

Welcome Custer State Park Resort Staff

We are excited to have you on our team! Here is some basic information you will need to prepare for your arrival:

WHEN SHOULD I ARRIVE?

We recommend that you arrive two-to-three days prior to your contracted starting date. You must **arrive on a weekday** to complete paperwork with the HR Department or lodge manager. Arriving a couple days ahead will give you time to settle in and become familiar with your living quarters, work location and the park. **Please arrive to the lodge you have been contracted to.** If you are working at Coolidge Store or Bison Center Store please arrive at the State Game Lodge.

HOW DO I CHECK IN?

You do not need to stop at the ticket booths on the way into the park. Instead, upon arrival at your assigned lodge within Custer State Park, ask for the general manager or dorm manager. **(It would be best to arrive during business hours, 8 A.M. to 4 P.M.).** They will help you with your housing, introduce you to your supervisor and show you the staff dining area. They can answer any questions you have and let you know the time and place of your orientation. All lodge addresses are listed underneath "Mailing Addresses".

WHAT ABOUT ME AND MY RV?

Prior to your stay, verify with HR via email (csphr@custerresorts.com) where your RV site is located. Upon arrival, find the general manager of your lodge, and they will show you to your RV site. RV sites are full hookup: water, sewer and electric. Please arrive during business hours 8 A.M. to 4 P.M.

I AM FLYING IN; CAN I GET TRANSPORTATION FROM RAPID CITY?

If you arrive by plane or bus and need transportation from Rapid City to Custer State Park, contact HR at csphr@custerresorts.com AT LEAST seven days prior to your arrival to arrange the pickup. You must provide your arrival details or a resort representative will not be there to pick you up. One of our company vans with a Custer State Park Resort logo will be there to collect you. In the event your plans change, email us immediately.



MUST ARRIVE ON A WEEKDAY

MOST IMPORTANT ITEMS TO BRING AT CHECK-IN:

Please bring two forms of ID

1st Required Form of ID: Social Security Card (must have on file)

2nd Required Form Options: Driver's License, Passport, Birth Certificate

If you do not wish to bring your physical SS Card with you, please bring a photocopy.

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DORM DEPOSIT

The dorm deposit is a total of \$240 and comes out in three installments of \$80. If you have been approved to bring a pet, the dorm deposit will total to \$500. As long as your room's condition is the same as when you arrived, your deposit will be returned to you at the end of your contract. (It might be a good idea to take pictures of the room when you first arrive as a reference for the end of season.) We only allow one pet per person (dog or cat). Having a pet does not guarantee you a single occupancy room.

Keep in mind that all dormitories, recreational centers and buildings within Custer State Park are smoke and drug free. Smoking in your dorm room will result in the loss of your deposit. **Use of illegal drugs is not tolerated and will result in immediate termination.**

WHAT ARE THE DORMS LIKE?

Most dorm rooms are double occupancy (expect to have a roommate) and contain two twin-sized beds, a mini fridge, microwave, sink and vanity, standing shower, hanger rod and a dresser. Roommates are assigned upon arrival; we try to pair employees of similar age range. In general, the dormitories have limited personal space, so choose carefully what you bring along. Dorm layouts and amenities can be a little different based on the lodge; we do not supply pictures ahead of time due to different layouts.

Dormitories and common areas have strictly enforced quiet hours from 10 P.M. to 10 A.M.

Please be respectful of your fellow staff members and their varying work schedules. Additionally, you will be expected to clean up after yourself in common and recreational areas. Dumpsters are located near each dormitory area for disposal of trash. Sometimes employees gather around the campfire. All campfires must be in a designated metal fire pit. All pets must be on a leash when outside.

We do not allow relatives or friends to stay overnight in any dorm complexes; no exceptions will be made.

WHAT SHOULD I BRING?

If you are living in the dorms, you must provide your own:

- [] Twin size bedding (sheets, pillow, and blankets)
- [] Bath towels/mats
- [] Toiletries including, but not limited to, toilet paper, paper towels, tissues, hand soap, etc.
- [] Slippers
- [] Cleaning supplies
- [] Waste basket
- [] Snacks

We are not liable for loss of personal effects and DO NOT recommend that you bring items of extreme value.

Some additional items to consider bringing:

- [] Folding Camping Chair
- [] Swimwear & flip flops
- [] Hiking boots
- [] Backpack
- [] Waterbottle
- [] Flashlight
- [] Clothing hangers
- [] Umbrella
- [] Bicycle
- [] Outerwear for cool periods early and late in the season, and remember even summer temperatures can dip to 50 degrees at night.

LAUNDRY

Coin-operated laundry facilities are available at every dormitory location (except Legion Lake Lodge). Please bring quarters with you. Other laundry facilities are located at Coolidge General Store, Blue Bell Lodge Store, Sylvan Lake Lodge Store and the laundromat in the town of Custer. Please supply your own laundry soap. Please do not wash pet related bedding or items in the machines.

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FEEDING & VIEWING WILDLIFE

Feeding the wildlife in the park is strictly prohibited. If found in violation, the state may issue you a fee. Please view wildlife from a distance. Do not approach the buffalo or other wildlife.



EMPLOYEE DINING ROOM

Employees are served three, buffet-style meals per day during designated time periods. (You cannot take to-go plates out of the EDR unless given special permission from the chef.) We cannot accommodate dietary restrictions for employee dining room meals. Meal types vary from local to international dishes. If you have food allergies, please opt out of the employee meal plan. To opt out of the meal plan, you will need a doctor's note that must be sent to HR at csphr@custerresorts.com.

BAR RULES

No sitting or drinking at the bar or lounge. Employees may have two alcoholic beverages with a meal in the restaurant. No to-go drinks. No shift drinks. No walking behind the bar unless you are the bartender on shift.

EMPLOYEE UNIFORM REQUIREMENTS

All restaurant, retail, banquet and front desk employees are required to wear black pants (dress pants preferred) and black closed-toe shoes. Two polo shirts will be provided on their contracted start date. All servers need to bring two white button-downs for dinner service; we provide a black tie. Jeep and chuckwagon drivers must wear jeans without holes, and two denim shirts will be provided on their contracted start date. Wranglers will need to wear jeans without holes and bring the selected button-up shirts to pair. All positions must wear closed toe shoes.

APPEARANCE STANDARDS

- Practice good personal hygiene. Our facilities may not be air conditioned, and you will work very hard within them. Regular showers and the use of deodorant are essential.
- Hairstyles should be neat and well-kept. Hair must be in a naturally occurring color (red, blonde, brown, etc.).
- Beards and sideburns should be kept neatly trimmed and no more than approximately two inches in length. Mustaches should also be trimmed and neat in appearance.
- Jewelry must be in good taste and appropriate to work attire. Jewelry may not conflict with job safety standards.
- Tattoos should be in good taste, preferably covered while on duty.

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TIME OFF

Our season's timeframe is a short window. Each employee will have two scheduled day(s) off per week unless other arrangements are made and approved by management. We cannot guarantee that you will have the same day(s) off each week. No extra time off will be given for visiting relatives, friends, vacations, etc. so please make them aware of this policy. Additionally, Custer State Park Resort does not pay for sick days or vacation time. Time-off requests must be discussed with your lodge manager or department as soon as you are aware of your unavailability. Please be flexible and realize that your supervisor's first responsibility is to cover the work center hours.

TRANSPORTATION TO/FROM WORK

There are walking trails to and from each lodge/work location and the dorms. We do not provide a shuttle service to work. **If you have a car, we will supply you with a free parking permit.** The permit is valid at resort worksites and dormitories only, and can be found at the corporate office or by asking your lodge manager.

Purchasing a seasonal pass allows for parking anywhere in all of the state parks in South Dakota, including Custer State Park. If you are planning on traveling to any other part of the park besides the resort or dormitories, you should buy a seasonal pass. Seven-day passes are \$25 and seasonal passes are \$60.

VAN SCHEDULE/TRANSPORTATION TO TOWN

Each lodge is assigned a few days per week to take staff to town. You can locate the dorm van schedule upon arrival in the employee dining room or by asking your dorm manager. There are limited spaces and you do have to reserve ahead of time. Our dorm managers are more than willing to take you to the bank, grocery store, mall, restaurant, etc.

WHERE SHALL I FORWARD MAIL AND RECEIVE PACKAGES?

Please do a temporary "Change of Address" at your local post office, changing your mail delivery directly to your assigned lodge, active FOR THE TERM OF YOUR CONTRACT ONLY.

We cannot forward your mail to you after you leave here. In order to not miss important mail, make your forwarding address temporary, ending a few days before you leave here. Do not order any packages less than two weeks prior to your departure date.

MAILING + ARRIVAL ADDRESSES

Blue Bell Lodge

(Your Name)
BBL Staff
25453 SD Hwy 87
Custer, SD 57730

Legion Lake Lodge

(Your Name)
LLL Staff
12967 US Hwy 16A
Custer, SD 57730

Sylvan Lake Lodge

(Your Name)
SLL Staff
24572 SD Hwy 87
Custer, SD 57730

State Game Lodge

(Your Name)
SGL Staff
13389 US Hwy 16A
Custer, SD 57730

Rock Crest Lodge

(Your Name)
RCL Staff
15 Mt. Rushmore Rd
Custer, SD 57730

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HOW WILL PEOPLE BE ABLE TO REACH ME?

Lodge phone lines are limited and are for business use only. PLEASE DO NOT give out our 800 number or the direct lodge numbers to your friends for casual contact. You may give the lodge number to your family for EMERGENCY purposes only.

WIFI & CELL SERVICE

Each lodge has Wi-Fi, but Wi-Fi is not provided at all dorm locations. If you need a strong connection, please visit your lodge employee dining room. It might be beneficial to invest in unlimited data while here in the hills. **The top cell service is Verizon, followed by AT&T.** Personal cell phone use is not permitted while on the clock.

WHEN WILL I GET MY FIRST CHECK?

Payday is biweekly, paid out every other Friday. Your paycheck will be distributed to you by your department manager. The work week begins on Friday and ends on Thursday. Depending on the day you start, you may have to wait up to three weeks for your first check. Be sure to bring enough money to cover your expenses until that first check.

We do not authorize payroll advances. Please keep that in mind when budgeting between paychecks. We encourage employees to sign up for direct deposit.

EMPLOYEE PERKS CARD

The Employee Perks Card will be handed out at the time you fill out paperwork before starting work.

This card includes:

- One FREE 1-Hour Horseback Ride
- One FREE Jeep Safari Tour
- One FREE Chuckwagon Dinner Tour
- FREE Kayak or Canoe Rental
- 10% Discount for Restaurant Meals, Coolidge General Store and Sylvan Lake Lodge Store
- 20% Retail Discount at our Gift Shops

You must present card at the time of service.

VIP CARD

Black Hills and Badlands SD Tourism Association provides VIP discounts. This VIP Card will be handed out in late May or early June. The discounts are listed on BlackHillsBadlands.com/VIPcards.



LODGE CONTACTS

Blue Bell Lodge
605-255-4531

Legion Lake Lodge
605-255-4521

Sylvan Lake Lodge
605-574-2561

State Game Lodge
605-255-4541

Rock Crest Lodge
605-673-4323

If you have questions this site does not address, please don't hesitate to call or email HR.

Phone:
605-255-4484

Email:
csphr@custerresorts.com

Again, welcome to our Custer State Park Resort team. We are looking forward to a successful, enjoyable year. Arrive ready to work hard and enjoy free time in the beautiful Black Hills of South Dakota.