



WORK & TRAVEL USA

## Xanterra Yellowstone National Park - Server Assistant

### HOST INFORMATION

#### Company Description:

Spend your summer in the **world's first National Park!** If you like **nature, hiking, camping and enjoying the outdoors**, Yellowstone might be the perfect summer experience for you!

Yellowstone National Park features over **1,100 miles of hiking trails, mountains, rivers and streams, wildlife, and geological features including geysers, hot springs, and more.** Our jobs are similar to many other places in the U.S., but this is a very special place located in the middle of the wilderness.

You will live and work in one of the 6 remote villages within Yellowstone National Park with other Work and Travel students and employees from the United States. All villages have their own **Employee Dining Rooms and recreational areas.** Yellowstone National Park plans many **employee activities, sports leagues, and trips** throughout the summer. It is a great place to **make friends from around the world!**

Xanterra Parks & Resorts is the nation's largest park-management company with operations in many national parks, and other resorts. Xanterra's mission is to be the leader in park and resort hospitality. This includes creating unforgettable memories for our guests and employees who come from around the world to see our legendary landmarks.

**Host Website:** <https://www.yellowstonenationalparklodges.com/>

**Site of Activity:** Xanterra Yellowstone National Park

**Parent Account Name:** Xanterra Travel Collection

**Host Address:** 1 Grand Loop Road Yellowstone National Park , Wyoming , 82190

**Nearest Major City:** Bozeman , Montana , Over 50 miles away

### PLACEMENT INFORMATION

#### Job Description:

Server Assistants are required to perform various duties:

- +Provide excellent guest service in our restaurants.
- +Serve and refill water to guests, setting and clearing tables. Meeting the service, sanitation, safety and environmental standards.
- +Carry dirty dishes from the dining room to the kitchen dish drop, scrape plates, empty glasses and load into provided racks.
- +Empty garbage, including separating compostable and non-compostable items in the bins provided.
- +Maintain service areas in a clean, organized and well stocked manner.
- +Assist Servers upon request.
- +Completed all side duties at the end of your shift.
- +Knowledge of items listed on the menu.
- +Maintain appearance and uniform standards.

- +Be a positive team worker with all staff members.
- +Declare 100% of cash tips you receive.

**Typical Schedule:**

You must be available to work nights, weekends and holidays. We are open 7 days a week. Set schedules or days off with friends are not guaranteed and based on the schedule and business needs.

**Drug Test required:** Yes

## COMPENSATION

**Hourly Wage:** \$5

**Eligible for Tips:** Yes

Most guests tip roughly 15% - 20% for each bill.

**Estimated weekly wages including tips:** \$320

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 34

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

Some weeks are busier than others, so the schedules will change with business needs. Some weeks you may work 4 days per week, sometimes you will work 6 days per week. Overtime is not guaranteed.

**Average number of hours per week reached by last year's seasonal employees:** 36

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Heavy lifting, standing and walking for long periods including bending and reaching. Operational hours are typically from 6:00am thru 10:00pm. Shifts will vary from morning to evening, and may go late into the night or start very early in the morning.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

The ability to lift, balance and carry beverage trays and large dining room food trays. Must be able to lift and carry up to 14kg. Must be able to walk, bend, stretch and reach for long periods of time. Must be able to comfortably interact with guests, co-workers and supervisors. Must have a calm and pleasant demeanor even when working under pressure. ++ In May and especially September, you may have some 6 day work weeks. This varies by location and restaurant. ++

**Job Training required:** Yes

Length of job training:

1-2 weeks and ongoing as necessary

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: Yes

Wednesday

Friday

Training requirements:

You will start training for your job the day after you arrive into the park. All students will arrive into the park on either a Tuesday or a Thursday.

**Need to wear uniform:** Yes

Uniform Policy:

Xanterra provides free uniforms for each position. They must be kept clean and presentable. Students must provide comfortable, black shoes that cover your entire foot. The bottoms should be no-slip/slide soles. They are a requirement. If working in the Kitchen, Fast Food, Cafeterias or Dining Rooms, they should be be vinyl or leather - no cloth material.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

Since this is a guest interaction position, employees are expected to follow our appearance standards. You cannot have colored hair such as blue, purple, red, or any other non-natural color. Piercings and tattoos are dependent on location. Lips rings, nose rings, and piercings that dangle are typically not allowed for safety purposes.

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Movie or Game Nights, Karaoke Nights or Talent Shows, Company Parties, Holiday Events, Rodeos, Wildlife Watching, Bonfires, Hiking, Horseback Riding, White Water Rafting

### **Additional Details about Cultural Offerings:**

Each village has a recreation office that organizes hikes, trips, and other activities.

THE AVAILABILITY OF THESE TRIPS AND ACTIVITIES WILL BE DEPENDENT ON CURRENT CDC AND COMPANY GUIDELINES FOR COVID-19.

### **Local Cultural Offering:**

In 2019, we took international students to the rodeo, to nearby towns in Montana and Wyoming, and to Grand Teton National Park!

We also went white water rafting, horseback riding, wildlife watching, and we learned how to make s'mores over a bonfire and how to line dance with cowboys.

## HOUSING AND TRANSPORTATION

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

### **Employer-owned or employer-arranged housing description:**

Dorms house 2 to 3 employees per room with a community bathroom down the hall. Quiet hours in all employee housing are from 10:00 p.m. thru 7:00 a.m. Please expect to share a room with other Yellowstone employees, you may not get to room with your friends. There is a manager on site at each dormitory and security officers available 24 hours. Amenities include: laundry facilities, uniforms, utilities, blankets, pillows and sheets. Please bring your own towel. Your housing & meal costs are combined, and are based on HOURS WORKED, not per day. At 56+ hours you will pay the full amount for a 2 week pay period - about \$222.60 (\$111.30/week). Less than 56 hours for two weeks, you are prorated on housing & food costs.

**Lease Agreement:** Yes

### **Onsite Amenities:**

WiFi: Yes

Description:

There is WiFi, but it is not in EVERY building and may not be in the dorm you live in. The internet connection is also very slow, we live on 2.2 million acres & it is hard to cover all of that!

Phone Service: Yes

Description:

Phone signals are weak in the park. The best service is Verizon Wireless, but their SIM cards only work in Verizon phones. There are also landline phones at each location you can use.

Kitchen facilities: No

Description:

All meals are eaten in the Employee Dining Room. Dorms do not have kitchen facilities.

Laundry facilities: Yes

Description:

Laundry is available in the dorms, but students must bring their own detergent.

### **Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

We will try to place you with your friends, but there are only so many beds available and when we have a lot of staff already, it is harder to find an entirely open room.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$27.3

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Dormitory is within walking distance of work site.

## ARRIVAL INFORMATION

**Arrival Instructions:**

Xanterra will pick you up from Bozeman, MT on a bus. Typically, the bus picks up on Tuesdays and Thursdays, but there is ONE Wednesday pickup the last week of June as well. There is NO way to get to the park by public transportation, so if you miss your pick-up date, you will need to book a hotel at your own expense, and wait until the next available pick up date. There is no exception to this!

Even if you offered to take a taxi to the park at your own expense which will cost hundreds of USD, you won't be allowed to check-in because the employer ONLY does check-ins on Tuesday or Thursdays.

**YOU CANNOT ENTER THE PARK OR CHECK IN BEFORE YOUR DS 2019 START DATE!**

We will pick you up at a specific hotel location where you will fill out paperwork, load your luggage onto the bus, and go to the social security office to apply for your social security card. **You MUST be prepared to arrive in country the day before your start date, spend the night at the hotel the employer tells you to sleep at, and be prepared for pick up the next day, your start date.**

**We recommend that you book your hotel at either Holiday Inn Bozeman or Best Western Plus GranTree Inn.** Please note, Holiday Inn Bozeman is planning a reconstruction project in June. When you book your room at one of these hotels, please let them know you are a Xanterra employee.

There is no public transportation from Bozeman to Yellowstone. You NEED to get a ride from the employer and this only happens on check-in days.

We will take all employees to the Social Security office in a group before going into the park, and you must apply for your social security card before going into Yellowstone. If you cannot get to the social security office on your own before your check-in date, DO NOT WORRY WE WILL DRIVE YOU TO THE SOCIAL SECURITY OFFICE!

**Suggested Arrival Airport:**

Bozeman Yellowstone International Airport, BZN, Over 50 miles

**Estimated cost of transportation to worksite from suggested airports:** More than \$200

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

Best Western Plus GranTree Inn  
1325 N 7th Ave  
Bozeman , Montana 59715  
bwpbozeman.com  
406-587-5261  
\$75 to \$100

Holiday Inn Bozeman  
5 Baxter Ln  
Bozeman , Montana 59715  
<https://www.ihg.com/holidayinn/hotels/us/en/reservation>  
406-587-4561  
\$75 to \$100

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** Yes

**Before you interview with Xanterra Yellowstone, you will need to register in our online system, iCIMS. Please go to [www.yellowstonejobs.com](http://www.yellowstonejobs.com) and click the APPLY NOW button.**

The instructions are attached to this profile. Please make sure you do this step before you interview! You can let your agent know if you have any questions.

You will also need to complete the Xanterra online on-boarding before beginning work. These tasks will be emailed to you after you have received your online job offer from us over email. Please complete them as soon as possible!

**Social Security Number:**

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

We will bring you to the social security office in order to apply for a social security card.

Nearest SSA Office: Bozeman , Montana , Over 50 miles

**Other:**

Wage Payment Schedule:

You will be paid with regular paychecks even before your social security number arrives. Your social security card will come to Xanterra Human Resources, then we will send it to you at your village.

Meal Plan: Mandatory

Estimated Cost Per Day: \$15

#### Meal Plan Description:

Housing & meal costs are based on the amount of hours you have worked. In 2020, at 56+ hours worked over 2 weeks, the full amount was \$222.60 (\$111.30/wk). Less than 56 hours, you pay less.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

#### Grooming Requirements:

You are representing our business so we need you to look professional. Students must be neatly groomed, clean, and professional in appearance. Must have natural colored hair (no pink, blue, green...). Must bathe regularly and wear deodorant. No overbearing perfumes or colognes. Visible piercing and tattoo policies vary per lodge and could impact what position you are able to have. Jewelry should be professional in style and size and not excessive.

Second Job Availability: No, unlikely

#### Applicable Company Policies:

**Wireless internet is very very slow and is not available in all employee areas** (including some dorms). When you do have WiFi connection, it will not be strong enough to download or stream videos. It is extremely basic internet.

There are **no big cities nearby, so second jobs are not possible**. There is no transportation around the park and to outlying cities.

There is a mandatory deduction for the park medical clinics. The cost is about \$1.10 per day. All seasonal employees must pay this, even if they have insurance. It allows for reduced rates at all park clinics.

Meal plan covers three meals/day - breakfast, lunch and dinner. **You cannot take out any of these meals and pay less, you have to pay for the entire meal plan.**

You will be placed at one of these villages inside the park: Mammoth, Canyon, Lake, Grant or Old Faithful. **We cannot guarantee that you and your friends will be placed in the same village or that you will be able to chose which village you're going to live at.** You will get your village assignment on your start date when you check-in at Gardiner, MT.

This is hard work and you **must be physically fit and ready to work hard**. All jobs require heavy lifting and being on your feet during your shift. You can **request a specific job but might not get the job that you have requested**.

Open 7 days a week, all season. Must be available to work nights, holidays and weekends!

**Days off with friends are not guaranteed!!** The schedule might change weekly and you must be prepared to work accordingly.

You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager. A full list of expectations and policies will be provided once offered a position.

## COMMUNITY AMENITIES

#### Walking Distance from Worksite:

Restaurants

#### Walking Distance from Housing:

Fitness Center

#### In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Public Library

#### Unavailable:

Internet Cafe

