



## Advice to Applicants

Thank you for your interest in working with us. I think you will find our approach to hospitality to be different from that of most other operators in the market and we think this is the secret of our success. Our company has several significant goals:

### **1. TO EARN A REPUTATION AS THE BEST EMPLOYER IN THE AREA**

To achieve this goal we will hire the most qualified people we can find. We will support their development both within and outside the organization. We will talk to them, listen to them, learn from them, pay them well and **demand a lot from each of them.** We will enjoy a high retention rate. We will have a waiting list of people who want to join the company. We believe that only happy and professional staff can give the level of personal service we demand. We see an investment in people to be a worthy investment in the future of the company.

### **2. TO OPERATE THE MOST SUCCESSFUL OPERATIONS IN THE MARKET**

Our operations will be exciting, diverse and profitable. We will consistently deliver on our service guarantee of “a good time every time” and foster high professional standards. We will provide legendary service - the unique and powerful sort of personal care and attention that our guests tell stories about. We will win the various local polls that are a measure of our position and regard in the market. We will consistently achieve the highest volumes in our market and have a waiting line when our competitors are half full. We will develop a loyal repeat trade. We will find out what our guests want and be sure they are getting it. We will maintain **rigid sanitation standards.** We will continuously reexamine our operations to stay fresh and responsive to our market while being stimulating to our staff.

### **3. TO BE A GOOD CITIZEN OF THE COMMUNITY AND THE PLANET**

We will support worthy local charities with: money, resources and volunteers, if and when possible. We will be environmentally responsible. We will recycle, conserve water and utilities and reduce our use of chemicals. Whenever possible, we will select supplies and suppliers who are environmentally friendly.

### **4. TO BE A MODEL FOR OPEN, PARTICIPATORY BUSINESS**

Our industry cannot get where it needs to go doing business the way we’ve always done it. The industry needs a new model and we are willing to be that model. We will innovate in the areas of compensation, profit - sharing, rewards and recognition. We will involve our staff in all areas of policy-making. We will always move in the direction of less structure, greater professionalism and more fun! We will be judged on our results.

### **5. TO MAINTAIN A PERSONAL WORKING RELATIONSHIP WITH OUR STAFF**

Many Management, Salaried and hourly Employees only know the obsolete model of the “Us vs. Them” relationship between the company and staff. We do not believe such a polarity exists in our organization. We believe the way to achieve the kind of business environment we want is to create a trusting relationship with our staff. In this atmosphere, both staff and the company can work out difficulties and make decisions together. We cannot imagine a problem that we cannot effectively resolve among ourselves.

### **6. TO HAVE A GOOD TIME**

We recognize that people travel and go out to eat because they are looking for a good time, not just a clean room and good meal. We will build fun and lightness into our company in the interest of our collective mental health and peace of mind.

**We are not just another hospitality company, and we are not looking for just another job applicant. This letter will give you some ideas of what to expect and how to proceed from here:**

1. Be sure to fill it out your application completely, even if you enclose a resume. If a question does not apply to you, mark it “NA” so we know you didn’t avoid the answer **Hospitality is a business of details,** and we will only consider people who share **our concern about the importance of handling all the small points.**
2. Any false or misleading statements will disqualify you from consideration, no matter how talented you may be. Please understand that we are not as concerned **with what you tell us, as we are that you give us the truth.** Honesty is always the best policy. . . especially if you hope to become part of our team.

3. We are committed to maintaining a drug-free workplace. This means that we do not tolerate the **use of drugs on the premises nor do we permit our staff to work under the influence of drugs or alcohol.**
4. On the last page of the application, we give you the opportunity to make a personal **“sales pitch.”** We suggest you give it some thought and present a case for yourself. After all, if you don't believe in you, why should we?
5. Read the final statement on the application carefully before you sign it. If you have any questions, please ask them before you give us your application. We will not consider unsigned applications.
6. When you have completed the application, Please turn it in to our Front Desk or Human Resource department. Applicants that are qualified could be given an interview. This appointment should last no longer than 30 minutes. Be aware **that what you do and how you do it are being evaluated** throughout the selection process, **so dress the part, be on time and show us your best.** Remember the saying about first impressions!
7. Because our staff is actively involved in the operation of our company, do not be surprised to have portions of the selection process conducted by persons other than our managers. We give our staff a voice in the selection of their co-workers and are excellent judges of the talents of their peers.
8. We are an equal opportunity employer and we will select only qualified applicants for every position. Period. We will not discourage you from applying for any position you feel qualified for. We will make selections based on what strengths you bring to our team and how you fit into our operating style. We are looking for people committed to **professional excellence and legendary guest service** who will make a positive contribution to our company for as long as we choose to work together.
9. We often bring new people into our company as part-time staff or trainee's, moving them to full time (if they want it) or changing their duties when the opportunity for more hours arises and their work performance justifies additional responsibility and the opportunity exists.
10. We expect you to take an active role in **your own success and the success of your co-workers.** Toward this end, it will be part of your job responsibilities to help train your co-workers for positions of higher skill and responsibility. . **We do not keep secrets from each other or ignore unproductive behavior.**
11. Our success comes from **delighting our guests and earning their regular patronage.** Everything in our company is focused on achieving this goal. We do not believe in creating any more rules or structure than is necessary to ensure that our guests have a great time every time they dine with us. This means that there are no procedures to hide behind and that success is measured by your results rather than by your activities. **There is nothing to “get away with.”**
12. We value professional curiosity - that “itch” to **continually expand knowledge, skill and effectiveness.** This means that we are **more interested in what you can learn than in what you know.** People skills are essential. If we bring you on board, we promise to give you all possible assistance to help assure your success on the job. This represents a significant commitment of resources on the part of the company and we look for an equal level of commitment from the people we ask to join us.

Thank you again for your interest and your time. We wish you all the best luck in the future, whatever direction your career may take you.

With best regards,  
The Management and Staff  
Marcus Whitman Hotel & Conference Center



# Application for Employment

## About You

Name \_\_\_\_\_ Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

E-mail \_\_\_\_\_ Message Phone \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Do you have reliable transportation to meet any scheduled shift? \_\_\_\_\_ Can you read at a 6th grade level? \_\_\_\_\_

Do you have a valid driver's license? \_\_\_\_\_ Class \_\_\_\_\_ State \_\_\_\_\_ License No. \_\_\_\_\_

Have you been convicted of a felony in the past 10 years? \_\_\_\_\_ A conviction will not necessarily bar employment.

If yes, please explain: \_\_\_\_\_

Have you ever worked for us before? \_\_\_\_\_ If so, under what name? \_\_\_\_\_

Do you have any friends or relatives working for us? \_\_\_\_\_ Who? \_\_\_\_\_

Describe your use of drugs and alcohol: \_\_\_\_\_

## About Your Education

HIGH SCHOOL \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Graduated? \_\_\_\_\_

No. Yrs Completed \_\_\_\_\_ Major \_\_\_\_\_ Verification Phone (\_\_\_\_) \_\_\_\_\_

COLLEGE \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Degree \_\_\_\_\_

No. Yrs Completed \_\_\_\_\_ Major \_\_\_\_\_ Verification Phone (\_\_\_\_) \_\_\_\_\_

Extracurricular activities: \_\_\_\_\_

Other training programs completed: \_\_\_\_\_

Professional memberships and certifications: \_\_\_\_\_

## About The Job

For what position are you applying? \_\_\_\_\_ Salary Requirement: \$ \_\_\_\_\_ per \_\_\_\_\_

Would you accept another position? \_\_\_\_\_ If so, which one? \_\_\_\_\_

Which do you prefer?  full time work  part time work. If part time, about how many hours per week? \_\_\_\_\_

Which will you accept?  full time work  part time work When could you start working for us? \_\_\_\_\_

What is your availability?

MON	TUE	WED	THU	FRI	SAT	SUN
<input type="checkbox"/> morning	<input type="checkbox"/> morning	<input type="checkbox"/> morning	<input type="checkbox"/> morning	<input type="checkbox"/> morning	<input type="checkbox"/> morning	<input type="checkbox"/> morning
<input type="checkbox"/> afternoon	<input type="checkbox"/> afternoon	<input type="checkbox"/> afternoon	<input type="checkbox"/> afternoon	<input type="checkbox"/> afternoon	<input type="checkbox"/> afternoon	<input type="checkbox"/> afternoon
<input type="checkbox"/> evening	<input type="checkbox"/> evening	<input type="checkbox"/> evening	<input type="checkbox"/> evening	<input type="checkbox"/> evening	<input type="checkbox"/> evening	<input type="checkbox"/> evening
<input type="checkbox"/> can work anytime	<input type="checkbox"/> can work anytime	<input type="checkbox"/> can work anytime	<input type="checkbox"/> can work anytime	<input type="checkbox"/> can work anytime	<input type="checkbox"/> can work anytime	<input type="checkbox"/> can work anytime

When are you NOT available to work for us? \_\_\_\_\_

Why would you be a good choice for this position? \_\_\_\_\_

## REFERENCES

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

# About Your Work Experience

(PLEASE START WITH YOUR MOST RECENT POSITION)

COMPANY \_\_\_\_\_ Phone \_\_\_\_\_

Mo/Yr Hired \_\_\_\_\_ Mo/Yr Left \_\_\_\_\_

Job Title \_\_\_\_\_ Reason for Leaving \_\_\_\_\_

No. Supervised: Starting \_\_\_\_\_ Ending \_\_\_\_\_ Starting Salary \_\_\_\_\_ Final Salary \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone \_\_\_\_\_

Co-worker's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone \_\_\_\_\_

Major Responsibilities and Accomplishments: \_\_\_\_\_

COMPANY \_\_\_\_\_ Phone \_\_\_\_\_

Mo/Yr Hired \_\_\_\_\_ Mo/Yr Left \_\_\_\_\_

Job Title \_\_\_\_\_ Reason for Leaving \_\_\_\_\_

No. Supervised: Starting \_\_\_\_\_ Ending \_\_\_\_\_ Starting Salary \_\_\_\_\_ Final Salary \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone \_\_\_\_\_

Co-worker's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone \_\_\_\_\_

Major Responsibilities and Accomplishments: \_\_\_\_\_

COMPANY \_\_\_\_\_ Phone \_\_\_\_\_

Mo/Yr Hired \_\_\_\_\_ Mo/Yr Left \_\_\_\_\_

Job Title \_\_\_\_\_ Reason for Leaving \_\_\_\_\_

No. Supervised: Starting \_\_\_\_\_ Ending \_\_\_\_\_ Starting Salary \_\_\_\_\_ Final Salary \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone \_\_\_\_\_

Co-worker's Name \_\_\_\_\_ Position \_\_\_\_\_ Phone \_\_\_\_\_

Major Responsibilities and Accomplishments: \_\_\_\_\_

## Consent for Drug Testing and Background Check

If you are offered and accept employment with the Marcus Whitman Hotel, in the interest of safety and security for all, you will be required to consent to a drug test, agree to a background check and have your Social Security Number verified. Please review carefully and sign the following consent form.

I, \_\_\_\_\_, have been fully informed and understand why and the reason for the drug testing, a background check and the procedures involved and I do hereby freely give my consent. I understand the results of the test(s) will be forwarded to my potential employer and become part of my personnel records.

**If the drug test is/are positive, I understand that I may be given the opportunity to explain the result of this test. I understand that any such explanation is not binding on the Marcus Whitman Hotel & Conference Center and the Marcus Whitman Hotel & Conference Center may choose not to hire me for any reason or for no reason at all. The decision to hire me is entirely up to the Marcus Whitman Hotel & Conference Center.**

I understand that the Marcus Whitman Hotel & Conference Center will conduct random drug tests of their employees. I understand and consent to such tests if I am hired and become an employee of the Marcus Whitman Hotel & Conference Center.

I hereby authorize the results of the background check and the results of the drug test to be released to the Marcus Whitman Hotel & Conference Center. I hereby authorize and release the Marcus Whitman Hotel & Conference Center from all liabilities to receive information relating to my employment history listed in this application and to verify the accuracy of such information.

I authorize the individuals, companies and agencies concerned to provide this company and its agents with all information necessary to verify the statements I have made in this application and I release them from any liability for so doing. I understand I must receive satisfactory references from previous employers, co-workers and subordinates (if any) before an offer of employment can be made. I understand that any offer of employment is contingent upon my passing a prescribed physical examination, proving my identity and documenting my right to work. I understand these policies cannot be changed except in writing.

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_