



## Big Cedar Lodge - Server Assistant

### HOST INFORMATION

**Company Description:**

*Enjoy the summer days in rural Missouri gaining valuable professional experience, as well as unforgettable memories with your American coworkers, local community and International community! The resort also offers you access to the Fitness Center, Associate cafe, Ancient Ozarks Natural History Museum and the Lost Canyon Nature Trail. Each year, Big Cedar Lodge hosts international student from all over the world. Become part of the Big Cedar family!*

*Spend your summer exploring all the fun that Big Cedar Lodge has to offer! The resort is tucked deep in the heart of the Ozark Mountains with a rich history in Native American Culture. Overlooking 43,000-acre Table Rock Lake, Big Cedar Lodge has "quickly matured into the 'Best of the Best' in the region" according to the Wall Street Journal. The Big Cedar team has a genuine focus on creating unforgettable memories for guests while you are surrounded by the beauty of the Ozarks. Big Cedar Lodge is a one-of-a-kind resort dedicated to preserving the preserving the soul of the wilderness, and restoring your soul as well. At Big Cedar Lodge, you can choose to spend your days filled with outdoor adventure or luxurious relaxation. The property is home to seven restaurants, an 18-000 square foot world-class spa, championship golf, more than 40,000 square feet of meeting space, over 20 breathtaking wedding venues, and a 50,000 square foot entertainment center called Fun Mountain.*

**Host Website:** <https://bigcedar.com/>

**Site of Activity:** Big Cedar Lodge

**Parent Account Name:** Big Cedar Lodge

**Host Address:** 190 Top of the Rock Road Ridgedale , Missouri , 65739

**Nearest Major City:** Springfield , Missouri , Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*To assist servers in expediting service to the guest, to serve food from the kitchen in a timely manner, clean and reset tables, stock stations, to cross-train as a Line Runner.*

- 1. Clean and set tables in proper manner.*
- 2. Set trays as required.*
- 3. Replenish all non-alcoholic beverages when needed.*
- 4. Maintain ice supply.*
- 5. Stock side stations with clean and polished flatware and china.*

6. Check off and store dry good supplies.
7. Fold appropriate amount of napkins, stock appropriate linens and take soiled linens to the proper area.
8. Ensure furniture and floors are clean and arranged according to specifications.
9. Remove plates and silverware from tables throughout the meal.
10. Transport and breakdown soiled dishes in proper area.
11. Assist servers during the meal period.
12. Assist in overall cleanliness of restaurant including dining areas and both front and back of house.
13. Be able to lift 50 pounds, climb stairs, and walk/ stand for extended periods of time.
14. When scheduled as a food runner after side work is complete serve food to tables.
15. Attend all department meetings.
16. Cross-train as a Line Runner.
17. Study the restaurant menu and demonstrate knowledge of the menu by taking and passing a menu test.
18. Learn the table numbers and the pivot point for each table in the dining room.
19. Serving food to the tables utilizing the proper mechanics of serving.
17. Will perform other duties as required.

**Typical Schedule:**

The schedule for this position will vary, dependent on restaurant and resort needs.

**Seasonal changes to job duties or available hours:** Yes

Available hours may increase due to holidays or events around the property.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$7.6

**Eligible for Tips:** Yes

Tips are pooled and distributed

**Estimated weekly wages including tips:** \$350

**Bonus:** No

\* All figures above are pre-tax

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

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

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

**Potential fluctuation in hours per week:**

*Increased fluctuation of hours around summer holidays.*

**Average number of hours per week reached by last year's seasonal employees:** 40

**Overtime Policy:**

*Yes, paid after 41 hours*

**Job-Specific Benefits:**

*Discounted meals in staff cafe \$4 or more depending on selection.*

## JOB REQUIREMENTS

**English Level required:**



**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 25lbs/11kgs*

*Description:*

*Regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. Frequently required to climb or balance. Occasionally required to stoop, kneel, crouch, or crawl. Must regularly lift and /or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Other qualifications or conditions*

*Description:*

*While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; fumes or airborne particles; and outside weather conditions. The noise level in the work environment is usually moderate.*

**Job Training required:** Yes

*Length of job training:*

*one week*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: Yes*

*Monday*

*Training requirements:*

*On the job training and ServSafe training will be completed*

***Need to wear uniform: Yes***

*Uniform Policy:*

*Uniform tops are provided, pants and neutral colored tennis shoes must be supplied by you.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

***Dress Code: Yes***

*Description:*

*Guest Service positions require impeccable dress and grooming standards. This includes no hint of smoke and no use of tobacco during work hours. Tattoo and piercing policy applies to this position.*

## CULTURAL OPPORTUNITIES

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

*Potlucks or Dinners, Holiday Events, Movie or Game Nights, Sporting Events, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Shopping Trips*

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

- *Seminar series classes – learn about the American hospitality industry and attend classes taught by Big Cedar Leadership*
- *Attend monthly scheduled trips to local attractions such as movies, shopping, amusement park, man made beach, and more! Shuttle is provided at no cost.*
- *Visit Wonders of Wildlife*

### ***Local Cultural Offering:***

- *Dogwood Canyon Nature Park*
- *SDC Amusement Park – Discount days and Free Days*
- *White Water (Water Park) – Discount days and Free Days*
- *Local theatre/show discount*
- *Tanger Outlet Stores Fourth of July Weekend Sale*
- *Branson Landing Summer Concert Series*
- *J1 Welcome Event*

- Exchange Day Cultural Event
- Farewell Party

## HOUSING AND TRANSPORTATION

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

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

2-4 participants to a room, furnished and utilities included. Overnight guests are not permitted. Rental houses may contain a washer and dryer. For homes that do not contain a washer/dryer we have provided laundry areas. It is the responsibility of all residents to maintain housing in good/clean condition at all times. Basic bedding, linen, towels, light bulbs, mop, broom, dustpan, and vacuum are supplied initially from the Resort and are your responsibility to maintain unless otherwise instructed. Any additional bedding, linens, light bulbs, mop, broom, dustpan, vacuums, or cleaning supplies that you desire to have are your responsibility to purchase. You are responsible for the cleanliness of your own house/room, including laundering your linen. Houses are inspected randomly and often. Shuttle system works similar to American public transit system. Established are 8 stops that will loop on an hourly basis from 5:00AM-1:00AM each day. The loop begins on the hour near the outdoor seating area at the Services Building. This will be the central pick-up and drop-off point for Big Cedar work locations and Rent 20. Guest shuttles will take you to and from your work units from this location. Top of the Rock central drop off point is the Associate Parking Lot. Guest shuttles will take you to and from your work units from this location. At the end of your work shift you will need to call for pick up by the guest shuttle. THIS MUST BE AT LEAST 20 MINUTES BEFORE THE SCHEDULED SHUTTLE TIME to get from your work unit to either the Services Building or the TOR Associate Parking Lot. (Ext. 7888)

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Wi-fi access

Phone Service: Yes

Description:

Big Cedar houses have a landline in the units to contact CIEE and or they can use the phone in our HR department to contact CIEE

Kitchen facilities: Yes

Description:

Big Cedar Housing has onsite kitchens in every unit

Laundry facilities: Yes

Description:

Big Cedar Housing has onsite laundry in most units, other units share onsite laundry no more than 50 yards from their housing.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Houses have rooms that hold 2-4 employees. Basic bedding, linen, towels, light bulbs, mop, broom, dustpan, and vacuum are supplied initially from the Resort and are your responsibility to maintain unless otherwise instructed. Any additional bedding, linens, light bulbs, mop, broom, dustpan, vacuums, or cleaning supplies that you desire to have are your responsibility to purchase. Contact HR regarding any roommate requests prior to arrival.

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$85*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: No*

**Transportation to Worksite:**

*Employer-Provided Transportation*

*Estimated commute time:*

*Employer-Provided Transportation is free of charge*

*Description: Shuttle service is provided during your time with us here at Big Cedar. Established are 8 stops that will loop on an hourly basis from 5:00AM-1:00AM each day.*

## ARRIVAL INFORMATION

**Arrival Instructions:**

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*We recommend that you fly into either Springfield, MO airport (SGF) or Branson, MO airport (BKG) a Big Cedar representative will be waiting for you at Baggage claim. Big Cedar will take associates to the local Walmart to pick up supplies. Please arrive with enough money to support yourself for a couple weeks before you receive your first paycheck. Please plan accordingly.*

*Facebook: Please add the BCL Housing Community group on Facebook. This helps Human Resources keep in contact with all international associates.*

*You MUST email their arrival information to [Rcatron@Big-cedar.com](mailto:Rcatron@Big-cedar.com) and [MMCOx@big-cedar.com](mailto:MMCOx@big-cedar.com) at least 2 WEEKS prior to arrival to the United States. Details about a scheduled pickup will be communicated to you prior to your departure. Please arrange to arrive on a Thursday afternoon between 3p-6p.*

**Suggested Arrival Airport:**

*Springfield, MO, SGF,*

*Branson, MO, BKG,*

**Estimated cost of transportation to worksite from suggested airports:**

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

*Best Western Plus*

*4445 W Chestnut Expy*

*Springfield , 65802*

*<https://www.bestwestern.com>.*

*4177992200*

## TRAINING AND ONBOARDING

### **Pre-Arrival Onboarding:**

### **Social Security Number:**

*Require participants to apply for SSN before arrival at worksite: No*

*Details about how to apply for Social Security Number:*

*Big Cedar will take new associates on a trip to the Social Security office based on arrival dates. You will receive this information prior to arrival to plan accordingly*

*Nearest SSA Office: Springfield , ,*

### **Other:**

*Wage Payment Schedule:*

*You will be paid weekly, We do have a local bank that will come out and set up bank accounts upon arrival. Example: If you arrive on June 4th you will not receive a full one week paycheck until June 19th. Please be sure you come prepared!*

*Meal Plan: Optional*

*Estimated Cost Per Day: \$4*

*Meal Plan Description:*

*The meal of the day is \$4, this includes a protein, starch, veggies. We also provide water and other juices for free!*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups:*

*Grooming Requirements:*

*Visible tattoos are okay No facial piercings Natural colored hair only Facial Hair is okay, must be well groomed*

*Second Job Availability: No, unlikely*

*Applicable Company Policies:*

*Big Cedars roles require all cell phones to be put away unless on breaks or off the clock.*

*No smoking is allowed inside of any building, designated smoking areas only.*

*Students must have open availability and be able to work Holidays and weekends.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Restaurants*

***In Town, Requires Transportation:***

*Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Public Library*

***Unavailable:***

*Internet Cafe*