



WORK & TRAVEL USA

## Aquatica Orlando Water Park - Guest Arrival Ambassador

### HOST INFORMATION

#### **Company Description:**

*As part of the Aquatica family, you'll enjoy a fun, fast-paced environment and great teammates, as well as:*

- *FREE park admission to SeaWorld and Aquatica, and discounted admission to Discovery Cove*
- *Discounted park admission tickets and passes for family and friends*
- *FREE provided transportation to and from work*
- *Work with employees from all over the world*
- *Park discounts on food, merchandise, etc.*

*Aquatica Orlando Water Park is a place of thrills, fun and positive, lasting memories. And that's just what it's like to work here! As a key member of our team, you'll play a major role in bringing happiness and excitement to people from around the world. At Aquatica, we're passionate about caring for animals. In fact, we've already rescued over 40,000 animals (and counting!).*

*Join us and help bring joy, excitement, and lasting memories to people from around the world. We're seeking enthusiastic and hard-working individuals in a wide variety of roles. If you're dedicated, dependable and driven to deliver exceptional guest service, this is place for you!*

*If you're looking for the opportunity to make the most of your abilities in a one-of-a-kind setting with an entertainment industry leader, we're looking for you!*

***Join our team and you will have an unforgettable summer!***

*To qualify all applicants must be a minimum of 18 years old*

**Host Website:** <https://aquatica.com/orlando/>

**Site of Activity:** Aquatica Orlando Water Park

**Parent Account Name:** SeaWorld Parks and Entertainment

**Host Address:** 5800 Water Play Way Orlando , Florida , 32821

**Nearest Major City:** Orlando , Florida , Less than 50 miles away

## PLACEMENT INFORMATION

### **Job Description:**

*Do you have a passion for helping others? Do you enjoy putting a smile on people's faces? Do you love making guests feel at home – even if that home covers 200 acres and is full of breathtaking attractions, shows and animals? We're looking for fun, friendly, energetic individuals to provide exceptional guest services throughout our theme parks.*

*What you get to do:*

*As a Guest Arrival Ambassador, you'll provide the highest level of guest service and satisfaction. Your positive attitude and can-do spirit will make all the difference as you help create positive, lasting memories for our guests. You will:*

- Greet and interact with guests through their arrival and departure*
- Answer questions and resolve guest issues*
- Advise guests on show times and attraction information*
- Facilitate an organized guest traffic flow*
- Maintain cleanliness of all assigned areas*
- Sell admission and in-park ancillary products to upgrade our guests experience*
- Perform other duties as assigned*

### **Typical Schedule:**

*schedule varies depending on park operation schedule. You should be available to work mornings, afternoons, nights, holidays and/or weekends. The schedule will change weekly, most likely.*

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

*The schedule varies depending on park operating hours. We do not currently have a 2024 park schedule yet.*

**Drug Test required:** *No*

## COMPENSATION

**Hourly Wage:** *\$13*

**Eligible for Tips:** *No*

**Estimated weekly wages including tips:** *\$520*

**Bonus:** *Yes*

*\$500 end of season bonus if in good standing with regular attendance, full length of program completed, and no final written warnings on file*

*\* All figures above are pre-tax*

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

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

**Estimated maximum number of hours per week:** 45

**Potential fluctuation in hours per week:**

The schedule will change based on business levels, holidays and staffing needs.

**Average number of hours per week reached by last year's seasonal employees:** 45

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Perks include: • FREE park admission • Discounted park admission tickets and passes for family and friends • Park discounts on food, merchandise, etc.

## JOB REQUIREMENTS

**English Level required:**



**Upper-Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

**Description:**

•Lift, carry, push and pull up to 50 lbs. Some specific work areas may require heavier lifting •Work both indoors and outdoors, exposed to a variety of weather conditions •Perform the following physical activities on a frequent basis: stand, walk, climb, bend floor- to- waist/waist-to-overhead and reach overhead, simple grasp and fine manipulation tasks •Perform all cleaning duties, including use of cleaning chemicals and equipment such as pressure washers, hoses, mops, and brooms

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

**Description:**

What it takes to succeed: • Strong English language communication skills • Ability to maintain composure in stressful situations • Excellent multi-tasking abilities • Ability to train on and properly use protective equipment • Ability to stand for entire shift • Ability to push/pull up to 40 pounds • Ability to accurately handle cash and learn/use point of sale system • Ability to work indoors and outdoors in all weather conditions • Previous guest service experience preferred

**Job Training required:** Yes

*Length of job training:*

*Three days and ongoing as necessary*

*Hours per week during training period: 30*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Arrival Orientation, Company Orientation, Department Training, On-The-Job Training.*

***Need to wear uniform: Yes***

*Uniform Policy:*

*Uniforms are provided at not cost. Employees must provide footwear.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

***Dress Code: Yes***

*Description:*

*Three sets of uniforms are provided to each employee.*

## CULTURAL OPPORTUNITIES

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

*Shopping Trips, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Trips to Major City, Potlucks or Dinners, Holiday Events*

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

*Several cultural opportunities are provided and vary any given year. Examples from previous seasons include an Orlando City Soccer game, as well as trips to Busch Gardens Tampa and St. Augustine. Ambassadors also can attend special events such as Ride Night. All experiences are subject to change.*

### ***Local Cultural Offering:***

*SeaWorld offers various discounts on multiple local attractions. Ambassadors are also eligible for free entry into Universal Studios as well as many other opportunities. Free entry into SeaWorld and Aquatica is included, as well as significant discounts offered for Discovery Cove*

## 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:**

Frequently Asked Questions: 1. Will I have roommates? Yes. Each bedroom will have multiple beds (one bed per person) and you are expected to maintain professional and respectful conduct regarding shared living spaces with your roommates. Males and females cannot be in the same or adjoining room and must be separate. 2- How much do rooms cost? Housing rates will be \$23 per day (\$161/week). 3- What are my room responsibilities? You are responsible for always keeping your room clean. Do not put anything on the walls that can possibly damage the wall and smoke alarms must be left intact. All food must be kept within containers and crumbs cleaned up. Air conditioning must be on at all times so the room is temperature controlled in the Florida heat. Leave the room clear and clean. Please communicate with a representative for any maintenance issues. 4. Can I request my roommate? Requests are not guaranteed but we can always make a note and do our best to accommodate. If you have roommate requests, please send them no later than two weeks before your job start date to [swointernationalprogram@seaworld.com](mailto:swointernationalprogram@seaworld.com). 5. What amenities are included? Bedding/linens, towels, microwave, mini fridge 6. What else should I know? Smoking is allowed ONLY in designated locations and never inside bedrooms. Any student in violation of housing policies is subject to disciplinary action up to and including termination of employment

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Phone Service: Yes

Description:

Landline phones cannot be used for long-distance calling but will likely be present for local calls. Reliable cellular service is always available in the event of an emergency.

Kitchen facilities: No

Description:

Laundry facilities: Yes

Description:

Washers and dryers are in each building and is paid using a cash to coin system

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

If you have roommate requests, please send them no later than two weeks before your job start date to [swointernationalprogram@seaworld.com](mailto:swointernationalprogram@seaworld.com). Co-ed housing is not guaranteed.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$161

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

## **Transportation to Worksite:**

### *Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Bus will be on a continuous loop to transport students from housing to SeaWorld, Discovery Cove and Aquatica and run through the day, typically up to two hours after park-close. Walmart grocery runs are once or twice per week.*

### *Other*

*Estimated commute time: Under 15 minutes*

*Estimated cost: \$20*

*Total: Yes Per Day: No*

*Description: Uber or Lyft is used by students when they miss the employee bus*

## **ARRIVAL INFORMATION**

### **Arrival Instructions:**

#### *Frequently Asked Questions:*

1. **What is the international program contact information?** [swo.internationalprogram@seaworld.com](mailto:swo.internationalprogram@seaworld.com)
2. **What are the nearest airports?** Orlando International Airport (MCO), Orlando Sanford International Airport (SFB) & Tampa International Airport (TPA). MCO is about a 20 minute drive away, SFB is 50 minutes to an hour, Tampa is about an hour and a half.
3. **How do I arrive at housing from the airport?** If you do not have a car you will need to find your own transportation (taxi, Uber/Lyft, etc.)
4. **Are there any local buses?** Yes, Lynx Bus system. You can look up their schedule and hours of operation online at [golynx.com](http://golynx.com)
5. **When can I arrive at housing?** You must be in your housing one to two days before your official start date (but no earlier). Remember these offer appointments/start dates are limited to May 13th, 20th, June 3rd, 10th, 18th, 24th, and July 8th. If you miss your start date, you will need to wait to start work until the next available appointment.
6. **What should I expect upon arrival?** You will receive an onboarding email a few days before your start date with job application instructions, your onboarding appointment time, and other logistics. You cannot start work immediately or go to the park until after you have completed SeaWorld orientation. Additionally, depending on your arrival date, per the above date guidelines you may not start work immediately depending on the specific paperwork appointment dates as described in your offer.
7. **When do I need to send my flight information?** You must send us your flight arrival by **at least two weeks** prior to your start date. You **MUST** submit this information on the survey that is emailed to you prior to your arrival.
8. **What do I need to bring?** You **MUST** have a United States cell phone number. You should also bring your passport, visa and DS-2019 form. If you have a US Social Security number and/or banking information, please be sure to bring that and be ready to provide upon your onboarding date.
9. **How much do rooms cost?** Housing is \$23 per day, but deduction amount per week may vary based on check-in date and SeaWorld's payroll calendar.
10. **Will there be transportation provided?** Yes, there will be a bus that provides transportation between the hotel, SeaWorld, Discovery Cove and Aquatica. The schedule changes depending on park operating hours and will be emailed out to all students on a weekly basis. Transportation for social security appointments and a Walmart run for groceries will also be provided.
11. **Will I have roommates?** Yes. Each bedroom will have multiple beds (one bed per person) and you are expected to maintain professional and respectful conduct regarding shared living spaces with your roommates.
12. **Will there be a housing code of conduct?** Yes, you will be required to sign a housing policy acknowledgement upon hire. Any misconduct that would cause you to be evicted from housing will result in termination of your employment.

**13. What is the dress code for orientation?** Your onboarding appointment can be casual attire, however your first official day of work (which is your orientation day), should be in professional clothing. Clothing should not include ripped jeans, spandex, extremely short skirts and shorts, low cut shirts, or Crocs brand shoes. It is recommended to bring a lightweight jacket or sweatshirt, as the room can get cold due to air conditioning. No extreme hairstyles or colors, or extreme make-up.

**Suggested Arrival Airport:**

Orlando International Airport, MCO, Less than 25 miles

Orlando Sanford International Airport, SFB, Less than 50 miles

Tampa International Airport, TPA, Over 50 miles

**Estimated cost of transportation to worksite from suggested airports:** \$50 to \$75

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

TownePlace Suites by Marriott Orlando

10731 International Drive

Orlando, Florida 32821

<https://www.marriott.com/en-us/hotels/mcoyw-towneplace-suites-orlando-at-seaworld/overview/>

(407) 996-3400

\$100 to \$150

Holiday Inn Express & Suites

10771 International Drive

Orlando, Florida 32821

[https://www.ihg.com/holidayinnexpress/hotels/us/en/orlando/mcosw/hoteldetail?cm\\_mmc=BingMaps\\_-EX\\_-US\\_-MCOSW](https://www.ihg.com/holidayinnexpress/hotels/us/en/orlando/mcosw/hoteldetail?cm_mmc=BingMaps_-EX_-US_-MCOSW)

(407) 996-4100

\$100 to \$150

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** Yes

Job application instructions will be provided in an email a few days before your job start date.

If you have roommate requests, please send them no later than two weeks before your job start date to [swointernationalprogram@seaworld.com](mailto:swointernationalprogram@seaworld.com).

You will also need to submit your flight itinerary via the survey that will be emailed to you before your job start date.

**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 assist students with their social security online applications during their offer appointments and walk them through the process; they will need to create a Social Security Administration account and have a reference number to bring with them for their in-person appointment. Students will know in advance when their social security appointment is taking place, and we will provide transportation to the local Social Security office on the day they are scheduled. This first trip is provided free of charge. If you miss your scheduled social security office appointment, or if you need to return to the SS office for any reason, this will be your own responsibility to arrange and pay for. This will be at your own expense.

Nearest SSA Office: Orlando , Florida , Less than 25 miles

**Other:**

Wage Payment Schedule:

Employees are paid every two weeks according to our company pay schedule. Students must open a local bank account, paychecks will be deposited in your bank account every payday. Bank account must remain open until you receive your last paycheck.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hair: Hair must be kept clean and neat, no extreme colors or styles. Facial Hair: Well groomed and trimmed, may not be allowed in food handling areas. Fingernails: Fingernails modestly manicured. Piercings: Only ears and a small nose stud. Jewelry: Conservative in style, color and quantity. Tattoos: Allowed, but cannot be perceived as offensive or inappropriate. Hygiene: Good personal hygiene, with a focus on personal cleanliness and use of deodorant.

Second Job Availability: Yes, likely

Applicable Company Policies:

**PERFORMANCE REVIEWS AND GUIDED FEEDBACK SESSIONS:** Team member's performances are continually being evaluated. Feedback will be received both formally and informally.

**ATTENDANCE, NO CALL/NO SHOW:** Being absent without proper notification is an unexcused absence. Two "No Call/No Show" absences are considered a severe infraction and may result in a team member being separated from the company.

**TARDINESS:** Transportation arrangements should not affect your attendance or punctuality. Absence or tardiness due to transportation difficulties may adversely affect your performance record. The bus is subject to normal traffic patterns, which may result in unanticipated delays. Please plan your departures accordingly.

**DRUG-FREE ENVIRONMENT:** It is the policy of SEA to maintain a drug-free work environment. All team members are subject to post employment random drug testing and to reasonable suspicion and post accident testing.

**SMOKING:** In the interest of the health and comfort of all team members, we prohibit smoking, including electronic cigarettes, at all indoor areas. Smoking is allowed only in designated areas identified by the company. Team members are not permitted to smoke while walking from location to location. Cigarette urns are to be used to extinguish cigarettes properly.

**PERSONAL CELL PHONE POLICY:** Team members are allowed to carry personal cell phones while at work. They are not to be used while "on the job". Cell phones must be placed in silent or vibrate only mode during your shift. You are only allowed to use your personal cell phones (voice or text) while on approved breaks and lunches or before and after a shift. Personal cell phone communication cannot be conducted in the presence of a guest. Use of personal cell phones outside of the guidelines listed above will be addressed by the chain of supervision through corrective action, up to and including termination of employment.

**UNAUTHORIZED REMOVAL / THEFT OF COMPANY PROPERTY:** Theft and unauthorized removal of company property will not be tolerated at BG & WCUSA. Such violations will be taken very seriously and are subject to corrective action, up to and including separation and prosecution. Unauthorized removal of company property, funds, guest property, or the property of a co-worker. Giving or receiving



merchandise, food or beverages, without monetary payment. Giving or receiving unauthorized food, beverage or merchandise discounts. Consuming food or beverages not paid for. Selling or bartering complimentary tickets. Falsifying time, improperly allowing yourself (or fellow team member) to be paid for time not worked.

**UNACCEPTABLE CONDUCT:** Team member conduct is outlined in many park policies. This section outlines a variety of behaviors detrimental to the overall operation of SeaWorld. Engaging in any of the following may be cause for immediate separation. This is not an all inclusive list. SeaWorld retains the discretion to determine that other conduct can warrant separation. The decision on what discipline to impose shall be made by SeaWorld at its sole discretion and may (or may not) be strictly consistent with the conduct identified on this list:

- Unreported absence for two days
- Being rude, arguing, using profanity/abusive language in the presence of, or to a guest or team member
- Fighting or provoking a fight on company property
- Willfully destructing company, guest or fellow team member's property
- Social media conduct must be in line with company expectations of an employees behavior. You must represent the SeaWorld company respectfully, and are not permitted to post negative content.
- Unauthorized possession or consumption of, or under the influence of, alcoholic beverages on SeaWorld property at any time during your work shift, including rest and meal breaks, or at any company-sponsored events where alcohol consumption has been authorized by the Park President or his designate. Drinking alcohol under the age of 21
- Not following safety, park and/or department, procedures and policies
- Engaging in serious safety infractions or horseplay that may jeopardize the safety of guests, team members or animals
- Using, being under the influence of, or in the possession of, narcotics, illegal drugs, drug paraphernalia or hallucinatory agents on company property at any time. Being under the influence of prescription or non-prescription drugs that interfere with the ability to perform job duties
- Possessing any item that can be used to inflict harm or injury (i.e., an unauthorized or illegal folding knife, pocket knife, Swiss Army-type knife, non-folding knives, pepper spray, flammable liquid, dangerous chemicals, and wallet chains longer than 12 inches) on company property
- Possessing "look-a-like" firearms or other "look-a-like" weapons on company property
- Possessing unauthorized explosives on company property
- Theft will not be tolerated. Instances of theft may result in immediate separation and prosecution. Theft includes but is not limited to taking items such as cash, merchandise, and food
- Giving unauthorized discounts, taking items from another team member or guest, keeping any lost and found items
- Falsifying time records, inaccurate recording of time worked, or improperly allowing yourself or another team member to be paid for time not worked
- Misuse of team member ID card
- Selling or bartering complimentary tickets, complimentary season passes and/or selling discount tickets or coupons
- Refusing to participate in an inspection of your vehicle or personal property on company premises, or refusal to show your SeaWorld ID badge when requested to do so.

## COMMUNITY AMENITIES

### **Walking Distance from Worksite:**

Bank, Restaurants, Internet Cafe

### **Walking Distance from Housing:**

Restaurants

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

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library