free Skiing/Snowboarding Privileges
- 5 Free Lift Passes at other Intrawest Resorts*
- Discounted Golf (Summer Season Only)
- Retail Discounts at BMR Shops
- Free Ski/Snowboard Lessons
- 30% off Mountain Bike Rentals and Tune-ups
- 30% off Ski Snowboard Rentals & Repairs
- Food Discounts (50%) in BMR Food Courts
- Employee Recognition Programs
- Amazing Staff Events for all ages

*Available after March Break and only to employees who leave Blue Mountain in good standing (favourable performance review).

Other Transportation

There is **NO** public transportation to / from Collingwood from the Resort. If you need to go to Collingwood on a day other than the day the shuttle is provided for you, you will need to take a cab. "Ace Cabs" is a good reliable service. The cost is \$17 – flat rate (one way) with ACE CABS (705.445.3300). You may also want to travel to Toronto on your days off. Greyhound bus service leaves from the resort once each day in the early morning and returns in the evening. The approximate price is \$40 round trip.

Bank Accounts and Social Insurance Numbers

If you have not yet arranged for a Social Insurance Number (SIN) and / or a bank account we will provide assistance. There is a government office in Collingwood where you can get your SIN issued to you in person and then you would open a bank account after that. You need a SIN to open an account.

Passports and Work Permits

When we arrive at Blue Mountain you will be asked to provide your passport and work permit so that we can photocopy it for our files.

Income Taxes

All employees regardless of nationality are required to pay income tax to the Canadian government. This deduction will be taken from your pay cheque and the amount will vary depending on your salary. You will be required to complete and file an Income Tax statement. A form called a T4 will be given to you in February 2012 and one will be mailed to you at your permanent residence in February 2013. It is very important that you provide us with your mailing address in your home country.

Food & Beverage Specific Information

HOURS OF OPERATION AND SCHEDULING

Saturday to Saturday: 7:00 a.m. to 11:00 p.m.

Most shifts are 8 hours in length and vary from days, afternoons and evenings. Everyone receives a 30 minute unpaid lunch break.

Training program overview

We train you on the cash first, in a training lab, once you are comfortable with our computer system, then we move you to the other areas for training. All training is paid at your regular wage.

When will I get paid?

All staff is paid bi-weekly (every 2 weeks) on a Friday. Your first cheque will depend on when you arrive and start working.

Uniforms

You will be provided with 2 short sleeve shirts and a vest. You must provide your own black dress/casual pants and safety non slip black in color shoe.

Job Descriptions

BASE LODGE SERVICES ATTENDANT \$10.91/hour

DEPARTMENT: Food & Beverage
REPORTS TO: Base Lodge Managers & Supervisors
CLASSIFICATION: Full Time Seasonal

Shifts: Between 7:30 am – 10:30 pm 7-8 hours in length, average 35-37 hours per week

PRIMARY RESPONSIBILITIES

- Responsible for a float of \$500.00 while working as a cashier
- Keep cashier stations clean and free of garbage
- Correct transactions and handling of large amounts of money
- Be accountable to the operation by accurately entering all products purchased by the guest
- Clearing of guests trays and debris and wiping tables and all surfaces
- Changing garbage's
- Regular floor sweeps and mopping when scheduled
- Assist in restocking and merchandising in the food court area
- Assist in maintaining the washrooms which includes sweeping, mopping, emptying of trash and cleaning all surfaces
- Ensure all cutlery is polished and restocked frequently
- Keep your bussing station clean and tidy looking
- Adheres to the waste management operation
- Help assist in keeping walkways and entrances free and clear of ice and snow, salting when necessary
- Follow all health and safety standards

QUALIFICATIONS

- You must be courteous and friendly to the guest and employees at all times
- Previous Cashier experience preferred
- Must have a current Smart Serve Certification and received current up to date training of liquor service (this will be completed when you arrive to Blue Mountain)
- Must be physically able to push and/or lift 30 pounds
- Must be able to stand for long periods of time; at times this is a physically demanding job
- Proficient with using computers
- Previous POS experience an asset
- Able to work in a fast paced environment
- Self motivator/starter
- Knowledge of food, liquor, cash handling and cleaning procedures would be an asset
- Good interpersonal, communication and organizational skills
- Ability to maintain a positive attitude at work
- Able to multi-task, prioritize and strong attention to detail
- Sense of urgency required

BASE LODGE KITCHEN ATTENDANT \$10.91/hour

DEPARTMENT: Food & Beverage
REPORTS TO: Base Lodge Manager & Supervisor
CLASSIFICATION: Full Time Seasonal

Shifts: Between 7:30 am – 10:30 pm 7-8 hours in length, average 35-37 hours per week

PRIMARY RESPONSIBILITIES

- Provide excellent customer service by providing courteous and quick service
- Take food orders from guests and communicate the order to other staff
- Prepare all food according to set recipes/prep lists
- Assist in all areas of the kitchen as required
- Prepare all grilled items including hamburgers, chicken etc.
- Prepare food using deep fryer
- Fill steam tables and turn on heat lamps
- Follow garnish guidelines
- Prepare your own prep for menu items; assist co-workers with maintaining par stock levels
- Stock, replenish and keep all stations clean, Complete prep stations
- Keep all paper products in good tidy order
- Maintain equipment
- Keep storage areas clean
- Monitor fridges, freezers and loading docks for cleanliness
- Scrape waste from dinner ware and put them in the dishwasher
- Wash all utensils and glassware
- Collect and dispose of garbage
- Sort garbage into composting and recycling items
- Maintain safety per OSHA & abide by Green Initiatives
- Adhere to health & safety policies

QUALIFICATIONS

- A minimum of 2 years of prior kitchen experience necessary, preferably in a cooking position
- Basic knowledge of kitchen equipment such as char broiler, deep fryer, convection oven required
- Ability to stand for long periods
- Able to work with co-workers in a cooperative manner
- Must be able to follow a prep list
- Remain focused and be thorough with assigned tasks
- Basic knife and food handling skills are assets
- Available to work weekends, evenings and holidays
- Must be at least 16 years of age

BASE LODGE HOUSEPERSON \$11.45/hour

DEPARTMENT: Food & Beverage
REPORTS TO: Lodge Manager/Supervisor
CLASSIFICATION: Full Time Seasonal

Shifts: Between 7:30 am – 10:30 pm 7-8 hours in length, average 35-37 hours per week

DUTIES AND RESPONSIBILITIES

- Provide supplies to and clean all public areas; lobbies, washrooms, entrances, garbage stations and pop & ice machines
- Cleaning consists of mopping, scrubbing, sanitizing and vacuuming the floors and surfaces
- With the cooperation of the Café Attendant, empty garbage cans, compost areas and recycling bins
- Complete daily task sheets according to schedule
- Ensure washrooms are sanitized, cleaned and stocked on a regular basis
- Report any areas requiring maintenance to engineering and your supervisor

QUALIFICATIONS

- Previous cleaning experience required (kitchen cleaner, hotel cleaner or other)
- Proven track record for working independently; you must be able to prioritize and multi effectively
- Strong communicator both oral and written
- Team oriented with an energetic, friendly, cheerful, and animated demeanor
- Must be physically able to push and/or lift 40 pounds
- Must be able to stand for long periods of time; this is a physical job requiring the person to be on their feet for 8 hours/day and to walk long distances
- Available to work weekends, evenings and holidays

