



SUGARLOAF®

Sugarloaf Statement of Expectations

Sugarloaf is part of the Boyne Resorts Family, and at 4,237 feet is the second highest peak in the state of Maine, and one of the largest winter resorts in New England. Sugarloaf was founded in 1951 by Amos Winter and the Bigelow Boys with a single trail, Winter's Way. Today Sugarloaf boasts 138 trails, 15 lifts, a full resort village and numerous amenities, including a luxury hotel and sports and fitness center. Sugarloaf employs approximately 200 year-round workers and nearly 900 during the peak of the winter season. Sugarloaf values diversity and employees come from around the world to experience the lifestyle here in Maine's western mountain.

What our employees can expect from us...

At Sugarloaf we are committed to the professional and personal growth of our staff through thoughtful management and training. We believe that professional responsibility works both ways and expect our staff to be responsible to the company as well. In keeping with our tradition of excellence, we treat both guests and co-workers in a manner that is pleasant, courteous, prompt and professional. Ours is a service business, and quality service is our main concern. Sugarloaf offers many benefits to its full and part time employees that may include free skiing and snowboarding, free Perfect Turn clinics, rentals, food & beverage discounts, retail store discounts and much more. We celebrate our staff's hard work throughout the year.

What we will expect of you...

Staff members are expected to be well groomed and in uniform, including proper footwear, at all times while working at Sugarloaf. Good personal hygiene should be practiced daily. Hair must be clean, neatly trimmed and groomed, and of a natural color. Sugarloaf policy on visible pierced body parts, including tongues, is conservative and varies depending on the position. Visible tattoos must be covered during work hours. All staff members are expected to report to work for all scheduled shifts. Staff members must have reliable transportation before obtaining a position. To prevent chronic lateness or absenteeism from causing ongoing problems for their operating group, employees may be separated from employment at Sugarloaf for attendance reasons. Sugarloaf Resort is committed to providing a safe work environment and to fostering the well being of its staff. That commitment is jeopardized when any staff member uses alcohol or illegal drugs on the job or comes to work under the influence of alcohol in the workplace. The possession, use or being under the influence of alcohol or illegal narcotics or medicines during working hours or reporting to work under the influence of the above is grounds for immediate dismissal. Sugarloaf encourages a tobacco-free workplace. The use of tobacco is not permitted while in view of a guest, in any building or company vehicle. Staff members are allowed to smoke only in designated staff smoking areas while on duty. Smoking while in uniform is not permitted. All staff members are hired as a general ski resort worker, even though you may start a job in a specific department. On any given day, a staff member may be asked to perform a different job than the one for which he/she was originally hired. In order for Sugarloaf to succeed, we all need to work together to give our guests their greatest experience ever.

The policies listed here are a partial list. A complete list of policies and guidelines can be found in the Sugarloaf Guide and are subject to change without notice. Sugarloaf is an Equal Opportunity Employer.