

## Welcome to Okemo Mountain Resort

Before filling out an application, we'd like to share information about our resort so you can decide if Okemo is a good fit for you. Please read this guideline and use it as a tool in the application process.

Our Shared Values - We have four Shared Values at Okemo. Ask yourself if these work for you:

**INTEGRITY IN ALL WE DO** is shown by being trustworthy, keeping our promises and treating everyone fairly.

**RESPECT FOR OTHERS AS INDIVIDUALS** is shown by treating others as we want to be treated.

**COMMITMENT TO THE GUEST** is shown by putting the guest first and looking for ways to exceed our guests' expectations.

**PASSION FOR OUR WORK** is shown through our Mission:

"We turn moments of discovery into timeless traditions by creating 'The Okemo Difference' for our guests and each other."

It is a balance. We enjoy the work we do and enjoy all the mountain has to offer.

**Community** - Community Service and Environment are two of Okemo Mountain Resort's Core Statements. As stewards of Okemo Mountain, we feel responsible for preserving the environment and improving the quality of life in our local communities.

**Teamwork** – Each department is a team within the larger Okemo Team so there might be times you will be asked to work in another department that needs help. We take pride in helping other departments get the job done. One of our Core Statements is "Our team members are our greatest asset." They truly are.

**Our Passion** – Our goal is to have "welcoming, genuine connections" with every guest and "turn their moments of discovery and adventure into timeless traditions". We tell them what we enjoy and let them know what we offer. Do you enjoy talking with people you don't know and helping them learn about things that you love to do?

**Job Opportunities** – In some ways Okemo is like a small town. We have many departments, all doing very different kinds of work. If you decide you want to work at Okemo, give thought to the following questions before applying and interviewing for a position:

Do I enjoy being inside or outside?  
Do I enjoy interacting with other people or do I prefer being behind the scenes?  
Do I want to work days? Nights? Full-time? Part-time?  
Do I have specific skills that I hope to use in my job?  
Am I ready to be here when the guest is here? This means you will need to commit to work weekends and holidays as needed.

If you interview for a position, please be prepared to ask any questions you have related to the position or Okemo.



**Professionalism** - Please make sure you are aware of our Grooming Policy. You must be willing to adhere to these standards should you be hired for a position. If you have questions, make sure you discuss them during the interview process.

Thank you for taking the time to read this information. We hope Okemo fits your expectations. If so, we suggest you take the next step and fill out an application. We look forward to an exciting season!

**Part of working at Okemo is aligning your knowledge and skills with our Standards of Excellence. Our Standards of Excellence are the key aspects of our work, defining how we operate in our departments and how we deliver “The Okemo Difference.”**

These standards are what we consistently do in our jobs – SAFETY, SERVICE, PROFESSIONALISM and ATTENTION TO DETAIL

#### **SAFETY**

- Remember, Safety First!
- Know safety policies and procedures
- Watch out for others
- Maintain a safe work and recreational environment
- Always be aware of your surroundings

#### **SERVICE**

- Be friendly
- Greet every guest with a smile and eye contact
- Connect by showing your passion and discovering theirs
- Remember repeat guests
- Have a positive attitude
- Respect every internal and external guest
- Be helpful
- Know your job
- Discover what the guest wants
- Help them get what they want
- Share “Did You Know” opportunities
- Exceed guest expectations
- Turn misery into magic through service recovery

#### **PROFESSIONALISM**

- Know the resort and resort services
- Be a team player
- Communicate effectively
- Act appropriately throughout the resort
- Adhere to grooming policies
- Be a dependable team member

#### **ATTENTION TO DETAIL**

- Maintain a clean and organized workplace
- Do your job efficiently and effectively
- Be a steward of the resort’s beauty
- Improve the products, services and systems you offer
- Support and protect the environment