



## Aramark Sports and Ent Minute Maid Park - Server

### HOST INFORMATION

**Company Description:**

The home of MLB's Houston Astros is located in Houston, Texas. Aramark provides food and beverage services for concessions, premium clubs and suites, non-event day catering as well as team dining in the clubhouse. The stadium opened in 2000 and has hosted home games for 4 World Series, and the Houston Astros holds the title of 2017 World Series Champions. Minute Maid Park is also known as a special event destination hosting a multitude of events ranging from mega concerts, boxing matches, a cricket tournament, and social events.

**LOCALE:** Houston has become a global city, with strengths in culture, medicine, and research. The city has a large and growing international community and is the most diverse metropolitan area in Texas.

**SEASONAL ACTIVITIES:**

- Houston is a just one-hour drive from Galveston Bay, and surrounding Gulf Coast beaches
- NASA Space Center
- Catch free shows at Miller Outdoor Theater
- Head to San Antonio – have a meal at the Riverwalk and head over to learn about the Alamo
- Prime shopping in the Galleria

**STAFF PERKS:**

- FREE Housing!
- Proximity to other Aramark properties: NRG Park, Cynthia Mitchell Woods Pavilion, Whataburger Field and Constellation Field - an upbeat and high energy sports and entertainment environment
- Houston's culinary scene has exploded in recent years – proximity to and availability of a wide variety of cuisines is a big bonus for someone starting out in the food and beverage industry!

**Host Website:** <https://www.aramark.com/industries/sports-entertainment/stadiums-arenas>

**Site of Activity:** Aramark Sports and Ent Minute Maid Park

**Parent Account Name:** Aramark Sports and Entertainment

**Host Address:** 1800 Congress St. Houston , Texas , 77002

**Nearest Major City:** Houston , Texas , Less than 10 miles away

### PLACEMENT INFORMATION

**Job Description:**

Serving others prepares you to lead others. As a Server on our team, you'll master the art of creating an awesome customer experience.

*You'll be responsible for taking orders, serving food and drinks, and making unforgettable memories with guests. Our Servers love to keep our guests satisfied and are problem-solvers at heart. By focusing on ways to better the customer experience, you'll be able to refine your leadership skills and open new doors for your career. Start your journey with us and pursue what matters to you.*

#### **JOB RESPONSIBILITIES**

- Serves food and beverage to guests according to guests orders and/or banquet menu
- Maintains knowledge of menu items and all other offerings
- Maintains appearance and cleanliness of food service areas during event
- Replenishes food and beverage product
- Adheres to all alcohol service policies and safe drinking guidelines including checking guests' identification
- Provides excellent customer service, anticipating guests' needs
- Breaks down and cleans/sanitizes food service areas, workstations, and equipment
- Maintains a positive demeanor towards guests, customers, clients, co-workers, etc.
- Adheres to Aramark safety policies and procedures including proper food safety and sanitation
- Ensures security of company assets

#### **Typical Schedule:**

*Schedule is event base. If a baseball game starts at 7pm your shift will start at 3:30pm and end around 10:30pm. Games are Monday - Sunday Schedule could be early mornings to late evening.*

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

*Depending on the event start time, will depend on your schedule time. Depending on Operations needs, you may be assigned to a different job duty. (Example: Cashier, Steward, Cook, Barback, etc...)*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$12

**Eligible for Tips:** No

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

**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:**

*Hours will vary depending on the Houston Astros Baseball Games. You will be working every baseball at Minute Maid Park. If we have any other events, you will be working on those events as well.*

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Before the start of your shift, Aramark will provide a FREE employee meal. Examples of a meal: Hotdogs Hamburgers Nachos Chicken Tenders You will also get a 30% discount at the Astro's Store!

## JOB REQUIREMENTS

**English Level required:**



**Upper-Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Requires occasional lifting, carrying, pushing, pulling of up to 25 lbs.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Other qualifications or conditions

Description:

The stadium's roof may be open occasionally on game days, which causes some of the working areas hotter than other areas.  
Demonstrates excellent customer service skills

**Job Training required:** Yes

Length of job training:

1 day

Hours per week during training period: 8

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Must be able to obtain food safety certification (Aramark will provide this at no charge) Must be able to obtain a TABC (Texas Alcohol Beverage Commission) certifications (Aramark will provide this at no charge)

**Need to wear uniform:** Yes

*Uniform Policy:*

*Aramark shirt (Aramark will provide this at NO charge) Astro's Baseball Hat (Aramark will provide this at NO charge) Solid black pants (no jeans or leggings) Solid black Slip resistant shoes (On your first day, you will be able to order a pair of shoes for free, but until your shoes come in, you will need to provide your own shoes)*

*Cost of uniform:* \$0

*Uniform laundry:* Participant responsibility

**Dress Code:** Yes

*Description:*

*Employees must present a neat and clean appearance with no strong smells, including due to perfume, cologne or body odor. Jewelry should be kept minimum. Shirts must be tucked in.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Sporting Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community*

**Additional Details about Cultural Offerings:**

*\* Every month the Astros recognize an Aramark Employee. If you are picked, you will receive 2 free baseball tickets and you will be on the big screen during a baseball game.*

*\*Get to know your Country. We will share photos of your culture on our HR board. (You can bring photos or email me the photos).*

**Local Cultural Offering:**

*Day 1 of work, you will be provided with a Houston Relocation & Newcomer Guide. This guide has some really great information regarding Houston.*

## 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:**

*Aramark will provide a list of local housing options to all participants. Each housing option will be filled on a first come/first serve basis, but there will be enough space for all participants who choose to use an Aramark provided housing resource. Participants will be provided instructions on how to secure housing and will need to follow all instructions and related deadlines to successfully secure housing. Participants may also choose to find alternative housing but it will be critical to vet that housing with Aramark prior to signing a contract or making a deposit payment to make sure the housing and transportation are both safe and attainable. Information on housing deposit amount and additional utilities costs are currently not available in this profile, but will vary by location. Participants should be ready to pay a housing deposit per the instructions provided on how to secure your housing resource. In many cases, participants may also have to pay for monthly utilities including electric, gas, water, etc. Participants should also be ready to sign a housing agreement or lease if required.*

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

varies by location - additional information to come

Phone Service: Yes

Description:

varies by location - additional information to come

Kitchen facilities: Yes

Description:

varies by location - additional information to come

Laundry facilities: No

Description:

varies by location - additional information to come participants may have laundry on site or may have to use a nearby laundromat

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Housing is filled on a first come/first serve basis. Your housing provider will do their best to accommodate requests, but these are not guaranteed.

**Provided Housing Cost:**

Required to Pay for Provided Housing: No

Utilities Costs: No

Housing Deposit: No

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: additional information to come walking dependent on location of housing

Biking

Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: Yes

Bicycles are not provided: No

Bicycles are available to rent: No

Estimated cost: \$

*Description: housing comes with complimentary bikes*

*Local Bus, Subway or Train*

*Estimated commute time: 15 to 30 minutes*

*Estimated cost: \$5*

*Total: No Per Day: Yes*

*Description: <https://www.ridemetro.org/pages/fares.aspx>*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*There are two options for your travel to Houston, Texas. Employer suggests flying into George Bush Intercontinental Airport (IAH) which offers more flight options and is typically more affordable for students.*

#### **1) George Bush Intercontinental Airport (IAH)**

*We recommend that students fly into George Bush Intercontinental Airport (IAH) and take a Lyft or Uber to their new home in Houston. (approximate travel time 28 mins). The cost of a one-way Lyft or Uber will be about \$32.00 (up to 3 passengers, per vehicle). It's best to download the Lyft app or Uber app and request a ride. In case you are unable to download the app, here is the website **Lyft [www.lyft.com](http://www.lyft.com)** and **Uber [www.uber.com](http://www.uber.com)** Once you pick up your luggage, you will then request a ride. Lyft and Uber will only wait 5 minutes before leaving.*

#### **2) William P. Hobby (HOU)**

*Students also have the option to fly into William P. Hobby Airport (HOU). This airport has fewer international flights. Once you arrive, take a Lyft or Uber to your new home in Houston. (approximate travel time 25 mins). The cost of a one-way Lyft or Uber will be about \$22.00 (up to 3 passengers, per vehicle).*

### **Transportation to and from work**

**Metro Bus** - 6 minute walk from housing to bus stop. Crossing street is Taft and Westheimer. 15 minute bus ride **<https://www.ridemetro.org/pages/fares.aspx>**

**Lyft or Uber** - 6 minute ride. Cost \$8.00 one-way (up to 3 passengers)

**Walk** - 26 minute walk

**Bicycling** - 10 minutes (The owner of the Hostel, is trying to get a few bikes)

### **Contact Information**

*Please send your flight details and arrival information to:*

*Laura Calliotte*

*346-217-1264*

*CALLIOTTE-LAURA@ARAMARK.COM*

### **Suggested Arrival Airport:**

*William P. Hobby Airport, HOU, Less than 25 miles*

*George Bush Intercontinental Airport, IAH, Less than 25 miles*

**Estimated cost of transportation to worksite from suggested airports: \$25 to \$50**

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

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

*Hampton Inn Houston Downtown  
710 Crawford  
Houston , Texas 77002  
<https://www.hilton.com/en/hotels/houdwhx-hampton-houston-downtown/>  
(713) 224-0011  
\$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:*

*Once you arrive, you will need to apply for a social security card at the social security office. Social Security Office 8989 Lakes at 610 Dr. Houston, TX77054*

*Nearest SSA Office:* Houston , Texas , Less than 10 miles

***Other:***

*Wage Payment Schedule:*

*Employees are paid weekly. Aramark's pay period starts on a Thursday and ends on a Wednesday. You will receive a paycheck the following Thursday. Direct Deposit will be required Highly recommend to open a bank account with Chase Bank*

*Meal Plan:* Not available

*Provide Certificates/Performance Evaluations:* Yes

*Hire in Groups:* Yes

*Maximum Group Size:*

*Grooming Requirements:*

*Uniforms Requirement for all Positions: Astros Baseball Hat (Aramark will provide the hat at no charge) Aramark Shirt (Aramark will provide the hat at no charge) Solid Black slacks (no leggings, pants with holes, or jeans) Black slip-resistant shoes (Aramark will order you a free pair on day 1 of work. You will need to provide your own shoes, until your shoe order comes in) Employee Badge (Aramark will provide)*

*Second Job Availability:* Yes, likely

*Applicable Company Policies:*

*Aramark's Policy:*

*\* Cell phones, Bluetooth, and headphones must be put away before clocking in.*

*\* All employees must be neatly groomed with good hygiene.*

*\* No smoking on premises.*

*\* Employees may not take photos or videos while working.*

*\* No purses or bags allowed in your working area. Lockers are provided daily for free. You must provide your own lock for the lockers.*

*\*Alcohol and Drug-Free workplace.*

*\* Schedules will be issued weekly.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Post Office, Bank, Restaurants, Internet Cafe*

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

*Food Market, Shopping Mall, Fitness Center, Public Library*