

Old Forge Enchanted Forest Water Park - Food Service Team Member

HOST INFORMATION

Company Description:

Enchanted Forest Water Safari is New York Largest Water Theme Park with over 50 rides and attractions, including 33 heated water rides! Our mission is to provide our guests with quality family entertainment that is both affordable and enjoyable for all, with unprecedented value and guest service as our main goals. Our job is to sell fun, and we aim to provide a fun and inclusive working environment for all of our team members!

Our water theme park is located in Old Forge, New York which is right in the heart of the Adirondack Mountains - a very popular tourist destination all year round! The scenery is beautiful as we are surrounded by mountains, lakes and nature. The summer temperatures are typically between 70-80 degrees Fahrenheit, however, since we are located in the mountains, it does tend to get cooler at night.

We have a variety of fun job opportunities such as Water Ride Operator, Amusement Ride Operator, Food Service, Retail Cashier, Grounds Crew and Facilities Attendant. One of the best perks of our jobs is that you get to spend your time outside interacting with hundreds of guests every day! Every day is different, new and exciting!

Host Website: <https://www.watersafari.com/>

Site of Activity: Old Forge Enchanted Forest Water Park

Parent Account Name: Old Forge Properties

Host Address: 3183 State Route 28 Old Forge , New York , 13420

Nearest Major City: Utica , New York , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

You will be responsible for serving food orders to guests, working a cash register and handling American money, food preparation, cooking, cleaning, presentation and sales. A top priority is excellent English abilities and to be comfortable and willing to learn to work with American money. You will be encouraged to increase sales by suggestive selling (upselling) product.

You must have excellent English speaking ability. You must be able to understand and follow our cash handling and food handling procedures. You must be honest and friendly. You must be able to work independently as well as part of a team. You must follow safety rules, be on time to work, and work well with your co-workers. Must be very motivated, friendly, have a positive attitude, outgoing and demonstrate a good work ethic. Must be able to work individually or on a team. Must be reliable in attendance and punctuality.

All employees may be asked to fill in at different positions at Water Safari as business needs require. Must be flexible and work when and where you are needed. All positions require team members to assist in keeping the park clean. This may include, but is not limited to, sweeping, mopping, dusting, polishing, washing, skimming, etc. All team members are expected to assist with these functions.

Please know that during times of slow business, whether or not due to inclement weather, your hours may be reduced. 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. We cannot guarantee that you will get the same schedule/shifts every week. In addition to inclement weather being a reason for hours being reduced, frequent disregard for company policies (I.E. constant tardiness) can also result in a reduction of hours.

SECOND JOBS: Second jobs outside of our companies are allowed, provided they are communicated to us and CIEE and get approved. HOWEVER, your second job is your second priority. YOU MUST SCHEDULE YOUR SECOND JOB AROUND YOUR JOB(S) WITH US. WE WILL NOT CHANGE YOUR SCHEDULE TO ACCOMMODATE YOUR SECOND JOB. If you are approved through CIEE for a second job within our companies, please note that it's possible that your hours will get reduced (before they are reduced for someone who has that position as their first job). This is NOT always the case, but could happen for reasons such as inclement weather, slow business or frequent disregard for company policies (I.E. constant attendance issues).

Please note that our dates are firm. Please do not accept any of our offers if you intend on leaving before Labor Day, the 4th of September 2023.

Typical Schedule:

Shift start times vary between 8am - 12pm. Shift end times vary between 3:30pm - 7pm. Scheduled days will vary each week.

Seasonal changes to job duties or available hours: Yes

Students will get the most hours in July & August. Students will get the least amount of hours in June & September. May be asked to work in other areas when/if needed.

Drug Test required: No

COMPENSATION

Hourly Wage: \$14.2

Eligible for Tips: No

Estimated weekly wages including tips: \$455

Bonus: No

* 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:

Please know that during times of slow business, whether or not due to inclement weather, your hours may be reduced. The schedule might change weekly and you must be prepared to work accordingly.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Team Members will receive a discount in both our gift shops and food stands.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Employees may be required to lift, push, pull or carry objects up to 50lbs on a repeated basis.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

All workers will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, and stooping or bending. These activities often also require considerable use of the arms and legs. •Employees will be required to stand or walk for long periods of time. •Must be able to work continuously in an indoor, humid or hot environment without air-conditioning. •Some employees will be required to work outdoors with exposure to a variety of weather conditions such as rain, cold temperatures, direct sunlight or high heat and humidity. •All Food and Beverage employees may be moved between Food and Beverage areas as needed. By accepting this position, employee is confirming that he/she is able to safely perform the essential functions of the job.

Job Training required: Yes

Length of job training:

Continuous training will be provided on the job.

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: Yes

Monday
Tuesday

Training requirements:

You must attend an orientation/training session before you begin work (this will take place on the 12th and/or 13th of June and you will be compensated for your time). You must be able to pay attention all the time, follow safety rules, be on time to work and work well with our guests and other workers. Customer service skills and safety are the top priorities.

Need to wear uniform: Yes

Uniform Policy:

Employer will provide 2 polo uniform shirts. Students must wear closed toe and closed heel footwear (sneakers). Students must wear plain beige or plain navy/dark blue shorts or pants (no designs, logos or emblems, absolutely no denim). Be prepared to work outside in all weather conditions so plan on dressing appropriately. A solid navy blue, black or gray sweatshirt or jacket may be worn when weather permits. We recommend that you wear a belt and a watch. Must wear a hat or hair net.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

You are representing our business therefore we need you to look professional. Uniforms must be clean and presentable, shirts must be tucked in. Team Members are responsible for washing their own uniforms. Team members must shower daily to be clean and presentable. No extreme facial piercings, no offensive visible tattoos. No unnatural hair colors or styles. Use of antiperspirant/deodorant is strongly encouraged.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Trips to Major City, Shopping Trips, Company Parties

Additional Details about Cultural Offerings:

Culturaltrips vary by the year and are subject to change. Past options include:

- Destiny USA Mall & Entertainment Center
- Waterloo Outlet Mall
- Niagara Falls

Local Cultural Offering:

Old Forge is a small town, but with a lot to do!

We are located on the Fulton Chain of Lakes, a popular location for swimming and boating. There are town celebrations for both the 4th of July and Labor Day weekend, including fireworks, raffles & a craft fair.

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:

Employee housing is shared/dorm-style housing with 12-14 students per house, and 2-3 students per bedroom. All students are provided with bed linens and a starting supply of paper products and cleaning supplies. Houses are fully furnished and have a living room/common area, shared bathrooms, and a full kitchen with stove/oven, microwave, refrigerator, plates, pots/pans and utensils. All houses have cable TV and WiFi. Housing rent is deducted from your paycheck weekly. A \$310 refundable deposit is due upon move in (cash/American currency only). You will receive your deposit back upon check-out provided that you have worked out your contract, nothing is broken or damaged, the house is clean, and all conditions of the housing agreement are met.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Free WiFi is available in all employee housing.

Phone Service: Yes

Description:

Most large cell phone carriers have cellular service in our area. Students are also able to use a landline phone in the Water Safari office during operating hours.

Kitchen facilities: Yes

Description:

All houses have full kitchens.

Laundry facilities: Yes

Description:

Houses have coin-operated washers and dryers.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 2 - 3

Rooming Arrangement Description:

All houses are co-ed. Bedrooms will NOT be co-ed unless specifically requested by the two students.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$78

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$310

Description:

A refundable \$310 housing deposit must be paid upon check-in. We can only accept cash/American currency. No credit cards accepted for this.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

The housing deposit is refundable upon check out if you have worked through your contracted end date, nothing is broken/damaged and all conditions of the housing agreement are met. If you lose your housing key, there will be a \$10 key replacement fee deducted from your check.

Details About Deposit Refund:

Your deposit will be returned as you check out of your house (when you are leaving Old Forge) in cash.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Housing is located on site.

ARRIVAL INFORMATION

Arrival Instructions:

Please read below carefully to view acceptable travel dates and times. You will receive a welcome e-mail upon hiring that will have a link to a Google Document. All travel information must be entered into that Google Document by the deadline that is given in the e-mail.

Please note, there is NO PUBLIC TRANSPORTATION into our out of Old Forge. We will provide transportation from the Airport or Train/Bus Station to Old Forge. Once we have everyone's arrival information, we will send you an e-mail to let you know what time our driver will pick you up.

Acceptable Arrival Dates:

- Thursday June 8th between 8am - 4pm
- Friday June 9th between 8am - 4pm
- Saturday June 10th 8am - 4pm

All students must arrive by Saturday June 10th and attend mandatory training on Monday June 12th and/or Tuesday June 13th.

We are only able to provide transportation to Old Forge on the above dates and times. DO NOT arrive on Sunday June 11th - we will not be able to provide transportation on that date. If you arrive after 4pm, you will need to stay at a hotel at your own expense and we will pick you up the next day.

Where to Arrive:

You can arrive at one of the following locations:

1. Syracuse Hancock International Airport (SYR) - 1000 Col Eileen Collins Blvd, Syracuse, NY 13212
2. William F. Walsh Regional Transportation Center Syracuse—131 Alliance Bank Parkway, Syracuse, NY 13208 (Train/Bus Station)

3. Utica Union Station—321 Main St, Utica, NY 13501 (Train/Bus Station)

If you fly into NYC (JFK Airport), you will need to take a train or bus to Syracuse, NY or Utica, NY. We ONLY will transport from Syracuse or Utica. We will NOT transport from Albany or NYC.

Syracuse, NY is about 2 hours from Old Forge and Utica, NY is about 1 hour from Old Forge. We recommend arriving to Utica, NY as it is closest to our location.

Within the first couple of weeks, we will coordinate trips to Utica, NY so that you can go to the Social Security office.

Departure Information:

Acceptable Departure Dates:

- Wednesday September 6th between 8am - 4pm
- Thursday September 7th between 8am - 4pm
- Friday September 8th between 8am - 2pm

All students must leave housing by Friday September 8th, no later than 2pm. (Unless you have been hired to work later into September) Do not plan your departure for Tuesday September 5th as your final paycheck WILL NOT be ready. The first week of September is typically the best time to schedule cultural trips; therefore, most students prefer to leave later in the week.

Aside from training, your first official day of work will be on or about June 15th and your last day of work will be September 5th. (Unless you have specifically been hired to start earlier, or end later). Please do not accept a position with our company if you cannot work these dates.

Suggested Arrival Airport:

Syracuse Hancock International Airport, SYR, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Days Inn

150 North Genesee Street

Utica , New York 13502

<https://www.wyndhamhotels.com/days-inn/utica-new-york/days-inn-utica/overview>

315-797-8743

\$75 to \$100

Super 8 Motel

421 7th North Street

Liverpool , New York 13088

[https://www.wyndhamhotels.com/hotels/liverpool-new-york?](https://www.wyndhamhotels.com/hotels/liverpool-new-york?brand_id=SE&tel=8005360719&iata=00093763&id=PS:SE:20180916:GGL:TM:SEUS:Exact_Liverpool_MC&gclid=EAlaIqobChMIwdzFqozd5AIVwkPTCh1K_QT0EAAYAAEglgufD_BwE&gclidsrc=aw.ds)

[brand_id=SE&tel=8005360719&iata=00093763&id=PS:SE:20180916:GGL:TM:SEUS:Exact_Liverpool_MC&gclid=EAlaIqobChMIwdzFqozd5AIVwkPTCh1K_QT0EAAYAAEglgufD_BwE&gclidsrc=aw.ds](https://www.wyndhamhotels.com/hotels/liverpool-new-york?brand_id=SE&tel=8005360719&iata=00093763&id=PS:SE:20180916:GGL:TM:SEUS:Exact_Liverpool_MC&gclid=EAlaIqobChMIwdzFqozd5AIVwkPTCh1K_QT0EAAYAAEglgufD_BwE&gclidsrc=aw.ds)

315-451-8888

\$75 to \$100

Syracuse Days Inn

6609 Thompson Road

Syracuse , New York 13206

<https://www.wyndhamhotels.com/days-inn/syracuse-new-york/days-inn-syracuse/overview>

\$75 to \$100

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:

We will send you a social security application that we will ask you to complete before you arrive. After you arrive, we will coordinate trips to the social security office.

Nearest SSA Office: Utica , New York , Over 50 miles

Other:

Wage Payment Schedule:

Pay day is weekly - every Friday. You can choose to receive a paper check or direct deposit to your bank.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

We do not allow offensive visible tattoos, facial piercings, extreme hair cuts or colors (hair must be a natural color - not purple, green, blue, etc.). Please refer to employee handbook upon hiring for more information.

Second Job Availability: Yes, likely

Applicable Company Policies:

Use of Electronics:

We do not allow the use of cellphones, music players/earbuds/headphones, or any personal electronic devices while in uniform (whether you are working or not).

Smoking Policy:

Water Safari Resort is a smoke-free environment. Employees may smoke in the designated Team Member break area. All employee houses are smoke free - students make smoke outside the house, but must pick up all cigarette butts off the ground and use the receptacles provided.

Time-Off Requests:

Schedules are posted every Saturday for the upcoming week (Monday through Sunday). All time off requests must be submitted at least 2 weeks in advance to be considered. Although we make every effort to accommodate time off requests, due to the nature of our business, weekend days are often difficult to approve.

Second Jobs:

Your first job with us is your priority. We have regular opportunities for second jobs within our company, but the scheduling for your primary position comes first.

Drug/Alcohol Policy:

We have a zero tolerance policy for the use of any drugs or alcohol before reporting to work, during work or on company property.

Uniform Requirements:

Students are given uniforms shirts upon arrival. You must provide your own shorts or pants that are navy blue or tan/khaki. Shorts must have at least a 3-inch inseam and may not be black, denim or have any logos, stripes, or designs on them. Shirts must be tucked in at all times.

Please refer to employee handbook for more information.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library, Drug Store/Pharmacy

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library, Drug Store/Pharmacy

Unavailable:

Shopping Mall