



Adventureland Inn - Housekeeping Room Attendant

HOST INFORMATION

Company Description:

Our Company

Welcome to Adventureland Resort. We are excited for the upcoming 2021 summer season!

Adventureland provides many cultural opportunities to students including dinners, movies, games, employee appreciation days, magic show, and a waterpark day!

Adventureland Resort is located in Altoona, Iowa which is about 15 minutes outside of Des Moines, Iowa. Our resort includes an amusement park, hotel, campground, and restaurant.

Adventureland Park has over 100 rides and attractions, many different food stands, retail stores, shows, and more! Adventureland Park offers students positions in the Rides, Foods, Games, Lifeguarding, Costume Characters, Retail, and Bars department.

Adventureland Inn offers 185 sleeping rooms, two courtyard swimming areas, a toddler play area, and a giant arcade. The hotel offers students positions in the Housekeeping department.

Our campground has 350 camping spots as well as tenting areas. It also offers an outdoor pool, laundry facilities, and a communal area with televisions, arcade games, and books!

Spectators Sports Bar and Grill offers a wide range of American food favorites as well as the best sports memorabilia around. Altoona has an Outlet Mall, Walmart, Target, Hy-Vee and Fairway grocery stores, banks, restaurants, and more!

Iowa can be 15 degrees Celsius in May and warm up to around 39 degrees Celsius in July. We suggest packing lighter jackets that can be worn on colder days however the majority of the summer is warm-hot.

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

Site of Activity: Adventureland Inn

Parent Account Name: Adventureland Resort

Host Address: 3200 Adventureland Dr Altoona , Iowa , 50009

Nearest Major City: Des Moines , Iowa , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

We are looking for a Room Attendant to join our team and provide excellent customer service to our hotel guests.

Room attendant responsibilities include changing towels, making beds, and cleaning bathrooms. You will also address guest requests and make sure our rooms are fully-stocked, clean and inviting at all times.

Ultimately, you will ensure a pleasant and comfortable experience for our guests during their stay with us.

Responsibilities:

- Change bed linen and make beds
- Replace used towels
- Sweep and mop floors
- Vacuum carpets
- Dust furniture
- Replenish amenities (e.g. soap and shampoo)
- Clean public areas, like corridors
- Report any technical issues and maintenance needs
- Address guests' questions (e.g. on additional services)
- Help guests retrieve lost items
- Ensure all assigned rooms are clean and tidy by the end of the shift

Qualifications

- Good physical health and stamina
- Flexibility to work in shifts
- Ability to work with little or no supervision while meeting high-performance standards
- Excellent organization skills
- Ability to follow instructions

Typical Schedule:

A typical housekeeping schedule is 5-6 days a week from 9:30am-4pm. There are days that will go past 4pm due to how many rooms there are to clean. Typically Sunday shifts begin later.

Seasonal changes to job duties or available hours: Yes

There is a possibility there will be extra hours at the park in July-August. This is not guaranteed.

Drug Test required: No

COMPENSATION

Hourly Wage: \$10

Eligible for Tips: No

Estimated weekly wages including tips: \$380

Bonus: Yes

End of season bonuses are based on hours worked. Students can potentially receive up to \$1.00 per every hour worked if they follow the required guidelines.

* 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:

Fluctuations in hours depends on your willingness to work and hotel occupancy. Weekends only after Labor Day - September 6.

Average number of hours per week reached by last year's seasonal employees: 40

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Employees get into the amusement park for free Monday-Friday. Employees also have their own dining area with discounted food.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Lifting beds and linen can be heavy at times.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

Most positions require little or no experience. All positions involve being on your feet and remaining active while interacting with our guests. Positions are indoors, semi-outdoors or completely outdoors. Most indoor positions are not air conditioned. You must be able to tolerate the heat and humidity of the Iowa summer. No matter what the weather conditions, all positions are vital to developing the fun culture our guests have come to expect here when visiting Adventureland Park.

Job Training required: Yes

Length of job training:

5-7 days

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: Yes

Friday

Training requirements:

No certifications required for this job.

Need to wear uniform: Yes

Uniform Policy:

Student provides black pants (must cover shoe, no jeans/denim, no leggings), black belt, and black, white, or gray athletic shoe. Adventureland will provide a shirt. No uniform deposit.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Students must be in uniform while working.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Movie or Game Nights, Potlucks or Dinners, Shopping Trips, Sporting Events, Trips to Nearby/Major Attractions, Trips to Major City, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

We will give each student a calendar of events at the beginning of the season. The calendar will feature free events, events around the city, and so much more!

Local Cultural Offering:

Upon starting employment at Adventureland every summer employee is provided with a discount card that allows them special offers at businesses in the area. Des Moines hosts many summer festivals and events such as 80/35 Music Festival, The Art Festival, & The World Food & Music Festival.

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:

WoodSpring Suites Pleasant Hill – 1525 Metro East Drive, Pleasant Hill, Iowa 50327 (50 rooms) WoodSpring Suites Ankeny – 6703 SE Bellagio Drive, Ankeny, Iowa 50021 (50 rooms) All first and second year students will be required to stay in WoodSpring Suites. Rooms will be assigned by the employer by position, start date, and end date. You will more than likely be living with students from different countries. All students will be allowed to move into housing on Wednesday's between 5/09/2021 through 7/14/2021. If you arrive before Wednesday, you will be responsible for your own housing until your move in date (Wednesday). Each student will also sign a housing agreement before being allowed to move into housing. Students will also be required to stay in this housing from the beginning of their program until their end date. Third year students will have their choice of off property housing or WoodSpring Suites. If the student chooses to find off property housing, Adventureland will not help in this process. Each room has 3 beds (1 full size bed and 1 bunk bed with two twin size beds), 1 bathroom with sink, toilet, and bath/shower. Bath towels and pillows are provided by WoodSpring. You will have to provide your own sheets. There is also bi-weekly housekeeping included in your rent. Utilities (water, electricity, and internet) are included in rent. Rent is \$95 per week per student. This is \$13.57 per day. Deposit \$105 per student. This deposit is nonrefundable and covers the purchase of the bunk bed, mattresses, transportation to and from work. If damages occur, you will be responsible for paying the fee.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WoodSpring provides internet.

Phone Service: Yes

Description:

There is a phone in the lobby of the hotel as well as cellular service in the area.

Kitchen facilities: Yes

Description:

Each hotel room has its own kitchenette. This includes a full size fridge, microwave, sink, and stove top.

Laundry facilities: Yes

Description:

WoodSpring has coin laundry on property for students to use.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 3

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 3

Rooming Arrangement Description:

Floors are co-ed. Rooms are NOT co-ed. You can request to live with your friend however the room arrangements will be made by the employer based upon your position, start date, and end date.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$95

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$105

Description:

You will pay for the housing deposit upon arrival to the employer. Deposit must be paid in cash.

Housing Deposit Refundable: No

Transportation to Worksite:

Other

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: Employer will provide transportation to work from housing. Employer will not provide transportation to other places.

ARRIVAL INFORMATION

Arrival Instructions:

Arrival Information

Adventureland prefers students arrive on Tuesdays or Wednesdays because Wednesdays is the only day allowed to move into housing. Students MUST email their arrival information to April Sauls, Human Resources Director - HR@adventurelandpark.com at least 2 WEEKS prior to arrival to the United States.

There are two options for your travel to Altoona, Iowa. Adventureland suggests flying into Chicago O'hare International Airport (ORD) which offers more flight options and is typically more affordable for students.

1) Chicago O'hare International Airport (ORD)

We recommend that students fly into Chicago O'hare International Airport (ORD) and take a bus to Des Moines, IA (approximate travel time 5-5.5 hours). The cost of a one-way bus ticket to Des Moines will be about \$45.00-\$60.00. Greyhound Bus (<http://greyhound.com>) has a stop in Des Moines, Iowa. Students will have to take a taxi, uber, or lyft from the bus station to their hotel or housing.

2) Des Moines International Airport (DSM)

Students also have the option to fly into Des Moines International Airport (DSM). Students will have to arrange their own transportation from the airport to either their hotel or housing. Taxi, Lyft, or Uber is available which will cost anywhere from \$15-\$40 depending on the type of transportation.

Suggested Arrival Airport:

Des Moines International Airport, DSM, Less than 10 miles

Chicago O'hare International Airport, ORD, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Adventureland Inn
3200 Adventureland Drive
Altoona, Iowa 50009
www.adventurelandresort.com*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding:

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, Adventureland will take you the following Wednesday to the Social Security Office.

Nearest SSA Office: Des Moines , Iowa , Less than 10 miles

Other:

Wage Payment Schedule:

Employees will be paid biweekly. We encourage all employees to open a bank account when they arrive (Wells Fargo or Bank of America).

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

• Conservative make-up may be worn by female employees only. • All hairstyles must be a natural color. Men's hairstyles should not extend over the top of the uniform collar or below mid ear. Women's hair longer than shoulder length must be tied back. • Men may have a fully grown in, well-maintained mustache, beard or goatee. • Jewelry should be minimal and conservative: -Men are not permitted to wear earring(s).

Second Job Availability: Yes, likely

Applicable Company Policies:

As an employee of Adventureland Resort you understand the following:

1. You have/will read the Handbook given to you. This is given to you so you understand the rules of our business and how to conduct yourself while working on the job.
2. You understand you must sit, stand, walk, bend, and other movements for up to 8+ hours while working on the job.
3. You must be to work at your scheduled shift time. Do not be late to work. This is also a rule for events hosted by Adventureland.
4. You will work regardless of the weather. For example, if it is raining, you are still required to work unless told otherwise by your manager.
5. You do not call off for a scheduled work shift to April or Dana. **You are responsible for getting in touch with your manager if you cannot make it to a scheduled shift.**
6. You are responsible for getting your pay stubs on ADP. There is a computer in the commissary and the hotel break room so you can print those pay stubs. If you are having trouble, please contact Dana or April.
7. Your Tax documents will be available at the end of January and no later than beginning of February. You can access your W2 (tax document) on your ADP account. Adventureland will not be sending them to you. You must get it yourself on your ADP Workforce

now account.

8. Transportation will be provided to those living at WoodSpring Suites and anyone working until 10pm at the park on those specific days. There are also 3 days the city buses will not run, May 31st, July 4th, and September 6th. The bus will not wait for you. You must be at the bus stop on time or you will have to find your own transportation to or from work.
9. Please understand that we cannot make every guest happy when they visit our resort. There are always negative people wherever you go in the world. Make sure you try and be as happy and helpful as possible and get your manager involved if needed as soon as possible.
10. You have been given a calendar of events. The calendar is there to help you plan ahead and request time off work when needed. These events are planned to help you enjoy your time in Iowa as well as learning about our culture. Some events are planned during the work day and other events are around the city.
11. Please join the Adventureland Facebook group. April will email the group out when it is created. This is where we post upcoming events, transportation information, and other information. We also love seeing your pictures throughout the summer!
12. All uniforms must be returned to Adventureland before leaving for the summer.
13. If you contact Dana or April, please do so between the hours of 8am-5pm. For emergencies you need to contact the proper authorities.
14. You are not allowed to have your cell phone with you at any times while in guest areas at the hotel or the park.
15. If you have a bike, please lock it up with a bike lock. Adventureland is not responsible if your bike is lost or stolen.
16. Sexual harassment is taken very seriously in the US. Please keep unsolicited and offensive verbal comments and visual depiction's, gestures, or physical contacts to yourself.
17. Personal hygiene is important in the US as well. You must shower and use deodorant daily.
18. Please fill out your monthly reports for your Sponsor on time.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Shopping Mall, Bank, Restaurants

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants

In Town, Requires Transportation:

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

Unavailable:

Internet Cafe