



## About Canadian Rocky Mountain Resorts:

Canadian Rocky Mountain Resorts (CRMR) is a family-owned company that has been in the tourism industry since 1986 when they first opened Emerald Lake Lodge. CRMR consists of three upscale boutique lodges – Buffalo Mountain Lodge, Emerald Lake Lodge and Deer Lodge – three unique restaurants – Cilantro, The Lake House, and The Loft – located in Calgary; a wine store called Bin 905, a game ranch called Canadian Rocky Mountain Ranch (CRM Ranch), and a butcher, called Urban Butcher, and a production kitchen where we produce a variety of food products, CRMR Kitchen, and a bakery, Panino Bakery. Canadian Rocky Mountain Resorts exemplifies the classic Canadian lodge experience.

Each lodge offers breathtaking views, delicious Rocky Mountain Cuisine and carefully chosen boutique wines.

### Where is Canadian Rocky Mountain Resorts (CRMR)?

Canadian Rocky Mountain Resorts' mountain lodges are located in Alberta and British Columbia. Buffalo Mountain Lodge is located in Banff, AB, Deer Lodge is in Lake Louise, AB, and Emerald Lake Lodge is just outside of Field, BC (30 minutes west of Lake Louise). Banff and Lake Louise are located in Banff National Park and Emerald Lake is located in Yoho National Park.

### How do I get to the lodges?

Getting to the lodges is easy! Most visitors fly into Calgary International Airport (YYC). Many of the major airlines have daily direct flights from many major cities. From the airport, shuttle buses are available to take you to Banff, Lake Louise or Field (2 - 3 hour shuttle). Banff Aiporter, Brewster or Greyhound are popular options. The Greyhound makes trips to Banff, Lake Louise, and Field. From each respective town site, it is a short taxi cab ride to the individual lodge.

## How would you describe the surrounding area?

The Canadian Rockies are one of Canada's most popular outdoor playgrounds. Breathtaking views are paired with thrilling outdoor adventure to make the Canadian Rockies a truly remarkable travel destination.

## What is there to do outside of work at Canadian Rocky Mountain Resorts (CRMR) and the surrounding area?

Outside of work there are a variety of activities to do. The activities vary by lodge. At CRMR we also host numerous staff outings, such as familiarization trips to our other properties, restaurants, game ranch, or the nearby ski hills.

### **Buffalo Mountain Lodge (Banff, AB)**

- Downhill skiing at Sunshine Village or Mount Norquay (20-30 minutes away)
- Downhill skiing at Lake Louise Ski Hill (45 minutes away). Shuttle bus subject to availability.
- Hiking
- White Water Rafting
- Cross country skiing
- Dog Sledding
- Ice Climbing
- Ice Skating
- Biking
- Gondola Rides
- Horseback Riding
- Rock Climbing
- Fishing
- Canoeing

### **Deer Lodge (Lake Louise, AB)**

- There are a number of restaurants and pubs in Lake Louise Village (within walking distance).
- Downhill skiing at Lake Louise Ski Hill (20 minutes away). Shuttle bus subject to availability.
- Downhill skiing at Sunshine Village or Mount Norquay (45 minutes away)
- Hiking
- White Water Rafting
- Cross country skiing
- Dog Sledding
- Ice Climbing

- Ice Skating
- Canoeing
- Biking
- Gondola Rides
- Horseback Riding
- Rock Climbing
- Fishing

### **Emerald Lake Lodge (Field, BC)**

- Downhill skiing at Lake Louise Ski Hill (30 minutes away)
- Downhill skiing at Sunshine Village or Mount Norquay (1 hour away)
- Downhill skiing at Kicking Horse Resort (45 minutes away)
- Hiking
- White Water Rafting
- Cross country skiing
- Snowshoeing
- Canoeing
- Biking
- Gondola Rides
- Horseback Riding
- Rock Climbing
- Fishing

## What it is like working for Canadian Rocky Mountain Resorts (CRMR)?

Working at CRMR means you are part of the family. As a family run organization, we focus on balancing work with play. We love the Rocky Mountains almost as much as we love sharing our passion with staff and guests, so we hope you will love it too.

Our company is geared towards individuals who enjoy blending outdoor adventure and nature with fine dining, boutique wines and cozy accommodations. Surrounding CRMR's mountain lodges there are a variety of activities for staff to take part in. During the winter season, staff often go downhill skiing, cross country skiing, snowshoeing, tubing or dog sledding. During the summer season, staff are often found exploring the Rocky Mountains via hiking or biking trail or white water rafting at an establishment nearby.

At CRMR we also host a variety of staff appreciation events that offer the opportunity to learn new skills, connect with fellow staff members and spend time in the stunning outdoor environment that surrounds our properties. Through these activities individuals will improve their team building and leadership skills.

### **CRMR celebrates mountain culture and we want you to celebrate it with us!**

## What is Canadian Rocky Mountain Resorts (CRMR) looking for in our employees?

At CRMR, our mission is to provide excellent service and showcase that CRMR lodges and restaurants are 'always an escape' for our guests. CRMR is looking for employees who are dedicated to providing superior customer service, committed to going the extra mile for guests, and passionate about the Canadian Rockies. In addition, we are looking for team players who are interested in learning new skills.

## Why should someone interview/work with Canadian Rocky Mountain Resorts (CRMR)?

At CRMR, our fantastic staff are what make us a successful company and we recognize that. Our front line staff are the face of our company and we are consistently looking for individuals who are committed to providing superior customer service and going the extra mile for a guest. Each month we recognize our staff's hard work through our Employee of the Month Program, where individuals receive credit and prizes for their hard work. For motivated and dedicated staff, there are a variety of opportunities to move up within the company.

## Is a ski pass included as part of my employment?

At CRMR we do have discounted ski passes available with the opportunity to have payments deducted from bi-weekly pay cheques.

## What other employee perks are there?

- Subsidized meals and accommodation
- Trips to the CRMR game ranch where we raise bison, elk and cattle
- Locals discounts in all areas upon completion of the Ambassador Program
- Complimentary stays at our sister lodges after 6 months and staff rates at our other properties
- Discounts at our restaurants
- The opportunity to grow within the company based on skills and abilities
- Our lodges do have small fitness facilities for our staff members to use at subsidized rates

## Is housing provided?

Dormitory style accommodation is provided for all line staff. Please note that this is a shared room. Subsidized rent will be deducted from your pay cheque on a biweekly basis. Shared or single apartments may be available for some management positions.

## How much is housing? How do I pay for it and how often?

Housing ranges bi-weekly depending upon the location.

## What do I need for staff housing & what is included?

Most places are fully equipped and you are only required to bring your food, supplies and personal belongings

## Is there a deposit I must pay for my housing?

No, there is no deposit required at this time.

## How do I get to work from my accommodation - local bus, drive?

Depending on the location, you can either easily walk to work or there is public transportation.

## What do I do when I first arrive?

When you are hired your manager will send you information that includes when and where you will start work. Depending upon your arrival date and circumstances, discussion can take place with respect to where someone is to report on their arrival day. There are hostels in each town/village and they can be prearranged if required.

## What are the average hours of work per week?

Hours vary based on business levels in the lodges, but generally range from 30-37 hours per week. Depending on lodge occupancy, hours are subject to change.

## Is there a minimum commitment?

CRMR requires a 6 month commitment.

## What is the start date range?

Winter position generally begin in October and continue through for a minimum of 6 months. Summer positions generally start in April and continue through for a minimum of 6 months. Employees are welcome to extend their contract past the 6 months.

## Are there any specific grooming requirements I need to adhere to?

CRMR believes in projecting a positive image for their guests. CRMR relies on their staff to use good judgment and to commit to maintaining a professional and clean appearance while at work. CRMR asks that these particular guidelines be adhered to as we all work together to create a polished image at Buffalo Mountain Lodge, Deer Lodge or Emerald Lake Lodge.

Please speak with the HR department at the time of your interview about grooming policies at the lodges

## Is there Internet access?

Yes. There is free WIFI in various locations at the lodges as well as in the staff accommodation units. Emerald Lake Lodge does not have cell service. WIFI is available only at staff accommodation.

## Do I have to supply a uniform?

All outdoor departments will supply exterior winter gear, except for boots. Appropriate footwear to high mountain environments including non-slip soles is the responsibility of the employee. Most department's inside workers are required to provide appropriate footwear with non-slip soles, black pants (not tights or exercise wear), and in some departments white or black shirts. CRMR will provide all other uniform bits, jackets, and all other logo-wear.

## Where do we eat/get food?

Buffalo Mountain Lodge, Deer Lodge and Emerald Lake Lodge each have staff cafeterias. There are restaurants in all areas for people who enjoying eating out and trying different cuisines.

## Do I get to attend orientation?

Orientation is scheduled for all new employees. There are also subsequent training sessions scheduled for staff to learn new skills throughout the season.

## Are there staff parties and trips?

There is a company-wide Christmas Party each season that takes place the second week of January. This event features a full dinner, drinks and live music. In addition, each department does their own teambuilding each month. The team building events will vary based on staff input and ideas. Road trips and group trips are often put together and we welcome suggestions throughout the year.

## What banks are nearby?

The nearest bank depends on which location you work in.

### **Buffalo Mountain Lodge (Banff, AB)**

BMO, CIBC, Alberta Treasury and an RBC Bank machine

### **Deer Lodge (Lake Louise, AB)**

Alberta Treasury

### **Emerald Lake Lodge (Field, BC)**

2 ATM machines in the Village of Field.

## What else is at Buffalo Mountain Lodge in Banff, AB?

Nestled high in the Canadian Rockies, Banff is a town that makes you feel at home and exhilarated with wonder all at the same time.

There is no other place in the world where you can find a vibrant community of artists, athletes, families, outdoor enthusiasts, restaurateurs and hoteliers nestled in a 6,641 km national park. This is a town that truly celebrates its heritage, lives and breathes mountain culture and never takes its backyard for granted.

With modern amenities and more than enough accommodations, restaurants and activities to choose from, Banff is a premier destination for authentic hospitality, mountain culture, relaxation and amusement.

## What else is at Deer Lodge in Lake Louise, AB?

Lake Louise has become symbolic of the quintessentially Canadian mountain scene. This alpine lake, known for its sparkling blue waters, is situated at the base of impressive glacier-clad peaks that have long been at the heart of Canadian mountaineering. At about 2.5 kilometres long and 90 metres deep, the lake offers a surreal paddling experience in the warm summer months and one of the most scenic skating rinks in the world in winter.

The hamlet of Lake Louise, located just minutes from the lake itself, has been developed over the last century to serve the needs of people visiting this astonishingly accessible and picturesque area of Banff National Park. Located nearby, Moraine Lake, with its indigo blue waters surrounded by the Valley of the Ten Peaks, is another one of Canada's most iconic lakes.

For vacationers seeking the purest of alpine experiences, Lake Louise is a protected mountain destination that is located in close proximity to world-class hotels, postcard perfect lodges, dining options and both summer and winter activities.

## What else is at Emerald Lake Lodge in Field, BC?

Emerald Lake Lodge is the only property on secluded Emerald Lake, surrounded by the breathtaking Rocky Mountains. The lodge is twenty minutes west of Lake Louise. Originally built in 1902 by the Canadian Pacific Railway, this historic property includes 85 comfortable units situated in 24 chalet-style cabins. Ease your stress in our gorgeous outdoor hot tub while enjoying the stunning view; or savour our internationally renowned 'Rocky Mountain Cuisine' in the Mount Burgess dining room.

During the winter months, excellent groomed cross country skiing trails surround the lodge, as well as opportunities to snowshoe. Downhill skiing is available a short drive away. During the summer months, canoeing on the lake is a popular pastime, and a variety of hikes are available which leave from the lodge's grounds. Most of the activities at the lodge are suitable for beginners and more advanced adventurers.

## Are there any clubs or organizations I can get involved in beyond work?

There are currently no clubs at the lodges. There are community organizations and groups such as yoga classes, lifestyle groups, libraries and recreation centers in each area.

## How do I stay around for the next season?

We encourage staff wanting to come back for the following season or subsequent seasons to let their manager know before they leave. CRMR would love to have you back!

## Where can someone send me mail?

Staff mail is delivered to the lodges 2 – 3 times a week. Please make sure whoever is sending you something labels all mail with your full name. There are many packages of treats that are enjoyed in the admin office each season because someone's mum used their nickname, or only their first name! (They had 12 different Jones, 18 guys named James and 16 named Adam this season!) Please discuss the proper street address to use for online shopping with the administration office when you arrive.

### **The staff postal mailing address is:**

Your Full Name

Each Lodge has a street address

Each Lodge has a Post Box

This information will be provided in the offer letters to our new employees

## Where do I apply?

Please visit [crrm.com/careers](http://crrm.com/careers) to view job descriptions.

Email your resume to - [hr@crrm.com](mailto:hr@crrm.com) or - [hr2@crrm.com](mailto:hr2@crrm.com).

*We look forward to a successful season in the Canadian Rockies with you!*

