

EMPLOYMENT OPPORTUNITIES

An Equal Opportunity Employer

BEFORE FILLING OUT AN APPLICATION FOR EMPLOYMENT WITH WATERFALL RESORT, YOU SHOULD READ THIS INFORMATION VERY CAREFULLY. OUR STANDARDS ARE HIGH, AND EMPLOYEES ARE EXPECTED TO BE ABLE TO LIVE UP TO THOSE STANDARDS.

FULL CONSIDERATION WILL BE GIVEN TO EVERY APPLICATION RECEIVED. WHERE PRACTICAL, PERSONAL INTERVIEWS MAY BE HELD

INTRODUCTION:

Once the site of the most successful salmon cannery in Southeast Alaska, the grounds were purchased by an investment group for the purpose of constructing the most unique first class fishing resort Alaska has ever known.

The Resort is located along the prime channels where salmon enter the inside waters from the Pacific Ocean. Salmon ranging in size up to 70 pounds, hefty halibut, and various types of bottom fish are abundant. Fishing is from 21-foot cabin cruisers each skippered by a fishing guide.

Visitors to the Resort stay a minimum of three nights with most staying for three or four nights. Waterfall Resort offers the visitor a number of ways to enjoy their stay. In addition to the ultimate in fishing, we offer our visitors nature tours, which take place aboard our comfortable vessels exploring innumerable bays and inlets. The area around Waterfall is one of few coastal areas in the world that has a large marine mammal population, which includes two species of large baleen whales, the gray and humpback whale. Beaches abound with extensive sea bird colonies, fascinating geological formations, former and present day Indian villages, totem poles, and every ecological system found in Southeast Alaska. On a nature walk, the visitor may observe much, including our namesake, the **WATERFALL!** Each year thousands of salmon collect at the base of the waterfall in their trek upstream to spawn. Guest accommodations at the resort are tailored to suit the refined tastes of every guest. Each Cape Cod style cottage has a waterfront view, pine and oak furnishings, two beds, carpeting and quality appointments. Full comfort is completed with a wet bar,

refrigerator, electric heater, full bathroom facilities and daily maid service. Meals are delicious and service is family style. Friendly atmosphere is quite evident in our recreation lounge and bar where we offer billiards, ping-pong and satellite television. Special programs may include films and talks about whales, bears, and other interesting subjects.

Our season extends from late May to mid-September, and the number of guest reservations affect staffing arrival and departure dates. Our typical Resort guest will arrive in Ketchikan by major scheduled airlines, transferring to a local floatplane company just before noon for a scenic 40-minute flight to the Resort. The employees are also flown in the floatplanes from Ketchikan with one flight to the Resort and one flight back to Ketchikan paid for by the Company.

FINANCES:

Employees must pay their own way to get to Ketchikan and back home again. For those not living nearby, this can be a major expense. You will be flown from Ketchikan to the Resort at our expense. There are no roads connecting with Southeast Alaska; you must either fly or use the Alaska Marine Highway (Ferry) from Bellingham, Washington or Prince Rupert, Canada to Ketchikan; reservations must be made well in advance. You have no way to bring a vehicle to Waterfall. Applicants should carefully evaluate their finances over the season to be certain their financial goals will be met.

Most employees are paid by the hour and time and one half is paid for over 8 hours per day, 40 hours per week. We expect the normal workweek will be 40 to 54 hours. We do not guarantee this. There may be times when you will be asked to work more or less than the normal workweek, and you will be paid accordingly.

If we offer you a job, you must sign an agreement to the terms of employment. Because of our location, replacement of employees is expensive. Written notification at least 60 days in advance of your arrival date is required to enable appropriate scheduling of your transportation to the Resort.

There is no necessity to spend much money while at Waterfall. Many employees are able to save most of their net pay. If money burns a hole in your pocket, you will only be able to dispose of it on such things as souvenirs, refreshments, and personal care items available in the Resort General Store

EMPLOYEE HOUSING AND FACILITIES:

Meals and lodging are provided while you are at Waterfall. Meals are served cafeteria style and we cannot accommodate special diet problems. Meals are good and plentiful. Most employees find they must be careful in eating to prevent gaining weight. Items not served in an abundant supply are fresh milk and ice cream. Supplies must be flown in and there are sometimes shortages of certain items. Employees are not permitted to eat in the guest dining room or to have the cooks prepare special individual items, however, the cook in the crew kitchen will welcome any suggestions you may have. You will not be neglected.

You will be housed with other staff in rooms with adequate but modest furnishings. Space is limited and there is little privacy. Because of limited power source, we suggest that you bring only essentially required electrical appliances. Each person is responsible for cleaning his or her own quarters. The management will periodically make inspections of living quarters. Because of the somewhat cramped housing conditions, it is imperative that employees keep their rooms cleaned and picked-up.

Linens, blankets, pillows and towels are furnished. Employees are responsible for their personal laundry. Waterfall laundry equipment is available to employees between the hours of 7:00 a.m. and 10:00 p.m.

All employee meals are served in the staff dining room, cafeteria style. This room is also used for reading, lounging, card games, etc. Non-employees may not eat in the employee dining room, except with special permission of the manager and a meal charge is made.

Employee's personal property, stored or housed on our premises is not covered by any type of fire or theft insurance. If you wish such coverage, you should check with your own insurance carrier.

Non-employees are not permitted in employee accommodations. Accommodations for married couples are limited. No children are accommodated.

UNIFORMS AND CLOTHING:

During the season, temperatures seldom exceed 70 degrees and are usually 60 to 65 degrees. It can get down in the 50's occasionally. It rains frequently. Suggested clothing includes: jeans, slacks, warm

jacket, long sleeved shirts, sweaters, sturdy shoes, hiking boots and tennis shoes. Raingear and rubber boots are required and must be provided by the employee. It would be wise to bring a full summer's supply of toilet articles such as toothpaste, shampoo, etc. We can supply you with these items, but they cost a little more.

RECREATION AND ENTERTAINMENT:

You must make your own recreation at Waterfall. Limited TV reception is obtainable at Waterfall. There is a Television and VCR available for employee use; we have a very limited supply of programs available; if you care to bring your personal tapes to share, please feel free to do so. We have a library of paperbacks to read and ask you to bring some of your favorites to exchange if you enjoy reading. If you have a talent or recreation you would like to share with either guests or your co-workers, please let us know about it so that we might call upon you. There are hiking trails and many miles of beach full of Northwest history, sights and sounds. The changing tides display much sea life. When not in use by guests or resort business, there is limited access to boat use for personal fishing or nature tours. This activity must be by appropriate arrangement with the Resort Management.

FINANCES/PAYROLL:

It is suggested that each employee have a banking account (checking) before coming to the resort as there is limited access to cash payroll checks. It is not a good idea to have large amounts of cash on hand. You can request up to \$400.00 in cash from each monthly paycheck for miscellaneous purchases at the resort. Make sure you have a good supply of deposit slips and envelopes to mail your checks for deposit. The resort is not set up to make payments for your personal accounts.

MISCELLANEOUS POLICIES:

All employees are subject to the regulations of Waterfall Resort. Only by fully cooperating with each other are we able to run a successful operation.

The use or possession of illegal drugs will result in immediate dismissal.

Firearms are **not** permitted.

Employees leaving the general vicinity of the resort must leave word of their destination and time of estimated return because of the very real

possibility of getting lost or stranded by the tide; also in case of the need to be called back to meet an emergency situation.

Unauthorized use, sale, or giving away of property or services not your own is considered theft and will be dealt with accordingly.

Damage to Resort property resulting from negligence, unauthorized use, or deliberate misuse will be charged to the employee and can lead to dismissal.

"Theme" T-shirts, which may offend or disturb certain guests (i.e. those relating to nuclear power, oil tankers, big businesses, etc.) will not be tolerated.

Personal long distance calls made from the Resort must be charged to the employee's credit card or another phone number. There will be no other long distance calls allowed.

MAIL:

Mail can be **TEMPORARILY** forwarded to: Waterfall Resort, Box KWF, Waterfall AK 99950 for the time you are at the resort. When you have your mail forwarded please note it is **TEMPORARY** and give your post office and creditors the dates you will be at the resort. You cannot change your address from the resort to your address after your departure, postal regulations only forward to owner of box or address. Fill out the postal service forwarding request as **TEMPORARY** giving the dates: START: arrival to Waterfall and END: departure from Waterfall.

QUALIFICATIONS FOR WORKING AT WATERFALL RESORT:

The ability and desire to do a full day's work is essential. If you are not a "self-starter" or have to constantly be told what to do - PLEASE DO NOT APPLY. We would both end up unhappy. Our average age of employment is usually 19 to 25 with many having at least one year of college.

The nearest doctors and hospital are 40 minutes away in Ketchikan and accessible only in daylight and suitable weather for flying. If you have health problems, this is not the place for you. Emergency treatment in case of an accident is provided, and you are covered by worker's compensation for work related accidents. We recommend that you have a good physical examination and be assured that there is no undue health risk in being isolated from prompt medical care. SPECIAL DIETS, INCLUDING VEGETARIAN DIETS, CANNOT BE PROVIDED.

There is some stress and a great amount of responsibility in our constant concern for guests. You will also be expected to be self-sufficient in this isolated area, and tolerant of close contact with other people...you must have a cheerful disposition and an ability to work effectively under pressure. During our entire season, the Resort operates at full capacity and this requires working at top capacity.

We demand that an employee present a clean and neat appearance. We will periodically provide a person on-site for hair care services. This person would charge the employee using the service the going-rate for the service; the company would absorb the cost of transportation of this person to the Resort. Our average guest is about sixty years of age, and they expect and **deserve** our employees to present a good image. Our guests are paying top dollar for a first class experience and our employees are expected to give each guest the best possible service. Whether on or off duty, all employees are expected to act cordially to our guests at all times and under all circumstances. You are allowed adequate time off duty, but from the minute you step off the plane at the Resort to the minute you step back on, **YOU ARE ON WATERFALL'S TEAM!!**

APPLYING FOR EMPLOYMENT:

Take time to fill out the [application](#). ALL APPLICATIONS MUST BE COMPLETE AND SIGNED. Please mail or fax this application. Do not e-mail this application.

No employment will be granted until we have received reference letter(s). NO APPLICATION WILL BE PROCESSED WITHOUT REFERENCE LETTER (S).

We hire some employees to begin work as early as May 1st, and to remain as late as September 5th. To enable us to best consider your application, your availability dates should encompass May 10 to 15, but we are stressing the importance of the CLOSING DATE as our business continues briskly through September. INDICATE YOUR **VERY BEST ESTIMATE OF AN ENDING DATE ON YOUR APPLICATION**. The closer YOUR availability dates conform to our needs, THE GREATER YOUR CHANCES OF BEING EMPLOYED.

Our employment program begins in mid-January and the majority of the positions are filled by the end of April. There will be a limited number of positions available during the operating season as replacements and mid-season hire. If you will be attending summer school or similar and will be available later, indicate your very best

availability dates on your application, which we will keep on file. Should a suitable opening become available, we will contact you.

**APPLICATION FOR EMPLOYMENT WATERFALL RESORT
P.O. Box 6440
Ketchikan, AK 99901**

1. Before completing this application for summer employment with **Waterfall Resort**, you should read the employment information carefully and thoroughly.

Please Print or Type:

NAME _____
(Last) (First) (Initial)

Social Security Number: _____

PERMANENT ADDRESS:

(Street or P.O. Box)

(City) (State) (Zip)

CURRENT ADDRESS: (If different from above)

TELEPHONE NUMBER: _____
(area code & number)

Are you at least 21 years of age: yes no

Birth date: ___/___/___

BRIEFLY EXPLAIN WHY YOU ARE INTERESTED IN WORKING FOR WATERFALL RESORT:

Do you have any physical condition, which may limit your ability to perform the job applied for? (If so, please explain)

EDUCATION: Circle last grade completed:

1 2 3 4 5 6 7 8 9 10 11 12 - College 1 2 3 4

Name(s) of school(s), other than high school:

Location Major Dates Degree

Do you speak, read or write a foreign language: (If yes, please specify)

THE U.S. COAST GUARD REQUIRES A MOTOR BOAT OPERATORS LICENSE - APPLICANTS FOR FISHING GUIDE POSITIONS SHOULD ATTACH INFORMATION REGARDING EXPERIENCE AND LICENSE (S) POSSESSED.

POSITIONS DESIRED (In order of preference)

1

2

3

4

EARLIEST DATE YOU COULD BE AT RESORT _____

LATEST DATE YOU COULD REMAIN _____

Be exact - Availability dates are a prime factor with regard to

securing employment. We need some employees to begin work as early as May 1st, and some to remain as late as September 20. Our operating season extends from late-May through mid-September. Preference will be given to those who can stay the entire season.

1. Have you read the Employment Information? _____

2. Are you acquainted with a present or former employee of Waterfall Resort? _____

If so, Name Address

3. Why are you interested in the positions you have listed as desired?

-

4. In what field do you plan a career?

5. What other Resorts, Lodges or Parks, if any have you worked in

6. If you have any entertainment qualifications you might wish to share, either with guests or other employees, please list here

PREVIOUS EMPLOYMENT: (Application will not be processed unless this section is complete)

Dates, Company Address, Phone, Contact (supervisor or manager) reason for leaving.

1.

-

2.

-

3.

PERSONAL REFERENCES: (Other than former employers - include name, address, & phone no.)

1.

-

2.

-

3.

PERSONS TO NOTIFY IN CASE OF EMERGENCY: (Please list two persons) Name Address Telephone No. Relationship

1.

-

2.

I HAVE READ THE EMPLOYMENT INFORMATION AND IF ACCEPTED FOR EMPLOYMENT AT WATERFALL RESORT, I AGREE TO FULLY ABIDE BY ALL THE CONDITIONS AND REGULATIONS OF EMPLOYMENT THEREIN OR WHICH MAY BE FORMULATED DURING THE OPERATING SEASON.

Signature

Date

Information listed in the following format: (83)

OF JOBS

TITLE

DESCRIPTION

25

FISHING GUIDE

Requires a Coast Guard Operators License- takes up to 4 guests fishing each day - responsible for cleanliness of boat and fishing equipment.

4

MECHANIC

Specialized training - works on Volvo I.O. repairs engines and other boat repairs. Specialized training - works on Volvo and Mercury outboards repairs engines and other boat repairs.

7

FISH CUTTER

Fillets, head-n-tails, steaks, and vacuum packs fish caught by guest and crew.

8

DOCKHAND

Loads and unloads airplanes and resort boats, packages guest fish for shipment, maintain camp cleanliness.

5

HOUSEKEEPER

Cleans guest rooms, common areas and helps maintain resort cleanliness.

4

HOSTESS

Operates a general store/liquor room, handles guest check-in and checkout, available to help guests.

5

COOK

(2 in guest/2 in crew and 1 floater) separate kitchens, cooks meals buffet style for up to 84 guests or crew per meal.

4

WAITRESS

Sets up guest dining room, cleans dining room, buses tables, helps cook prep for meal, sets up salad bar.

4

DISHWASHER

(2 in guest/2 in crew) helps cook prep for meal, does dishes, cleans kitchen and general kitchen chores.

5

MAINTENANCE

General maintenance from plumbing to wiring to building new projects and repairing down or broken equipment.

3

FLOATER

Covers days off in the housekeeping, hostessing, bartending, and the kitchen positions.

1

NIGHT WATCHMAN

Walks property at night to ensure security, keeps noise from crew rooms down, maintains generators at night and performs some maintenance work.

2 AIRLINE REPRESENTATIVES - Collecting tickets, check departure information, confirms seat assignment, checks fish boxes and bags for departure and arranges seats on local float plane service.

1 BOOKKEEPER Acts as the night auditor, handles all folios, money and billing of charges.

1 TACKLE REPAIR Responsible for maintaining fishing equipment, repairing broken reels and poles, issuing tackle to guides.

1 BARTENDER Operates the lounge, makes drinks for guest and crew makes sure that charges are accurate for bookkeeper.

1 BAKER Makes homemade desserts, pastries, muffins and breads for the guest dining room.

1 LUNCHMAKER Makes up the boat lunches for the following day for each boat that has guests.

1 UTILITY FLOATER Covers days off in the guest kitchen - 4 waitress and 2 dishwasher positions.