

LIFE IN THE PARKS

FAQ'S FREQUENTLY ASKED QUESTIONS

Employment Requirements

What are the citizenship/eligibility requirements to work at Xanterra?

- You must show original documentation to provide proof of identity and authorization to work in the United States.

Are Xanterra employees subject to drug testing?

- All Xanterra properties are zero tolerance, drug-free workplaces. Pre-employment drug-testing will be required. Employees are subject to periodic drug testing.

Will Xanterra conduct a pre-employment background check?

- Yes. Xanterra conducts pre-employment background checks which may include verification of criminal convictions, prior employment, education and social security number. Depending on the position, background checks may also include DMV, credit and/or finger print searches. Offers of employment are conditioned upon successful completion of the company's background screening.

What skills or previous experience is required?

- Xanterra hires for a wide variety of positions, and depending on the position, previous relevant experience may or may not be necessary. However, a strong work ethic and excellent customer service skills are required. Please review job descriptions for job qualifications and tasks that you will be expected to perform after training.

Availability Dates/Work Schedules

When would my employment begin? If seasonal, when will my employment end?

- We employ both seasonal and year round staff. Most seasonal staff are employed during our busiest months which are February - October. If you are interested in seasonal employment, indicate your availability on your application and we will do our best to honor the dates you specify.

How many hours a week will I work? Will I be expected to work weekends, nights or holidays?

- Many of our operations are open 24 hours a day, 7 days a week. You will be expected to be as flexible as possible. Work schedules are determined by department supervisors based on business needs.
- A typical schedule is 8 hours a day, 5 days a week. A specific number of hours are not guaranteed.

Accommodations

Where will I live? Will I have a roommate?

- Most employee housing is dormitory-style with communal bathrooms.
- **You must be at least 18 years old to live in company housing and must be actively employed by Xanterra.**
- Each room accommodates 2 - 3 people and room assignments are made by management on property.
- Shared living requests can be made through Human Resources, however, couples housing is very limited, therefore, we are unable to guarantee any specific living requests. Please include your spouse's/significant other's name on your application if you are applying together.
- Some positions may qualify for apartment housing or better. Inquire with our Human Resources department for more information.

Is there a cost for my housing?

- Dorm housing costs are \$18.80/week and will be deducted from your paycheck.

What furnishings are provided with my room?

- Each room is furnished with beds, dresser/wardrobes/closets and may have a chair and desk. Bed linens, blankets, pillows and bath towels are also provided.
- Dormitory rooms have cable TV hookups provided free of charge. Most cabins do not have cable at present. There are no phones in the dorm rooms but house phones are available.

Where will I do my laundry? Is there a cost to do laundry?

- Laundry facilities and utilities are free, however, you must provide your own laundry detergent.

Can I bring my pet?

- Pets are not permitted in employee dormitories.

Can I cook in my dorm room? Will I have access to a refrigerator or a microwave?

- Most dormitory housing has a shared refrigerator and microwave in the common area. You may bring a dorm-sized fridge for personal use in your room. Rice Cookers and crockpots are great for dorm use, however, hotplates, electric skillets and open burners are NOT allowed.
- For fire safety concerns, open-flame cooking, candles and smoking are not permitted in dormitories.

Can I bring my RV?

- Sites for RVs/Trailers are not currently available.

Meals

Where will I eat my meals?

- The Employee Cafeteria serves a variety of meals which include hot entrées and side dishes, sandwiches, salads, fruits, cereals and beverages.

Is there a cost for my meals?

- The employee meal plan is a pay-as-you-go system with low cost meals, and employees receive a 50% discount in our public cafeterias.

Will meal options be available for dietary restrictions/preferences?

- Vegetarian options are available, however, restricted diets (strict vegetarian, vegan or allergy-related) cannot be accommodated.

Connectivity

Will I have cell service and internet connectivity?

- Due to its remote nature, cell reception varies throughout the park depending on your provider and plan, and Wi-Fi may be much slower than you're accustomed to. Free Wi-Fi is available at the employee recreation center. There is currently a wait list for personal Wi-Fi accounts through the park wide vendor.

Can I bring a laptop/tablet?

- You may bring a laptop or tablet, however, Grand Canyon Lodges is not responsible for loss of personal property.

Weather

What is the elevation and climate?

- Grand Canyon Lodges sits at an elevation of 7,000 ft. in a Ponderosa Pine Forest.
- Due to the elevation, there is always a chance of snow in winter and cool nights in summer. High day time temperatures range from the 70's - 80's in the summer to the 30's - 40's during the winter. Below the rim temperatures can be much warmer, however, with summer temperatures along the Colorado River at the canyon bottom reaching as high as 120° F.

Recreation

What recreational activities are available?

- With over 700 miles of hiking trails and countless miles of backroads, Grand Canyon offers hiking, biking, camping, photography and wildlife viewing, along with unique experiences such as mule rides along the rim or to Phantom Ranch, river rafting on the Colorado River and train tours on the Grand Canyon Railway.
- A community recreation center provides indoor activities such as weight/fitness center, computer lab, evening classes, basketball, volleyball and co-ed softball.

Are there groups/organizations I can join?

- The Rotary and Lions Club have chapters in Grand Canyon Village. There are also multiple options for church services.

Where is the nearest city? Shopping? Movie Theater?

- Grand Canyon Village has basic services such as a small grocery store, banking, a post office, medical clinic, church services and a community library.
- Towns in the greater Grand Canyon area include Tusayan (7 miles), Williams (starting point for the Grand Canyon Railroad), Kingman (in the heart of historic Route 66), Flagstaff (historic downtown, observatory, and Amtrak station), and Page (near Lake Powell).

What are my options for transportation to the nearest town or other recreational areas?

- Public transportation is available to Flagstaff via Arizona Shuttle. The community recreation center also offers recreational trips and shopping trips for a nominal fee.