

## 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 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. 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.
5. 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!
6. 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 they are excellent judges of the talents of their peers.
7. 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.
8. We often bring new people into our company as part-time staff or trainees who later have the opportunity to move to full time (if they want it) or change their duties to provide for more hours when their work performance justifies additional responsibility and the opportunity exists.
9. 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**.
10. 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."**
11. 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





6 W. Rose Street  
Walla Walla, WA  
99362-1845

(509) 525-2200  
(866) 826-9422  
marcuswhitmanhotel.com

## APPLICATION FOR EMPLOYMENT

### ABOUT YOU

Name \_\_\_\_\_ Phone No. \_\_\_\_\_

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

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

Do You Have Reliable Transportation to Meet Any Scheduled Shift?  Yes  No

Can You Read at A 6th Grade Level?  Yes  No

Do You Have a Valid Driver's License?  Yes  No - Class \_\_\_\_\_ State \_\_\_\_\_ License No. \_\_\_\_\_

Have You Ever Worked For Us Before?  Yes  No - If so, under what name? \_\_\_\_\_

Do You Have Any Friends or Relatives Working For Us?  Yes  No - Who? \_\_\_\_\_

Describe Your Use of Drugs & Alcohol: \_\_\_\_\_

### ABOUT YOUR EDUCATION

High School \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Graduated?  Yes  No

Years Completed \_\_\_\_\_ Major \_\_\_\_\_ Verification Phone (\_\_\_\_) \_\_\_\_\_

College \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Degree \_\_\_\_\_

Years Completed \_\_\_\_\_ Major \_\_\_\_\_ Verification Phone (\_\_\_\_) \_\_\_\_\_

Extracurricular Activities: \_\_\_\_\_

Other Training Programs Completed: \_\_\_\_\_

Professional Memberships and Certifications: \_\_\_\_\_

### ABOUT THE JOB

What Position Are You Applying For? \_\_\_\_\_ Salary Requirement: \$ \_\_\_\_\_ per \_\_\_\_\_

Would You Accept Another Position?  Yes  No - If Yes, Which One? \_\_\_\_\_

Which Do You Prefer?  Full Time  Part Time - If Part Time, About How Many Hours Per Week? \_\_\_\_\_

Are You Currently Employed?  Yes  No - What Date Could You Start Working For Us? \_\_\_\_/\_\_\_\_/\_\_\_\_

List Any Days and/or Time of Days, That You Are Not Available to Work For Us: \_\_\_\_\_

Why Would You Be a Good Choice For This Position? \_\_\_\_\_

### REFERENCES

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

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

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





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**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 \_\_\_\_  
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 \_\_\_\_  
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 \_\_\_\_  
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 \_\_\_\_/\_\_\_\_/\_\_\_\_

