



**A WARM WELCOME
TO THE „HOTEL GOLDENER BERG“
AND TO THE „ALTER GOLDENER BERG“**

Dear colleagues!

We look forward to inspiring our guests together with you in the coming winter months and to making their vacation an unforgettable experience. Each of you arrives with great expectations and ideas - we are always open and grateful for suggestions and tips.

Please do not hesitate to contact your department manager or the management assistant.

Away from everyday life, at an altitude of 1700 m, on the sunny plateau of the Arlberg, we offer our guests an experience of complete freedom, dramatic panoramic views, car-free winters, calm and pure nature, surrounded by an attentive team who are there to take care of all the guests' needs.

We want to profoundly move people. We want to guide them through their holiday, giving them everything they need during this time. Everything we offer should be good for our guests. Organic juice from local farmers, organic wine from organic farms, organic mattresses for a healthy as well as comfortable sleep. Best, sincere and personal service. Genuine hospitality which is deeply touching.

Read this manual carefully, it will provide you with important information and will be a good guide if you have any questions. However, do not hesitate to ask for more information if you have any unanswered questions.

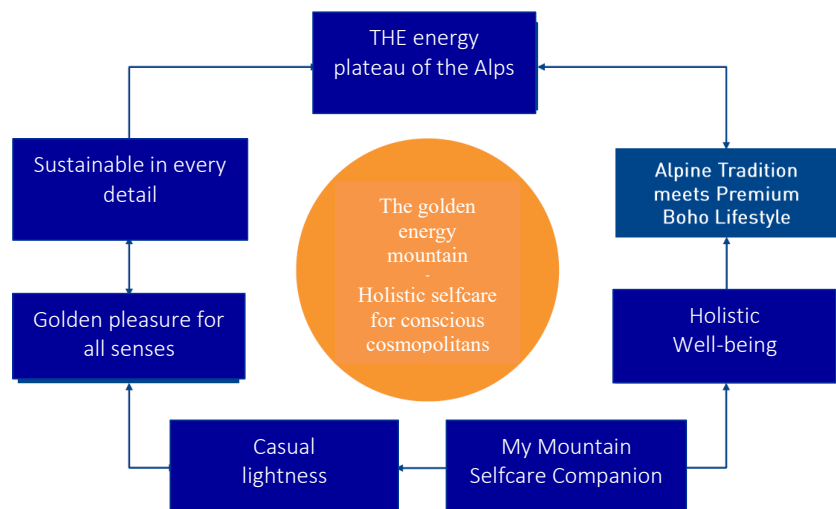
We are looking forward to a successful, memorable and smooth-running winter season together.

Daniela Pfefferkorn & Director Markus Mathis

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OUR PHILOSOPHY



Sustainability in every detail

Mother Nature has always been close to my heart. The building has undergone complete thermal refurbishment and has been freed from radiation exposure, we buy organic and where possible also no plastic, we sleep on stone pine beds and in organic down bedding, drink reclaimed water and want to give the people who come to us something that they can take home with them and continue this path.

The energy plateau of the Alps

The place is unique! Elevated above Oberlech and Lech with an unobstructed view all around of the magnificent mountain panorama. One of the oldest houses on site - the "Alter Goldener Berg" (Old Golden Mountain) has its origins around 1430 as a mountain farm. At that time, people instinctively knew where to build good places. Not only is the house completely protected on a rock, we also have an enormously high vibration up here, which is twice as high as elsewhere.



The Mountain selfcare companion

We want to touch people deeply; we want to guide them through the vacation and give them everything they need at that moment. For this there are great therapists who support the people here.



Alpine tradition meets boho lifestyle

We love the mountains and are proud of all the remedies that are right on our doorstep. We reflect on it - our herbs, pines, healing streams, etc. At the same time, we are colourful and cheerful and open-minded. People with many languages, colours and views make the house so colourful and we are happy about that.



Holistic well being

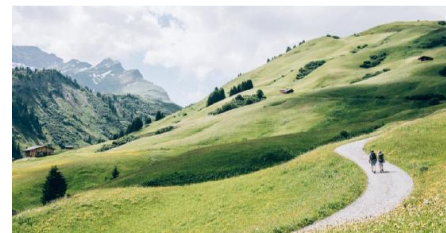
Well-being on all levels - for body, mind and soul. We provide the best options; the guest takes as much of it as he wants to take for himself and gets great instructions and further care at home.

Golden pleasure for all senses

Everything we offer should be good for our guests. Organic juices from local farmers, wines from organic farming, organic mattresses for a healthy but also comfortable sleep. Best, cordial and personal service. Genuine hospitality, touch on a deeper level.

Casual lightness

Everything should be light and cheerful. We offer - our guests can take as much as they want - it is entirely up to the individual. Everyone should feel lightness and joy, whether with yoga or with vegetarian cuisine.

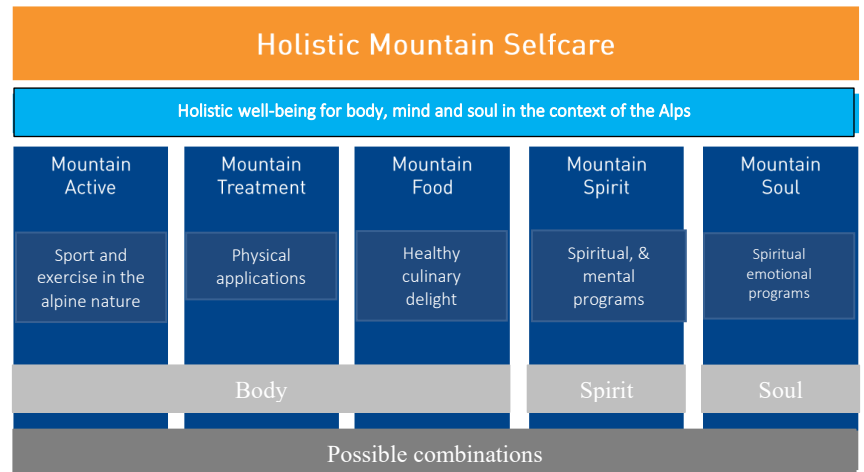


These are the pillars of our service. The Goldener Berg “energy mountain” – holistic self-care for conscious cosmopolitans.

From this we have now developed various wonderful programmes such as: bathing in the Alpine setting, listening to our hearts, tide hiking, coaches and yogis in residence and much more. We will start with some offers in summer 2020 and look forward to many interested guests and co-developers of our new programme!

WHAT WE STAND FOR

"Holistic selfcare for the conscious cosmopolitan" - that's what the Hotel Goldener Berg has been about since the summer of 2020. "We want to touch people. Mentally, spiritually, physically. So that they go home lighter and richer than how they arrived," says hotel manager Daniela Pfefferkorn.



The motto for our guests:

Arrive at yourself – ME TREAT at its best.

Going new paths is our motto!

Boho Lifestyle meets alpine tradition!

We are colourful, we are cheerful and open-minded:

Many things can be, nothing has to be. Therapists, yogis, the self-care advisor and the whole team - we are there for our guests - we want to move them.

Happiness - your mountain retreat:

A place of strength, up in the mountains, free from the hustle and bustle of everyday life. A place with a long history, long family tradition from pioneers of skiing history, to pioneers of top hospitality to pioneers of consciousness.

Dream - mountain living:

Colourful rooms in boho lifestyle, cheerful, bright and different, special offers for young and old, for those seeking tranquillity as well as four-legged family members.

Love - mountain food:

Plant based alpine cuisine. Natural ingredients, maximum from the alpine arc supplied by farmers we trust, as much as possible regional and organic. Green, colourful, veggie, healthy, but also popular classics from grandma's kitchen, lovingly rethought.

Peace - mountain treatment:

Alpine spa in a different light, with therapists of all kinds taking care of the energy flow in the body, with a coach in residence to support you, with a yogi in residence for mindful body movement, a trainer for powerful body movement and everything with the in-house organic brand **Almstern**, from the Austrian Alps.

Freedom - mountain active:

Our magnificent nature provides us with countless opportunities to feel our roots barefoot on the path of being, to make our inner child laugh while bathing in the Alps, to stop our thoughts while looking at the scenic landscape, to strengthen our muscles while hiking to the rhythm of the tides - our mountain nature, it gives us so much.

SUSTAINABILITY

Sustainability is not just a phrase at Golden Mountain!

We are very grateful to live in this wonderful place, surrounded by unique nature. We respect our mother earth and try to use as little of her resources as possible.

What we do for it:

The houses are now completely thermally renovated and emit almost no energy to the outside.

The houses are cleared from earth rays, electro smog and psychic, weak energies.

Our water is recycled, so all the water atoms are crystalline again - this is incredibly nourishing for everyone who drinks the water, bathes in it, and uses it in other ways.

All the water in the spa is heated with solar energy.

All the houses are heated with district heating energy from our own woodchip power plant in Oberlech.

Our electricity is bio-electricity from renewable resources.

We avoid buying plastic.

The products we eat and drink are as much as possible from local - often organic farmers. Happy animals, unsprayed vegetables, no genetically modified fruit.

Oberlech is car-free in winter. We have especially developed a tunnel system over many years and all transport in it is exclusively with electrically powered vehicles.

The products in the spa are organic products from Austria.

We employ only craftsmen from Austria.

We build with our local building materials such as wood, stone and glass.

In the rooms there are stone pine pads etc. everywhere - these reduce blood pressure and provide a more restful sleep.

We have economy showers and taps in all rooms.

Our linen is made of pure natural fibres.

In the summer of 2023, we received the EU Eco Label, both for Austria and for Europe.



What is the EU Ecolabel?

The EU Ecolabel or Euroflower (named after the logo with the flower and stars) is the official ecolabel recognised by all countries of the European Union as well as Norway, Liechtenstein and Iceland. It reveals which products are better for the environment without compromising quality. The label was introduced in 1992.

The EU Ecolabel is useful if you want to pay attention to the environmental friendliness of the products and services you buy. The label aims to reduce the negative impact of production and consumption on the environment, public health, climate and natural resources. Only products that meet strict requirements for environmental quality and performance can receive the European Ecolabel. So, the EU Ecolabel makes it easy for you to make environmentally conscious choices.

The EU Ecolabel is a voluntary label. This means that manufacturers themselves can submit an application for their products and services. If they meet the criteria set for each product category, they can claim the label.

We offer extensive trainings for all departments. The trainings organized by us are counted as active working time.

For private trainings employees are released from work whenever possible and this is counted as a leisure activity.

Energiesparmaßnahmen energy saving measures

Waschmaschine
voll befüllen
fully load the
washing machine



Nur so warm heizen, wie
du es brauchst
heat your room only as
warm as you need it



Licht aus, wenn du
das Zimmer verlässt
turn lights off when
leaving the room



unbenutzte Geräte vom
Strom nehmen
plug off unused devices



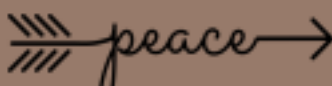
Wasser aus bei Nichtnutzung
turn off the water while not
using it



Richtig den Müll trennen!
seperate your waste the
right way



Nur Stoßlüften, wenn die
Heizung an ist!
only bump airing while heating



Altpapier* 	Zeitungen, Illustrierte, Bücher, Schreibpapier, Verpackungspapier, Karton, Wellpappe Schachteln bitte flach zusammenlegen!	Newspapers, magazines, books, writing paper, packing paper, cartons, corrugated paper.....Please fold together cartons flatly	Újságok, képeslapok, könyvek, rodal papír, csomagoló papír, hullámpapír, karton Dobozokat kérjük lapítani!
Kunststoff* Verpackungen 	Joghurtbecher, Verbundverpackungen (z.B. Chips- und Vakuumverpackungen), Tragetaschen, Verpackungsfolien, Flaschen und Kanister, leere Medikamentenverpackungen	like shopping bags, shrinking, wrapping and stretching foil, bags, beverage bottles, washing detergent bottles, cups, packaging for medication, material compositions like deep freeze and vacuum packaging, foam packaging (styropore), milk and drink packaging	Joghurtos poharak, társított csomagolások (pld. chips- és vákumcsomagolások), bevásárló táska/zacskó, csomagolási fóliák, műanyag palackok és kannák, üres gyógyszer csomagolások
Restabfall* 	Kehricht, Staubsaugerbeutel, Windeln, Hygieneartikel, Katzenstreu, Asche, Glühbirnen, stark verschmutzte Verpackungen, kaputte Gebrauchsgegenstände und Kleidungsstücke	Residual waste like sweepings, vacuum bags, diapers and other hygiene articles, porcellan and ceramic pieces, rubber and leather waste, wood and coal ash	Szemét, porszívósákok, pelenkák, higiénia cikkek, macskaalom, hamu, lámpa izzó, nagyon szennyezett csomagoló anyagok, nem működőképes használati cikkek, ruhanemű
Weißglas* 	Buntglas* 	Farblose oder farbige Glasverpackungen wie Flaschen in allen Grössen und Formen, Weithalsgläser, Einweckgläser und Flakons	Colorleess or Colored glass packaging: like bottles in all sizes, jars and other glasses Színtelen/ Színes csomagolási üveg minden méretben és formában, szélesnyakú üvegek és egyéb flakonok
Metall* Verpackungen 	Getränke- und Konservendosen, Menüschen, Alufolie, Metall-Verschlüsse,	like beverage and canned food cans as well as other cans, etc. without dangerous residual contents, other metal small pieces	Ital- és konzerv dobozok, aluminium fólia, fém kupakok, dobozokat, kannák, stb. szennyezés (étel-, ital-, más maradék) nélkül
Bioabfall* 	Obst-, Gemüse- und Speisereste, Kaffee- und Teesud inkl. Papierfilter, Eierschalen, Gartenabfälle, Schnittblumen	Fruit, vegetable and food remains, egg shells, citrus fruits, coffee tea remains with filter	Zöldség-, gyümölcs-, és étel maradékok, kávézacc, teafű (beleértve a papírfiltert) tojás héj, kerti hulladékok, vágott virágok

QUESTIONS YOU SHOULD BE ABLE TO ANSWER

What are the operating times of the Bergbahn Lech-Oberlech?	In wintertime the cable car runs daily from 07.00 am. – 01.00 am.
When does the last James (cab at night) leave?	The last James to Oberlech departs from Rüfiplatz at about 2 a.m.
Intersport Arlberg at Sporthaus Pfefferkorn	The Intersport has a wide range of sports equipment and fashion. Our team members receive a 10% discount on their purchases, 50% discount on ski rental and 50% discount on ski service.
Pfefferkorn Supermarket	Staff members receive a 10% discount when shopping at Pfefferkorn's Supermarket when they say that they work at Hotel Goldener Berg.
Is there a bank in Oberlech?	No, but in Lech there are: Sparkasse, Hypo Vereinsbank, Volksbank, Raiffeisenbank, Bawag/PSK
Where is our Alpine Spa located?	Just by the reception down the stairs. With swimming pool, sauna, steam bath, outdoor pool, solarium and fitness room.
Is the hotel also open in Summer?	Since 2021 the hotel is open from end of June until end of April
Is it possible to pay with credit cards?	Yes, with VISA, Mastercard and debit card
How many employees are there in the "Golden Mountain"?	About 70 in winter and 30 in summer
Who puts together our menus?	Our executive chef Theodoros Alexis
Where is the nearest doctor?	There are 3 doctors in Lech: Dr. Walch or Dr. Bürkle (☎+4355832032 and +4355833300)) is located opposite the cable car on the hill in the medical centre with pharmacy. Dr. Rhomberg (☎ 2294) is responsible for sports injuries and is located behind the Hotel Arlberg in Lech. Dr. Murr (☎ 4242) is located in Zürs
Is there a dentist in Lech?	No, in Klösterle (Dr. Christian Rumler, Gemeindehaus No. 59, telephone 05582-211) and in St. Anton (Dr. Sebastian Scherfler, Im Gries 22, phone 05446 207)
Is there a dry cleaner in our house?	Yes, the guest laundry is cleaned in the house. Laundry for dry cleaning can be left at the reception on Monday and Thursday.
Where is the nearest hairdresser?	In Burg Vital Resort ☎ 2291-930

How many rooms or beds does the hotel have?	37 rooms and 84 beds (without extra beds) and 2 chalets
Does the hotel operate the whole year?	10 months – from the end of June to the end of April (summer, autumn & winter)
Which airports are closest to Lech?	Innsbruck approx. 1 ½ h (115 km) Friedrichshafen 1 ½ h (128 km) Zurich approx. 2.5 h (shuttle service)
Dine Around in winter:	Guests have the option to dine in one of our four restaurants with different menu options
How high is the hotel Goldener Berg	1.705 m
Who accepts event reservations?	Director, F&B Manager
When was the „Alte Goldene Berg“ built?	1432
When was the hotel built?	1930
Who takes care of the wine cellar?	F&B Manager / Diector
What is the name of the highest mountain and how high is it?	In Lech the Schafberg is the highest at 2,679 m and in the entire Arlberg area the Valluga at 2,811 m.
How long is the toboggan run open?	Daily from 9 am to 9 pm.
From when is dinner served in the restaurant?	from 7pm
Where's the party?	Every hotel in Lech and Oberlech has a hotel bar for cosy get-togethers. The K-club in the Hotel Krone is open for dancing from 10 pm onwards.
Leisure activities in winter, besides skiing & snowboarding	Snowboot hiking, sledging, wildlife watching, billard and bowling in the sports park Lech, cross-country skiing, winter hiking
Why ECO?	We would like to leave the world better behind than we found it and make it for us, but also for future generations, an enjoyable place. Please find on page 6, what we are doing for that.

GUIDING VALUES

„Worlds of Values“ - Goldener Berg



Guiding Principles:

- WE COMMUNICATE RESPECTFULLY WITH EACH OTHER AT REGULAR INTERVALS
- THE DOORS OF SUPERVISORS AND MANAGEMENT ARE ALWAYS OPEN TO EVERYONE
- JOINT ACTIVITIES ARE IMPORTANT TO US
- WE ENCOURAGE AND DEMAND PERSONAL RESPONSIBILITY

HOW WE COMMUNICATE

With me-messages:

If sensitive topics have to be addressed, one often falls into direct attack, into accusations or generalisations (e.g.: “you don't have...”, “you always do...”).

Such sentences usually lead to the fact that the other person immediately closes himself off and the further conversation ends in hurt or misunderstanding.

The goal of me/I messages is to create a constructive basis for discussion.

“Me /I” - messages should read something like this:

- "hurt me ..."
- "annoys me ..."
- "offends me ..."
- "makes me angry that ..."
- "I was upset that ..."
- "I find it difficult ..."
- "it confuses me..."
- "I do not understand..."
- "It scares me..."

It is most effective when one expresses the “I/me messages” in a friendly, clear and determined manner.

The preservation of the hierarchy is particularly important. An I-message loses its effect if one does not behave appropriately in the conversation.

It goes without saying that you should not place yourself above people in a higher position.

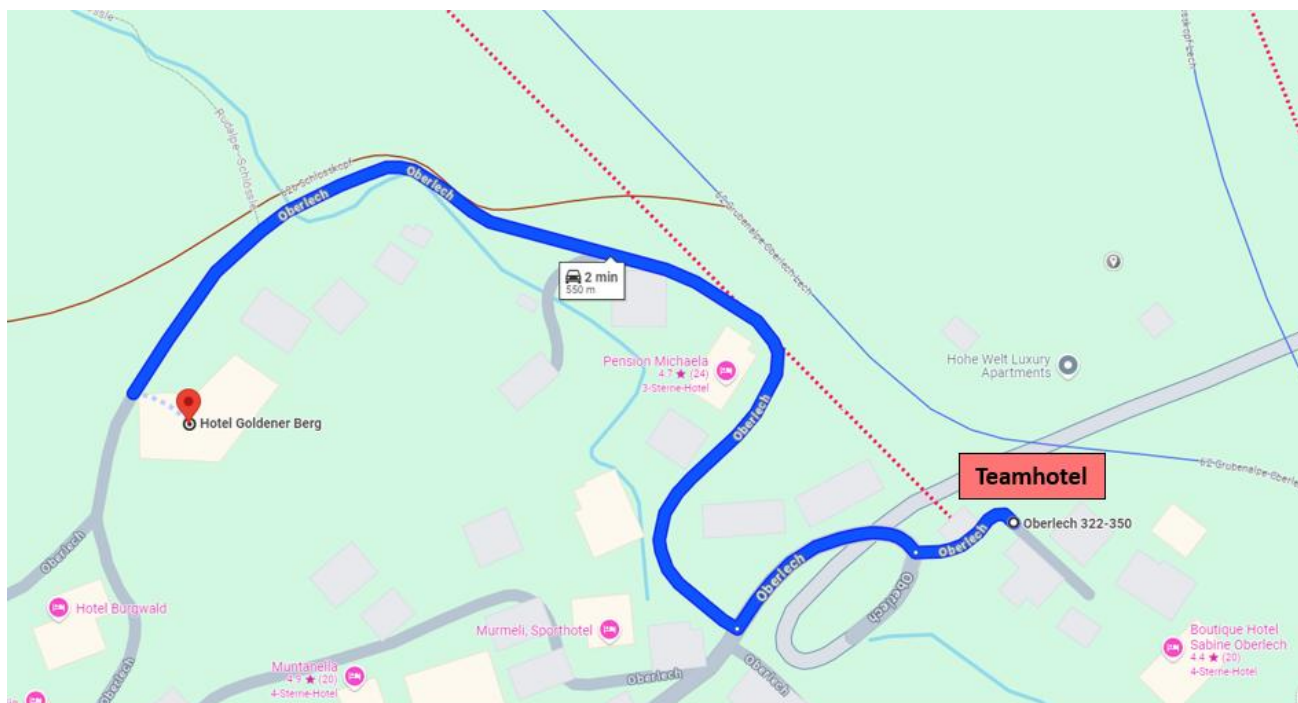
It is important to express this respectfully, preferably in a face-to-face conversation. If you feel uncomfortable and you are not getting any better, talk to your supervisor. If nothing changes, you can also contact your director - we have an open-door policy and therefore the door is always open for a discussion.

ACCOMMODATION AND RULES – FAIR PLAY

Please don't be alarmed if you read our house rules. They are necessary references to enable a smooth coexistence. For most of the teammates these points will go without saying.

Team members live in the following buildings:

- **HOTEL GOLDENER BERG**
single rooms, double rooms with shower/bath tube & toilet, wood floor, cable television, WIFI
- **ALTER GOLDENER BERG**
single rooms, double rooms with shower & toilet, wood floor, cable television, WIFI
- **TEAMHOTEL**
single rooms, double rooms with shower & toilet, wood floor, cable television, WIFI



We ask you to notify the management immediately of any existing or new damage so that those can be repaired immediately!

The staff accommodation is available until revoked - there is no legal claim on the part of the employees. The employer reserves the right to inspect the quarters. Please keep your staff rooms clean and tidy!

We expect you to clean your room weekly and the linen to be changed once a week. Bed linen and towels can be exchanged for new ones in the laundry. There are regular times for this, which are posted at the laundry. We ask you to **ALWAYS** dispose of the garbage **SEPARATELY** in the garbage room.

At the end of the season, the room must be completely cleared and cleaned and all waste must be disposed of in the hotel's garbage room. Only then will the room be inspected and the final statement drawn up. If the room is not handed over in good order, we will have to charge you € 70 per hour for final cleaning.

External **visitors** are only allowed after 3-days prior notification of HR-Department. The price per person per day is € 25 (excluding meals!) If meals are also desired, the following prices apply: breakfast € 5, lunch € 10, dinner € 10. In low season if there are staff rooms available visitors can also overnight in a staff room for a flat rate of € 50 per night (excluding meals).

On request and depending on availability we also offer a special rate for **close family members** (parents & siblings):

- in summer € 85 pp in a double room and € 110 for a single room (incl. breakfast)
- in winter € 120 pp in a double room and € 200 for a single room

Close family members also receive 30% discount on meals in our F&B outlets (excl. drinks).

We also offer a special accommodation rate for other **Family & Friends** where you can receive a 30% discount on the daily rack rate including breakfast (on request and depending on availability).

The special accommodation rates generally only apply to standard rooms, superior rooms and studios.

It is absolutely forbidden to mask, cover or dismantle smoke alarms! Fire dampers must never be closed or blocked! ***Smoking is strictly prohibited in the hotel, in all staff rooms and in all common rooms, without exception!***

Damage to parts of the building, furniture and carpets caused by employees (e.g. burn marks) will be charged to the person responsible.

It is not permitted to take dishes, cutlery or glasses from the hotel into the room. Except in the event of illness (please return afterwards).

Radios, stereos and TV sets must be reduced to room volume all day long. From 11 p.m. onwards we ask for silence in all rooms. Remember that your colleagues have to get up early in the morning and would like to sleep in peace.

**REPEATED FAILURE TO COMPLY WITH THESE HOUSE RULES
CAN LEAD TO THE TERMINATION OF THE EMPLOYMENT CONTRACT WITHOUT NOTICE !**

If the room furnishings are damaged, we reserve the right to charge the following costs:

- Washbasin € 319,-
- Vanity unit € 366.55
- Mirror cabinet € 478,-
- Toilet € 171,-
- Shower partition € 980,-
- Push rod / shower set € 105,-
- Glass holder € 28,-
- Replacement glass € 12,- (without assembly)
- Towel holder € 39,-
- Replacement shower tray € 980,-
- Bed € 620,-
- Shelf above bed € 165,-
- Desk € 250,-
- Wardrobe up to € 850,-
- Bedside table € 75,-
- Armchair € 385,-
- Wardrobe panel € 135,-
- Coffee table € 90,-
- Mirror panel € 90,-
- Polishing out scratches on shower tray (guide price - depending on damage) € 350,-
- Painting the room € 280,-
- Mattress cleaning € 125,-
- New mattress € 400,-
- Cleaning each curtain € 25,-
- Smoking in the room € 450,-
- TV € 250,-
- Slatted frame € 150,-
- Hoarding hotel plates or cutlery / guest towels: € 5,- each
- Damage to the floor and windows will also be charged.

YOU SHOULD KNOW – EMPLOYEE ABC

ALCOHOL & DRUGS

Alcohol is absolutely prohibited during working hours!

Consumption, possession and sale of narcotics is strictly prohibited!

BENEFITS FOR TEAM MEMBERS

- Teamevents
- Discount on meals & treatments in the hotel
- Discount on skiing pass
- Discounts in hotels / shops in Lech-Zürs (Lech-Card)
- Discounts on equipment at Intersport Arlberg (Sporthaus Pfefferkorn)
- Free access to Spa & gym (Team Spa Night on Sundays and Thursdays from 8 pm to 10 pm)
- Free access to activities (Yoga, hiking, fire ceremonies, etc.)

COMPUTER/INTERNET/EMAIL

The use of computers, the Internet and e-mail is only permitted for company purposes. Please do not store any private data on your PC. We assume that no hotel-relevant data goes off-site.

Please turn off your computer after work and do not leave it on standby!

CONTROL OF WORKING TIME, OFF DAYS AND VACATION

The working hours are entered manually. Every day you have to enter the exact times in the lists provided. Your department head and the management will be happy to answer any questions you may have at any time.

Meals and smoking breaks **do not count** towards working hours.

Your wages include a certain number of overtime hours per week (depending on the contract - with exception of apprentices and interns). The total working time is therefore 35 to 48 hours / week. Any additional overtime will be compensated with time off. Everything else is regulated in your employment contract.

CORRECT SALUTATION

Even if some of your department heads offer you the “DU”, we would like to ask you to address your superiors with Mr./Mrs. and last name in front of the guests. Private conversations in the presence of the guests are not welcome. The guest should receive full attention and feel treated with respect.

DATA PROTECTION

We guarantee compliance with data protection for personal information. This information is processed in the payroll department and can only be viewed by employees in the HR department, department heads or the management. If you would like to see your personnel files, please do not hesitate to contact the HR department.

DISCRETION

Information about processes in the Hotel Goldener Berg, in particular about planning, organization and sales, as well as information about our guests should not be communicated outside.

DRINKS FOR EMPLOYEES

A vending machine is available in the basement.

ELEVATOR

Guest elevators are reserved for our guests. The exception is for escorted guests. Please take the stairs and use the staff or freight elevator as little as possible.

FRIENDLINESS

We always say hello - every guest and every colleague - are friendly and courteous. Please and thank you come first.

LOST PROPERTY

Without exception, lost property must be handed in immediately at the reception desk.

ILLNESS & ACCIDENTS:

Accidents or illnesses of guests and employees must be reported to management immediately. It is prohibited to give guests any medication without a signed form (available at reception). Medical supplies and bandages can be obtained from reception.

ILLNESS & ACCIDENTS EMPLOYEES:

In the event of illness or an accident, you must inform the management or your department head immediately. You are insured from the first to the last working day at the rates of the Vorarlberg regional health insurance fund.

If you are not able to work, you always need a medical certificate from the first day! Please hand this in to the management on the day of the absence.

There are three doctors in Lech

[Ärztedienstplan - Lech - Startseite - Bürgerservice - Aktuelles - Ärztedienstplan](#)

Dr. Christian Bürkle (☎ +4355832032)	General doctor
Dr. Elena Walch (☎ +4355833300)	General doctor
Dr. Rhomberg (☎ 2234)	Specialist for sport injuries
Notruf bzw. Notdienst	141

ILLNESS & ACCIDENTS - E-CARD - SOCIAL INSURANCE

The e-card is a chip card with the name, title and social security number and from which information about the insurance status (e.g. responsible health insurance carrier) can be retrieved (e.g. from a doctor with a chip card reader).

This card is automatically applied for when you work in Austria for the first time and are thus also insured. Since 2020 one needs to hand in a photo so that the card can be sent and you need to do the following: You must come in person to the office of the Gebietskrankenkassa in Bludenz and you need:

- a photo that meets the passport photo criteria (there is a photobooth in front of the office)
- your Austrian social security number
- If you have Austrian citizenship, you will need your original proof of citizenship and your original official photo ID.
- If you do NOT have Austrian citizenship, you will need your original valid travel document (e.g. passport, ID card, etc.).

If you become ill and need to go to the doctor before you have received your e-card, you can go to the doctor with your Austrian social security number and a photo ID.

INFORMATION TO THE PRESS

Information to the press is only given out by Mrs. Pfefferkorn.

LEISURE / SPORT

You are not allowed to be in the public areas of the hotel during your free time.

Exception - SPA NIGHTS FOR EMPLOYEES (Sunday & Thursday 8pm – 10pm) and GYM Night (every evening 8pm – 10pm). The swimming pool, sauna and steam bath are available three times a week in the evening from 8pm until 10pm. The Gym is usable every night from 8pm until 10pm. The prerequisite for this is quiet and orderly behaviour.

If you are interested in renting bicycles or E-bikes you can do so at a reduced rate (with your Lech card or Teamcard) from Intersport Arlberg and Sport Alp in Lech.

MEAL TIMES

The meal times are binding (also on days off). If your department head sends you on a break, this is 30-60 minutes, depending on the instructions from the department head.

- Breakfast: 6.30 a.m. to 10.00 a.m.
- Lunch: 11.00 a.m. to 12.00 p.m.
- Dinner: 5.00 p.m. to 6:30 p.m.

Please keep things tidy and clear your dishes yourself.

MOBILITY

We recommend that you travel by public transport – for the sake of the environment. Please take the bus to the LECH DORFHUS station. From there, take the gondola up to Oberlech. We will then be happy to pick you up from the gondola station with our electric golf carts. We have excellent bus connections to the nearest train stations: Langen am Arlberg approx. 20 minutes; St. Anton am Arlberg approx. 25 minutes. From there, you can board the Weststrecke train and travel from Zurich to Vienna.

NAME BADGES

You will receive a name badge from us when you start work. Please wear it on your left side during your working hours. If you lose it, you will receive a new one from the HR department for € 20. If your name badge is worn out, please also contact the HR department; in this case you will receive a new one free of charge.

OPEN DOOR PHILOSOPHY

At Goldenen Berg, the office doors are always open - everyone is always welcome. Should the office doors be closed, then a meeting or a confidential conversation is taking place and we request that you only disturb in emergencies.

ÖHV - ÖSTERREICHISCHE HOTELVEREINIGUNG (Austrian Hotel Association) – ROOM DISCOUNT

We are members of the ÖHV which means that our staff can get reduced rates (up to 25% discount) in partner hotels. You can find further information on the following website: www.oehv.at/friends

The Code for our staff is: **FR13ND945**

ÖHV – ÖSTERREICHISCHE HOTELVEREINIGUNG (Austrian Hotel Association) – SHOPPING DISCOUNT

Further, the ÖHV provides a platform with discounted shopping offers.



Open the following website: <https://oehv-friends.mitarbeiterangebote.at>

Register once with your private E-Mail-address

The code for registration is: **oehv-friends**

Log in & happy shopping!

PARKING

In summer you can park in the hotel garage free of charge. In winter parking is only possible depending on availability and there will also be a fee.

POST

The address for your private post is as follows:

YOUR NAME

c/o Hotel Goldener Berg

Oberlech 117

A-6764 Lech am Arlberg

We request that you always send your mail to the hotel !

PUBLIC LAWS

You can look up all the labour laws with regards to employee protection on this website: [labour laws](#)

PUNCTUALITY

Please be on time. If you realise that you will be late, please inform your department manager immediately! "The employee's punctuality is 5 minutes before the time!"

QUESTIONS

There are no stupid questions - you only remain stupid if you don't ask!

SALARY AND WAGES

The wages are transferred to your salary account in the first week of the following month. A cash payment is not possible. We ask you to inform us immediately of any changes to your account details. You will receive salary slips from your department head.

SMOKING

Please note: Smoking (including e-cigarettes) is only permitted in the designated areas / rooms. **Smoking is not permitted in all remaining areas, nor in the hotel common rooms and staff rooms.** In the event of non-compliance, € 300.00 will be charged and/or the costs for painting the room will be charged.

Please also remember to always keep your smoking breaks fair, with regard to your non-smoking colleagues, i.e. not too often and always keep it short. Thank you.

SPA TREATMENTS

You can book a massage at the front desk and will receive -35% discount. Please note, that guests have priority.

STAFF ENTRANCE



You can enter the hotel either through the kitchen office or from the "Alter Goldener Berg" through the corridor and then through the third door on the left side. The hotel entrance is reserved for our guests.

STAFF FILES

Please notify the HR department immediately if there are changes to any of the following: name, address, phone number, contact person in an emergency, marital status, children.

TEAM CARD LECH



TEAM CARD
LECH ZÜRS

Exklusive Vorteile für alle Mitarbeiterinnen und Mitarbeiter in Lech Zürs am Arlberg...

Ein besonderes Zuckerl für alle Mitarbeiterinnen und Mitarbeiter ist die Teamcard. Mit ihr wird das Leben und Arbeiten in Lech Zürs am Arlberg zum Erlebnis. Zahlreiche Vorteile und Ermäßigungen stehen dir zur Verfügung, wie z.B.:

- Mobilität
- Beauty & Wellness
- Gastronomie
- Shopping
- Kultur

Die Teamcard bekommst du im Servicecenter der Gemeinde Lech. Mehr Informationen erhalten Sie unter: www.lechzuers.com/de/jobs/teamcard

Lech Zürs am Arlberg

With the free Lech Team Card, you receive various discounts in Lech.

With this link you can apply for the team card:

<https://www.lechzuers.com/de/jobs/teamcard>

For the team card you need a digital picture (B: 1400px/
H: 1800px, Format: .JPEG)

TELEPHONE CALLS AND MOBILE PHONES

Private telephones are to be used exclusively **outside of working hours**. Even after working hours, we ask you not to have any private conversations in public guest areas. Please leave your cell phone in your room or in the staff cloak room. The hotel assumes no liability for theft or damage. Hotel telephones are only to be used in emergencies for private purposes.

TIPS

A fair tipping policy has been established for each department. Please rest assured that your department head will handle this issue fairly.

TRANSPORT

You can find all the bus timetables for the Lech valley on this website: [Local bus in Lech Zürs](#)

WASTE SEPARATION

Please always separate your garbage! Containers for glass, paper, plastic, organic waste and hazardous waste are available in the hotel garage or in the garbage room in front of the team hotel garage. Correct waste separation is very important to us and will be checked.

WIRELESS INTERNET ACCESS

We provide free WLAN in the employee accommodations. The password in the Alter Goldener Berg is "Wlan4Berg", the password for the team hotel is "gbg.TH.22".

WORK SCHEDULE

The roster is usually posted for the upcoming week by Friday of the current week. Every employee is responsible for checking their duty roster and inspecting it regularly for changes. Please inform your head of department at least one week in advance of any special requests regarding the duty roster. At the end of each month, you confirm your attendance times with your signature.

WORK PERMIT, REGISTRATION AT THE MUNICIPALITY

Foreign employees need a work permit, which the Hotel Goldener Berg will obtain for you. You must bring the residence permit with you. Registration and deregistration at the registration office of the municipality in Lech is carried out by the employer.

UNIFORM & APPEARANCE

Please treat your uniform with care. Polo-shirts, T-shirts, blouses and shirts must be washed privately. Other uniform items can be handed at the laundry during the designated hours. Old or washed-out uniform items can be replaced. If uniform is damaged due to negligence you can be liable for the costs (as per list signed when receiving the uniform items.)

General guidelines for a well-groomed appearance

- No chewing of gum during working hours
- Hair colour should be natural and hair should not cover the eyes
- For hygiene reasons all staff in the kitchen must wear a head covering

Gentlemen

- Closed shoes which must always be clean and polished.
- Well-groomed hair, long hair must be tied up.
- Beards must be neat and well-groomed.

Damen

- Hair that is longer than shoulder-length must be tied up.
- Please only use discreet hair accessories (e.g. clips, elastics)
- Make-up must be discreet, no bright colours
- Closed shoes which must always be clean and polished.

Jewellery

- Discreet jewellery only.
- Leather or fabric wristbands are not allowed.
- Earring must not be larger than 3 cm in diameter, no extreme shapes, only one earring per ear for both ladies and gentlemen
- Glasses should have discreet colours and shapes.

Fingernails

- Nails must be clean and neatly cut.
- Only discreet nail polish colours are permitted
- F&B department: Due to hygienic reasons nail polish is not allowed in all F&B departments

OUR SERVICE STANDARDS

→ I immediately greet and welcome guests:

- I smile in a friendly manner and address the guest by name
- I make eye contact and am available to the guest

→ I present myself professionally on the phone:

- Answering the phone within 3 rings
- With a smile in my voice and appropriate greeting (guest's name)

→ I present myself professionally at my workstation:

- I interrupt all other activities and conversations as soon as I have a guest in front of me
- I do not discuss private/professional matters in front of the guest

→ I show respect to guests and co-workers:

- I show consideration for personal differences and recognize others and their accomplishments
- I accept feedback positively and act accordingly

→ I gladly provide information with conviction:

- I know our services and recommend them
- I inform guests about the hotel's features and facilities and about local attractions and events

→ I respond to guest requests in a courteous manner:

- I am always well prepared
- I pay attention to signals and listen carefully
- I act before I am asked to do so

→ I respond to our guests personally:

- I am always friendly and respond to individual needs
- I delight the guest with personal attentions

→ I fulfil the wishes of our regular guests:

- I know our guests and their preferences
- I inform all other colleagues and departments about the guest's preferences, wishes and interests

→ I respond to guest requests in an accommodating manner:

- I am flexible and ask for more specifics
- I find creative ways to fulfil requests

→ I exceed the guest's expectations:

- I act with foresight and do more than expected
- I provide impeccable service at all times so that every guest is happy to return to us
- I want the guest to feel special when they are with us

→ **I take immediate initiative to solve guest problems:**

- I personally take care of the problem and follow up
- I promptly report all maintenance deficiencies and damages:
- I practice preventive maintenance and promptly report all defects and damages

→ **I keep the hotel and my workplace clean:**

- Absolute cleanliness is part of my standard
- I clean up spills in and around the hotel immediately and pick up trash wherever I find it
- My workplace is always neat and tidy

→ **I follow safety rules:**

- I perform work in a safe manner
- I behave correctly and professionally in case of an emergency
- I report accident and safety hazards immediately

→ **I maintain a professional appearance:**

- I adhere to dress and uniform regulations
- I always maintain a well-groomed appearance

→ **I support my colleagues and other departments:**

- I fulfil my own duties
- I offer my assistance without being asked for it
- I share information with others
- I ensure good cooperation and contribute to an excellent working atmosphere

→ **I market my hotel:**

- I speak enthusiastically and positively about our hotel
- I am always on the lookout for ways in which our hotel can attract new business
- I tell friends and acquaintances about the benefits of being a guest or business partner with our hotel

→ **I build guest loyalty:**

- By expressing that I am genuinely pleased to have them stay at our hotel, and inquiring how they like or enjoyed their stay with us
- By always encouraging the guests to be our guest again

HISTORY OF GOLDENER BERG

Construction of the “Alter Goldener Berg” started in the year 1430. At first there was only the old lounge – where the stables of the mountain farm of the Walsers, who settled throughout the Alps, was situated. Over the centuries the mountain farm grew and was also sold again and again.

Approximately in 1920 a German flying squadron bought the old farm and used it as a sports centre. The squadron called itself “Hohe Welt” and gave this name to the Golden Mountain. A short time later they sold the farm to the Hammerbacher family, who ran it from then on. The name Goldener Berg comes from the plot “Berg” where we are situated and the Hammerbacher family then added the Golden, because on the plateau the sun shines all day long - even in winter.

In 1930 the Hammerbacher family then built the Hotel Goldener Berg. It was a small hotel with running water in all rooms - at that time still unique in Lech. More and more skiers came to the Arlberg - the Ski Club Arlberg was founded in 1901 in St. Christoph and was one of the first ski clubs in the world.

During the war years, the Goldener Berg was a convalescence and recuperation home for officers. After the war, the Gauleiter Hammerbacher was no longer allowed to live in Austria and so his brother Alex Hammerbacher took over the hotel. Unfortunately, because of its Nazi past, the Golden Mountain did not receive any money from the Marshall Plan and so the hotel slowly fell behind commercially, although there was always some building work going on.

In 1965, Alex Hammerbacher was finally unable to make his payments and sold the hotel and the Alter Goldener Berg to Johann Pfefferkorn - Daniela Pfefferkorn's grandfather. Franz Pfefferkorn then took over the hotel in 1967 from his brother Günter, who had run it in the meantime. In 1980 he built the part of the hotel where the reception is now located.

In 1997 the Alter Goldener Berg was renovated and rebuilt and in 1992 the hotel from the 30s was (almost) completely rebuilt.

In 2001 Daniela Pfefferkorn took over the business and invested, renewed and rebuilt almost annually.

In 2018, the major reconstruction took place, which finally harmonized all previously made construction stages and completely thermally renovated the house.

People have always been at the centre of everything we do!

Guests come to us to relax and find peace but also fun. That is what we are here for: To give people a wonderful time.

For this we want to really see our guests, read their wishes from their lips and know them well. We know the names of our guests; we know which children belong to which family and also which dogs. A "can't do" - that does not exist with us.

As long as the guests' wishes are in line with our values, we will always fulfil them in the best possible way and always go one step beyond their expectations. Let's give every person who comes to us the real feeling that they are welcome and that we are there for them!

But above all, the people with whom we give the best for our guests every day - our colleagues are close to our hearts. Be there for each other, support each other, even beyond working hours, as we have always done.

Highest quality obliges!

This sentence accompanies the Golden Mountain since 2001! We want to give the best for our guests and our employees. That means to change constantly to become better.

In this sense, we would be very pleased if you would contribute with your ideas, creative suggestions or constructive criticism to the continuous improvement of our quality standards and team and guest satisfaction.

OVERVIEW OBERLECH and LECH



