

# FAQ's Glacier Bay 2011

## 1. What is the best way to get to Glacier Bay?

Getting to Glacier Bay is half the fun—you basically have two options, fly or take a boat/flight combination. Whichever method of travel you choose, **please let us know a few days in advance as to what time to pick you up at the Gustavus, AK Airport by calling 907-697-4032 (HR) or 907-697-4010 (GM).** Keep in mind that if you are one of the first employees to arrive there may not be anyone at those local numbers. If that is the case, the local airline in Gustavus will know how to contact our winter caretaker.

### **FLYING:**

If you are flying, your target city is Juneau, Alaska (JNU). Juneau can be accessed via Seattle from the lower 48 or Anchorage depending where you are coming from. Alaska Airlines is the only airline that flies into Juneau.

From Juneau, you will need to take an Air Taxi to the town of Gustavus, Alaska GST. (Alaska Airlines does fly to Gustavus, AK once per day during June, July & August—check their webpage for details.) There are basically five Air Taxi companies to choose from:

1. Air Excursions 907-697-2375 (Company Preferred)
  2. Wings of Alaska 907-789-0790
  3. Fjord Flying Service 907-697-3005
  4. LAB 907-789-9160
  5. Wilson Air 723-0132
- Alaska Airlines ([www.alaskaair.com](http://www.alaskaair.com))

### **BOAT:**

Some find boat travel to be an exciting way to get to Juneau, Alaska. Please check out the Alaska Marine Highway System web page for more information ([www.dot.state.ak.us/amhs](http://www.dot.state.ak.us/amhs)).

Please note that if you take the boat to Juneau, AK you will need a ground transfer to the Airport for your Air Taxi flight to Gustavus.

## 2. What should I bring?

- Spending money for unexpected circumstances
  - Payroll advances are not provided and it could take up to 4 weeks before you get your first paycheck
- Voided check or letter from your bank for Direct Deposit
- Alarm clock (battery operated)
- Personal toiletries
- Laundry soap
- Bath towel/washcloth
- Shampoo
- Extra eyeglasses/Contacts
- Medication (at least one month supply)

*Some optional items you may want to consider bringing:*

- Bug repellent/net
- Hiking boots

- Camping gear – (camping gear is limited, please bring as much as possible of your own gear)
- Rain gear – (Glacier Bay is located in a rain forest—you will certainly enjoy a summer gortex rain jacket and pants and waterproof or rubber boots. For kayaking most people choose to use knee high rubber boots as they keep your feet warm when getting into and out of the kayak)
- Flashlight/head lamp
- Clothes hangers
- Books/magazines
- Camera/film
- Stamps
- Extra blanket and pillow (sheets, one blanket and one pillow provided)
- First aid kit

### **3. What are the required qualifications and documents for all employees?**

Federal Law requires all employees to provide valid documentation and proof of eligibility to work in the United States. Upon arrival, employees must provide original documentation, i.e. Social Security card, birth certificate, driver's license, passport. International students must have a visa allowing work in the U.S. and must have applied for a Social Security card prior to arriving in the Park. ***No person will be employed, transported to the Park or housed without the required documentation.***

As a reminder we would like to encourage you to complete Section 1 of the Form I-9 before your first day of work. If you are unable to do so, Section 1 of the Form I-9 must be completed on your first day of work, and Internet access will be provided for this purpose. ARAMARK uses an electronic Form I-9 which you may access on the Internet up to 60 days prior to your first day of work. See offer letter for web address complete Section 1 of the Form I-9.

On or before your first day of work with ARAMARK, you must complete Section 1. Complete Section 1 by inputting the following information: Full Name, Current Address, Date of Birth and Social Security number. In addition, you will indicate whether you are a Citizen, a Noncitizen National of the United States, A Lawful Permanent Resident or an Alien Authorized to Work, and you will certify the accuracy of the information you input. You may have someone assist you with this process, and that person will complete the Form's Preparer and/or Translator Certification.

### **4. Where should I apply for a Social Security card?**

You can apply at your local social security administration (to find go to [www.ssa.gov](http://www.ssa.gov)) or go to the office in Juneau at 709 W 9th St # 231 (907) 586-7070, 9 am- 4 pm.

### **5. Should I bring my computer to Glacier Bay?**

Many employees prefer to have their own computer while here in Glacier Bay. We do have wireless access in some of our employee areas. We also have computers available for employee use in the employee recreation room. ARAMARK Parks and Destinations-Alaska will not be held responsible for any lost items or damage to **ANY** personal affects.

### **6. How can someone get in touch with me?**

There are no telephones in employee rooms; however there are phones as well as wireless internet access, in the Employee Dining Room. There is one computer for employee use and some employees have computers in their departments that they can use after hours.

The phone numbers for the Employee Dining Room are:  
907-697-4092 and 907-697-9900

In case of minor emergencies or important messages, friends and family can call the Human Resources Manager at 907-697-4032.

In case of emergency, they can call Human Resources (above) and front desk at 907-697-4000. Calls to the front desk should be made **ONLY** in case of emergency.

Calling cards are required for long distance. It is recommended that you bring one in the case that the store in town and gift shop sell out. Many people want to call family to tell them they arrived safely only to realize they have no way to call. **There is no cell phone service in the park.** However, there is some reception in Gustavus.

#### **7. Will I be able to get mail while I am in Glacier Bay?**

If you need to ship some of your belongings to the Park before you arrive, please send them to:

Your Name  
Glacier Bay Lodge and Tours  
PO BOX 179  
Gustavus , AK 99826

**Packages sent to the Anchorage office will be returned to the sender.**

Note: U.S. Priority Mail is the quickest and most reliable way to ship and receive mail here in Gustavus. UPS and FedEx do not deliver to PO Boxes and we do not have a “physical address.”

#### **8. When I am not working, what is there to do?**

Glacier Bay is a very remote sight. At the lodge itself there is a gift shop, dining room, lobby, small visitors information center, and a dock on the water. There are roughly 75 employees here so you will work, eat, sleep and recreate with the same people all the time. We generally give rides into Gustavus 2 times a week to allow you go to the store. Other than that you must ride a bike to get to town. The “town” of Gustavus (pop.400) consists of a gas station, small store, pizza place, airport, dock and some houses. There is not much to see or do in town.

Because Glacier Bay Lodge is located on the water, most of the outdoor activities are water-based. Glacier Bay boat tours go “up-bay” into the heart of Glacier Bay National Park all the way to the tidewater glaciers. You will see abundant wildlife on the coast and in the water such as sea lions, mountain goats, puffins, bald eagles, sea otters, porpoises, bears (both black and brown), moose, seals, and whales (usually humpback or orca). As employees, you are welcome to take this tour.

We have kayaks for employee use (though you won’t be able to use them at the beginning of any summer until they have been inspected for safety). They are all 2-person kayaks. We only have a few so if there is not one available when you want to reserve one, you can rent one from the local “Glacier Bay Sea Kayaks”. They usually

give a discount to lodge employees. You can go out for a ½ day paddle around the bay or do an overnight on the nearby Beardslee Islands. Many employees choose to load up the kayak and take the “upbay” tour boat to a farther away drop off point and then get picked up by the same boat a few days later. We have all of the necessary gear (kayaks, paddles, spray skirt, etc) or if you end up renting a kayak, this is included in the price. We also have knee high rubber boots, but we have a limited selection so many employees choose to bring their own. These boots are recommended for kayaking (getting in and out of the cold water) as are rain pants and a rain jacket.

There are also several hiking trails in the area and a campground located ¼ mile from the lodge. We have bikes that employees can use to ride from the lodge to town. We have a TV area in the Employee Dining Room that has a DVD and Tape player. There are some DVDs available for checkout and many tapes. There is a large selection of books and board games, as well. Tours and employee discounts, as well as discounts for family and friends, change from year to year and are subject to change.

**9. My family/friends want to come visit me in Alaska this summer. Are there any special programs?**

We offer a special Friends and Family rate of \$99.00 per night. For more information, go to [www.denaliparkresorts.com/landing-pages/friends-family-rate](http://www.denaliparkresorts.com/landing-pages/friends-family-rate). Please note that availability may be limited on some dates.

**10. What is the temperature?**

The average temperature (in Fahrenheit) for Glacier Bay (Gustavus) is:

May	June	July	Aug	Sept
45.7	51.4	54.7	53.6	48.6

The average **maximum** temperature is not usually higher than 60.

These average temperatures are lower than Anchorage and many of our employees have been surprised to find it colder here than some other areas of Alaska. You will be glad you brought a warm jacket.

**11. Where will I be staying?**

Each property has employee housing and dining areas.

**12. What is the housing like?**

The housing is rustic, dormitory-style units. The rooms are very simple. All of the rooms have private bathrooms with a toilet, shower, etc. The rooms have 2-4 beds in them. In most cases, you'll have one or two other roommates. It is slightly possible that you will be 4 people to a room, but staffing needs generally do not require us to have 4 to a room.

**Managers:** We have 8 manager's rooms in the lodge itself. These rooms have a phone and private bathroom. These rooms are shared with one other manager. Managers will not have their own rooms and should not expect that (returning managers will also have roommates). **Assistant Managers, Chef de Cuisines, Sous Chef's, and supervisors** will not live in Management housing, but in the regular staff housing area.

**Couples:** We are usually able to provide couples with their own room, however, if they are coming late in the season this is more difficult. We have a few double beds, and all of the other beds are twins. We cannot guarantee double beds to couples. Please let HR know about any roommate requests you have.

If a Manager has a partner of non-management status, we can give them a room together, but we cannot guarantee them both a spot in management housing. We will accommodate them in Management housing on an availability basis.

**13. What are the housing charges?**

The cost is \$15/day for all regular first time employees. The cost is \$12.50/day for RETURNING employees. This includes 3 meals a day in our Employee Dining Room, dorm style living, and laundry facilities. AssistantManagers and Chefs de Cuisine pay ½ R&B which is \$6.25 per day. Hourly supervisors pay the standard R&B fee. Managers and Executive Chefs received waive R&B.

**CAN I NOT GET THE FOOD PORTION OF THE ROOM AND BOARD AND JUST PAY FOR HOUSING?**

Unfortunately no, we have no way to manage who enjoys our staff dining room, so all staff are charged. If you will miss a meal on your day off, the kitchen can make box lunches with advance notice for no additional fee.

**14. Can I bring my cat or dog?**

We do not have pet housing for seasonal employees.

**15. Is there a T.V.?**

There are no T.V.s in any of the staff rooms or lodge rooms. There is a shared T.V. with satellite cable in the Employee Dining Room/Rec room.

**16. Are there laundry facilities provided?**

There are laundry facilities provided for free for employee use.

**17. Who do I report to or contact if I have any questions?**

You can contact the Human Resources Manager at 907-697-4032 or the General Manger at [benson-tamara2@aramark.com](mailto:benson-tamara2@aramark.com).

Currently you can contact Sara Lynn, Human Resources Manager at 907-683-9244 or [lynn-sara@aramark.com](mailto:lynn-sara@aramark.com)

**18. How often do I get paid?**

Listed below is the pay cycle schedule for the 2011 season. Please plan accordingly; keeping in mind it may *take up to 4 weeks before you receive your first paycheck.*

<b>Week Beginning</b>	<b>Week Ending</b>	<b>Pay Day</b>	<b>Week Beginning</b>	<b>Week Ending</b>	<b>Pay Day</b>
10/21/10	11/03/10	11/13/10	04/21/11	05/04/11	05/14/11
11/04/10	11/17/10	11/27/10	05/05/11	05/18/11	05/28/11
11/18/10	12/01/10	12/11/10	05/19/11	06/01/11	06/11/11
12/02/10	12/15/10	12/25/10	06/02/11	06/15/11	06/25/11
12/16/10	12/29/10	01/08/11	06/16/11	06/29/11	07/09/11
12/30/10	01/12/11	01/22/11	06/30/11	07/13/11	07/23/11
01/13/11	01/26/11	02/05/11	07/14/11	07/27/11	08/06/11
01/27/11	02/09/11	02/19/11	07/28/11	08/10/11	08/20/11

02/10/11	02/23/11	03/05/11	08/11/11	08/24/11	09/03/11
02/24/11	03/09/11	03/19/11	08/25/11	09/07/11	09/17/11
03/10/11	03/23/11	04/02/11	09/08/11	09/21/11	10/01/11
03/24/11	04/06/11	04/16/11	09/22/11	10/05/11	10/15/11
04/07/11	04/20/11	04/30/11	10/06/11	10/19/11	10/29/11
			10/20/11	11/02/11	11/12/11

**19. Can I get direct deposit?**

We strongly encourage employees to receive their pay checks via direct deposit. There are numerous benefits to this. You get paid faster than receiving a paper check and you will not need to keep large amounts of cash on you or in your room (especially if you cash your paycheck).

**Direct Deposit**

If you do not currently have a checking account, open one before you leave for Alaska. Many banks offer free checking with a direct deposit option. In order to set up direct deposit, you must provide a blank voided check or an official direct deposit authorization form or official note on bank letterhead from your Bank to the payroll department (no exceptions). It will normally take 3-4 pay periods before direct deposit will be activated.

**20. Are there ATM's in the area?**

There is an ATM machine at the mercantile in town, but it is sometimes out of order. There are no banks in Gustavus, AK or Glacier Bay.

**21. Can I cash a personal check or a paycheck?**

There is no way for us to cash your check or provide payroll advances. Almost everywhere in town (and the lodge, of course) takes major debit and credit cards.

**22. What are the standards of appearance/dress code?**

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image we present to our guests. As a representative of ARAMARK Parks and Destinations, all employees must follow the grooming standards as a basic condition of employment.

Failure to arrive in accordance with these standards will void all job offers.

Employees are expected to dress in the appropriate clean and pressed uniform and present a clean and neat appearance.

Extreme hair styles and colors are not permitted. Hair must be clean, combed and well groomed at all times, no non-natural styles or colors. Long hair must be tied back out of your face. Beards may not exceed two inches in length and starting a beard or mustache during the season is not acceptable.

Jewelry worn on the job must be conservative, in good taste, appropriate to working attire and not conflict with job related safety standards. Visible body piercing, with the exception of ears, is unacceptable.

### **23. What type of uniform do I need?**

- ALL employees must provide **BLACK** slacks/pants, a black belt, and black nonslip shoes. Jeans, cargo pants, sweatpants, and tight fitting stretch pants are not acceptable. Front of the house food and beverage, front desk, retail, marine and driving positions require polishable shoes.
- The required uniform must be worn at all times on the job in entirety.
- Open toed shoes and clogs are not acceptable.
- Employees are required to keep uniforms clean and pressed.
- Company uniforms, nametags, jackets and hats may **NOT** be worn off duty.
- **Colored jeans and cargo pants are not acceptable.**
- ALL Food and Beverage Employees **MUST** bring polishable, non-slip shoes.