



WORK & TRAVEL USA

## Xanterra Yellowstone National Park - Server Assistant

### 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 **1,000 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.**

**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:**

Server Assistants are required to perform various duties:

- + Provide excellent guest service in our restaurants
- + Serve and refill drinks for guests, setting and clearing tables. Meeting the service, sanitation, safety and environmental company standards
- + Carry dirty dishes from the dining room to the kitchen dish drop, scrape plates, empty glasses, and assist with washing if needed
- + Empty garbage, including separating compostable and non-compostable items in the bins provided
- + Maintain service areas in a clean, organized, and well stocked manner
- + Assist Servers upon request
- + Knowledge of menu items for guest questions
- + Maintain appearance and uniform standards
- + Be a positive team worker
- + Declare 100% of cash tips you receive.

#### **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.*

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

*During June, July, and part of August, the available hours typically go down; I recommend enjoying the park during this time. In May, September, and October, the available hours typically increases.*

**Drug Test required:** *Yes*

## COMPENSATION

**Hourly Wage:** *\$8*

**Eligible for Tips:** *Yes*

*Tipping standard in the U.S. is typically 15% - 20% for each bill.*

**Estimated weekly wages including tips:** *\$440*

**Bonus:** *No*

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** *34*

**Estimated minimum number of hours per week:** *30*

**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:** *36*

**Overtime Policy:**

*Yes, paid after 40 hours*

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** *No*

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Heavy lifting, standing and walking for long periods including bending and reaching. Operational hours are typically from 6:00am thru 10:00pm. Shifts will vary from morning to evening, and may go late into the night or start very early in the morning.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

The ability to lift, balance and carry beverage trays and large dining room food trays. Must be able to lift and carry up to 14kg. Must be able to walk, bend, stretch and reach for long periods of time. Must be able to comfortably interact with guests, co-workers and supervisors. Must have a calm and pleasant demeanor even when working under pressure. ++ In May and especially September, you may have some 6 day work weeks. This varies by location and restaurant. ++

**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 be vinyl or leather - no cloth material.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

**Description:**

All employees must be in proper uniform during their work shift.

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

Shopping Trips, 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, Sports Tournaments

**Additional Details about Cultural Offerings:**

Each village has a recreation office that organizes hikes, trips, and other activities. The housing offices at each village plan activities and events for the dorm residents such as movie nights, trivia, and karaoke.

**Local Cultural Offering:**

Yellowstone has multiple gateway towns in both Montana and Wyoming where students will have the opportunity to experience life in the West. From horseback riding and white water rafting to rodeos and museums, there's something for everyone to enjoy!

## 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 4 employees per room, depending on the size, with a community bathroom down the hall. Quiet hours in all employee housing are from 10:00 p.m. to 7:00 a.m., but there are some dorms which are fulltime quiet dorms. All employees must be respectful of other residents regardless of what time of day it is, and continued or excessive dorm issues can result in documentation up to and including termination from your job. 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 with Residence Coordinators 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. Room & board costs are based on HOURS WORKED, not per day. At 56+ hours over two weeks, you will pay the full amount for a 2 week pay period - about \$220.00 plus taxes (about \$110/week). Less than 56 hours for two weeks, you are prorated on housing & food costs. **\*\*This price is from the 2023 season and could change for 2024\*\*** **\*\*The attached housing agreement is from 2022 and changes may be made for 2024.\*\***

**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 of wilderness.

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 on occasion.

*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: \$110*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: No*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: 15 to 30 minutes*

*Description: Dormitory is within walking distance of work site. Some villages have longer walks than others.*

## ARRIVAL INFORMATION

**Arrival Instructions:**

*Xanterra will pick you up from Bozeman, MT on a bus just for new employees. The Yellowstone bus will pick you up on your start date, which will either be a Tuesday or Thursday in May and June, or a Tuesday in July and August.*

*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!***

*The bus will bring you to Gardiner, Montana where our Human Resources office is for new employee check-in. Even if you offer to take a taxi to Gardiner at your own expense it will cost hundreds of US dollars and you won't be allowed to check-in.*

**YOU CANNOT CHECK-IN TO HOUSING BEFORE YOUR DS 2019 START DATE!**

*We will pick you up at a specific hotel location. **You MUST be prepared to arrive in Bozeman the day BEFORE your start date, spend the night at a hotel in Bozeman, Montana, and be prepared for pick-up the next day, on your start date.***

**We recommend that you book your hotel at Best Western Plus GranTree Inn.** It is recommended to book your room sooner rather than later. Hotel prices continue to get more expensive every year, so it is strongly recommended that you book as soon as possible.

We will all go to the social security office together on your start date 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:**

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:** Yes

Everyone is required to apply on <https://www.xanterrajobs.com/main/yellowstone-national-park/home> following the instructions sent via email.

After you've applied, you'll receive an email with your offer information, please make sure the information is all correct. You'll also get an email about your employee details form, which you need to fill out. After you've filled out the employee details form, there are onboarding tasks you need to complete before you arrive in Bozeman.

Steps for onboarding:

1. Apply at <https://www.xanterrajobs.com/main/yellowstone-national-park/home>
2. Complete employee details form
3. Complete CloudSuite tasks

**If you do not apply online within two weeks of your interview, your job offer will be considered for cancelation.** You also **MUST** complete your employee details form as soon as possible after you receive your job offer, or you cannot be an official employee and your job offer will be considered for cancelation.

**Social Security Number:**

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

Details about how to apply for Social Security Number:

As long as you arrive on time for your start date, we will bring you to the social security office and assist you in applying for your social security card.

Nearest SSA Office: Bozeman , Montana , Over 50 miles

**Other:**

*Wage Payment Schedule:*

*You will choose between direct deposit (U.S. bank account with a U.S. routing and account number) or opening a Money Network Account for their paychecks to be sent to. If you want to open a U.S. bank account, do that BEFORE your start date.*

*Meal Plan: Mandatory*

*Estimated Cost Per Day: \$15*

*Meal Plan Description:*

*Meals are part of the room and board fee and are deducted from your paycheck. You'll pay no more than \$110 per week for room & board. \*\*This price is based on 2023 summer, & could increase for 2024.*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Employees must be neatly groomed, clean, and professional in appearance. Visible piercing and tattoo policies vary per lodge and could impact what position you are able to have. Hair that is dyed an unnatural color (pink, blue, green, etc.) is up to the discretion of the management team, and may impact what position you are able to have. Jewelry should be professional in style and size and not excessive. This is also dependent on your job and safety policies.*

*Second Job Availability: No, unlikely*

*Applicable Company Policies:*

*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 is a mandatory deduction for the park medical clinics. The cost in 2022 was about \$1.15 per day (could change for 2024). 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 each day - breakfast, lunch and dinner. All employees must pay for the full plan unless they are approved for a medical accommodation to be removed from the meal plan.*

*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 and follow procedure for calling in.**

*A full list of expectations and policies will be provided once offered a position.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Post Office, Restaurants*

***Walking Distance from Housing:***

*Fitness Center*

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

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

***Unavailable:***

*Internet Cafe*