

# International Employee Information Kit

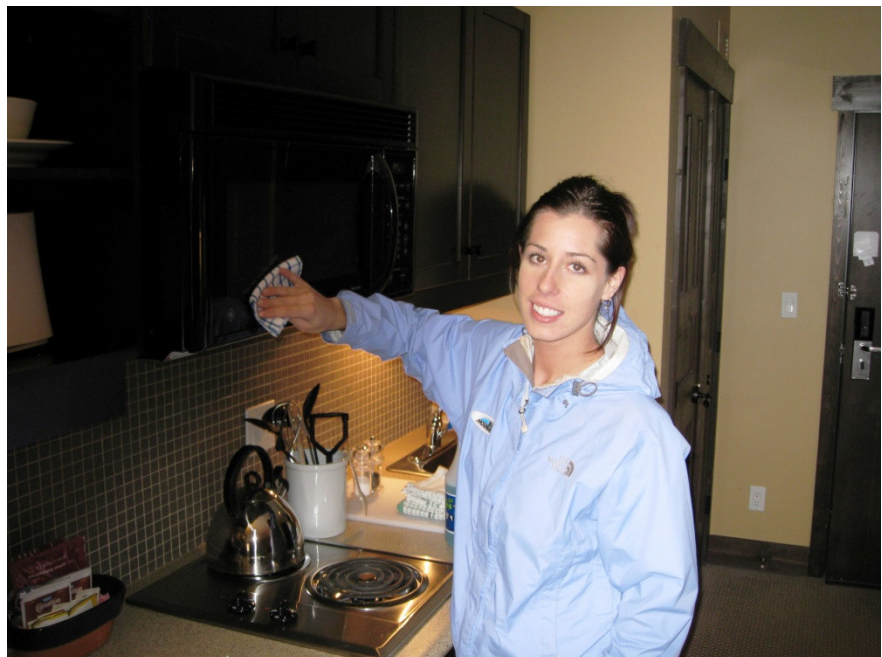


Housekeeping

**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:

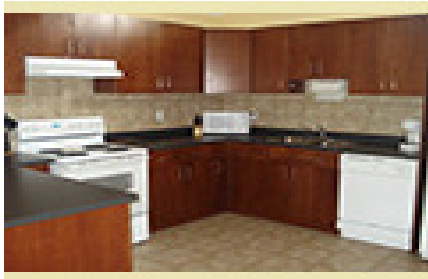
- 30 restaurants and shops
- 36 day skiing trails and 23 night skiing trails
- 2 parks – TELUS and Greatest Hits, 1 Super pipe
- 14 Lifts – 4 high speed
- 37,000 square feet of conference space
- 5 indoor tennis courts
- 1000+ hotel rooms and condominiums in 5 hotels and 5 townhome condominium properties.



**Accommodation Information:**

Accommodation will be assigned to you upon your arrival to Blue Mountain. The locations are off site of the Resort but within walking distance to work. You will be expected to walk to and from your work site.

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
	<b>Total</b>	<b>\$2090.00</b>

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
	<b>Total</b>	<b>\$1850.00</b>

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 per person (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.

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## Housekeeping Specific Information

### HOURS OF OPERATION AND SCHEDULING

A typical workday is:

- Monday to Saturday: 8:45 a.m. to 5:00 p.m.
- Sunday: 9:45 a.m. to 6:00 p.m.

There may be days when employees are asked to stay late in order to get all of the rooms cleaned. The position requires a flexible schedule.

Our peak times are Friday, Saturday, Sunday and holidays (including Canada Day, Civic Holiday), which means that you must be available. Our schedules are posted every Tuesday for the next week (Sunday to Saturday).

You will work from late April to the Labour Day weekend.

### TIME OFF

If you require time off, you will be asked to fill out a [day off request form](#), which will be submitted to your manager for approval.

### TRAINING PROGRAM OVERVIEW

**A few days after arriving at Blue Mountain** – You will be scheduled to attend a resort orientation session. This will help you become familiar with the resort. Once you have completed your orientation, you will start a 5 day training program.

**Week 1 (Days 1 – 5)** – You are scheduled to work from 8:45 a.m. to 5:00 p.m. You will work with 1 or 2 other trainees. You will have a trainer dedicated to your group during this time. You will begin with a tour and safety training. The rest of the week you will learn everything you need to know to clean a room or condo.

**Week 2** – You will be working independently with a trainer following behind you to inspect your rooms and provide guidance and further training. You will be assigned approximately 60% of a regular workload each day.

**Week 3** – You will be working independently with some feedback from a trainer and inspector. You will be assigned approximately 73% of a regular workload each day.

**Week 4** - You will be working independently with periodic feedback from an inspector. You will be assigned approximately 86% of a regular workload each day.

**Week 5** - You will be working independently with periodic feedback from an inspector. You will be assigned 100% of a regular workload each day. If you are not yet up to this level, you will be reassessed and further training may be required.

## ROOMS

You will be expected to clean many types of units, from hotel rooms to 4 bedroom condominiums. Not all of our units are located in a hotel environment; we also have condos that are accessed from the outdoors.

## MAIN TYPES OF SERVICES

We provide our guests and owners with many different services. The two main services that you will do on a regular basis are:

### 1. **Departure Clean** - When a guest checks out of a unit.

You will:

- inspect for damage to the unit
- remove all linen and towels
- remove all garbage and recycling
- fully clean and restock bathrooms, bedrooms, kitchen, living room, and entry ways
- clean all kitchen items and dishes
- make all beds and sofa beds
- check patio for garbage and wash all patio furniture
- dust all furniture and items in a condo
- replace all amenities
- vacuum and wash all floors

### 2. **Daily Room Refresh** – Each day a guest stays for more than one night.

You will:

- remove all garbage and recycling in the unit
- replace all amenities
- remove all dirty towels and replace with clean
- re-make the beds with the linens that are already on the beds. If they are soiled, replace them with clean ones
- tidy the living room, dining room and kitchen
- start the dishwasher if necessary or wash dishes by hand if 6 dishes or less
- vacuum the unit if necessary

We have other services for guests and vary based on requests, property, length of stay, etc. These will be explained to you in greater detail during training.

## PHYSICAL DEMANDS OF THE JOB

Each day, you will be assigned to work individually in the Village, the Inn or Condos. It is expected that you will come to work prepared to work either inside or outside.

When cleaning the rooms you will be doing many repetitive actions throughout the day such as bending, lifting, twisting, pulling and pushing; this will be a very physically demanding job that requires precision and a highly motivated individual who has excellent work ethic. You will be expected to maintain a steady pace throughout the day.

**Village Suites:** Hotel type building with apartment style rooms.

While working in the village, you will be assigned to work in specific rooms. These rooms may be located on different floors of the hotels accessed by elevators.

You will work with a trolley that will have all of your required linen and supplies on it. It weighs approximately 70 lbs when fully stocked.

### **Hotel and Condominiums:**

While working at the Inn and Condos, you will be assigned a number of Condominiums that have separate outdoor entrances. Each block of condos has a building where supplies are kept. These buildings hold bags with linens, and amenities. The linen bag will weigh approximately 30 lbs. Many units are located on the 2<sup>nd</sup> floor, which is accessed by a set of outdoor stairs. Once the service is completed, you will then bring your bagged dirty linen back to the shed along with garbage and recycling and dispose of in proper bins.

## PAY STRUCTURE

Employees are paid based on quota; paid for productivity and consistency. Each unit and each service has a point rating or value assigned that is relative to the amount of time in minutes it takes to clean.

1 Point = 1 minute

Daily quota averages 450 points (or 450 minutes of cleaning time) that means that each point (or each minute of cleaning) is valued at **\$.1797** ( $$.1797 \times 450 \text{ points} = \$10.78/\text{hour}$ ).

### **Example:**

It takes 63 minutes (1 hour and 3 minutes) to clean a 1 bedroom condominium in the village. You are paid ( $$.1797/\text{min} \times 63 \text{ points}$ ) = \$11.32

Room Inspectors will follow behind and evaluate units to make sure that they are cleaned to our Standard. A copy of the inspection sheet is attached to this package. Productivity is only one factor of this pay structure. Room Attendants have the opportunity to be rewarded for productivity and consistency on a daily basis. This is referred to as **Gold Pay**.

To be considered for **Gold Pay** employees who have successfully completed their training and who are cleaning quota while maintaining a 97% average inspection score will earn an additional \$0.6 per minute on their work. This incentive is paid out at **quota** minus 60 points, which means on a 450 point day you will earn the \$.06 incentive beginning at 390 points.

**Example:**

Quota is set at 450 points for the day. You are paid \$.1797 per point for the first 390 minutes ( $$.1797/\text{min} \times 390 \text{ points} = \$70.08$ ) and \$.2397 for 60 points ( $$.2397/\text{min} \times 60 \text{ points} = \$14.38$ )

On shorter days, you may be given quota set at 390 points (6.5 hours). The value of money per minute will be adjusted on those days so that employees make the same amount of money that they would on a regular 450 day. If it is a 390 point day, you begin earning the gold incentive at 330 points.

To be considered for **Gold designation**, employees are completing daily quota before the shift is complete and may clean extra unit(s), while maintaining quality inspection scores of 97% or better. For some who work at a faster pace, this will be an opportunity to make extra money when there is extra work to be done. The \$0.6 incentive per minute will also be added to the base rate for anything over quota that is completed.

**WHEN WILL I GET PAID?**

All staff is paid bi-weekly (every 2 weeks) on a Friday. All employees are encouraged to bring in a void cheque or bank slip so you can receive direct deposit every pay day.

**UNIFORMS**

You will be provided with 2 pairs of navy blue pants and 2 beige smocks. These items will need to be returned to Blue Mountain upon completion of your employment. You are required to wear something comfortable like running shoes (soft shoes). They must have a closed toe and a closed heel and is white or black in colour. You may also want to wear a long sleeve shirt (with no collar) under your smock. It must be navy blue and must not have any identifiable marks like logos or designs.

**Job description:**

**ROOM AND CONDO ATTENDANT \$10.91/hour plus daily incentives**

**DEPARTMENT:** Housekeeping

**REPORTS TO:** Housekeeping Supervisor

**CLASSIFICATION:** Full Time Seasonal

**Shifts:** Full-time: Monday - Saturday 8:45 am - 5:00 pm Sunday 9:45am - 6:00pm

**PRIMARY RESPONSIBILITIES**

- Clean assigned guest rooms including the daily changing of bed linens, replacing towels, cleaning kitchens, cleaning the bathroom, dusting, vacuuming carpets and the removal of garbage and recyclables.
- Complete daily zone sheets and document any damage or room deficiencies.
- Report any missing inventory items.
- Maintaining orderly lock-ups, mobiles and vacuums, by cleaning and restocking of linens, cleaning supplies and amenities
- Interact with guests and homeowners by providing maid service and by troubleshooting guest issues
- Striving to learn and grow as a team to ensure a positive employee experience while providing guest satisfaction
- Reporting lost and found by turning in items left by guests to housekeeping office coordinator
- Other duties as assigned to you by your supervisor

**QUALIFICATIONS**

- Available to work weekends and holidays including Christmas Break, Family Day and March Break
- Physically fit and able to lift up to 50 pounds
- Team Orientated
- Superior customer service skills
- Proven ability to work under tight time demands
- Ability to maintain a positive attitude at work
- Proven guest service ability with an attention to detail
- Previous experience in housekeeping an asset