



Summer Season 2019

The information on this announcement is compiled from many sources, including the employer, guidebooks and the internet. It is meant as a guideline. Every attempt is made to ensure the accuracy of the information, but many details are estimates, which can change due to business needs, weather, new information, changes of facilities, and events outside the control of the employer.

EMPLOYER INFORMATION

Business Name: McCarthy Lodge

Business Type: Hotel

EIN: 92-0176835

Work Location Address: 101 Kennicott Ave, McCarthy, AK 99588

Company Website:

Please list the dates of your seasonal operation:

Begin Date: May / June 2019

End Date: August / September 2019

JOB INFORMATION

Job Title	Housekeeping
Number of openings	4
Gender	Female
Wage per Hour	\$11
Estimated hours/week	32 to 40 (Note: a few weeks of the season, business is slower in the beginning and in the end of the season.)
Tasks to be performed in position	Cleaning guest rooms and common areas including bathrooms and lobby, hallways and outdoor areas around hotel. Laundry for guest linens. Walking up/down stairs with up to 50 pounds.
Special Skills required for position	Clean appearance. Happy attitude. Strong work ethic.

Are the positions assigned in advance or upon arrival? Assigned in Advance

Is there a second employer Skype interview after the initial GeoVisions interview? Yes!

Telephone or WhatsApp interview to get to know you and for you to get to know us!

Student Work Dates – Complete the below 4 lines:

Earliest Start Date: May 10th, 2019

Latest Start Date: June 15th, 2019

Earliest End Date: August 26th, 2019

Latest End Date: September 20th, 2019

*****Please note that students may not work in positions requiring work hours that fall predominantly between the hours of 10:00 p.m. and 6:00 a.m.**

Are the wages tipped? What is the tipping policy? YES, split with housekeepers

Is Overtime Available?: VERY RARE - This is the a job for people who also want to have fun in our remote wilderness of Alaska. STUDENTS SHOULD NOTE: McCarthy is best for students who are not needing 2 full time jobs. We are a small community that is not best for students seeking 60 to 80 hours of work. That would be Denali and the rest of Alaska. Our community is perfect for the SECOND TIME Alaska J1 students.

Expect 32 hours the first 2 weeks and last 2 weeks.

Expect 36 to 40 hours the rest of the summer.

Expect that Happiness includes PLAY AND WORK!!! Not just work! You will have 2 consecutive days off most weeks.

Overtime policy: time and half wages when overtime is required. It is rare, but if a team member is ill, you may be asked to work overtime. During some holiday weekends there may be opportunity for overtime.

Is there any necessary training which the exchange visitor must undergo prior to starting their work? No

If so, is this training paid?

Is there any fee to the exchange visitor for this training?.

If so, what is the fee?

Is there an end of season bonus? Yes

If so, what is it? averages \$200 per person.

What conditions must be met in order to receive it? Complete the season (or to your contract end date if leaving before September 20th, 2019.

Number of Employees: 30-40

Percentage of J-1 Work and Travel students: 10%

Is it possible to get a second job at another employer in the area?

Unlikely - it is really important that J1 visa students requiring much overtime to consider the conventional "tourism hotspots" like Anchorage, Girdwood and Denali. McCarthy is best for the student that already overworked themselves last year, and want to come back to Alaska but to a SMALLER TOWN LIKE MCCARTHY - and - this is very important: the Student wants to go back to Alaska with TIME to EXPLORE and not work 80 hours but be ok with 40 hours!

Drug Testing Policy: Use drugs and your sent home. And yes, we will find out and take action. Our students don't do drugs, period.

Are you offering this job directly, or through a third party? If so, whom?

Directly

EMPLOYEE DRESSCODE

What is the dress code? : Clean and neat appearance. No torn clothes.

What are the grooming guidelines? : No facial tattoos. No facial jewelry. Clean

Are uniforms provided? : No, nor required.

Costs (or deposits) for uniforms: none

Is there anything the students need to bring? Medicines or prescriptions if needed. Clothes for spring, summer and fall and rain gear. Hat, hiking boots are great to have too!

HOUSING INFORMATION

Description/ Type of Housing: Options: 1. Shared rooms (2 per room), in employee housing for \$2 per day. Includes utilities (except internet). There is an employee kitchen. While there is some (slow) free internet available, there are other pay options for internet through the local phone company. The rate for local high speed internet use is \$40 per month. Just email is free via local slow connection in the saloon.

Address of Housing (if known): Downtown McCarthy

What is the weekly cost for housing?: \$2 per day

How is the rent paid?: Deducted from payroll

Is it deducted from payroll or paid directly to the landlord?:

Is there a Housing Deposit?: yes

How much is the housing deposit?: \$100, paid via payroll deduction

Deposit refund requirements?: 100% refunded by cleaning your room!

Please provide a copy of the housing agreement. Students should tour the housing before signing a housing agreement.

Will apartments be mixed gender? (Bedrooms are required to be the same gender):

Yes

Number of Bedrooms?: 7

Estimated students per bedroom: 1 to 2

Number of full bathrooms?: 1

Number of half bathrooms?: 1

What is included in the housing cost? : Heat, Hot water, Gas cooking, laundry facility

Is the housing furnished and to what degree? Yes, fully

Will there be beds?: Yes & all linens provided

Will there be a kitchen table?: Yes and all appliances

Will there be living room furniture?: Yes

What other furnishings should students expect to see in the housing?: Cleanliness!

Is there any additional cost to the student for the furniture?: no

Are meals provided? : A \$10 per day worked (\$50 per week) in food credit for the restaurant is included. Expect to spend about another \$30 a week on groceries or food at the store or in restaurants in McCarthy or Kennicott.

Are cooking facilities available in the housing? : Yes

Are cooking utensils, pots/pans, dishes, and/or glasses provided? Yes

Are basic supplies like linens/ towels provided? : Yes

Is internet access available in the housing?: Yes (Wifi in McCarthy is \$40/month or free near the saloon building.

Is there an extra cost for this?: See above

What other costs will students need to pay (utilities, phone, etc.)? Phone if they have one

Other housing features that are offered: :

Housing Distance to work? : 100 meters

Is transportation provided to work?: walking

If YES, please indicate any cost for this transportation:

If NO, please describe available local transportation: . Blue go, public bus system. A lot of students choose to purchase bikes for the summer

CULTURAL ACTIVITIES

Host employers are expected to actively plan, encourage and be involved in at least one cultural event or activity each month for program participants.

Please list 4 cultural activities you expect to plan for students:

Activity 1: Hiking in very tall mountains and environment exploring around the area!

Activity 2: Ice Climbing on the glaciers!

Activity 3: Packrafting and River Rafting!

Activity 4: Flightseeing

PLEASE NOTE: ALL THESE ACTIVITIES WILL BE MADE AVAILABLE AT NO COST (or very small fee if meal or other cost is involved like overnight trips). Each of the activities are owned by neighbors who want YOU to be able to tell guests about the trips - so they want to get you on the ice, in a raft and in a plane so you tell everyone about how awesome the trips are!

Helpful Websites: McCarthyLodge.com

LOCAL AREA INFORMATION

Local Population: 200 in summer (40 in winter)

Distance to Major Cities: 300 miles

Is Public Transportation Available? Yes

Nearest Airport: (for overseas) ANCHORAGE

Nearest Bus/ Train Station:

Are you able to meet students at the airport, bus station, train station, etc. upon arrival in the United States? : not likely.

Distance from Housing to Public Transportation:

Distance from Housing to Supermarket: walking

Average Temperatures: May: 50 F June: 60-65F July: 65-70F can get hotter

Aug: 60 F

SEASONAL / TEMPORARY WORK

Please describe what makes these positions "Seasonal" or "Temporary": WE ARE SEASONAL

Work and Travel students may only work in positions that *are considered* "Seasonal" or "Temporary" in nature. Below is the State Department's definition of these terms:

§ 62.32 Summer Work/Travel:

(b) Purpose. The purpose of this program is to provide foreign college and university students with opportunities to interact with US citizens, experience US culture while sharing their own cultures with Americans they meet, travel in the US, and work in jobs that require minimal training and are seasonal or temporary in order to earn funds to help defray a portion of their expenses.

Employment is of a **seasonal nature** when the required service is tied to a certain time of the year by an event or pattern and requires labor levels above and beyond existing worker levels.

Employment is of a **temporary nature** when an employer's need for the duties to be performed is a one-time occurrence, a peak load need, or an intermittent need. It is the nature of employers' needs, not the nature of the duties that is controlling.

OTHER COMMENTS

Please list anything about your business that will help us recruit the best students for your staffing needs. .



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Begin Date: May / June 2019

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JOB INFORMATION

Job Title	Dishwashing
Number of openings	3
Gender	Male
Wage per Hour	\$11
Estimated hours/week	32 to 40 (Note: a few weeks of the season, business is slower in the beginning and in the end of the season.)
Tasks to be performed in position	Cleaning pots, pans, dishes, silverware and other table ware as required. Washing floors, tables, counters and other surfaces. Cleaning appliances and all general cleaning tasks including mopping.
Special Skills required for position	Clean appearance. Happy attitude. Strong work ethic.

Are the positions assigned in advance or upon arrival? Assigned in Advance

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Are the wages tipped? What is the tipping policy? YES, servers tip out the dishwashers regularly

Is Overtime Available?: sometimes - This is the a job for people who also want to have fun in our remote wilderness of Alaska. STUDENTS SHOULD NOTE: McCarthy is best for students who are not needing 2 full time jobs. We are a small community that is not best for students seeking 60 to 80 hours of work. That would be Denali and the rest of Alaska. Our community is perfect for the SECOND TIME Alaska J1 students.

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If so, what is it? averages \$200 per person.

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How much is the housing deposit?: \$100, paid via payroll deduction

Deposit refund requirements?: 100% refunded by cleaning your room!

Please provide a copy of the housing agreement. Students should tour the housing before signing a housing agreement.

Will apartments be mixed gender? (Bedrooms are required to be the same gender):

Yes

Number of Bedrooms?: 7

Estimated students per bedroom: 1 to 2

Number of full bathrooms?: 1

Number of half bathrooms?: 1

What is included in the housing cost? : Heat, Hot water, Gas cooking, laundry facility

Is the housing furnished and to what degree? Yes, fully

Will there be beds?: Yes & all linens provided

Will there be a kitchen table?: Yes and all appliances

Will there be living room furniture?: Yes

What other furnishings should students expect to see in the housing?: Cleanliness!

Is there any additional cost to the student for the furniture?: no

Are meals provided? : Yes, employees in the restaurant earn a shift meal with every shift. Expect to spend about another \$30 a week on groceries or food at the store or in restaurants in McCarthy or Kennicott.

Are cooking facilities available in the housing? : Yes

Are cooking utensils, pots/pans, dishes, and/or glasses provided? Yes

Are basic supplies like linens/ towels provided? : Yes

Is internet access available in the housing?: Yes (Wifi in McCarthy is \$40/month or free near the saloon building.

Is there an extra cost for this?: See above

What other costs will students need to pay (utilities, phone, etc.)? Phone if they have one

Other housing features that are offered: :

Housing Distance to work? : 100 meters

Is transportation provided to work?: walking

If YES, please indicate any cost for this transportation:

If NO, please describe available local transportation: . Blue go, public bus system. A lot of students choose to purchase bikes for the summer

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Is Public Transportation Available? Yes

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Are you able to meet students at the airport, bus station, train station, etc. upon arrival in the United States? : not likely.

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OTHER COMMENTS

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Team Member Handbook 2019

McCarthy Ventures LLC

DBA: McCarthy Lodge & the Ma Johnson's Hotel

McCarthy Lodge Bistro - Ma Johnson's Hotel - Lancaster's Backpacker Hotel - Golden Saloon - Shuttle Stop Cafe - Nugget Liquors – McCarthy Store

A few examples of the great press and awards we win each year:

Michelin Guide's "MUST SEE'S ALASKA" recommended our Ma Johnson's Hotel & our McCarthy Lodge Fine Dining

Food & Wine Magazine: One of the Top 5 Summer Destinations: McCarthy Lodge & The Ma Johnson's Hotel

National Geographic's "129 Hotels We Love To Stay At" calls McCarthy Lodge & The Ma Johnson's Hotel: *Authentic, Memorable, Sustainable*

Mission Statement:

To provide an honest, warm, welcoming, hospitality based service of quality to our guests, community members and employees. McCarthy Ventures LLC and all our business units are an integral part of the community. We are stewards of our environment. Care and practice in decision making empowers you to solve problems rather than create them.

Always remember that assisting out of town visitors & locals is the purpose of our work

Welcome to McCarthy – Kennecott & Wrangell St. Elias National Park.

DISCLAIMER IMPORTANT NOTICE ABOUT YOUR EMPLOYMENT

Employment with McCarthy Ventures LLC (dba: McCarthy Lodge) is *at-will*, which means that either you or McCarthy Ventures LLC may terminate employment at any time, for any reason, with or without notice. The policies and practices described in this employee manual are provided to you for guidance only, but don't constitute a contract of employment. Neither this handbook nor any other documents circulated to employees, nor any verbal representations constitute contracts. No supervisor or employee except the Chief Operating Officer has the authority to enter into an employment agreement, express or implied, with any employee concerning the employment relationship. These policies supersede any previous policies that may have been distributed previously. Your signature on the acknowledgement is a certification that you have received a copy of these policies as updated. These policies are subject to change at any time at the discretion of MVLLC.

Non-Discrimination Policy

MVLLC pledges to recruit, select and promote the local community by hiring locally whenever possible, by providing equality of opportunity for all local applicants and previous employees with respect to hiring without discrimination or segregation on the grounds of race, color, religion, national origin, gender, age, handicap or disability, sexual orientation, or veteran status. MVLLC maintains compliance with titles VI and VII of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act, and the Age Discrimination in Employment Act, the Family Medical Leave Act of 1993, and the EEOC.

Sexual Harassment Policy

McCarthy Ventures LLC is vigorously committed to maintaining a working environment free of sexual harassment.

Scope of Policy

1. Sexual harassment is any form of sexually offensive touching or verbal conduct, including, but not limited to
 - (a) Requests for sexual favors, unwelcome sexual advances, or sexually offensive comments which create a hostile or offensive working environment; and
 - (b) The use of, or inference that, an employee's submission to or rejection of such conduct is, or may be used as, a basis for employment decisions affecting the employee.
2. The above prohibitions apply to all supervisors, all non-supervisory employees, and to visitors to the organization. Thus, for instance, this policy prohibits non-supervisory employees from creating an offensive working environment for fellow employees as well as prohibiting offensive supervisory conduct. If an employee experiences any sexual harassment or other anger or aggressive issues with a guest, the employee must immediately go to his or her supervisor or the owners to cope with the guest issue.

Reporting Procedure

1. Employees are encouraged to report sexual harassment because the corrective action cannot be taken without being made aware of the problem.
2. Employees, at their option, should report sexual harassment complaints to a supervisor other than the alleged offender. A female employee who prefers to make a complaint to a female member of the staff will be accommodated. Supervisors must promptly report all sexual harassment complaints to the owners or a supervisor. Complaints should be as specific as possible as to the date, time, place and nature of incidents complained of, as well as whether there are any witnesses to the alleged misconduct
3. The owners or their designated representative is responsible for promptly conducting a thorough confidential investigation of the alleged misconduct. If, upon completion of the investigation, it determines that prohibited conduct did occur, it shall promptly implement corrective and disciplinary action, including the possibility of discharge of offending persons.

Keys to Success

Accountability

All McCarthy Ventures Team Members, from entry level to Team Leadership and above, are encouraged to make decisions and use their own judgment in the day-to-day performance of their jobs. With this freedom, however, comes responsibility. You will be held accountable for the results. Whatever job you are doing, don't settle for mediocrity.

Attitude

Your attitude is just as important as your productivity. Our customer service reputation continues to be heavily dependent on a personal touch. The human element is critical the success of the business and every aspect of it, including the guest experience as well as each Team Members success. Your attitude is the key to your, and our, success.

You can't always control what happens in the hotel, lodge, store or other part of our resort (or in your life), but you can always choose how you respond to those events. **Each day, and with each interaction, YOU decide if you will be positive or negative, friendly or unfriendly, mean or kind, cheerful or depressed, open or defensive, joyful or resentful.**

Here are the Best Practices regarding *attitude* that McCarthy Ventures appreciates most in our Team Members:

Dedication. A dedicated Team Member always goes the extra mile if that's what is needed to do the job right. He or she can be counted on for help when something unforeseen happens.

Helpfulness. Our guests often need advice, or assistance. Perhaps they got a flat tire on the way in. Maybe they want to know what time the shuttle leaves or were to catch the shuttle. Maybe the guest just can't understand the idiosyncrasies of remote Alaska life and want to discuss some aspect of McCarthy's lifestyle in the winter. Helpfulness is about making the guest feel at home, that the questions asked are indeed relevant and that you will "own the issue" until it is resolved for the guest.

Friendliness. The last thing people want when on vacation is to be treated impersonally, as if they don't matter. Our entire business is based on friendliness. It is a strategy that works.

Cheerfulness. A Cheerful team Member looks at the positive side of a situation rather than dwelling in self-pity. Guests have their own issues and do not want to hear about yours. ATTITUDE CREATES REALITY. If you focus on the positive, you will often see more positive situations coming your way. You will also find your attitude rubs off on other people.

Imagination & Creativity. Creative Team Members are always learning and trying to imagine and create a better resort here in McCarthy. Challenge yourself to do and be more than you are today. We want co-creators to help us build the best company possible.

Customer Service

As a team Member, the single most important aspect of your job is customer service. We don't exist without our customers. Everyone on staff from administration, dishwashers and freight drivers, housekeepers and other back of the house personnel and of course bartenders, wait staff, van drivers, receptionists and all front of the house personnel, each one of us are in customer service positions. When we do our job well, and take care of our customers, they will leave McCarthy happy and tell their friends about us as well. Social media have made guest interactions with each of us a potential long term positive or negative experience that the whole world has access to as a reference for visiting in the future.

Here are our Best Practices in regards to *Customer Service*:

Always treat every customer with courtesy & respect.

This means taking as much time as you need to give good service and treating the customer as your equal. Never take an attitude of superiority, self-righteousness, or condescension. Our guests deserve to be recognized as valuable, important people.

Walk with customers.

In directing customers to their request (where is the shuttle, where can I find a corkscrew, etc), walk with them whenever possible. Converse with the customer while you walk with them to their requested item or issue. When you get to there, stay until you are sure they are satisfied.

Be helpful, but don't preach.

Always try as much helpful, accurate, information as any customer may require. If you do not know the answer to a question, try to find someone who does. Never lie or make up an answer to any question. People are on vacation to relax and enjoy the trip – so never preach your personal philosophies, keep your dogma in the dog house.

Don't sweat broken bottles.

It is our policy never to charge customers for breakage even if it is their fault. Clean up the mess immediately or report the situation to maintenance.

Returns are not a problem.

McCarthy Store, the Lodge, Saloon, and all our business units always take back unsatisfactory merchandise. Customers who return products or complain about a dish in the restaurant do so because they are unsatisfied. So while we generally accept any items returned, please refer to your business units' specific procedures and leadership for the return policy and refund/exchange policy as the Grocery and Hardware store will have different procedures than the gift store or restaurant.

Studies show that 3% to 8% of a retail stores' customers will abuse a liberal return policy. This is not a high percentage in most stores, but can affect thin-margin operations such as in a grocery store. Still, the abuse potential is not enough to justify a harsher policy that may offend the vast majority of customers! Exchanges & Refunds should be given with the same courtesy and cheerful, helpful attitude as when the sale was made.

Take care of all customers.

Keep in mind that everyone has a bad day now and then. Some people have them six or seven times a week. Don't let these customers ruin your day. Even chronic complainers shop for groceries or go out for dinner. If they want our services, they can't be all bad. Be courteous and accommodating, and keep the following points in mind:

- Tough customers are a great general barometer on how good our service really is. If we can please them, we're in great shape with everyone else.
- These people are often the most appreciative if they receive whatever it is they need.
- Try your best to make these customers happy when no one else can. If you do, they may become our best customer and create excellent word of mouth for us.
- Arguing with any customer is a lose-lose situation. Never interact with a customer with the attitude of determining who is "right". Justice is not the issue here. What is important is that the customer needs help and it is your job to satisfy them.

Difficult customers provide us with a unique opportunity to learn about ourselves and improve our skills on the job.

Above all, do whatever it takes to satisfy customer's needs and desires. This means putting yourself in the customer's place and then doing whatever you think is most appropriate from their perspective. If your judgment tells you that in this case, an exception to the normal company policy or procedure then that may be the thing to do.

Never take a hard line with a customer concerning any store policy or procedure. Instead, try to understand the intent and the idea behind the policy, and be reasonable. Exceptions are learning experiences and you are required to document and or discuss any customer issue and resolution. This will often be shared with the staff in general or specific details to provide on going training.

Making Decisions

We are committed to participatory management structures and consensus decision making whenever possible. There are times, however, when consensus decision making may not be appropriate. We use and recognize the value of all three types of decision making.

The owners and leadership of McCarthy Ventures LLC ask themselves three questions when implementing decisions:

1. Is it good for the Guests?
2. Is it good for the Team Members?
3. Is it good for Business?

Decisions ultimately have to be good for all stakeholders: guests, staff and the business itself.

Management Decision Making

Management encourages debate but not division. During “consultative” and “consensus” decision making (see below) it is encouraged and even expected that individual team members express their ideas. Once heard management and/or the individual leader will make the decision. Once the decision is made, it is the responsibility of each member of the team to own and support the decision as if it was their own. Complaining or division concerning the decision will not be tolerated.

Command Decisions

These decisions are made by an individual member of leadership, without consulting peers or Team Members. They tend to be short-term operating or crises decisions. Most Command Decisions happen so quickly that decision-makers often are not aware that they are making them. Deciding what price to put on an item, when to reorder, or even when to eat lunch, are examples of appropriate Command Decisions. Or, a crisis such as a fire, theft, equipment breakdown, illness or accident may require a quick decision, with no time for consultation.

Consultative Decisions

These decisions are ultimately made by an individual leader, but only after discussion with other members of leadership or persons who have related knowledge or interests. Leaders spend more time making consultative decisions than any other type. They tend to be of moderate significance and usually require some investigation, some consideration of their impact on others in the organization. Consultative decisions are usually made by two or three individuals in an informed setting. In most cases, it would be a waste of time for an entire leadership team to consider them.

Consensus Decisions

These are the least common, but tend to be some of the most important. Consensus decisions are made by a group of peers or subordinates after full and frank discussion. Each member of the group agrees to support the decision as if it were their own. This decision making process should be used in any decision that has strategic implications for a specific team. These decisions tend to be worked through team meetings led by the immediate leadership of your business unit. Hotel staff will meet weekly to discuss issues related to the hotel and its’ operation. The restaurant and saloon staff will meet as a team once a week or as needed and arranged by the Chef. The store team meets weekly or more often to discuss inventory procedures, what is requested by guests, new ideas for product, or other store related subjects. Each weekly Leadership meeting is an opportunity for leadership to discuss issues pertaining to their business unit as discussed by their staff.

Insubordination is grounds for immediate dismissal.

Once a decision has been reached, it is the role of every team member to support these decisions. The time for passionate argument over the issue is past once a decision has been reached. If you are going to mutiny against the decision, you had better be accurate in your judgment to ignore or override a leadership decision. We have but a few short months to operate effectively and profitably.

A NOTE ABOUT "EXCELLENCE is the enemy of GOOD"

The original quote in French is "Le mieux est l'ennemi du bien.", from Voltaire's *Dictionnaire Philosophique* (1764) Literally translated as "**The best is the enemy of good.**", but is more commonly cited as "The perfect is the enemy of the good," or in this example "excellence is the enemy of good." In other words, pursuing the "best" solution may end up doing less actual good than accepting a solution that, while not perfect, is effective.

Voltaire's original point about "perfection", specifically, rather than simply "better", is that to attain a perfect thing, whatever that is, becomes infinitely more difficult as you get near it. So, at some point, you have to cut your losses, and simply say -- "Good enough". This is not a justification for shoddy workmanship or laziness, for that certainly would not be, per se, "Good enough". The point is more to know when to realize that any additional effort toward improvement would result in a negligible improvement, especially in comparison to the effort required.

Opportunities will be vigorously implemented.

An opportunity is not the same as throwing money at a project or idea. An Opportunity to be implemented is an idea that comes from any team member (or guest) that uses existing infrastructure or on-hand materials to create a better method, more profitable product, lower cost, streamline operations, create better inventory control, or other concept that can immediately implemented, even if it may fail.

Negativity requires Proof to be implemented.

There are plenty of ways to stagnate development. Being a naysayer or devils' advocate is appropriate in the decision making process, however, negativity is an attitude-based problem that can permeate operations if no proof is required for it to be accepted.

THE BASICS

Considerations Team Members Deserve

We believe that all Team Members deserve following considerations at all times:

- To be treated fairly regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, ancestry, age, marital status, veteran status, medical condition, physical or mental disability, or any other legally protected characteristics.
- Privacy in one's personal life, with respect for differences
- Freedom from harassment by vendors, customers, or anyone employed at McCarthy Ventures LLC
- Access to personal information about oneself
- An "open door" to communicate in person with anyone in the company
- Encouragement to make suggestions, and to receive replies to suggestions made

Pre-Employment Forms

- Each employee (including returning employees) will be required to complete several state and federally mandated forms.
- **I-9 eligibility for employment:** You will be asked to fill in the I-9 form which proves your eligibility to work in the United States. All employees of MVLLC must fill in this form as required by law. You will need identification when you arrive in McCarthy. Please see the list of eligible documents on the I-9 form, or ask Jon Erdman for the list of approved identifications.

- **Interviews and background checks:** Your application required 3 business related references so that we may contact and discuss your previous work performance for other companies. Employees are subject to a background check
- **Hours of work:** With few exceptions, most employees are hourly. Overtime is not allowed unless preapproved by Dean Valavanis or your direct supervisor. Overtime, when performed as requested by the owners, managers or direct supervisors, is paid at the rate of time and a half for any hours worked over an 8-hour day (or over 10-hours for those employees voluntarily accepting a 4-day work week option). Overtime is paid at the rate of time and a half for any pre-approved hours worked over 40 hours in a week. Our work week is from SUNDAY to SATURDAY. Some positions at the lodge may have the option of a 10-hour / 4day work week. *This option is not mandatory.*

Schedules

The Hotel, office, and maintenance employee schedules are created once a month, however, changes will occur from time to time due to illness or emergencies, or due to increase/decrease in seasonal business or other similar situations. Kitchen scheduling adjustments are done a week in advance to help accommodate the flow of guests. The schedule is posted in the hotel for hotel employees, in the office for office & Maintenance employees, in the kitchen area for servers, bartenders, and kitchen workers. There are copies of all schedules posted by each team leader, in the main office.

Attendance

As a team, we rely on each other to be on duty when scheduled. The guest experience suffers along with the rest of your fellow employees (which must now have to pick up your duties) if a member of the staff is not in attendance when scheduled. The company can't function well if this basic premise of reliability is not adhered to. It is the responsibility of each employee to be on time and ready to start your job effectively for each scheduled shift. If you are not signed in on time, your late arrival will be noted in the POS system (where every employee "punches in & out" for their shift). *Employees who arrive late more than twice in a season, may be terminated.*

The introductory period

Due to the nature of this unique business (location) during the first 15 days of employment, all new hires will be on an introductory (probation) period. During this time, pay special attention to the rules of the business as many of these rules are based on the safety of you, your fellow workers, and the guests. Returning staff are a valuable resource for all new hires. Each of our returning employees will assist you in understanding the procedures for any given task. Cross training is a constant activity and many of our staff understand the day to day issues that may be new to someone who has not worked for a remote lodge before. The owners have an open door policy; please do not hesitate to speak with either owner about any issue or concern

Company Ethics

McCarthy Ventures LLC and all subsidiary business units abide as a matter of policy by the following principles:

- 1) MVLLC values integrity and honesty in its business dealings. MVLLC personnel are to be truthful and trustworthy in their dealings with customers, clients and associates. MVLLC honors contractual obligations and does not knowingly break agreements or seek to manipulate them to the detriment of other parties.
- 2) MVLLC is an equal opportunity employer.
- 3) MVLLC regards its employees (we like the term Team Members as it indicates the importance of each of us with respect to the larger business), and consultants as valued members of the extended family of McCarthy Lodge. As such, Team Members and consultants are encouraged to participate fully in all aspects of company activity, and are encouraged to bring any and all concerns about their work or guest experience to senior management without fear of reprisal.
- 4) MVLLC regards its owners, Team Members and customers as valued members of the extended family of McCarthy Lodge. As such, MVLLC welcomes the advice and input of Team Members and customers in all relevant business activities.

- 5) MVLLC makes extensive use of the Internet to conduct business. MVLLC is opposed to the use of censorship or other forms of Government regulation to control the Internet, and supports efforts to create a viable self-regulatory structure which protects the vulnerable from abusive material while retaining the ability to freely exchange information.
- 6) MVLLC respects and values the natural environment and does not knowingly damage or pollute those natural resources which are the heritage of all. In all activities where environmental issues are of concern
- 7) MVLLC seeks at all times to minimize environmental damage and to work closely with the NPS and other governmental agencies and local community organizations to ensure this. This is mission critical as our small town is located in the center of such an important and well protected wilderness.
- 7) MVLLC believes in making as much information about the company available to the public as is consistent with good business practice and obligations to third parties. Information so published is, to the best knowledge of the company, truthful and an honest representation of the opinions of MVLLC management.
- 9) MVLLC employees distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with the quality of the guest experience (or any part of work). In no case should any employee be argumentative with a guest.
- 10) MVLLC guests and visitors as well as employees are entitled to their privacy.

Stewardship & our role as caretakers in this community

In everything we do, we want you to be aware of how your decisions affect the principals of stewardship. Most of our staff live here year around. While the rest of the world's tourism businesses may provide long winded explanations of how they are involved in "Eco-Tourism" we take a very different approach. We simply do the right thing whenever we can. We do not brag about being an "Eco Tourism" business, primarily because we recognize just how far we have to go to be as green as we should be. Stewardship requires active conservation plans. This require planning and implementation that will be ongoing for the life of the business. This unending quest allows YOU to help us get better at achieving our goals.

Since we began in 2001, we have strived to improve efficiencies across energy, water, food and other consumption categories.

The first 5 years of operations involved lots of remediation. Almost every aspect of this resort has shifted from third world to first world infrastructure. Some examples:

- Buildings: Sawdust insulation has been upgraded to R38+;
- Foundations stabilized;
- Windows: except for historic buildings - upgraded to triple pane;
- Water heaters switched from tank style to on demand style.
- Low flow shower heads, toilets & faucets
- Implement solid waste reduction and incineration.
- Implement glass crushing and inert burial on property.
- Junk piles: For 2 years, we pulled dozens of consumer grade washers, dryers, freezers, refrigerators, batteries, and more off property and brought them to the closest landfill, this required taking responsibility for all the discarded compressors (Freon capturing).
- Re-purpose - Notice all the original (often repaired/restored) furnishings?
- Recycle - Use the bins please!

Consumption in a Sustainable way -

We have used the term Alaskavore instead of Locavore to imply that to reach our desired food quality, we have to extend our vendors and sources to include a large area of Alaska. Not ideal (we wish could grow all we use in this little part of heaven) - but excellence prevents good. Therefore, we try not to import whenever we can source locally.

How you can help with your personal choices: •

Don't use the clothes dryer when you can use a clothes line

- Don't take long showers.
- In fact, watch all water use.
- Use layering instead of turning up the heat.
- Take your bike or the shuttle, not a car
- Laundry soap is not as magic as you think. Use less - it is the movement that loosens dirt more than detergent ever could.
- Only biodegradable, approved laundry detergent is allowed.

Recycle - Reduce - Reuse - Restore - Replenish

Leadership will review and train on your responsibilities to recycle. Each business unit has employee and public recycling goals.

Since we are inside the largest World Heritage Site on earth, it is expected that we would have some pretty comprehensive rules - and we do, they just might not be as perfect as we like.

Aluminum: is a great example: Although we want to recycle Aluminum, there is no practical way for us to accomplish this in our remote location. The next best thing is to REDUCE use, and REDUCE size (compact), yet it still goes to the landfill 130 miles away! Just dreadful, we know. We have tried internal smelting (problematic for energy use, and we still end up with a pile of slag). For now, compacting and removal is our only option. Anchorage may re-implement the Aluminum recycling program, and we will happily haul our recyclables to Anchorage (300 miles) once they do.

Paper: We incinerate paper, cardboard, and other dry non-chemically treated burnable materials during downwind days, and only in our approved incinerator.

Plastics: Alaska does not provide for all phases/types of plastic recycling. We anticipate better recycling opportunities will be available in Alaska over time. These are the current plastic categories:

1. PET - polyethylene terephthalate
2. PVC -
3. HDPE - high-density polyethylene (#2)
4. PS - Polystyrene
5. Other (like foam peanuts, mixed and unknown types)

Food scraps: Because we are in the middle of bear country, we can't compost the volumes produced by the restaurant effectively and fast enough without creating nuisance bear issues. So we are careful to separate all food waste during prep and at service. This is critical for solid waste management. Mixing wet food into otherwise dry solid waste creates higher temp

requirements for incineration. Jason Esler owns Homestead Services, and they are the waste management & recycling company in town.

Glass: Bartenders bring glass from the previous shift to the glass recycling section.

Other Trash/Waste: All other waste is handled by the maintenance department.

Nothing Old goes to waste: Remember our ghost town ethic = *we re-purpose old stuff into new uses whenever we can.*

Confidentiality

All employees' (Team Members) confidential information is kept secure. We will not release your personal information unless requested by you in writing, or if legally obligated to release such information by a government agency, or for insurance purposes, or in the event of a medical emergency.

Employees (Team Members) are expected to keep all financial, operational, and other company information about MVLLC confidential.

Product purchases by employees

All Team Member wishing to purchase any item from any MVLLC business unit must have another employee or manager ring up the sale. This is for your protection as well as the protection of MVLLC. Another Team Member can ring up your sale or have a manager add the sale to your account. *There is no excuse for ringing up your own sale, and this is grounds for immediate dismissal. There will be no exceptions to this rule.*

Performance

Job performance is measured by many factors, including the following basics:

On-time attendance

Cleanliness of work area

Quality of production - Examples:

Kitchen: Food handling from prep, storage, plate design and portion control - to cooking techniques & costing accuracy for the pricing of nightly specials.

Servers: Prep, side-work, signs, server-side food plating, service, accuracy, guest relations, TAM procedures.

Bartenders: consistency in product (drink) production, adherence to company policies including this manual and TAM procedures. Guest relations, efficiency of service.

Receptionist, office workers, technicians etc. each have specified job performance duties and expectations that will be outlined in the job descriptions reviewed individually by the owners before hiring and during training.

Moonlighting

The ability to earn income at other businesses in the area will not be hampered by MVLLC as long as such moonlighting does not interfere with your job performance at MVLLC in any way. So long as you are not late, have the energy to perform your job well, and maintain a positive attitude while on the job at MVLLC, then moonlighting will be allowed. If performance falls below expectation, your supervisor or the general manager may request a meeting to discuss the potential for correcting the job performance. If job performance does not improve to levels of acceptance by management, then the employee may have to choose to work at MVLLC without moonlighting elsewhere to maintain his or her employment here.

Access to company premises

Access to company premises is limited to the station(s) relevant to your position and to duties in your job description, during your regular working hours. No access to the premises is granted

when off the clock except as a customer. *No Team Member is allowed in the kitchen when not on the clock with the one exception that restaurant & bar staff are allowed in the kitchen to check their schedule as long as this is done quickly and without interruption to the kitchen staff. REMEMBER: Only restaurant, bar & maintenance staffs are allowed in the kitchen- and only to check their schedule or to work their shift.* Only the Executive chef, Sous chef, or the owners can authorize a case-by-case exception to this rule.

Personal belongings and storage

Ask your supervisor where you can store your personal belongings. There are designated employee storage places for your personal belongings. Personal belongings are never stored where inventory is kept.

Clocking In & Out

Every non-salaried (hourly) staff member must clock in for their shift before starting and must clock out after finishing their shift. Clocking in or out for anyone other than yourself is never allowed. *Clocking in or out for someone else is grounds for immediate dismissal.* There are no exceptions to this rule. Only your manager can correct a time card mistake or adjust an employee's time in or out. You are expected to sign in only when you are actually ready to start working. "Milking the clock" that is, clocking out after standing around for any length of time or clocking in and not starting work within a few minutes of clocking in, will result in a warning the first time it happens. If it happens a second time, it is grounds for dismissal. When you are clocked in, you are now being paid to work, which means standing around is not an option. ***Simply stated: If you are clocked in you should be WORKING.*** Taking a break is fine, once you have notified your supervisor. Cigarette breaks are only allowed after asking permission from a supervisor, and smoking is to be done off premises only - do not smoke on company property.

Shift Meal & Employee Kitchen Use

Employees living in employee housing, have free use of the employee kitchen in the Employee house under the following conditions:

- a) Team Member is in good standing with the company
- b) Team Member is living on premise (or has an exception on a case by case basis from the owners)

There are several other options in town for breakfast, lunch, dinner and groceries. Expect Alaska food prices to be 20% more than the lower 48.

Paychecks and paydays

- The pay-period is Twice per month.
- Direct Deposit is available, you need to provide a blank check from the account you wish to have your pay deposited to.
- All employees agree that the last paycheck must be picked up in person, in McCarthy. This includes staff that are getting direct deposit.

The last paycheck is not done using direct deposit

- The company will cash your MVLLC paycheck if funds are available.
- The company is not able to cash third party checks

Overtime for Non-Salaried (Hourly) Team Members

Generally speaking, Overtime is not permitted. Each Team Member is responsible for their own time management. Do not stay beyond your 8 hour shift without prior approval from your supervisor. Overtime is payable at one and one half for over 8-hours in a day (or ten in a day if/when you elect the 4 ten-hour days option), and for any time over 40 hours in a work week. Overtime is only allowed in very rare circumstances at the discretion of the owners, the executive chef, the technical manager, or the hotel manager. In compliance with State law, you may be offered the option of working 4 ten hour days instead of 5 eight hour days per week. This is a voluntary option for some non-management positions. Supervisors will discuss this with relevant staff members.

Bonuses and Tips

Bonuses and other considerations may be given to the staff at the discretion of the owners. On occasion, catered and other events may produce tips to be split among the staff. If this happens, all tip-outs will be divided based on the amount of contribution to the event by each team member as determined by the supervisors. Terminated Team Members, or Team Members that resign prior to the end of the season, are not entitled to bonuses or tip share pools. A bonus is a reward for a job well done and includes your commitment to perform your duties well enough to not be terminated.

Payroll deductions

Team Members in good standing may charge to their house account such items as food & beverages sold by MVLLC. Tabs and any cash advances will be deducted from employee's next paycheck

Holidays, vacations, sick leave

No leaves of absence are granted other than as required by law (i.e. military, medical).

Team Members' Notice Boards

There are signs posted in several locations regarding important information about employment, your rights under the laws of the State of Alaska, as well as Federal laws, Workers Compensation Insurance, Health & Safety and other such notices. Please review the Team Members (Employee) Information board; they are located in the office, in the basement of the hotel, and in the Kitchen

Safety & Employee Training

Cross training for all positions and Safety training are both ongoing activity at MVLLC. There will be several opportunities to advance your safety knowledge throughout the season. Those Team Members working with maintenance will have technical safety training as needed during the season.

- **Mandatory:** Team Member training: There will be several mandatory training periods announced for staff. Training is paid and you must clock in and out for training.
- TAM Training - Techniques in Alcohol Management (State law requirement for all servers and managers of Alcohol). This course will be announced in the beginning of the season. You can't work beyond 30 consecutive days in an alcohol service environment without Alcohol server training and passing the course.

Actions That Will Result in Immediate Termination of Employment

There are a few rules that, if broken, result in immediate termination of employment:

1. Disrespecting staff, locals or visitors. We are all professionals at McCarthy Lodge. Our professional working relationship means that you can't use personal attacks against others in a professional environment. You may dislike or disagree with another team member or guest, but you must maintain a professional demeanor and keep personal dislikes or aggression from your discussions, interactions or dealings with others. Team members who don't maintain a level of professionalism in all interactions with guests and team members may be terminated.
2. Removing company property (stealing) is grounds for immediate termination of employment.
3. All staff will be trained & empowered to resolve guest issues on the spot. With this responsibility comes an understanding of parameters on how to resolve customer complaints or other guest issues. From time to time, a beverage, food, hotel night or other item may be given away to a guest or local. This will require appropriate documentation. The owner and other leaders will work directly with each team member on the process of documenting any loss, compensation, spoiled food, or other goods or services.
4. Giving away anything that belongs to MVLLC to a guest, local or visitor or to anyone at all without proper documentation is grounds for immediate termination. This includes any food, beverage, artifacts, tools, supplies, etc - and includes any and all property belonging to MVLLC. Send any request to borrow any item directly to your' supervisor or the owner. The exception to this rule is when solving a customer issue, within parameters you have been trained on (point 3 above). This means when YOU solve a guest issue, and you decide that something is given away, YOU are responsible to let your supervisor know about it as soon as possible (before giving something away is ideal, but most often it is something small and never an artifact, you would be letting your supervisor know AFTER the fact - This means let your supervisor know during your shift or as soon as possible.
5. Do not ring in your own sale. Purchases of any items that are not rung in by another staff member, or added to your tab by another staff member are grounds for dismissal.
6. Bartenders are not allowed to serve their boyfriend, girlfriend, partner or significant other at the bar if there is more than one bartender on duty.
7. Storing personal belongings where company inventory is kept is grounds for immediate termination of employment.

8. Clocking in or out for anyone other than yourself is grounds for immediate termination of employment.
10. Malicious destruction of company property will result in immediate termination of employment.
11. Being under the influence of narcotics, alcohol or other drugs (including marijuana) while on duty will result in immediate termination of employment.
12. Selling or possession of any illegal drugs on MVLLC property will result in immediate termination.
13. Treating a customer, guest or visitor with disrespect is grounds for termination of employment.

Disciplinary Actions and Grievance Procedures

Disciplinary action will be taken when basic rules are broken. Actions may include (but are not limited to) reduction of hours, loss of bonus, replacement cost responsibility for items broken maliciously, and possible termination of employment.

Every staff member has the right (and obligation) to present their issue or grievance to management. Your grievance should never disrupt the business operation and fellow staff members. You should know that we encourage the passionate, rational, logical and/or emotional argument of your position with just one essential consideration: You are obligated to have this discussion in private with your direct supervisor, or the owner(s). Do not attempt to have your grievance aired in public, in front of guests, or in front of other staff members. Staff are welcome, even encouraged, to come to the office alone, or in groups of two or more, for presenting your grievances in private.

Personal calls and mail

As of just a few years ago, there is now cell service and Wifi in McCarthy! Not all cell service providers work in McCarthy. AT&T as of the 2019, is not one of the working providers for this area. Verizon and Sprint seem to work here. Please go to the Copper Valley Telephone Co-op (CVT) website for more details on the service they provide. As of 2015 we have had 4G in town, and Verizon is a valid service provider whose cell service should work in McCarthy

Email and Internet is available from the local telephone company (Copper Valley Telephone) for a fee (usually \$40/month).

THERE IS LIMITED BUT FREE INTERNET IN THE SALOON

Smoking

Smoking is not allowed in any of our buildings. ***You cannot smoke in the employee house.*** Employees are not allowed to smoke on the lodge (restaurant) or hotel property. If you smoke, here are the only 2 locations you can smoke on our property:

- a) On the outside deck of the saloon (not anywhere near the restaurant front door)
- b) Outside the employee house on the lawn or anywhere else outside of the building and away from the oil and propane supply on the side of the employee house.

You can smoke on public property or private property that MVLLC does not own. There is never an exception to this rule. The first time this happens, disciplinary action including a final warning will be given to the employee in question. The second offense will result in termination of employment.

Drug Use

The possession, sale or use of illegal drugs is not allowed on MVLLC property. *Being under the influence of alcohol or drugs during your shift is grounds for immediate dismissal. THERE ARE NO EXCEPTIONS TO THIS RULE.*

Team Members (employees) who are staying on MVLLC property and are found to be in possession or using illegal drugs on MVLLC property will be terminated immediately. By accepting employee housing at MVLLC, you agree to leave the premises within 2 hours of being terminated for possession or use of illegal drugs on MVLLC property.

Alcohol

- Bartenders ARE NOT ALLOWED TO DRINK DURING THEIR SHIFTS. • Every single drink must be entered into the POS system
- Being completely sober during your shift is essential.

Dog Policies

If you bring your dog to town while working, your dog must be tied up during your shift. Employees must keep their dogs under control around MVLLC property. It is illegal for dogs to be in the restaurant or saloon unless the animal in question is a service dog. All MVLLC employees are expected to comply with state law by enforcing the Dog Policy for the general public. As employees of MVLLC you are expected to help keep dogs from entering any MVLLC buildings. Only by the entire staff participating in keeping dogs off MVLLC property will the neighborhood dogs know that it is unacceptable to be in or around the food service area.

Housing Rules

No Parties are allowed in the employee house.

The employee common rooms are not public access areas.

No smoking is allowed in any building, including the employee house.

Bonfires are NOT ALLOWED due to fire danger. Bonfires off property should be approved by NPS

Hours for NO NOISE at employee house: 11 PM to 7 AM

McCarthy Lodge looks for signs of positive attitude in a new applicant's work history. The decision to hire or not is based mostly on the applicant's attitude as described by their previous supervisors as well as specific skill sets. We can (and do) teach new skills daily, however attitude is entirely up to you. If you do not understand that a positive attitude is your choice, it will become apparent to management, and you may be asked to reconsider the job - if you are not happy here, our guests won't be happy with your service.

We provide a great work environment – you are responsible for your professional attitude and arriving at work and maintaining a positive attitude while on the job.

McCarthy Alaska

McCarthy is Remote. It is at the end of the road. The largest city in Alaska, Anchorage, is 320 miles away. The closest small town is sixty miles away on an unpaved road. While McCarthy itself consists of private property and business it is in the geographic center of the largest national park in the U.S., the Wrangell-St. Elias National Park and Preserve. The majority of the businesses in McCarthy work to serve the travelers to the park and the nearby historic Kennicott mining town. Some of the Activities the area is known for include:

- Hiking
- Camping
- Backpacking
- Glacier Tours
- Ice Climbing
- Rafting & Pack Rafting
- Historic tours
- Sightseeing

Weather and Conditions

The weather and conditions in McCarthy are vast, varied and unpredictable. Expect hot dry days in the mid to high eighties, hard rain, dirt roads turned to mud if it rains heavy, snow on the shoulder of the season, hail, and more often the most beautiful pleasant day you could imagine. It is not rare to see temperature swings in a single day. This makes it imperative that you have proper clothing.

Recommended Clothing

Having the proper clothing can mean the difference between being able to get out and enjoy the incredible beauty the area provides or being cold, wet, or sunburnt. The roads are dirt so your favorite pair of suede shoes may not be appropriate but here is a list of clothing and accessories that will help you.

- Warm hat
- Raincoat
- Rain Boots
- Hiking Boots
- Sandals
- Warm jacket
- Fleece jacket or nice mid weight layer
- Long underwear
- Gloves or mittens
- Warm socks • Sun screen
- Hiking pants • Backpack
- Water Bottle
- Sun Glasses

Medication and Medical

The nearest hospital is one hundred eighty miles away. There is a small clinic sixty miles away. It is very important to exercise caution while traveling through and exploring McCarthy. If you have health concerns or are on medication it is vital that you are prepared with the proper supply of medicine and medical provisions that you need. The nearest pharmacy is 130 miles away.

Food and Supplies

There are several restaurants and food kiosks located around the McCarthy area. There is a small community store that has limited supplies and food. While the store strives to have an inclusive selection of goods, fresh produce, frozen foods and packaged foods as well as gluten free and other common items, if you have specific food or toiletries that you love, bring an ample supply.

Mail

Mail comes to McCarthy by plane twice a week Monday and Thursday. The McCarthy Lodge office handles staff mail. The address where you may have things sent is:

Your name c/o

McCarthy Lodge

PO Box MXY

Glennallen, AK 99588

If you use Amazon for purchases, consider getting an Amazon Prime membership as they still do free shipping to McCarthy and it is fast compared to other delivery methods.