



Greenheart

Work and Travel Program - Employer Information W_T-Summer 2025

Shedd Aquarium Society dba John G Shedd Aquarium, Chicago, IL
February 4, 2025

Employer Information

Company Name: Shedd Aquarium Society dba John G Shedd Aquarium	Website: www.sheddaquarium.org
# of Employees: 400	Phone Number: 312-939-2435
Industry Name: Amusement Park/Theme Park/Water Park	Fax Number: 312-939-8069
Primary Address: 1200 S Lake Shore Dr Chicago, IL 60605	Email Address: kmakalani@sheddaquarium.org
Site of Activity: John G Shedd Aquarium 1200 S Lake Shore Dr Chicago, IL 60605	Status: Approved
	Contact Name: Khalfani Makalani
	Contact Title: Assistant Director of Guest Relations
	Alternate Contact: Heather McLaren
	Alternate Title: Sr. Director, Guest Relations
	Alternate Phone: 312-692-2702
	Hiring Manager Email: kmakalani@sheddaquarium.org
	Participant Supervisor
	Email: kmakalani@sheddaquarium.org
	FEIN: 36-2167918
Workers	Policy #: 7064202397
Comp	Carrier: Valley Forge Insurance Company

February 4, 2025

Available Jobs: Descriptions and Wages

Will you accept participants with all start and end dates? Yes: No:

Earliest Start Date:	Latest Start Date:	Earliest End Date:	Latest End Date:	#Students:
5/1/2025	6/25/2025	8/15/2025	10/1/2025	30

Hours: Average hours/week: 32

Average number of 4-5 days/week:

Pay Range: High: \$17.00/per hour

Low: \$17.00/per hour

Overtime: Overtime available: Sometimes

Overtime hourly rate: 25.50

Meals: Are Meals Provided?: No

Explain: There is a 50% discount at the Shedd food court when participants are on shift. Free soda or coffee when working. Details to be reviewed at orientation.

English: Level requirement: Excellent

In what month(s) can participants expect to receive the most hours? June, July, August

In what month(s) can participants expect to receive the least hours? May, September

Please Explain: Employer is open to all start and end dates. Business gets busy throughout the summer, Memorial Day weekend through mid-September. Employer expects participants to work through their DS-2019 Form dates.

How often do you pay employees?

Twice a month

Is job training required?

Yes No

If yes, how long is it?

3 days, approx. 30 hours

Are participants paid for training?

Yes No

Are you willing to hire couples?

Yes No

Are you willing to hire groups of friends?

Yes No

If yes, how many are allowed in the group?

no limit

Can participants work a second job?

Yes No

Do participants complete an additional application form upon arrival?

Yes No

This position will provide you the opportunity to interact with American co-workers, customers, or members of your local community. Remember, it's up to you to make the most of your program!

Job Type: Customer Service

Job Description:

Shedd Aquarium Society dba John G Shedd Aquarium, Chicago, IL

February 4, 2025

Language Level required for this position: Excellent

Duties & Responsibilities

- Demonstrate commitment to Shedd's vision, mission and values.
- Guest Relations Ambassadors provide guest-first service while performing the following duties:
 - Use Tessitura to facilitate ticket sales, comeback CS's and occasional refunds.
 - Greet each guest to the aquarium.
 - Safeguard animals by all open water habitats.
 - Facilitate safe, fun and inclusive experiences at all Touch Pools.
 - Proactive service posts such as "Ask Me". Trusted to not have one set post but move throughout the building helping guests and the operation.
 - 4-D Theater operations including: adding 4DE's through Tessitura, seating guests and cleaning the theatre between shows, washing glasses, running the shows, turning the equipment on/off.
- Demonstrate results-oriented approach to all of Shedd's available upgrades (Membership, CityPASS, 4-D, Virtual Extraordinary Experiences, learning programs)
- Other posts as assigned as business needs arises.

Shedd Customer Service Expectations:

- Embrace and actively practice the Shedd WAY on a daily basis
- Model proactive service and Guest Relations mission, vision, and values.
- "Own the room": proactively and confidently communicate with guests regarding wayfinding and safety
- Attend and actively participate in daily shift meetings.

Internal Job Type: Guest Relations Ambassador

No Students being hired: 30

Age requirement: None

Wage: 17.00/per hour

Details:

Dress Code: Uniform

Must wear Shedd issued nametag and identity badge. Any accessories deemed to impede guest service or that present a danger to animals will be prohibited. Shedd will issue a branded polo that must be worn tucked into the pants. Pants, shorts and skirts must be black and no higher than 3" above the knee. No stretch knit, denim or corduroy is allowed. Scarves and bandanas are not allowed, unless for religious purposes. Shoes must be closed toe and heel and no higher than a 2" heel. No gauged ear piercings.

Requirements:

Non-smoker:

Lifeguard Certified:

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Ski:

CPR Certified:

Swimmer:

Job Benefits (bonuses, incentives):

- Pay incentives for upsells
- Admission to other zoos and aquariums
- Discounts at select local entertainment venues
- 30% discount at Shedd food and gift shops,
- Free soda or coffee when working
- One-time \$20 reimbursement for work clothing purchase (pants, skirt or shorts)

Details to be reviewed at orientation.

Is there a Social Security Admin office near you: Yes

Are you willing to take student to the SSA office?: No

SSA office details:

Employer can help direct participants to travel to the local Social Security office; please send questions to Khalfani Makalani at kmakalani@sheddaquarium.org

Employer will coordinate the necessary time off needed for participant to travel attend an appointment at the Social Security Office.

Social Security
77 W Jackson Boulevard Suite 300
Chicago, IL 60604

Hours:
Monday - Friday 9:00 AM - 4:00 PM
Saturday & Sunday Closed

Participants take public transportation to the office (\$2.50 per ride). This office is located close to both the Red and Blue Line of the CTA subway system. Participants can search directions through the CTA website: www.transitchicago.com

Participant Requirements

What are the 3 most important qualities you look for in an employee:

1. customer focus
2. results oriented
3. makes quality decisions

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Please list any special instructions or hiring restrictions by your company (if any):

Every employee of John G Shedd Aquarium, including international participants, must have a completed a criminal background check prior to starting employment.

Every employee must submit an application and two professional references for the position of Guest Relations Ambassador to: kmakalani@sheddaquarium.org

If these items are NOT submitted before arrival, then employment will be CANCELLED. The employer will provide more information on how to complete the requirements upon hiring. If participants have questions about these requirements, they can contact their employer by email at kmakalani@sheddaquarium.org
If participants do not respond to correspondence from the employer or fail to complete the online application following acceptance of their job offer, they risk cancellation of this placement

Proof of COVID vaccination or approved medical or religious exemption is required.

PLEASE NOTE: Friends and couples are welcome to apply, but should not expect to have the same shifts or days off.

Participants are Ambassadors of their home country and should make every effort to represent their country well.

Are you interested in being a Greenheart Employer?

Yes No

This business has elected to be a member of CCI's Greenheart Club. We encourage all participants placed here to join the Greenheart Club, as well. This can be done via the CCI online application system. You may be expected to participate in an environmental initiative or event, while employed by this business. Don't worry, it will be fun!

[Login](#)

Housing Options

You do NOT provide housing

Sex:

What is the typical MONTHLY RANGE that an individual pays for housing in your area?

\$800 per person dependent on neighborhood & rental

Do you provide temporary housing upon the student's arrival? No

If so, what is the maximum amount of time students can stay there? Not applicable.

Please indicate assistance to locate housing (including websites, references, etc.):

Shedd Aquarium Society dba John G Shedd Aquarium, Chicago, IL

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Housing Name: Chicago Getaway Hostel
Address: 616 W Arlington Pl
Email Address: info@getawayhostel.com
Phone Number: 773-929-5380

Contact Name:
City, State, Zip: Chicago, IL 60614
Website: <http://getawayhostel.com/>
Notes: Temporary housing only. Book well in advance since the summer is very busy.

At Chicago Getaway Hostel participants can find two types of rooms, private and shared. Most of the rooms are private with full, half or shared bathrooms. If participants prefer company there are dormitory-style rooms available. They can take their pick of shared rooms with bathrooms en-suite, or dorm style rooms with common bathrooms (but private showers). All rooms feature complimentary sheets, as well as towels, pillows and blankets.

In total they offer about 60 beds.

Rates: \$44 - \$85 per person per night; depending on dates.

It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure the housing is confirmed. This information was verified on 10/23/24.

Everything in Chicago is accessible public transportation. Monthly CTA transit passes cost approximately \$75/month. Please visit <http://www.transitchicago.com/fare> for full details.

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Housing Name: Hostelling International Chicago

Contact Name:

Address: 24 E Congress Pkwy

City, State, Zip: Chicago, IL 60605

Email Address: Chicago@hiosa.org

Website: <https://www.hiosa.org/find-hostels/illinois>

Phone Number: 312-360-0300

Notes: www.hiosa.org/find-hostels/illinois/chicago-24-e-idabwells-drive

Temporary housing only. Book well in advance since the summer is very busy.

The J. Ira and Nicki Harris Family Hostel offers temporary accommodations, as well as extended stays (depending on availability). They have 10 bed dorms, 6-8 bed dorms, and 4 bed dorms. Their 4 bedroom accommodations are apartment like with a living room space and kitchen. This specific accommodation ranges from \$40-\$50 per night. In total Hostelling International has over 350 beds. Participants can visit the website for room sizes and rates and email the hostel to make a reservation or for more information.

It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure the housing is confirmed. This information was verified on 10/23/24.

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Shedd Aquarium Society dba John G Shedd Aquarium, Chicago, IL

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Housing Name: University Center

Contact Name:

Address: 525 S State St

City, State, Zip: Chicago, IL 60605

Email Address: universitycenter@peakmade.com

Website: https://universitycenter.com/

Phone Number: 312-924-8000

Notes: Temporary housing only.
Cancellation policy: 24 hours before arrival unless a non-refundable discount is reserved.
Payment upon arrival by credit card. \$50 incidental credit card authorization required upon check-in.
Cash Not Accepted.

To check-in, the hotel requires guests must be 18 or older with a government-issued photo ID. The hotel requires a \$50 deposit for incidentals on a card at check-in per room, per stay. We do not accept gift cards, prepaid cards, or cash for incidentals. The deposit will be released back to your card at checkout provided you do not charge anything to your room. It takes most banks 3-7 business days to process the release.

Taxes not included - 17.40%.
- Resort fees: additional \$10 private rooms, \$5 for shared beds.

Multiple 'bed in shared room' reservations are not guaranteed placement in the same room; to guarantee all bed reservations in the same room, please book a Private Quad or Premium Private Quad.

Housing leads verified 10/23/24.

Participant Travel to Business

Participant should contact you:

Upon boarding:

Upon arrival:

Employer's Emergency phone number:

319-504-9429

Khalfani Makalani personal cell number

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PLANE

(Participants should book tickets directly through an airline or travel agent.)

Arrival to (city, airport): Chicago, IL (ORD or MDW)

Preferred Arrival Time: No Preference

Will participant be picked up from the airport? Yes No

If so, by who? Not applicable.

How far from the airport is your place of business? 30 miles

Special instructions/comments regarding participant's arrival:

Upon arrival, participants should travel to their pre-arranged housing.

Participants are encouraged to take the Go Airport Express shuttle service directly to their pre-arranged housing. The fare is approximately \$55-75 flat fee for a shared ride shuttle van (typically 2 to 3 Stops) dependent on the total number of passenger(s) in that specific shuttle. This rate includes all taxes and fees from either airport. Participants can purchase tickets before they arrive by making a reservation online at: <https://www.airportexpress.com/reservations>.

To purchase a ticket after arrival, participants can go to the Baggage Claim area near Ground Transportation at either airport, at the "Go Airport Express" kiosk. Again, the employer strongly suggests taking the shuttle directly to their pre-arranged housing, especially when arriving in the evening as public transportation may run slower and traveling with luggage may be difficult.

OR: Taxi or Uber App/Lyft App:

Participants can take a taxi or order from Ride-share services, Uber or Lyft, from the Ground Transportation area of either airport, following signs to "Taxi Stand" or "Ride Share" -- if arriving after dark, we strongly recommend rideshares or taxis.

Please note: when traveling by public transportation in a large city such as Chicago, participants should be aware of their surroundings and walk in well-lit areas.

Alternative - Public Transportation [Chicago CTA] to downtown Chicago.

From O'Hare International Airport (ORD), participants will take the Blue Line 'L' train toward downtown. A single ticket costs \$5.00 from the airport.

From Midway Airport (MDW), participants will take the Orange Line 'L' train toward downtown. A single ticket costs \$2.50.

For full CTA fares and routes, check out:

http://www.transitchicago.com/riding_cta/systemguide/default.aspx

<http://www.transitchicago.com/fares>

PLEASE NOTE: Ignore offers of transportation from solicitors in the terminal. Soliciting of ground transportation is illegal and many illegal solicitors are unlicensed and uninsured. Participants should head directly for the taxi stand/ride share stand located outside each terminal for safe and legitimate transportation. Ignore non-uniformed people offering to assist with baggage. Seek out uniformed porters or airline employees for baggage assistance.

Participants should notify employer of travel plans at least 2 weeks before arrival, emailing Khalfani Makalani at kmakalani@sheddaquarium.org.

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BUS

(Participants should obtain tickets directly through an airline or travel agent.)

Arrival to (city, station): Chicago, IL

Preferred Arrival Time: No Preference

Will participant be picked up from the station? Yes No

If so, by who? Not applicable.

How far from the station is your place of business? 5 miles

Special instructions/comments regarding participant's arrival:

From the bus station, participants can proceed to their pre-arranged housing by train/bus/taxi.

Please see further suggestions on local travel details and notes listed under "Plane" in this section.

Specific details can be researched on the CTA Website:
http://www.transitchicago.com/travel_information

Participants should notify employer of travel plans at least 2 weeks before arrival, emailing Khalfani Makalani at kmakalani@sheddaquarium.org.

TRAIN

(Participants can obtain ticket information at www.amtrak.com)

Arrival to (city, station): Chicago, IL Union Station (CHI)

Preferred Arrival Time: No Preference

Will participant be picked up from the station? Yes No

If so, by who? Not applicable.

How far from the airport is your place of business? 5 miles

Special instructions/comments regarding participant's arrival:

Participants can travel to Chicago by train using Amtrak.
Participants can obtain ticket information at www.amtrak.com; please note, the train station in Chicago, IL is called Union Station (CHI).

Please see further suggestions on local travel details and notes listed under "Plane" in this section.

From downtown, participants can proceed to their pre-arranged housing by train/bus/taxi.
Specific details can be researched on the CTA Website:
http://www.transitchicago.com/travel_information

Participants should notify employer of travel plans at least 2 weeks before arrival, emailing Khalfani Makalani at kmakalani@sheddaquarium.org.

Community Profile

This information will help students to know what to expect upon their arrival and help them prepare for their Work and Travel experience.

How would you describe your area? Large City Chicago is the 3rd largest city in the US

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Please provide a brief description of your community:

Chicago, located on lake Michigan in the state of Illinois, is a large, vibrant and cosmopolitan city. Its metropolitan area often called "Chicagoland," is the third largest in the United States. Chicago is one of the world's great cities, and yet the metropolitan luxuries of theater, shopping, and fine dining have barely put a dent in real Midwestern friendliness. Its location is ideal for travel, tourism and international business. Famous for blues, jazz, comedy, shopping, and dining - Chicago is situated in the hub of the Midwest. The picturesque skyline ascends the waters of huge Lake Michigan – a first impression that soon reveals world-class museums of art and science, miles of sandy beaches, huge parks and public art and perhaps the finest downtown collection of architecture in the world.

Is there anything special that students should bring?

Summer casual clothing, light jacket/sweater, walking shoes, bathing suit, umbrella.

For work, participants will need to bring their own pants and shoes. Pants, shorts and skirts must be black and no higher than 3" above the knee. No stretch knit, denim or corduroy is allowed. Scarves and bandanas are not allowed, unless for religious purposes.

Shoes must be closed toe and heel and no higher than a 2" heel.

Participants can always bring uniform questions to their manager.

What are the seasonal temperatures?

Spring: 40-60 degrees F

Summer: 65-85 degrees F

Fall: 45-65 degrees F

Winter: 20-45 degrees F

What is near work?

Transportation Depot:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Food/Super Market:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Shopping Mall:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Post Office:		On foot	✓	In town / by public transport	Requires a car	N/A
Bank:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Public Library:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Movie Theater:		On foot	✓	In town / by public transport	Requires a car	N/A
Restaurants:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Fitness Center/Gym:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Sports/Recreation Facility:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Nightlife:	✓	On foot	✓	In town / by public transport	Requires a car	N/A
Laundromat:		On foot	✓	In town / by public transport	Requires a car	N/A
Internet Access:	✓	On foot	✓	In town / by public transport	Requires a car	N/A

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Indicate other nearby activities:

Chicago offers all types of dining/cuisines, shopping, nightlife, cultural events, neighborhood festivals, movie theaters, beaches and outdoor activities such as swimming, biking and running along the lake. It also has a free zoo (Lincoln Park Zoo), many beautiful parks and world class museums.

On almost every weekend during the spring, summer and fall, there is an ethnic parade or festival in Chicago, showcasing the rich and diverse culture of the city.

The city's vibrant theater, music, art and fashion communities add to the fabric of life in the city and make Chicago a bold, dynamic place where people want to live, visit and work.

See below for public transportation details.

List of interesting area websites:

www.choosechicago.com

www.gochicago.com

www.visitichicago.com/

<https://www.enjoyillinois.com/explore/listing/shedd-aquarium/>

Is there wireless internet available?

Yes, WiFi is available at work for free; participants should bring their own web-enabled devices.

Additionally, WiFi is also available at local cafes and restaurants. It is customary to purchase a menu item to use this service for free.

The public library may have desktop computers for personal use. There are various public libraries in Chicago, so please visit <https://www.chipublib.org/> for locations and hours.

Additional Comments:

About Chicago

Famous for blues, jazz, comedy, shopping, and dining - Chicago is situated in the hub of the Midwest. Our picturesque skyline ascends the waters of huge Lake Michigan – a first impression that soon reveals world-class museums of art and science, miles of sandy beaches, huge parks and public art and perhaps the finest downtown collection of architecture in the world.

Public transportation is readily available within the city of Chicago (<http://www.transitchicago.com>). Everything in Chicago is accessible public transportation. Monthly CTA transit passes cost approximately \$75/month; single rides are \$2.50.

However, participants may also opt to get a bicycle. If the bicycle is used, participants must remember to be safe, as Chicago is a busy city. As with any bicycle purchase, please do check that the brakes are in good working order, purchase a helmet, light and lock.

Participant must be independent and able to adapt to a big city life. If help is needed, Greenheart Exchanges' office can be reached 9am - 5:30pm at Phone: 312-944-2544.

Further notes on housing:

This host organization does not provide housing, however, in addition to the resources provided in this Placement Agreement, they will do what they can to assist participants who may be struggling in their housing search.

Participants can reach out to Khalfani Makalani at email: kmakalani@sheddaquarium.org with questions.

Participants can also look for short term or temporary housing by searching on the following short term search engines:

Chicago Parthenon Hostel

310 S Halsted St

Chicago, IL 60661

Telephone: 312-258-1399

website:

<https://www.hostelworld.com/hosteldetails.php/Chicago-Parthenon-Hostel/Chicago/47613>

Temporary housing only. Book well in advance since the summer is very busy.

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This Hostel offers various sleeping accommodations. In total the hostel offers about 50 beds.

RATES:

Rooms range from \$90 - \$110 per person per night.

ALL RATES INCLUDE:

- Free breakfast
- Free internet computers
- Free, unlimited WiFi
- Free lockers (dorm rooms only). Bring your own lock
- Free self-service guest kitchen
- Free linens all rooms. All dormitory guests can rent a towel from us for \$2 to cover their stay.

It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure the housing is confirmed. This information was verified on 10/28/24.

Everything in Chicago is accessible public transportation. Monthly CTA transit passes cost approximately \$75/month. Please visit www.transitchicago.com/fares

Additional apartment complexes:

- Lake Meadows 2429 Apartments: <http://www.lakemeadowsapts.com>; Tel:877-274-2690
- Ansonia Property Management: <http://ansoniapm.com>; email: info@ansoniapm.com; Tel: 312-818-2188 for general office.

4 different locations in the Rogers Park, northern neighborhood of Chicago

Additional apartment search engines:

- Domu: <http://www.domu.com/>. A good lead for long term housing as this site connects people with landlords looking to rent/ sublet, etc.
- Apartment Home Living : <http://chicago.apartmenthomeliving.com/>
- Hot Pads: <https://hotpads.com/>. Good lead for both long and short term housing.
- Lovely Pads: <https://livelovely.com/>. A good lead for long term housing as this site connects people with landlords looking to rent/ sublet, etc.

For the L. Woods locations the average housing costs are lower than that of the rest of sites of activity. Participants can find housing for \$550 (on the low end) rather than the \$800 listed on the housing page.

Reminder of Background Check requirement:

Every employee of John G Shedd Aquarium, including international participants, must have a completed a criminal background check prior to starting employment.

Every employee must submit an application and two professional references for the position of Guest Relations Ambassador to: kmakalani@sheddaquarium.org

If these items are NOT submitted before arrival, then employment will be CANCELLED. The employer will provide more information on how to complete the requirements upon hiring. If participants have questions about these requirements, they can contact their employer by email at kmakalani@sheddaquarium.org
If participants do not respond to correspondence from the employer or fail to complete the online application following acceptance of their job offer, they risk cancellation of this placement.

Participants will be meeting new people and interacting with Americans at work and on their time off. This area receives many tourists so participants will be able to interact with local Americans and visitors to this resort town on a daily basis. Experiencing American culture will be part of participants' lives while living in this seasonal area.

Participants whose employment is terminated (involuntarily or voluntarily) have 2 weeks from the last day of work to

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find a new job and to submit a valid and complete Self-Arranged Job Offer (SAJO) to Greenheart Exchange for consideration. If the participant fails to submit a SAJO within the two-week deadline, Greenheart Exchange will shorten the participant's program.

If Greenheart Exchange rejects the SAJO, the participant has one (1) business day to resubmit a new or a revised SAJO, based on the directions received from Greenheart Exchange. Information about prohibited jobs for SWT program participants can be found at <https://greenheartexchange.org/host/host-hire-seasonal-staff/#/tab/regulations>.

If the participant no longer has housing, the participant must look for permanent housing immediately, and within two weeks must secure permanent housing that complies with Greenheart Exchange's Housing Guidelines. The new housing address must be submitted to Greenheart Exchange within 24 hours of any change of address.

For additional cultural opportunities, Greenheart Exchange suggests that participants join the Greenheart Club at <https://greenheartclub.org>. Through the Greenheart Club participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access resources. Participants can also access the Greenheart Club through the link in the lower righthand corner of their Greenheart Exchange Online (GEO) landing page at <https://geo.greenheart.org/> Participants should also check out the Visit The USA website at <https://www.visittheusa.com>.

Please feel free to attach any other additional information.

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