



FAQs!

All the Nitty Gritty Questions You've Got... Answered!

Q. How long does it take to find out if I have the job?

A: First of all, we only contact applicants we feel are a good match. If you've heard from someone or had your first interview, congrats!

You have some control of the time it takes to complete the application process. Did you send us 3 references? Are the contact details correct and are the references expecting us to reach out? Did you provide your hiring manager with email addresses for your references as well? These will *fast track* your application and give you the competitive edge.

After your interview, the best thing to do is maintain contact with your hiring manager.

Q. Do you provide accommodation? If so, How much does it cost and what's included?

A: Yes we do! **Staff accommodation is \$300/m**, deducted from your paycheque. If you've ever paid rent, you know how inexpensive this is! We prorate your rent on a daily basis, so you don't pay at the beginning of the month. Instead, you pay for exactly what you stay! Example: you join us on the 8th, we only deduct 7 days rent off the first pay on the 15th.

Your rent includes: heat, hot water, a staff phone line with voicemail (cell phone service doesn't work, but you can use wifi based aps to text etc), satellite internet (wifi), satellite TV, bedding & blankets. Each room has a microwave, bar fridge and TV. There is a staff lounge with full kitchen, all the pots, pans and dishes you need are there along with laundry facilities and hang out area.

Q. How do I stay in touch with friends and family? Do cell phones work? Is there internet?

A: Cell phones do not have signal at Sunwapta, but don't worry! We have a dedicated staff line with voicemail and message board. Also, if you need to make long distance phone calls, you can buy long distance calling cards from the gift shop.

The internet at Sunwapta is provided by satellite. It is the **only** internet available to us, but we have 4 systems to accommodate staff and guests. It's extremely pricey and honestly not that great... but the good news is that it's enough for you to text or instant message over the usual platforms. Please keep in mind that satellite is slow and not very robust, so it's **not** good enough for streaming movies, Netflix, or online gaming... which **surely you won't want to do while surrounded by great friends in basically a paradise of pristine nature!**



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Q. What is the rate of pay? How do I get paid?

A: Starting wage is minimum wage which for most positions is \$12.20/hr. However, we also pay \$1/hr bonus for most positions (servers excluded) if you finish the term of your contract you have agreed to. Ask your direct hiring manager for details on your specific position as some positions include other remuneration incentives like commissions or tips.

Q. How do I get paid, and how often? Do I need a new bank account?

A: Our pay date cutoffs are the end of the month, and the 15th of the month. It generally takes 3 - 4 business days for accounting to process paycheques. We pay by cheque.

We bank with TD Canada Trust in Jasper so you can simply cash your cheque at no charge, or open an account there. There are the following banks in Jasper: TD Canada Trust, CIBC, Credit Union and ATB Bank. You are welcome to use any of those and of course most banking apps allow you to deposit cheques by photo right from your phone.

Q. Do I share a room or get my own?

A: Everyone except for supervisors share a room with one other staff member. This means you share your washroom with your room-mate and another room just like yours (so share washroom with a max of 3 others).

Q. What are the rooms like?

A: [See this video!](#) It shows the rooms of staff from previous years. Once you apply, your manager will give you all the details you need. Suffice to say, rooms are small and really the place you go to chill out alone or sleep. They are not a place to hang out with a group of people.

Our staff rooms are directly above guest rooms. Our guests' enjoyment is a top priority, so there are quiet hours from 10pm to 8am.

Q. What's the pet policy? Can I bring any pets?

A: For the safety and enjoyment of animals and people, we have a strict no pet policy, so make sure you make plans to have someone you know and love to take care of your special animal friend!



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Q. What about food? Do I have to buy my own?

A: Yes, you buy your own food. We have two scheduled staff trips to town for you to go grocery shopping, do banking, or just hang out in the town for the afternoon. Your manager will always schedule you so that you can take advantage of at least one trip per week. Generally speaking about 30% of staff come with a car. If you have one, it's highly recommended to bring it! Parking is free:) We have a staff kitchen with fridges, stoves, pots, pans, and all the dishes you need to cook and eat. **Lastly, you get 40% off in the restaurant!**

Q. What's there to do and see in my spare time?

A: Too much to list! Start by watching all the videos we have on our [YouTube Channel!](#) We also organize staff trips where **you get to do all the cool activities in the area, and see some amazing things... free.** Check out the activities section of our website for starters. We do this so that you have a great experience and also so you can provide first hand insight to guests and visitors.

There are lots of local trails for walking, hiking and biking or if you just feel like relaxing on property, there's friends to hang out with in the staff areas. [Check out this page](#) for 3 self-drive sightseeing brochures (each one is a day of sightseeing) and our basic local hiking pamphlet. This will give you just a scratch of the surface on areas to explore!

Q. How much will I work?

A: We operate on a 6 day work week with opportunities for you to pick up additional hours in other departments. In order to qualify for additional hours you must be meeting or exceeding your responsibilities in your primary department... so be sure to check with your manager **FIRST!**

The people you work with are the people that you live with and become friends with, so lots of staff like to work additional hours with their friends. In short, there's opportunities to get a lot of hours.

Q. How much money can I expect to save?

A: The cost of living at Sunwapta is VERY LOW at only \$300 plus food and long distance calls. How much you save is really up to you, but this is a great opportunity for you to save for education, travel or whatever is on your list.



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Q. Is Sunwapta open year round?

A: Sunwapta is open from May to mid October. We actually open to guests on May 16, but lots of staff arrive on May 1 - 8. There are occasional opportunities to work year round for Sunwapta. Express your interest mid season with your direct manager, Matt or Stewart!

Q. Can I talk to anyone that's worked there before?

A: Absolutely! [Join our Sunwapta Staff 2017 Facebook group](#). There are staff from previous years there who will be happy and genuine in answering questions! Don't take how awesome it is to work here from us... talk to past staff (some of which are coming back).