



Xanterra Yellowstone National Park - Hospitality Crew

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 activities.** 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:

As a part of the Hospitality Crew, you will be placed into a **KITCHEN** or **HOUSEKEEPING JOB.** Jobs will **ONLY** be determined upon your arrival to Yellowstone.

Working in the **KITCHEN** could include **DISHWASHING, CAFETERIA SERVER, FOOD RUNNER, CASHIERING, or PANTRY WORKER.**

DISHWASHERS will wash trays, pots and pans, take dishes from the bussers, scrape food in the trash, and load them to be washed in a machine with scalding hot water. Sometimes you will wash things by hand if they don't fit in the machine.

You will also help take out the garbage, mop kitchen floors, and keep entire kitchen clean. You will clean coolers, kitchen tables, refrigerators and prep-stations.

CAFETERIA, DELI, FAST FOOD or EDR SERVER: You may work in one of our various quick dining restaurants. Serving guests, you will take and deliver food and beverage orders. You will also be expected to clear, clean and reset dining area tables, clean and restock service items, or clean dining area floors. Some restaurants also have Ice Cream, where you will scoop hard ice cream.

In the Employee Dining Room (EDR), your customers are other employees. You may make some of the food you are serving (sandwiches or eggs on the grill, frying French fries and such).

FOOD RUNNER: All dining areas also include FOOD RUNNERS – who bring fresh food (hot or cold) to the Cafeteria serving areas or to Buffet tables in Dining Rooms. This can be large pan of food or individual plates and bowls on a tray (sandwiches, salads, desserts).

CASHIER: As a CASHIER you'll use a cash register to ring up orders, take people's money and give them their change and a receipt. You might also have to wrap or bag their purchase. At the end of a shift, you'll have to count the money in your cash register and compare it with the sales data in the computer. Be careful with your money - although you probably won't get in trouble for occasionally being a few cents short, you could get fired if it happens too often.

PANTRY WORKER: You could end up working in the PANTRY, where you will do a lot of the preparation for the dishes including chopping vegetables, making salads, weighing and mixing ingredients, washing and preparing food, storing food, and more.

All positions will help with BUSSING!

If you are going to work as a HOUSEKEEPER, this is a busy and hardworking job! You will clean guest rooms and/or public areas. Guest rooms may include: bedrooms, toilet/shower area, living area, and deck.

Job duties may include:

- Removing/collecting linens for laundering and transporting them to designated areas
- Cleaning rugs and furniture with a vacuum cleaner
- Dusting furniture and equipment
- Emptying trash cans and cleaning them inside and out. Sorting trash and recyclables
- Cleaning floors with brooms/mops
- Using chemical-based products to clean tubs, sinks, countertops, mirrors, toilets, and shower curtains
- Replenishing trash bags, soaps, bathroom items, and other supplies
- Transporting all trash

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: \$11

Eligible for Tips: No

Estimated weekly wages including tips: \$352

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: 38

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

You need to be able to lift/pull/carry up to 40 pounds(trays and pans of food) and push up to 100 pounds.

Standing for entire shift

Other qualifications or conditions

Description:

Politeness and good Customer Service are expected in all positions. To work in a KITCHEN JOB, upper body strength is VERY important. There is a lot of heavy lifting and moving involved. Excellent English communication is required - speaking and writing. English is very important in this job. You also need excellent hospitality skills. You must be able to work quickly, in a group and independently. Kitchen workers may be required to stand or walk for long periods of time. Kitchen positions vary - see job description above. You may be required to have sanitation and/or knife training. To work in HOUSEKEEPING: Employees can't have allergies to cleaning chemicals or dirt/dust. Face masks will be provided, if needed. Must have the ability to read, write, and understand instructions given in the English language, and understand and respond to verbal instructions given. Housekeeping is a more physical position - standing, walking, bending, lifting, pushing and pulling motions.

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 vinyl or leather - no cloth material.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

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 made s'mores over a bonfire.

However, due to COVID-19, we have had to limit our trips.

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 if there isn't a room available to accommodate you when you arrive. There is a manager on site at each dormitory and security officers available 24 hours. Amenities include: laundry facilities, uniforms, utilities, blankets, and sheets. Please bring your own towel and pillow. 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. ****This price is from the 2021 season and could change for 2022****

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. HR offices have landlines that you can ask to 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 some 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 and some 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 Bozeman the day before your start date, spend the night at a hotel, and be prepared for pick up the next day, on 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 able to give Xanterra employees a discount if they have enough rooms available. It is recommended to book your room sooner rather than later to have a better chance of receiving the discount.

We will coordinate transportation to the social security office in Bozeman to apply for your social security card.

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:

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

Best Western Plus GranTree Inn
1325 N 7th Ave
Bozeman, Montana 59715
bwpbozeman.com
406-587-5261
\$150 to \$200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding:

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:

All employees will either sign up for a Money Network Account or will need to have a U.S. bank account for checks to be direct deposited into. If you plan on using the Money Network Account, please read the pamphlet about it on this site.

Meal Plan: Mandatory

Estimated Cost Per Day: \$15

Meal Plan Description:

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. This price could change for 2022.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

Employees 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. Using your cell phone during work is restricted to certain times and places and breaking this rule could result in documentation from your manager.

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 \$1.11 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. **This could be changing for 2022**

*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.*

You must be prepared for hard, sometimes tiring work. 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.

We are open 7 days a week, all season. You must be available to work nights, holidays, and weekends!

Days off with friends are not guaranteed!! The schedule might change weekly depending on staffing and what your managers need, 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