

Whistler Blackcomb

From the moment you arrive in Whistler Village, nestled at the base of Whistler and Blackcomb mountains, it's apparent that this is a resort village unlike any other you've ever experienced.

Yes, the rumors are true: it's absolutely massive, but in a way you're going to really love. With its endless array of shops, cafés and bars, restaurants and legendary après nightlife, the pedestrian-only Village is a destination unto itself, a one-of-a-kind confluence of two massive mountains, unique to North America, with an energy and style that are the envy of resorts around the world.

Whether you're in the mood for a leisurely stroll along its stone walkways, some people-watching from its countless sunny patios, exploring the fun-filled family playgrounds, or launching your next on-mountain adventure, Whistler Village delivers a recipe of winter magic that simply can't be matched.

STAFF ACCOMMODATION FAQs

What type of accommodation is it?

Shared accommodation. Most of our units are 2 bedroom units, with bunk beds in each room. In order to house as many people as possible we do not allow residents to "buy out" the other bed in a room. All accommodation is Shared.

Is there parking on site?

We do have very limited parking for normal cars & trucks only. No large vans or motor homes permitted. Parking is first come first serve and once it is sold out it is very challenging to secure alternative parking. Most folks find they do not need a vehicle in the winter months. There is public transit available to all of our locations, some are even within walking distance to the Village.

How do I make a request to live with my friend?

Login to Star Rez and make a roommate request in your profile.

What is included in the unit?

In the unit you will find bedding (sheets, blanket, pillow, towel and pillow case). Beds and furniture are included. Most units have 2 cook top elements to cook on.

How much is the rent?

Current rates start \$13.33/ night for a unit at Glacier and go up to \$21.78/ night. Please note these rates will go up 3% in the fall.

How do I pay my rent?

Login to your Star Rez account to pay your License fees (rent) they are due every 2 weeks on Pay day Fridays.

Who is responsible for cleaning the unit?

You and your roommates are.

What do I do if I don't get along with my roommates?

You can reach out to the Wellness Navigators team and they can help you work through any roommate concerns, mental health challenges. We can support all residents in a number of ways.

What items should be prepared to provide?

Cooking utensils, pots, pans, toasters or other small kitchen appliances. All of your own food, cooking and cleaning supplies.

How many properties do you have?

We have 3 different locations, Glacier Lane (5 buildings with about 200 beds in each unit) located on Blackcomb Mountain, this is where most of our residents reside. Brio – 1 building, about 200 beds. Located about a 10 min walk to Whistler Village. Westside – 1 building about 200 beds, located about 10 minute drive to Whistler Village, 5 minute drive to Creekside. It is a 5 min walk to the bus stop, and on the major bus route.

Food & Beverage FAQ's

What does Food and Beverage look like at Whistler Blackcomb?

Our Food and Beverage team is one of the largest departments at WhistlerBlackcomb and is broken up into Front of House and Back of House positions. Front of House roles cover everything that happens in the dining room, and Back of House roles cover serving guests at a station and prepping food. The environment is fast paced, high volume and over the course of your work week Front of House employees will rotate through a variety of roles- busier, cashier, barista, dishwashing, washroom checks and greeter. Back of House rotate between working different food stations and prepping food. Both Front of House and Back of House roles involve guest interaction.

How many locations do we have?

We have a combination of Quick Serve and Full Serve restaurants located from the Valley to the top of both mountains. In total there are 15 locations across the two mountains- Whistler Mountain and Blackcomb Mountain. Our largest restaurant The Roundhouse Lodge seats over 2,000 guests and our smaller huts seat closer to 50 guests. Our Quick Serve Restaurants are best described as cafeteria style dining where guests order from different food stations and then pay at a central cashier followed by finding their own seats. In the Summer our guests are sightseers, hikers and mountain bikers.

What do the shifts look like?

With the exception of the Bars, our locations are open during the day as that is when the mountain is open. Start times can be as early as 7am and everyone is off the hill by 5pm at the absolute latest. Full Time employment consists of 5 days a week (min 35 hours/week) and Part Time employment consists of 3 days a week (15 hours/week). We are a department that works together so you may find yourself working across multiple locations over the course of the season. If there are not full time hours within Food and Beverage there is opportunity to work across other departments as well- ie: Base Area Ops, Retail Rental, Product Sales and Services. We do our best to create set schedules so employees can get into a routine and at the beginning of the season we ask what your schedule preferences are. There will be times of the

year that the schedule might change due to increased business volumes, but we do our best to keep it consistent.

What does the job look like on a day to day?

Each shift begins with a pre shift where everyone who is working gets together to meet with one of the Managers on Duty for the day. They will go over a safety spotlight for the day, anticipated business volumes, recognition, up coming events and anything else you need to know to set employees up for a successful day. This is also when job roles will be assigned for the day. After pre shift it's a quick spot check of the building, maybe a vacuum and it's go time! Guests arrive as early as 9am and food is served for the duration of the day. During the shift the tasks below will be preformed. The Manager on Duty will assign breaks throughout the day and there is 30 minutes for lunch, which is free! Back to work for the remainder of the day. Once the mountain closes it's time to reset for the next day, perhaps another vacuum and download for the end of the day.

Daily Tasks:

- i. Bussing: clearing and wiping down tables, taking anything left on the table to the rack and rolls which will later be sorted. Fun fact as a company we have a bold sustainability goal: to achieve a zero net operating footprint by 2030. This means you will not find a trash can in our restaurants and everything is sorted to help achieve this goal.
- ii. Cashier: taking payments for purchases
- iii. Barista: making speciality coffees and processing payments
- iv. Greeter: greeting guests as they arrive into locations and assigning shifts. Currently we are also checking vaccine status as directed by Public Health Order
- v. Dishwasher: help maintain the sorting area in the back of the kitchen and running dishes through the dishwasher as required
- vi. Washroom Checks: routinely going through washrooms to ensure supplies are stocked and the facility is clean
- vii. Back of House: preparing food for the day (making sandwiches, salads, fruit cups) serving food and operating the grill

What is your time off policy?

Typically we do not allow time off during our peak season- ie: Christmas, Presidents Week, Easter, and Spring Break as it is our busiest time. We recognize that employees are in Whistler to experience all that the town and environment has to offer so we will try to accommodate days off, but please remember the season is only 6 months and not all time off can be accommodated.

What is the housing situation like?

We have 3 staff housing locations, two in the Village area and one just south of Creekside. Housing is on a first come, first served basis. Current rates start \$13.33/ night to \$21.78/ night. Please note these rates will go up 3% in the fall.

Is there a uniform?

Yes! For the Summer we provide a polo shirt and schpants- they are pants that zip off into shorts. For Winter we also provide pants and a shirt. The only piece of uniform that we ask you to provide is closed toed, non slip shoes, preferably black. Doc Martens, Blundstones and Timberlands are a good examples of appropriate work shoes. Keep in mind you will be on your feet for the duration of your shift so it's important to have comfortable shoes. If you are placed in a location that requires you to ski/snowboard to and from it is a requirement that you provide your own equipment including a helmet.

Perks of being part of the FB team?

Amazing group of people from all over the world. Free shift meal while working, 50% off food while not working, one of the largest departments on the hill, options to work at a ski in, ski out location, variety of location sizes- a. anywhere from 8 staff to over a 100 staff depending on the restaurant size.

Do I need previous experience in order to work in FB?

Nope! We don't expect anyone to come in to the department with previous experience. Our environment is very unique and appreciate that people come to Whistler with a diverse employment background. Our company has extensive departmental specific training that occurs before the first day, as well as on the job training. All we ask is you come with a keen attitude and a willingness to learn.

What's it like living in Whistler?

It really is the best. And if you think Summer is great wait till winter comes along. It's a very common phrase in Whistler to hear 'I came for a season and am still here 5 years later'. There is always something to do and the scenery is second to none. Whistler is a lot of fun but it is expensive so plan accordingly. The wage for our entry level positions is \$15.20/hour and paychecks are every two weeks.

