



## Aramark South Lake Powell - Guest Services Worker - Indoor (Rental Agent)

### HOST INFORMATION

**Company Description:**

Aramark is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world. Aramark has approximately 255,000 employees serving clients in 22 countries. To learn more about Aramark, visit [www.aramark.com](http://www.aramark.com). Are you looking for a memorable summer? Do you want to have the best summer work experience & make some great new friends? If you said "YES!", then Lake Powell Resorts & Marinas is the place for you! Lake Powell is the second largest man-made lake in the US. Wahweap Marina located near Page, Arizona, is the largest marina on Lake Powell. Outside of work, YOU are the one on vacation. Not only can you water-ski, wakeboard, go tubing, rent boats, camp and explore the canyons and parks of the Grand Circle your entire summer, you can do so at a cost that won't hurt your piggy bank. Partaking in these summer adventures with strangers you now call friends is the greatest reward of our employment.

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

**Site of Activity:** Aramark South Lake Powell

**Parent Account Name:** Aramark Leisure

**Host Address:** 100 Lakeshore Drive , PO Box 1597 , Page , Arizona , 86040

**Nearest Major City:** Flagstaff , Arizona , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

Guest Services Workers are the first line of communication for guests choosing to rent a boat. Establish a welcoming atmosphere from the minute a guest arrives at the Boat Rentals Office. Guest Services Workers are attentive and always willing to answer questions and resolve guest issues, make reservations and educate guests on different boat benefits and add-ons in order to up-sell. Be highly knowledgeable about the marina and surrounding areas and act as a useful resource for all guests. This position requires individuals with high attention to detail, the ability to sell, a strong dedication to customer service, and a positive and friendly attitude.

- Greet all guests upon their arrival at the Boat Rentals Office
- Make telephone and in-person boat reservations and check on internet reservations
- Help customers book boats, jet skis, rooms, and other vacation activities.
- Develop a strong knowledge of all products and services offered in order to constantly upsell.
- Ensure all customers renting boats are checked in and out as efficiently as possible and that all required paperwork is completed.
- Handle cash, traveler's checks, and credit cards in a safe and accurate manner
- Diplomatically handle guest complaints always be polite and maintain a professional manner
- Moderate to heavy cleaning activities to maintain the space will be required. Some cleaning activities may involve bending, squatting, and/or the use of chemicals

**Typical Schedule:**

7 day a week operation. 7am to 4pm. students should expect a 5 day work week.

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

Weekly hours will be different due to changes in the operating season

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$14

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$384

**Bonus:** Yes

Students are eligible for Seasonal Employee Incentive Program. \$150

\* All figures above are pre-tax

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

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

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

**Potential fluctuation in hours per week:**

Hours may vary based upon staffing levels and business needs

**Average number of hours per week reached by last year's seasonal employees:** 32

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Students may use the employee dining room which is open for lunch and dinner. The cost per meal is approximately \$5 - \$8 and may be paid for by way of payroll deduction.

## JOB REQUIREMENTS

**English Level required:**



*Upper-Intermediate*

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

Description:

On feet all day occasionally lifting 5-10 kg and using standard office equipment. Work is indoors but may require some outdoor work to assist guests on the docks. Exposure to cleaning chemicals to keep work area clean.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Other qualifications or conditions

Description:

Advanced English required. Previous hospitality and sales experience preferred. Computer literate in MS Office A high attention to detail, ability to sell, a strong dedication to customer service and a positive and friendly attitude. Please be aware this area experiences EXTREME HEAT and summer conditions. This includes temperatures up to 110 degrees fahrenheit (43 degree celsius).

**Job Training required:** Yes

Length of job training:

Job specific training depends on position.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

**Need to wear uniform:** Yes

Uniform Policy:

Students will be emailed uniform requirements prior to arrival. Bring comfortable nonskid closed-toe shoes. Uniform shirts are provided for most positions; check with your supervisor or manager if there are specific requirements for your area.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

*Dress in the appropriate clean and pressed uniform and present a clean and neat appearance. Hair must be clean, combed and well groomed; no extreme styles or colors. Clean shaven appearance is required unless a beard has previously been grown. Beard length may not exceed 5cm. Jewelry must be conservative, appropriate to working attire and not conflict with job related safety standards. Visible body piercing, with the exception of ears is unacceptable.*

## CULTURAL OPPORTUNITIES

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

*Karaoke Nights or Talent Shows, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Holiday Events, Trips to Nearby/Major Attractions, Trips to Major City, Shopping Trips, Movie or Game Nights, Company Parties*

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

*Recreation calendars are created with weekly events. Students can visit National Parks, attend movie nights, game nights, wildlife tours, shopping trips, and sports tournaments! Lake Powell Olympics is an annual event where employees compete in fun games, win prizes and enjoy free food and music!*

### **Local Cultural Offering:**

*Lake Powell offers access to recreation activities not only at the lake but all over the West. Employees receive houseboat and powerboat rental incentives, free kayaks, and access to beaches. Located just a few hours from national parks, you can explore someplace new each weekend.*

## 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:**

*Dormitory rooms are shared with one other person. Students can bring personal items such as music, books, and special foods but should keep in mind that space is limited in a shared dorm room. If desired they can bring a laptop computer, as limited access to wireless internet is available around property. Employees may also purchase their own mini fridge for use in their dorm room. Housing Address: PO BOX 4690 Page, AZ 86040 Smoking is prohibited inside Employee Housing. Smoking is only allowed in designated areas. At no point in time are Tenants allowed to smoke in guest areas on property or where they may be visible to guests. Designated areas are at least 25 feet from any building entrances, air intake ducts, windows, and/or bay doors. All cigarette butts must be disposed of in the appropriate trash receptacles and not tossed on the ground. It is illegal for any tobacco product (including cigarettes, cigars and e-cigarettes) to be sold to anyone under 21. In accordance with this legislation, Tenants who are 21 years of age may smoke in designated areas. Tenants who are under 21 may neither possess nor use tobacco in the Housing area or on Aramark managed properties. It is illegal for those of legal age to purchase or provide tobacco products for those under the age of 21. Distribution, sale or providing tobacco to minors is expressly prohibited. Failure to follow these guidelines will result in disciplinary actions and possible loss of housing privileges.*

**Lease Agreement:** *Yes*

### **Onsite Amenities:**

*WiFi: Yes*

*Description:*

*WiFi internet is not available in the dorm rooms. It is only accessible in the Recreation Center or other public areas such as the resort lodge.*

*Phone Service: Yes*

*Description:*

*Students will be able to utilize cell service or use the landline phone in the Human Resources office or in the work department office to contact CIEE.*

*Kitchen facilities: Yes*

*Description:*

*There is a shared kitchen area to use in the Recreation Center.*

*Laundry facilities: Yes*

*Description:*

*Laundry facilities are available in the recreation center. Participants must provide their own laundry detergent.*

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

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 2*

*Suggested Occupancy Per Room: 2*

*Rooming Arrangement Description:*

*Rooms may be co-ed if requested by both participants in advance. Please note that no single housing options are available. To reserve your room or to submit a roommate request please email [lphousing@aramark.com](mailto:lphousing@aramark.com) as soon as possible, but no later than 2 weeks prior to your arrival. Please note that requests are granted on a first come first serve basis and cannot be guaranteed.*

***Provided Housing Cost:***

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$32.5*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$120*

*Description:*

*A refundable \$120 housing deposit is required by payroll deduction.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Deposit is refundable as long as there is no damage to the room and the room is cleaned upon a scheduled check-out.*

*Details About Deposit Refund:*

*Security deposits will be returned by way of payroll deduction. The timing of this return is dependent upon the check out date. Failure to properly check out may result in a loss of deposit.*

***Transportation to Worksite:***

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: Employees can walk down the hill to the resort to access their work site.*

*Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: The resort shuttle runs every half hour, starting at 9:00 am. The last resort loop will be at 5:30 pm. Resort*

transportation outside of these hours is not provided and participants may be required to walk to/from their work site.

## ARRIVAL INFORMATION

### **Arrival Instructions:**

All WAT students must arrive in Page, AZ prior to their start date. All start dates are on Thursdays. Aramark will provide shuttle pick-up from the Page airport, on Mondays, Tuesdays, and Wednesdays prior to the start date as needed. The Shuttle will be free for you to ride. Prior sign-up will be required by emailing [lphr@aramark.com](mailto:lphr@aramark.com). Aramark will not provide transportation from any location other than Page.

**Air Travel:** Travel from your home country to Phoenix, AZ, then book your flight to Page, AZ (PGA) separately for Monday, Tuesday, or Wednesday via the Contour Airlines website. <https://contourairlines.com/en>. If you try to book from your home country to Page, AZ, you will get no results.

Please do not book air travel to Las Vegas, as there is no flight to Page from Las Vegas. We only provide shuttle service from the Page Municipal Airport to our location Lake Powell Resorts and Marinas.

### **Suggested Arrival Airport:**

Page Municipal Airport, PGA, Less than 10 miles

**Estimated cost of transportation to worksite from suggested airports:** \$0 to \$25

### **If arriving after regular hours:**

#### **Suggested After-Hours Accommodation:**

America's Best Value Inn  
75 South 7th Avenue  
Page, Arizona 86040  
\$100 to \$150

Clarion Inn  
751 S Navajo Blvd.  
Page, Arizona 86040  
\$100 to \$150

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** No

### **Social Security Number:**

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

Details about how to apply for Social Security Number:

Lake Powell will schedule weekly trips and provide transportation to the Social Security office approximately 14 days after a student arrives on the property. Students will be scheduled for these trips based on the earliest arrival date and scheduling needs for each department. The Human Resources office will assist students in filling out the application ahead of time.

Nearest SSA Office: Flagstaff, Arizona, Over 50 miles

**Other:**

*Wage Payment Schedule:*

*Participants are paid bi-weekly and can choose to sign up for a direct deposit or a pay card. Students will receive a paper check until they set up a bank account. We recommend setting up a US bank account prior to arrival in Page.*

*Meal Plan: Optional*

*Estimated Cost Per Day: \$13*

*Meal Plan Description:*

*Employees may swipe their employee ID cards in the Employee Dining Room as payment for meals. The cost of the meal is then deducted via payroll. Lunch or dinner meals cost approximately \$6-\$7.*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Dress in the appropriate clean and pressed uniform and present a clean and neat appearance. Hair must be clean, combed and well groomed; no extreme styles or colors. No dreadlocks. Clean shaven appearance is required unless a beard has previously been grown. Beard length may not exceed 5cm. Jewelry must be conservative, in good taste, appropriate to working attire, and not conflict with job-related safety standards. Visible body piercing, with the exception of ears, is unacceptable.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Students can get a second job in town once they obtain a social security card, however, the scheduling of associates will not be based around a second job. Second jobs will only be found off property and free shuttle services will not be provided.*

*Please be aware this area experiences EXTREME HEAT and summer conditions. This includes temperatures up to 110 degrees Fahrenheit (43 degrees Celsius). We do experience sunny days and clear blue skies which allows time to enjoy the lake and the beauty of the surrounding areas.*

*Additionally, this area is considered remote, there is a taxi service and airport, but these are the only forms of public transportation in the area. Wi-Fi is not available in the dorms and may only be accessed in the Recreation Center or in other public places on property such as the resort.*

## COMMUNITY AMENITIES

***Walking Distance from Housing:***

*Restaurants, Fitness Center, Internet Cafe*

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

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

