Live

Work

Play

YOSEMITE
DNC Parks & Resorts
Dear Prospective Associate:

DNC Parks and Resorts at Yosemite (DNC) is excited you've chosen to consider employment with us in this national treasure. DNC is the main concessionaire in Yosemite and employs approximately 1,800 people during the peak summer season.

Opportunities in Lodging, Recreation, Retail, Food and Beverage and Employee Services are just a few of the positions available. The grandeur of Yosemite National Park attracts people of every age and walk of life from around the world. They come for recreation, education, and to reflect on the wonder and beauty of Yosemite National Park.

Our mission is to provide each visitor with the highest value for the products and services we offer, show unfailing hospitality, conduct business in a professional and ethical manner and preserve and protect the park's fragile resources.

Protection of our park’s fragile resources is something we take seriously in Yosemite. GreenPath is DNC at Yosemite’s Environmental Management System or EMS that is designed to protect Yosemite’s environment. DNC at Yosemite has written policies and procedures that ensure that we are protecting Yosemite’s environment while we do business in the Park.

Providing excellent customer service by “Creating special experiences one guest at a time” is our service promise. We provide “GuestPath” training to assist our associates in fulfilling this promise.

If you are committed to maintaining the highest levels of service and exceeding our guests’ expectations, we encourage you to apply for a position with us.

Please take your time to review the materials. Should you have any additional questions please do not hesitate to contact us.

Sincerely,

Laura Chastain
Recruitment Manager
OPEN ALL YEAR
Yosemite is always open and we employ over 1,000 people year-round. Whether you come for just a season, or you plan to stay a while, DNC Parks & Resorts at Yosemite has numerous job opportunities for candidates to consider. Our peak hiring season is late March – May, and again in September. Many of our associates who came for one season have remained year-round.

EQUAL EMPLOYMENT OPPORTUNITIES
DNC Parks & Resorts at Yosemite is an Equal Opportunity and Affirmative Action Employer. You do not need to be a United States Citizen to work for DNC Parks & Resorts at Yosemite, however employees are required to provide proper work authorization documentation.

HOUSING
Associate housing consists of double or triple occupancy, wood-framed canvas tent cabins, wood-sided cabins, or dormitory rooms. Most are between 120 and 160 square feet. All have electricity, an overhead light and heat. Each tent is equipped with a mattress, bed frame and a locking cabinet to secure valuables for each resident. You are required to provide your own bedding and many associates bring warm sleeping bags.

The majority of our new associates are housed in our tent camps. Currently rent for our tent cabins are approximately $17 per week and dormitory rooms are about $21 per week. Housing is assigned based on seniority (length of service with the company) and position with the company, therefore most first time associates can expect to live in a tent cabin.

Each housing area has centrally located bathrooms, showers, laundry, common areas and kitchens. Only employees are permitted to live in group housing. Non-employee residents are not allowed.

ASSOCIATE DISCOUNTS
Discounts for merchandise and services are given when you show your privilege card. All new incoming associates receive a 10% discount on retail and a 50% discount at our fast food locations and most guest recreation activities. Higher discounts are earned through years of service.
MEALS
At Yosemite we offer our employees a low cost meal plan. You may elect a 21 meal per week plan for $45.00 which is deducted directly from your paycheck each week. There are many food outlets at which employees may eat on the meal plan.

Additionally, associates get a 50% discount in many food establishments and there are common kitchens in all the housing areas for associates to utilize.

PAYROLL SERVICES
The preferred method of issuing wages to employees is through direct deposit into your existing checking or savings account. Direct deposit allows associates to have immediate access to their funds on payday.

CREDIT UNION
You may join the Yosemite Credit Union after you have received your first paycheck. A minimum balance of $25.00 and a $5.00 joining fee are required. After joining, automatic deductions from your paycheck can be deposited into your account through a direct deposit system. Membership entitles you to up to 3 free withdrawals a month and to apply for loans after 9 months of membership. A Credit Union ATM machine is also located at the Cash Operations building for 24-hour access to your account.

TRANSPORTATION
Yes, vehicles are allowed in Yosemite! Associates may drive their vehicles to Yosemite, which must be registered with the Employee Services office. Parking is available in or nearby housing areas.

Once here, associates are urged to use the free shuttle bus system that serves Yosemite Valley. Also, many employees bring bicycles which is really the best way to get around during the late spring, summer, and early fall.

Public transportation in and out of Yosemite is provided YARTS Bus Company provides service to Merced. You can visit the web site for information and options www.YARTS.com. Associates may purchase tickets at a discount if there is space available. For information and current schedules, check with the Yosemite Transportation System (YTS) office, the YTS kiosks in Yosemite Village and Curry Village or at any hotel tour desk.

LOCAL PUBLICATIONS
The Yosemite Today is a periodic publication that lists all current National Park Service and DNC Parks & Resorts at Yosemite activities and facilities. It is a free publication distributed at Park entrance stations, the Visitor Center, Company hotels, retail shops, and tour desks.
RELIGIOUS SERVICES
A variety of religious services are held in Yosemite Valley at the Yosemite Chapel and at other locations in and near the Park. Consult the Yosemite Guide for details. Clergy are available for religious and/or personal counseling. Their telephone numbers are listed in the DNC Parks & Resorts at Yosemite directory.

LIBRARY
Yosemite Valley has three libraries: the Public Library, the NPS Research Library, and the DNC Parks & Resorts at Yosemite Professional Development Library. The Public Library, located in the Girl's Club, is available to all associates and is open four days a week. Access to computer and Internet training and support is available at the Public Library. The NPS Research Library is located on the second floor of the Valley District Building, next to the Visitor Center. A $25.00 refundable deposit is required to check out books. The DNC Parks & Resorts at Yosemite Professional Development Library is located in the Human Resources office and is open daily Monday through Friday.

POST OFFICE
The Post Offices at Yosemite Village, Yosemite Lodge and Wawona are open year-round. In addition, summer postal services are available at Curry Village and Tuolumne Meadows. Rental boxes are available on a first come/first serve basis (except at Tuolumne Meadows).

GENERAL DELIVERY ADDRESS: PACKAGE DELIVERY (FED-EX, UPS)
Your Name
C/O General Delivery
Yosemite, CA 95389

Employee Services
9013 Village Drive
Yosemite, CA 95389

MEDICAL/DENTAL SERVICES
Medical and dental care is available at the Yosemite Medical Clinic. This facility provides a medical staff and emergency response.

DRUG FREE WORKPLACE
DNC Parks & Resorts at Yosemite Corporation is committed to providing a drug free workplace. DNC Parks & Resorts at Yosemite’s objectives are to provide a safe work environment that is free from the effects of drugs and alcohol and to protect the Company’s assets. Many other employers in this country, including the United States government, share DNC Yosemite’s objectives in this matter.

DNC Parks & Resorts at Yosemite has an Alcohol and Drug Abuse Policy and an Applicant Substance Abuse Policy, which provides applicant drug testing. An essential requirement of each
DNC Parks & Resorts at Yosemite position is that the associate occupying such position be free from illegal drug use and alcohol abuse.
WELLNESS CENTER
The Wellness Center is provided by DNC for all park residents. The center includes: a gym with exercise machines and free weights, an activity room for yoga, Pilates, Tai Chi and aerobics, showers, a video/DVD lending library and a computer lab.

CELL PHONES
Cell phones do work in Yosemite. While we do have some limitations and certain providers work better than others you can bring your cell phone. Check the coverage area of your plan before you arrive if you have any concerns about cell coverage.

INTERNET
We offer free computer and internet use for associates at the Learning Center and at the Wellness Center. Free Wi-Fi is also available for associates at the Curry Village Community Center.

REGISTER YOUR CREDIT CARD FOR FUEL IN VALLEY
The self-serve fuel station located at the NPS firehouse is available to all associates needing fuel for personal vehicles. The station is not staffed and not open to the general public. Principle use of the station is to provide fuel to all associates, buses, snow plows, tow trucks, etc. DNCP&R at Yosemite does not recommend this station as your primary source of fuel. Plan ahead and fuel your vehicles at Crane Flat, Wawona, and local communities. To fuel at this station you will need to register your credit card with Yosemite Valley Garage Monday-Friday 8 am – 4pm.

Living with Wildlife

DEER MICE AND HANTAVIRUS
Yosemite is a habitat for deer mice. Hantaviruses are rare viruses throughout the world that can infect rodents and humans and can cause Hantavirus Pulmonary Syndrome (HPS) in humans. Hantavirus is found in deer mice drippings, urine, and saliva in North America and can become airborne.

Simple precautions can be taken to avoid Hantavirus such as: Avoid touching rodents, keeping food in sealed containers and in a bear box, not sweeping areas where rodent droppings are present, and keeping your door closed.

MOUNTAIN LION HABITAT
Most of Yosemite National Park is the habitat of mountain lions. Lion sightings and confrontations in the park have been increasing over the last several years, but no injuries have occurred.
BLACK BEARS
Sophisticated bears live in Yosemite National Park, and is home to many black bears – Ursus Americanus. Unfortunately their natural behavior, foraging habits, distribution and numbers have been altered by access to human food in the Park. Employees must be mindful to keep food and other items with odors in bear boxes (provided at all tent cabin housing areas). Any food left in tents can attract bears and result in housing damage.

In 2007, there were hundreds of bear incidents reported, including over 150 vehicle break-ins. In 2012, there were about 100 incidents reported, and the number of vehicle break-ins was 37 which represents a dramatic reduction in the past five years. Employees play a significant role in preventing bear / human interactions.

Other common wildlife in the park includes: mule deer, raccoons, coyotes, squirrels, bobcats, marmots, snakes, and birds.
Guest Service in Yosemite

DNC Parks & Resorts at Yosemite (DNC) provides the majority of visitor services in Yosemite National Park, including lodging, food and beverage facilities, retail operations, transportation, tours and recreation.

An authorized National Park Services concessionaire, DNC at Yosemite is a fully owned subsidiary of Buffalo, N.Y.-based Delaware North companies, one of the fastest-growing providers of recreational visitor’s services in the United States. In 1993, DNC won the 15-year Yosemite contract in a vigorous competition between leading hospitality and recreation management companies. Named one of the Top 10 companies in California by the state’s Environmental Protection Agency for its progressive environmental programs, DNC is regulated by 150 governmental and private agencies: including the National Park Service, the National Transportation Safety Board, California Public Utilities Commission and the County of Mariposa.

DNC is always interested to hear from talented, energetic individuals who are interested in joining our team.

Our Service Philosophy
At Delaware North Companies, we know it's all about the experience.

We know the care and service we offer our guests leads to special experiences for them. To ensure an experience of a lifetime, we will foresee our customers’ expectations and deliver outstanding products and services.

We will also focus on surprising our guests with special touches and finding ways to help make their experiences even more memorable.

Even though we serve hundreds of millions of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

We will build relationships one guest at a time, working to create experiences of a lifetime.

Our Service Philosophy
“Creating special experiences, one guest at a time.”
Professional Appearance and Grooming: We start by looking the best we can. We present a professional appearance because a poor appearance immediately detracts from all aspects of our service.

- We are professionally attired (for uniformed positions, only company-issued garments are worn on the job and uniforms are complete.)
- Our clothing (uniforms and business attire) is clean, well maintained, pressed and fits properly.
- Our shoes are clean, polished and in good repair.
- We wear the correct name badge (meeting Delaware North Companies specifications) to enable a personal connect with our guests.
- Our jewelry (if worn) is conservative style and number.
- We wear no more than two earrings per ear.
- We display no visible body piercing (other than earrings).
- Our hair is neatly groomed and conservatively styled. Hair color/highlights are natural in color.
- Associate beards are neat and trimmed no more than one-inch long. Cheeks and neck area must be shaved each day. No “mutton chops” allowed. Associates are clean-shaven, if a beard is not worn. Beards cannot be grown on the job. Mustaches are neat and trimmed. The mustache cannot extend below the lower lip.
- We report to work bathed or showered and use an antiperspirant/deodorant. Our fingernails are well groomed. Our perfume and cologne, if worn, is not overbearing.

Attentive Posture: Welcoming positive energy is essential when creating experiences of a lifetime.

Gracious and Friendly Service: Gracious and friendly service depends on courteous and professional language.

Guest Name: We “Notice” whenever possible by determining and using our guests’ names. This helps us recognize and respond to our guests as individuals.

Greeting Guests: Extending a gracious greeting is one of the many ways that we surprise our guests with special touches.

Thanking the Guest: Thanking a guest is the final way that we communicate our appreciation and pleasure for the opportunity to provide service.

Teamwork: We understand that experiences are built around the efforts of many people. Some of us are behind the scenes and others are in the guest contact areas. Our efforts all combine to create the experiences of a lifetime. It is a team effort.

Pride in Facility Appearance and Maintenance: The cleanliness and condition of our facilities truly affects the guest’s overall perception of the quality of our services, products and associates. A facility’s poor appearance immediately detracts from all aspects of our service.

Product Knowledge & Associate Skills: Knowledgeable well-trained associates are confident and prepared to understand and foresee our guests’ needs. Whether in a lodging, stadium, airport or other facility, associates are able to provide quick and accurate responses when guests seek information about the facility or the local area.

Telephone Courtesy Standards: Whether in a lodging, stadium, airport or other facility, we offer gracious and friendly service over the telephone.
DNC at Yosemite manages 1,519 guest rooms ranging from rustic tent cabins operated seasonally in the High Sierra, to the impressive National Historic Landmark The Ahwahnee Hotel, which is open year-round in Yosemite Valley.

**Positions in Hotels / Lodging include:**
- Bell Person
- Camp Helper
- Front Desk Clerk
- Gardener
- Head Gardener
- Hotel Porter
- Housekeeping Team Leader
- Houseperson
- Lodging Quality Inspector
- Rooms Keeper
- Rooms Dispatcher
- Front Desk Manager
- Assistant Front Desk Manager
- Executive Housekeeper
- Assistant Housekeeping Manager
- Rooms Manager
- Assistant General Manager
- General Manager

**Lodging in Yosemite Valley**
- **The Ahwahnee** - The Ahwahnee is a four-diamond resort. The started operations on July 14, 1927 and was the first luxury hotel in Yosemite.
  - Open year-round
  - 123 Rooms
- **Yosemite Lodge at the Falls** - Situated near the base of Yosemite Falls, Yosemite Lodge at the Falls carries a unique history as the site where the U.S. Cavalry was based while the park was under its protection. Built in 1915, the Yosemite lodge complex was modernized in 1956 and again in 1998.
  - Open year-round
  - 245 Rooms
- **Curry Village** - Beneath the grandeur of Glacier Point, Curry Village is know for the same warm, hospitable feeling that was instilled by its founders, Dave and Jennie Curry, at the turn of the 20th century.
  - Open year-round
  - 628 Rooms
- **Housekeeping Camp** - located along the sandy bank of the Merced River, offering great views of Yosemite Falls and Half Dome.
  - Open mid-March - October
  - 266 Units
Wawona

- **Wawona Hotel** - One of California’s oldest mountain resort hotels, the Victorian-era Wawona Hotel was originally established in 1856. The hotel as it stands today was built in 1879 following a devastating fire.
  - 104 Rooms

High Country (Summer Only)

- **Tuolumne Meadows Lodge** - At an elevation of 8775 feet, Tuolumne Meadows Lodge is the starting point for many hikers beginning their High Sierra Camp experience.
  - 69 Canvas cabins

- **White Wolf Lodge** - Established in 1951, White Wolf Lodge is an ideal base camp for day hikers throughout the high country.
  - 28 canvas cabins

- **High Sierra Camps** - Five High Sierra Camps are situated 5.7 to 10 miles apart along a hiking trail in Yosemite’s beautiful high country. The camps are nestled in a spectacular, high-altitude setting and visitors must hike or take a saddle trip to reach them. Guests are bunked dormitory-style, with pillows, wool blankets, comforters and towels provided. Restroom and shower facilities are also provided. Breakfast and dinner are served family-style in a central dining tent.
  - 204 beds in 56 cabins at five camps

Glacier Point (Winter only)

- **Glacier Pint Ski Hut**
  - 10 dormitory-style beds
The Ahwahnee Kitchen and Dining Room
Yosemite Lodge At the Falls
Coffee Corner

Banquet at Yosemite Lodge at the Falls
Cliff Room

Yosemite Lodge at the Falls
Mountain Room Restaurant
Curry Village Pizza

Curry Village Dining Pavilion

Curry Village Hamburger
Wawona Hotel BBQ and Dining Room
DNC operates 21 food and beverage services ranging from seasonal ice-cream stands to year-round full-service fine dining at The Ahwahnee.

**Positions in Food and Beverage include:**
- Baker
- Bartender
- Busperson
- Cocktail Server
- Cook
- Cooks Helper
- Food Service Utility Person
- Host Person
- Hotel Pantry Person
- Hotel Porter
- Jr. Cook
- Kitchen Utility Worker
- Lead Bartender
- Lead Server
- Night Cleaner
- Pantry
- Restaurant Cashier
- Room Service Server
- Salad Maker
- Server
- Station Cook
- Storeroom Person
- Sous Chef
- Pastry Chef
- Executive Chef
- Food & Beverage Manager
- Food Service Manager
- Assistant Food Service Manager

**Dining in Yosemite Valley**

- **The Ahwahnee Dining Room**
  - Open year-round
  - Open breakfast, lunch and dinner
  - Dining room seats 350
  - Sunday Brunch peak covers 900 - 1200
  - 350 - 400 covers per seating at peak season

- **The Ahwahnee Bar**
  - Open year-round

- **Mountain Room Restaurant at Yosemite Lodge at the Falls**
  - Open year-round
  - Open dinner only and special events
  - Dining room seats 160
  - 400 - 450 covers per seating at peak season
❖ Mountain Room Lounge at Yosemite Lodge at the Falls
  o Open year-round
  o Bar / limited menu

❖ Yosemite Lodge Food Court
  o Open year-round
  o Open breakfast, lunch and dinner
  o Dining room seats
  o Peak Covers 1200 per meal

❖ Yosemite Lodge Cone Stand
  o Open Summer Only
  o Serves snacks by Yosemite Lodge Pool

❖ Curry Village Dining Pavilion
  o Open March - late October and holidays
  o Open breakfast and dinner
  o Dining room seats 360
  o Peak Covers 900 per meal

❖ Curry Village Hamburger Stand
  o Open May - September
  o Open lunch
  o Peak Covers 200

❖ Curry Village Pizza Patio & Bar
  o Open March - October
  o Open lunch and dinner

❖ Curry Village Coffee Corner and Ice Cream Stand
  o Open March - September
- **Happy Isles Snack Stand**
  - Open April - September

- **Degnan’s Loft**
  - Open to public March - October
  - Open lunch and dinner
  - Open for associates November - March
  - Open dinner
  - Dining room seats 140
  - Peak Covers 700 per meal

- **Degnan’s Deli**
  - Open year-round
  - Open breakfast and lunch

- **Degnan’s Café**
  - Open Spring - Fall
  - Open breakfast and lunch
  - Seats 30
  - Peak Covers 100

- **Village Grill**
  - Open Spring - Fall
  - Open lunch

**Dining in Wawona**
- **Wawona Dining Room**
  - Open March - January and holidays/special events
  - Open breakfast, lunch and dinner
  - 120 Seats
  - Peak Covers 300
Wawona Golf Shop Snack Stand
  - Open Spring to Fall
  - Open breakfast and lunch

Other Dining Options

Glacier Point
  - Open May - October

Dining in the High Sierras

Tuolumne Lodge Dining Room
  - Open Summer only
  - Open breakfast, lunch and dinner
  - Peak Covers 180

Tuolumne Meadows Grill
  - Open Summer only
  - Open breakfast and lunch
  - Peak Covers 400

White Wolf Lodge Dining Room
  - Breakfast, lunch and dinner
  - Open Summer only
  - Peak Covers 70
Guest Recreation Activities
Guest Recreation Activities
DNC Parks & Resorts
Guest Recreation Operations in Yosemite

DNC operates three stables, two bike stands, raft rentals, a 9-hole golf course, 4 swimming pools, outdoor ice-rink, interpretive services, the internationally renowned Yosemite Mountaineering School and California’s first ski area, Badger Pass.

**Positions in Guest Recreation include:**
- Attendant
- Assistant Greens Keeper
- Bicycle Mechanic
- Corral Boss
- Golf Shop Attendant
- Green keeper Helper
- Guest Recreation Cashier
- Guide / Packer
- Hiking Guide
- Interpretive Services Naturalist
- Lead Attendant
- Lead Lifeguard
- Lead Office Clerk
- Lifeguard
- Mountain Guide
- Office Clerk
- Pup Attendant
- Ski / Snowboard Instructor
- Ski Fitter
- Stables Person
- Guest Recreation Manager
- Assistant Recreation Manager
- Office Clerk

- **Stables** - Since the 1850’s, when the first vacationers were attracted to the legendary valley of Yosemite, horses and mules have provided a means of transportation that takes visitors to some of the most scenic vistas in the world. DNC offers one of the largest public riding stables in the United States, the Yosemite Stables comprises of three locations: Yosemite Valley, Wawona and Tuolumne Meadows. The stable operation utilizes approximately 300 head of stock.
  - Open April - October

- **Bicycle Rentals** - One of the best ways to see Yosemite’s many magnificent sights is on a bicycle. With more that 12 miles of paved bike paths on the valley floor visitors can explore Yosemite at their own pace in a car-free riding environment. We operate two bike stand rental locations - Yosemite Lodge at the Falls and Curry Village.
  - Open May - October

- **Rafting** - Rafting on the Merced River can be one of the most relaxing ways to see the Yosemite Valley’s spectacular scenery.
  - Open seasonally weather and river depth dependent
Wawona Golf Course - One of the oldest courses in the Sierras, the 35-par course features nine holes and 3,035 yards. Electric carts and caddie carts are available for rent.
  o Open mid-April to November

Swimming Pools - DNC maintains 4 swimming pools in Yosemite. The Ahwahnee Hotel and the Wawona Hotel offer private pools for their guests. Yosemite Lodge at the Falls and Curry Village offer public swimming location for all park visitors.
  o Open Memorial weekend through Labor Day
  o American Red Cross Certified

Curry Village Outdoor Ice-Rink - Established in 1930 by the Yosemite Winter Club and Curry Company, the ice-rink offers skaters views of Half Dome and Glacier Point.
  o Open November - March

Interpretive Services - The interpretive services department has designed programs and activities specifically to appeal to families. This provides an educational and fun way to introduce children to the wonders of Yosemite National Park.
  o Year-round programs

Yosemite Mountaineering School - Internationally, Yosemite is considered one of the world’s premiere rock climbing destinations with a rock climbing school to match this reputation. The Yosemite Mountaineering School provides expert instruction for all levels of climbers and hikers and back packers.
  o Open year-round
  o American Mountain Guides Association
  o Wilderness First Responder with CPR

Badger Pass - California’s first official ski slope opened in 1935. Winter activities include downhill skiing, ski lessons for ages 4 & up, snowboarding, snow tubing, cross-country skiing, overnight cross-country ski trips, and snowshoeing.
  o Open December - April
Retail
DNC operates 19 retail stores throughout the park, including grocery stores, gift shops, sporting and outdoor supply stores. Yosemite’s retail operations anticipate the needs of park visitors, providing a range of products such as fresh produce, camping equipment, art supplies, outdoor clothing and fine gifts such as Native American jewelry.

**Positions in Retail include:**
- Data Entry Clerk
- General Warehouse Person
- Inventory Clerk
- Receiving Clerk
- Retail Cashier
- Retail Team Leader
- Sanitation Custodian
- Specialty Sales Clerk
- Stockperson
- Retail Manager
- Assistant Retail Manager
- Warehouse Manager

**Retail Operations in Yosemite Valley**

- **Yosemite Village Store Gift Shop** - Our largest store, which produces 50% of the Retail revenue. You can find a large variety of grocery, camping basics, souvenirs and apparel.
  - Open year-round

- **Yosemite Village Sport Shop** - features fishing supplies, fishing licenses, camping equipment and outdoor apparel.
  - Open year-round

- **Habitat Yosemite** - features fun-loving black bear products, national park games, crafts and stuffed animals.
  - Open March - November

- **Ahwahnee Gift Shop** - has our largest supply of Native American product.
  - Open year-round
- **Ahwahnee Sweet Shop** - located in the Ahwahnee features souvenirs, snacks, wine, newspapers, magazines, and books.
  - **Open year-round**

- **Curry Village Gift & Grocery** - features souvenirs and some groceries.
  - **Open year-round**

- **Curry Village Mountain Shop** - supplies rock climbing equipment, camping equipment, and outdoor/technical apparel. The Mountain Shop is recognized as one of the country’s top 10 Climbing Stores.
  - **Open year-round**

- **Degnan’s Delicatessen** - features made to order sandwiches/lunch specials and grocery items.
  - **Open year-round**

- **Housekeeping Camp Store** - features souvenirs and groceries.
  - **Open April - October**

- **Yosemite Lodge at the Falls Gift Shop** - features souvenirs and groceries.
  - **Open year-round**

- **Yosemite Lodge at the Falls Nature Shop** - an assortment of nature inspired gifts and recycled product.
  - **Open year-round**

- **Vending Department** - services 83 soda/water machines, 14 snack machines, 2 frozen machines, 2 hot drink machines and 8-penny smashers.
  - **Open year-round**

- **Studio Warehouse** - moves over 3 million items to our retail stores annually. They also process all the laundry which comes from Fresno out to our lodging facilities.
  - **Open year-round**

**Retail outside Yosemite Valley**

- **Big Trees Gift Shop** - our smallest store located in the middle of Mariposa Grove (about 1 hour from Yosemite Valley), features products about trees and gifts made of wood.
  - **Open April - October**
Wawona Gift / Grocery - features a wide variety of groceries and camping supplies. Our gifts at this store are based on a Pioneer theme. Located about 45 minutes from Yosemite Valley.
  o Open year-round

Wawona Golf Shop - at this unit our guest can rent clubs and golf carts. They also feature golf shirts and supplies. Located about 45 minutes from Yosemite Valley.
  o Open April - November

Glacier Point Gift Shop - features the best view in the park and some unique souvenirs. Located about 1 hour from Yosemite Valley.
  o Open May - October

Crane Flat Store - operates the gas station at Crane Flat and also features groceries and souvenirs. Located about 30 minutes from Yosemite Valley.
  o Open year-round

Tuolumne Meadows Store - our store in a tent features groceries and souvenirs. Located about 1 ½ hours from Yosemite Valley.
  o Open summers only

Tuolumne Meadows Mountain Shop - operates the gas station in Tuolumne Meadows and also features back packing and camping supplies. Located about 1 ½ hours from Yosemite Valley.
  o Open summers only

Badger Pass Ski Shop - located at Badger Pass this store carries winter clothing, some grocery items and souvenirs. Located about 45 minutes from Yosemite Valley.
  o Open December - March
Transportation
Yosemite Transportation System (YTS) operates a fleet of Transit, Tour buses and Trams serving over 4 million passengers each year. Services are operated in Tuolumne Meadows, Yosemite Valley and Wawona. During the winter, YTS also serves the Badger Pass Ski area.

YTS is an innovative transportation alternative to using personal transportation in a National Park. Our fleet of technologically advanced vehicles includes Diesel Electric Hybrid buses and state of the art clean diesel tour buses. Our fleet is 100% ADA compliant and plays a major role in the reduction of emissions in the Park.

**Positions in Transportation Include:**

- Class A Drivers
- Class B Shuttle Drivers
- Dispatcher
- Lead Shuttle Dispatcher
- Mechanic
- Mechanic’s Helper
- Parking Attendants
- Parts Person
- Senior Mechanic
- Service Person
- Shuttle Dispatcher
- Tow Truck Operator
- Transportation Agent
- Vehicle Maintenance Technician

**Bus Services**

- Valley Shuttle
  - **Open year-round**
- Badger Shuttle
  - Open December - March
- Wawona Shuttle
  - Open April - October
- Tuolumne Shuttle
  - Open June - October
- Tours & Charters
  - **Open year-round**
- Valley Floor Tour Drivers
  - Open March - December
- Big Tree Trams
  - Open April - November
Ticket Sales

- Transportation Agents
  - Open year-round

Gas Stations / Garage Services

- Wawona Gas Station
  - Open year-round

- Crane Flat Gas Station
  - Open year-round

- Valley Garage
  - Open year-round
Support Services Operations in Yosemite

- **Accounting** - The accounting department offers union and non-union positions. Within accounting there are several sub-departments: Accounts Payable, Accounts Receivable, Night Audit, Confidential Accountants, Payroll and Cash Operations.

- **Employee Services** - The Employee Services department is comprised of: Housing, Uniforms, Hair Care and Employee Recreation.

- **Group Sales** - The Group Sales department supports all of our conferences, weddings and special events that take place in Yosemite.

- **Human Resources** - The Human Resources Department offers associate support for hiring, vacations, transfers, workers compensation, benefits, recruitment, and operations support.

- **Information Technology** - Yosemite’s I.T. Department supports close to 400 users and 10 major systems. 2 Novell Netware servers, Windows domain with 10 servers, 1 Local Area Network (LAN), 10 Wide Area Networks (WANs). IT covers 35 square miles in the park, plus Fresno operations 100 miles outside Yosemite Valley.

- **Maintenance** - The maintenance department is responsible for maintaining all of the buildings we operate. There are 385 structures representing 875,000 square feet. Within maintenance we have different shops: Plumbing, Carpentry, HVAC, Painting, Sign, Electrical, Machine, Heavy Equipment and a Parts Warehouse. During an average week they process 500 work orders.

- **Marketing** - The Marketing Department in Yosemite produce all the literature/brochures in the Park. They also, maintain our website at [www.yosemitepark.com](http://www.yosemitepark.com) and create web marketing messages. Additionally, we have a Public Relations person that works with the media on a regular basis.
Recycling - DNC operates a comprehensive recycling program recognized for 12 consecutive years by the California Environmental Protection Agency’s Waste Reduction Awards program. Elements of our program include: a sustained diversion rate of over 43 percent, the recycling of 33 different materials, diversion of 13 additional materials through reuse and organic waste diversion; park-wide beverage container deposit of five cents; and convenience and accessibility exemplified by more than 100 drop-off locations park-wide, two recycling centers, and office, employee housing, kitchen and hotel guest room recycling.

Reservations - Our reservations office is located in Fresno. The call center takes reservations for multiple DNC properties.

Security, Fire and Life Safety - The Department is responsible for the security, fire and life safety protection of company and Yosemite national Park assets, guests and their belongings, along with employees and their personal property. Officers respond to and investigate a wide variety of incidents including thefts, disturbances, traffic collisions, and natural disasters. Crime preventions and customer service are also a priority. Officers receive a wide range of training. The department also manages 80 intrusion alarms and 19 fire alarm systems. Each year the Lost and Found operation within Security process over 9,000 items.

Training - The Learning Center conducts all associate orientation and safety classes. Additionally they offer management training classes, ServSafe classes, TIPS classes, American Red Cross Classes, and AHLA certification training. The training department also supports DNC’s virtual classroom through Element K.
Benefits

DNC Parks & Resorts at Yosemite offers many great benefits to our associates.

**Regular Pay Increases***
DNC Parks & Resorts at Yosemite offers a pay increase after 150 days of employment then every year for three years on the associate’s anniversary.

**Medical Insurance for you and your family***
After 6 months of consecutive employment, associates may sign up for medical insurance. We offer a Blue Shield PPO plan. Premiums for medical are very inexpensive (approximately 5% of income for single coverage). Most doctors in your area accept Blue Shield.

**Holiday Pay***
We provide holiday pay for 10 holidays per year! Most associates are eligible after their probationary period (150 days).

**Sick Pay***
Associates earn 9 sick days per year.

**Vacation Pay*** is dependent on Union membership or company policy.
Unite HERE: After 6-months of consecutive employment you will begin earning vacation on a weekly basis per the contract guidelines.

Teamsters: After 1 year of employment you will be eligible to take 2 weeks.
Non-Union Full-Time Year-Round: You immediately begin earning vacation on a weekly basis per the company policy/guidelines.
Non-Union Seasonal associates: No vacation is earned.

**Pension***
DNC Parks & Resorts at Yosemite contributes to a pension fund for many of our associates which they can use for retirement.

**Company Housing**
We offer very inexpensive housing to our associates. Our Tent Cabins only cost $17 per week. Electricity and water included.

**Free Laundry**
Each of our housing areas offers free washers and dryers for associates to wash their clothes and uniforms.
Free Uniforms
We provide the necessary uniform for all positions. A few uniforms require a refundable deposit (i.e. ski instructors) the deposit is returned at the completion of the season. Associates must provide their own brown or black polishable shoes.

Meal Plans
For associates who do not want to cook, we offer an inexpensive meal plan. For $45 per week, associates receive 21 meals and can eat at many of the food establishments throughout the park.

*Please note benefits are subject to union collective bargaining agreements.
Welcome to DNC Parks & Resorts!

I have found in my eleven years in Yosemite, people come for many reasons. You will hear of many who came to Yosemite for a summer and have been here ever since. Some discover this unique lifestyle and find it a perfect fit. And of course, DNC Parks & Resorts at Yosemite is fortunate to be able to offer great careers in Hospitality, Recreation, and other fields to those who want to grow professionally.

Whether you are a new to the organization or new to Yosemite, congratulations on what will most certainly be a challenging and equally rewarding chapter in your life. Challenging because those of us who make a living as “Hospitalitarians” (to use a term coined by our own Brett Archer) are often working while others are playing. We are host to those on vacation, on their honeymoon, attending a conference, or just passing through. Our jobs are rewarding because we find great joy in pleasing those around us.

It is also important to me that we are able to have a sense of steadiness in our work and personal lives. Whether seasonally or throughout the year, it is important we take time for ourselves and for our families. If we are to open our homes and hearts to tens of thousands of guests, we must recharge periodically. Work hard and play hard.

I moved to Yosemite in 1994 after attending Cal Poly, Pomona where I studied Business and Marketing. I managed the Curry Village Pizza and Bar my first summer, and Badger Pass Food Service my first winter.

My Human Resources career began as the Employee Relations Specialist where I focused on labor contract negotiation and administration. Since then, I have gained experience in the field, both in and outside of Yosemite. While there are certainly aspects of the Human Resources field to which I am drawn, my time in the field has allowed me to experience a full range of Human Resources functions.

The Human Resources Division, including Employee Services and the Learning Center look forward to supporting all the employees of DNC Parks & Resorts at Yosemite and are eager to provide each of you with the tools, resources, and support you need to serve our employees and guests.

Welcome!
Why did you first decide to work in Yosemite?
I did not know what I wanted to do with my life after high school. I had a relative who had worked in Yosemite and she wanted me to come out here. So, two days after graduation I was on a plane heading to Yosemite. That was 1985; 22 years ago.

What do you like about living in Yosemite?
It provides much exposure to all kinds of cultures and walks of life. The beauty is awe inspiring and feeds my energy for the job I do.

Describe what you like about your job/unit.
I have always wanted to take care of people. I can’t stand the sight of blood so I knew that I wasn’t going to be a doctor. And I wasn’t going to spend 10 years in college to become a psychiatrist. Hospitality found me and I have spent the last 22 years taking care of people.
I also love the fact that it is never the same day twice.

Have you participated in any activities with Recreation?
I have participated in nearly every activity offered in Yosemite; even rock climbing. My favorite activity is to raft down the Merced on a hot day or hang out by the river.

What are your career goals with DNC?
My career goal is to be the GM at The Ahwahnee. I see my current job as a stepping stone to that goal. Yosemite is a great place to hone one’s hospitality talent, work hard, prove yourself, and be rewarded.
PERCY WHATLEY
The Ahwahnee Hotel Executive Chef

Why did you first decide to work in Yosemite?
A college friend had applied to become a lifeguard in the Summer of 1989. I was looking to get out of my hometown as the economy was pretty poor and jobs fairly scarce. I also grew up in the desert and wanted some cooler weather. I applied for an unassigned hire and I got a job offer due to my openness to any task given to me. My friend however, did not get the job due to her applying for a specific position.

What do you like about living in Yosemite?
I love the solitude and ruralness of Yosemite. I am not one to gravitate towards shopping malls and other city-like attractions. I love that I don’t ever get bored…Summers swimming in the river after a 10 mile hike, bike rides to and from work (and elsewhere), strapping a pack on my back and getting OUT!!!

Describe what you like about your job/unit.
My first food and beverage experience was here at the Curry Village Hamburger Stand (now the taqueria). I loved the pace of it, my days flew by. When I planted myself in the Ahwahnee kitchen in 1994, I knew I made it to a special place to work.

Have you participated in any activities with Recreation?
All that is available. The only one that I have not participated in is Horseback Riding. All of the activities are very family friendly, my kids love it.

What are your career goals with DNC?
I have been lucky enough to accomplish the ultimate goal of Executive Chef of the Ahwahnee. Something I had in my head since I first stepped into this kitchen 14 years ago. I am not sure what the next step for me is, as I have found the right place for me and I am comfortable with that. I continue to strive to reach further and raise the bar for the Ahwahnee guests. We push ourselves everyday to make everyone here happy.
Some of the best reasons for coming to Yosemite are the opportunities available to enjoy the Park when off work. As you probably know, Yosemite National Park offers some of the most spectacular hiking, backpacking, climbing and photographic opportunities.

As an associate you are eligible to participate in most Guest Recreation activities at 50% off the retail rate. This includes: biking, trail rides, raft rentals, skiing, ice-skating and tours.

The Employee Recreation Department also provides many activities for you. Common activities sponsored by Employee Recreation include: movie nights, dances with DJ’s, live music, soft ball league, basketball, pool tournaments, karaoke nights, open mic nights, shopping trips to town, trips to baseball games, and trips to soccer games.

Interested in photography? The Ansel Adams Gallery sponsors free photography walks in Yosemite every Tuesday, Thursday and Saturday.

Interested in art? The Art Activity Center offers free art classes by traveling artist.

Want to learn more about Yosemite? The visitor center is a great place to start. Additionally, there are many evening programs offered by both the National Park Service and DNC that are designed to teach you about our wonderful environment.

You are only limited by your energy and imagination.
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How to apply:
Complete application on-line at www.YosemitePark.com/jobs. If you are applying for a management position please follow the directions on the posting application.

Applications are accepted for currently posted positions only. An Application can be completed at www.yosemitepark.com/jobs

The application process can take 2 - 4 weeks. Please make sure your application is neat and complete.