National Park Service
U.S. Department of the Interior

FINDING AID

XANTERRA PARKS AND RESORTS COLLECTION

1980-Present

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HISTORY

After the Yellowstone Park Company lost its contract with the government in 1979, the National Park Service awarded TWA Services, Inc. an interim contract for two years to operate Yellowstone National Park's concessions. The company operated the lodging and dining accommodations, transportation, boats and saddle horses within the park, in addition to running the park service stations with Hamilton Stores, Inc. At the end of TWA Services' interim contract, in 1981, the National Park Service extended the company's contract for another five years, choosing TWA Services over seven other firms that submitted proposals for the right to run Yellowstone's concessions. By then, TWA Services had provided fifty years worth of concession services with the National Park Service, serving in other parks such as Zion, Crater Lake, and the North Rim of the Grand Canyon. In 1984, the company changed its name to TW Services, Inc. and, in 1988, changed its name again to TW Recreational Services, Inc.

In 1995, TW Recreational Services was purchased by Amfac Parks and Resorts. Amfac began in the 1960s managing resorts in Hawaii until it acquired the Fred Harvey Company in 1968. Through the Fred Harvey Company, Amfac's business expanded to hotels and restaurants in the southwest. With the acquisition of TW Recreational Services, Amfac became the largest concessioner in the national and state park systems. In 2002, Amfac Parks and Resorts changed its name to Xanterra Parks and Resorts to better reflect the goals and responsibilities of the company. Through 2012, the company continues to be the main concessioner at Yellowstone National Park.

SCOPE AND CONTENT

XANTERRA PARKS AND RESORTS COLLECTION
1980-Present

CATALOG NUMBER YELL 120524

VOLUME 7.5 LF

DESCRIPTION This collection contains business records, employee materials, training manuals, directories, and ephemera from Xanterra Parks and Resorts, a concessioner of Yellowstone National Park.

This collection consists of materials collected by archives staff as well as items donated by former employees of Xanterra and TW Recreational Services, and includes personnel records, programs, media, and business records. The collection primarily reflects the public aspects of Xanterra through the programs and services provided to visitors and employees. The business records consist of records and correspondence that relate to transportation concerns, memos, reports, meeting notes, and budgetary documentation. The personnel materials consist of records of employee activities, including hiring packets, yearbooks, newsletters, telephone directories, and training manuals. The public programs series contains flyers and records of programs put on by Xanterra, including reports, evaluations, manuals, and booklets for children's programs, and records and flyers for commemorative events. The media series contains a collection of menus and brochures of park accommodations.

ORGANIZATION The collection is organized into four series: Series I, Business Records; Series II, Personnel; Series III, Public Programs; Series IV, Media.

Series IV, Media is divided into two sub-series: Sub-Series A, Brochures and Publications; Sub-Series B, Menus.

PROVENANCE This is an artificial collection created to document Xanterra

Parks and Resorts at Yellowstone National Park. The materials and records of this collection were collected by former employees of Xanterra and HRC staff. Xanterra Parks and Resorts, as a corporation, has its own records keeping program.

RESTRICTIONS NO

ASSOCIATED MATERIALS Yellowstone National Park Combined Archives:
Yellowstone Park Company Records, 1884-1979
Commercial Visitor Services Records, 1917-Present

SERIES DESCRIPTIONS

I. *Business Records, 1980-2006*

This series mostly consists of correspondence, petitions, rates and regulations relating to transportation concerns, primarily with the Public Service Commission of Montana and Wyoming. Other materials in this series consist of managers' meetings notes, memos on the company name change from Amfac to Xanterra, employee statistics, evaluation reports of accommodations, and budget documentation.

II. *Personnel, 1980-2007*

This series contains materials relating to employees and their activities, including telephone directories, employee publications, training manuals, yearbooks, newsletters, hiring and orientation packets, and an interpretive tour booklet.

III. *Public Programs, 1997-2004*

This series consists of booklets, a manual, evaluations, reports, correspondence, press releases, scripts, and flyers for Xanterra sponsored public programs that include commemorative events, dedications, weekend events, and children's programs.

IV. *Media, 1980-2010*

This series is composed of media created by Xanterra and is divided into sub-series based on format. It contains brochures and publications ranging from 1993 to 2002, with information and rates for park accommodations and activities, along with general information about the park and its geographic features. There are also menus collected from 1980 to present, from the various Xanterra dining accommodations at the park.

CONTAINER LIST

Series Nbr	Series Title
01	Business Records

Box 1

File Unit Nbr	Title
01.01	Amfac-Xanterra Name Change, 2002
01.02	Budget, 1980
01.03	Employee Statistics, 1980
01.04	Evaluation and Design of Food Services, 1995 [1 of 2]
01.05	Evaluation and Design of Food Services, 1995 [2 of 2]
01.06	Geotechnical Evaluation Report - Old Faithful Snow Lodge, 1994
01.07	Inter-Community Bus Service Leases, 1982, 1984
01.08	Interstate Commission, 1981-1982
01.09	Managers' Meetings, 1989
01.10	National Bus Traffic Association, 1988
01.11	National Bus Traffic Association, 1989
01.12	National Bus Traffic Association, 1990
01.13	Public Service Commission of Montana, 1986-1988
01.14	Public Service Commission of Montana - Correspondence, 1980-1983, 1986
01.15	Public Service Commission of Montana - Legal Correspondence, 1980-1981

Box 2

02.01	Public Service Commission of Montana - Time Tables, 1989-1990
02.02	Public Service Commission of Wyoming, 1980-1983
02.03	Public Service Commission of Wyoming, 1986-1988
02.04	Public Service Commission of Wyoming, 1989
02.05	Public Service Commission of Wyoming - Correspondence, 1980-1981
02.06	West Yellowstone Airport, 1981-1983

Series Nbr	Series Title
02	Personnel

Box 1

File Unit Nbr	Title
01.01	Employee Packet, 1996
01.02	Employee Packet - Hiring, 2004
01.03	Employee Packet - Welcome, 2004
01.04	Firehole Press, 1995
01.05	Former YP Employee Newsletter, 1996
01.06	Former YP Employee Newsletter, 2004
01.07	Former YP Employee Newsletter, 2005
01.08	Interpretive Tour Booklets, 2007
01.09	Manual - Activity Department, Activity Desk, 1986
01.10	Manual - Activity Department, Activity Desk, 1987
01.11	Manual - Campgrounds, 2002-2003
01.12	Manual - Employee Handbook, 2000
01.13	Manual - Lodging and Activities, 2002-2003
01.14	Manual - Lodging Department, Front Office, 1991
01.15	Manual - Lodging Department, Guest Service Agent, 1991

Box 2

02.01	Manual - Lodging Department, Yellowstone Area Information, 1999
02.02	Manual - Transportation Department, Non-Driving Responsibilities and Procedures, 1980
02.03	Manual - Transportation Department, Drivers' and Tour Guides' Handbook, 1981
02.04	Manual - Transportation Department, Double Clutching, 1981
02.05	Manual - Transportation Department, Drivers, 1983
02.06	Manual - Transportation Department, Driver and Tour Guide, 1985 [1 of 2]
02.07	Manual - Transportation Department, Driver and Tour Guide, 1985 [2 of 2]
02.08	Manual - Transportation Department, Winter Policies, 1995-1996
02.09	Manual - Travel and Information Department, 1981
02.10	Orientation Program for TWA Services, 1982
02.11	Telephone Directories, 1981-1985

Box 3

03.01	Telephone Directories, 1986-1990
03.02	Telephone Directories, 1991
03.03	Telephone Directories, 1992
03.04	Telephone Directories, 1993
03.05	Telephone Directories, 1994
03.06	Telephone Directories, 1995
03.07	Telephone Directories, 1996
03.08	Telephone Directories, 1997
03.09	Telephone Directories, 1998
03.10	Telephone Directories, 1999
03.11	Telephone Directories, 2000
03.12	Telephone Directories, 2001
03.13	Telephone Directories, 2002
03.14	Telephone Directories, 2004-2005
03.15	Yearbook - Reservation Staff, 2000
03.16	Yearbook - Reservation Staff, 2001
03.17	Yearbook - Yellowstone Mammoth Memories, 1998-1999

Series Nbr	Series Title
03	Public Programs

Box 1

File Unit Nbr	Title
01.01	Children's Programs - Activity Books, 2001-2002
01.02	Children's Programs - Yellowstone Buddies, 1999
01.03	Children's Programs - Yellowstone Buddies, 1999-2000
01.04	Children's Programs - Yellowstone Buddies Employee Handbook, 2000
01.05	Mammoth Hotel Murder Mystery Weekend, 1998
01.06	Old Faithful Inn Commemorative Events, 2004
01.07	Old Faithful Snow Lodge Dedication, 1999
01.08	Yellowstone Park 125th Anniversary, 1997

Series Nbr	Series Title
04	Media

Sub-Series Nbr	Sub-Series Title
04-A	Brochures and Publications

Box 1

File Unit Nbr	Title
01.01	Accommodations, 1998-2000, 2002
01.02	Activities, 1995-2002
01.03	General Park Information, 1993, 1998, 2000

Sub-Series Nbr	Sub-Series Title
04-B	Menus

Box 1

File Unit Nbr	Title
01.01	Canyon Lodge, 1995-1997
01.02	Canyon Lodge, 1998-1999
01.03	Canyon Lodge, 2001-2002
01.04	Canyon Lodge, 2003
01.05	Canyon Lodge, 2004
01.06	Canyon Lodge, 2005
01.07	Canyon Lodge, 2006-2007
01.08	Canyon Lodge, 2008-2009
01.09	Grant Village, 1985
01.10	Grant Village, 1995-1997
01.11	Grant Village, 1998-1999
01.12	Grant Village, 2001

Box 2

02.01	Grant Village, 2002
02.02	Grant Village, 2003-2004
02.03	Grant Village, 2005-2007
02.04	Grant Village, 2008-2009
02.05	Lake Hotel, 1980
02.06	Lake Hotel, 1995-1997
02.07	Lake Hotel, 1998-1999
02.08	Lake Hotel, 2001-2002
02.09	Lake Hotel, 2003-2004
02.10	Lake Hotel and Lake Deli, 2005
02.11	Lake Hotel, 2006-2007
02.12	Lake Hotel, 2008-2009
02.13	Lake Lodge, 1995, 1997
02.14	Lake Lodge, 2007-2008
02.15	Mammoth Hotel, 1983
02.16	Mammoth Hotel, 1992
02.17	Mammoth Hotel, 1995-1997

Box 3

03.01	Mammoth Hotel, 1998-1999
03.02	Mammoth Hotel, 2001
03.03	Mammoth Hotel, 2002

03.04	Mammoth Hotel, 2003-2004
03.05	Mammoth Hotel, 2005
03.06	Mammoth Hotel, 2006-2007
03.07	Mammoth Hotel, 2008-2010
03.08	Old Faithful Inn, circa 1980
03.09	Old Faithful Inn, 1995-1997
03.10	Old Faithful Inn, 1998-1999
03.11	Old Faithful Inn, 2001-2002
03.12	Old Faithful Inn, 2003-2004
03.13	Old Faithful Inn, 2005-2007
03.14	Old Faithful Inn, 2008-2009

Box 4

04.01	Old Faithful Lodge Cafeteria, 1995-1999
04.02	Old Faithful Lodge Cafeteria, 2001-2005, 2007
04.03	Old Faithful Snow Lodge, circa 1980
04.04	Old Faithful Snow Lodge, 1998-1999
04.05	Old Faithful Snow Lodge, 1995-1997
04.06	Old Faithful Snow Lodge, 2001
04.07	Old Faithful Snow Lodge, 2002
04.08	Old Faithful Snow Lodge, 2003-2004
04.09	Old Faithful Snow Lodge, 2005-2007
04.10	Old Faithful Snow Lodge, 2008-2010
04.11	Roosevelt Lodge, 1995-1997
04.12	Roosevelt Lodge, 1998-1999
04.13	Roosevelt Lodge, 2001
04.14	Roosevelt Lodge, 2002
04.15	Roosevelt Lodge, 2003
04.16	Roosevelt Lodge, 2004
04.17	Roosevelt Lodge, 2005-2007
04.18	Roosevelt Lodge, 2008-2009

Box 5

05.01	Canyon Lodge, circa 1980, 1996
05.02	Grant Village, circa 1980
05.03	Lake Hotel, circa 1980, 1997
05.04	Mammoth Hotel, circa 1980
05.05	Old Faithful Inn, 1997