



The Working
Holiday Club™
WORK TRAVEL VOLUNTEER

THE WESTIN RESORT & SPA, WHISTLER

This spectacular Whistler hotel is located in Canada's greatest year-round recreation destination and was the host resort for downhill events at the 2010 Winter Olympic Games.

JOB OVERVIEW

- ✓ **Winter Season:** November to April
- ✓ **Summer Season:** May – October
- ✓ **Province:** British Columbia
- ✓ **Min age:** 19
- ✓ **Accommodation:** both onsite and off-site accommodation available
- ✓ **Jobs:** Server, Barista, House Attendant, Rooms Attendant, Service Express Attendant, Service Express Agent, Cooks, Steward
- ✓ **Interview locations:** Zoom
- ✓ **Wages:** Entry level positions-\$15.20/hr

STAFF PERKS

- ✓ Wellness pack – \$1000 towards ski pass
- ✓ Associate discounted rates at over 7000 Marriott hotels worldwide
- ✓ \$5 Associate meals while on shift
- ✓ Uniforms and uniform care provided
- ✓ Discounts offered at the in-house spa and restaurant.

THE ACCOMMODATION

- ✓ On-site staff housing on level 3 of the hotel with double occupancy bunk beds.
- ✓ Off-site with double occupancy rooms.

*Please note – The content in this email is provided as a guide and for your information, and is the most current version at the time you receive this. Always double check terms of employment directly with HR, and accept that data as absolute



Strict grooming policy – uniform provided, neat, tidy well presented.



SERVER

The Server is responsible for providing excellent customer service to guests in the restaurant and bar areas of The Westin Resort & Spa, Whistler Canada. The Server will take orders, serve food and drinks, and ensure that guests have a pleasant dining experience.

Responsibilities:

- Greet guests and take orders in a friendly and professional manner
- Serve food and drinks in a timely and efficient manner
- Ensure that all orders are accurate and served to the guests' satisfaction
- Maintain a clean and organized work area
- Follow all safety and sanitation guidelines
- Assist with other duties as assigned

Qualifications:

- Previous experience as a server in a restaurant or bar setting
- Knowledge of food and beverage service standards
- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to stand for long periods of time
- Ability to lift up to 25 lbs.
- Must be available to work evenings and weekends



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BARISTA

The Westin Resort & Spa, Whistler Canada is looking for experienced and passionate Baristas to join our team. The Barista will be responsible for preparing and serving coffee and other beverages to guests in a timely and professional manner. The Barista will also be responsible for maintaining a clean and organised work area and ensuring that all safety and sanitation standards are met.

Responsibilities:

- Prepare and serve coffee and other beverages to guests in a timely manner.
- Maintain a clean and organised work area.
- Ensure that all safety and sanitation standards are met.
- Follow all recipes and instructions for preparing beverages.
- Provide excellent customer service to guests.
- Ensure that all equipment is properly maintained and cleaned.
- Assist with other duties as assigned.

Qualifications:

- Previous experience as a Barista is preferred.
- Knowledge of coffee and espresso drinks.
- Ability to work in a fast-paced environment.
- Excellent customer service skills.
- Ability to work independently and as part of a team.
- Ability to stand for long periods of time.



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HOUSE ATTENDANT

The House Attendant is responsible for providing exceptional service to guests of The Westin Resort & Spa, Whistler Canada. The House Attendant will be responsible for cleaning and maintaining guest rooms, public areas, and other areas of the hotel. The House Attendant will also be responsible for providing guests with a pleasant and comfortable stay.

Duties and Responsibilities:

- Clean and maintain guest rooms, public areas, and other areas of the hotel.
- Ensure that all areas are kept clean and tidy at all times.
- Respond to guest requests in a timely and professional manner.
- Report any maintenance issues to the appropriate personnel.
- Follow all safety and security procedures.
- Ensure that all cleaning supplies are stocked and ready for use.
- Follow all hotel policies and procedures.
- Other duties as assigned.

Qualifications:

- Previous experience in housekeeping or a related field is preferred.
- Ability to work independently and as part of a team.
- Excellent customer service skills.
- Ability to lift and move heavy objects.
- Ability to stand for long periods of time.
- Ability to work in a fast-paced environment.
- Ability to work flexible hours, including weekends and holidays



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ROOMS ATTENDANT

The Rooms Attendant is responsible for providing exceptional guest service and ensuring the cleanliness of guest rooms and public areas. The Rooms Attendant will be responsible for cleaning and maintaining the guest rooms and public areas of the hotel, as well as providing exceptional customer service to all guests.

Responsibilities:

- Clean and maintain guest rooms and public areas to the highest standards of cleanliness and safety
- Ensure all guest rooms are stocked with necessary amenities
- Respond to guest requests in a timely and professional manner
- Report any maintenance issues to the appropriate personnel
- Follow all safety and security protocols
- Maintain a clean and organized work area
- Other duties as assigned

Qualifications:

- Previous experience in a hotel or hospitality setting is preferred
- Ability to work independently and as part of a team
- Ability to lift and move up to 50 lbs
- Ability to stand for long periods of time
- Excellent customer service skills
- Ability to work flexible hours, including weekends and holidays
- Ability to work in a fast-paced environment
- Knowledge of cleaning products and techniques
- Knowledge of safety and security protocols



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SERVICE EXPRESS ATTENDANT

The Service Express Attendant is responsible for providing exceptional customer service to guests of The Westin Resort & Spa, Whistler Canada. The Service Express Attendant will be the first point of contact for guests and will be responsible for providing information, answering questions, and resolving any issues that may arise. The Service Express Attendant will also be responsible for providing assistance with check-in and check-out, as well as providing information about the hotel and its amenities.

Responsibilities:

- Greet guests upon arrival and provide assistance with check-in and check-out.
- Answer questions and provide information about the hotel and its amenities.
- Resolve any issues that may arise.
- Ensure that all guests are provided with exceptional customer service.
- Maintain a professional and friendly demeanor at all times.
- Ensure that all areas of the hotel are kept clean and tidy.
- Assist with any other duties as assigned.

Qualifications:

- Previous customer service experience is preferred.
- Excellent communication and interpersonal skills.
- Ability to work in a fast-paced environment.
- Ability to remain calm and professional in stressful situations.
- Ability to work independently and as part of a team.
- Knowledge of the local area is an asset



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COOKS

The Westin Resort & Spa, Whistler Canada is looking for experienced Cooks to join our team. The Cook will be responsible for preparing and cooking meals for guests and staff in accordance with established recipes and standards. The Cook will also be responsible for maintaining a clean and safe work environment.

Responsibilities:

- Prepare and cook meals for guests and staff with established recipes
- Ensure that all food items are prepared in a timely manner and according
- Maintain a clean and safe work environment
- Monitor food supplies and order as needed
- Assist in menu planning and recipe development
- Ensure that all food items are stored properly
- Follow all safety and sanitation guidelines
- Other duties as assigned

Qualifications:

- High school diploma or equivalent
- Previous experience as a cook in a hotel or restaurant setting
- Knowledge of food safety and sanitation regulations
- Ability to work in a fast-paced environment
- Excellent organizational and communication skills
- Ability to work independently and as part of a team
- Flexible schedule and ability to work nights and weekends



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STEWARD

The Steward is responsible for providing a clean and safe environment for guests and staff at The Westin Resort & Spa, Whistler Canada. The Steward will be responsible for cleaning and sanitizing all kitchen areas, equipment, and utensils. The Steward will also be responsible for maintaining the cleanliness of the dining areas, lobby, and other public areas.

Responsibilities and Duties:

- Clean and sanitize all kitchen areas, equipment, and utensils.
- Maintain the cleanliness of the dining areas, lobby, and other public areas.
- Empty and clean all garbage cans and replace liners.
- Sweep and mop floors.
- Clean and polish furniture and fixtures.
- Dust and vacuum all areas.
- Clean and sanitize bathrooms.
- Report any maintenance issues to the appropriate personnel.
- Follow all safety and sanitation guidelines.
- Other duties as assigned.

Qualifications and Skills:

- Previous experience in a similar role is preferred.
- Ability to work independently and as part of a team.
- Ability to lift and move heavy objects.
- Ability to stand for long periods of time.
- Ability to work in a fast-paced environment.
- Excellent customer service skills.
- Knowledge of safety and sanitation guidelines.



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