



## Aramark Denali Park Village - Guest Services Crew

### HOST INFORMATION

**Company Description:**

Aramark is a dynamic organization of over 270,00 associates operating in 21 countries worldwide. We are a customer service business providing services within food, facilities and uniform industries. We are consistently recognized both as among the Worlds' Most Admired Companies by Fortune magazine and as one of the World's Most Ethical Companies by the Ethisphere Institute.

Aramark at the Denali Park Village has great summer employment opportunities. As an associate you will have the opportunity to live and play in one of the United States most spectacular parks - Denali National Park. Denali National Park and Preserve is an American national park and preserve located in the Interior of Alaska, centered on Denali, the highest mountain in North America. The park and contiguous preserve encompass 6,045,153 acres which is larger than the state of New Hampshire. Denali's landscape is a mix of forest at the lowest elevations, including deciduous taiga, with tundra at middle elevations, and glaciers, snow, and bare rock at the highest elevations. The longest glacier is the Kahiltna Glacier.

**Employee Perks:**

- **Discounts for Flight seeing tours, jet boat tours, husky homestead, jeep safari tours, golf, kayaking, helicopter tours, glacier landings, zip line, ATV tours.**
- **Complimentary white water rafting tours and bus trips into Denali National Park.**

**Host Website:** <https://www.denaliparkvillage.com/>

**Site of Activity:** Aramark Denali Park Village

**Parent Account Name:** Aramark Leisure

**Host Address:** 231 George Parks Highway Denali National Park, Alaska, 99755

**Nearest Major City:** Healy, Alaska, Less than 25 miles away

### PLACEMENT INFORMATION

**Job Description:**

The Guest Service crew consists of our front of house restaurant positions and most directly interacts with guests directly. For this reason, a higher level of English is expected. You may be assigned shifts as a busser, hostess, food runner or barista.

Duties could include:

- Stocking and maintaining appropriate levels of product
- Delivering product

- Cleaning, sanitizing, and maintaining appearance of workstations and guest service areas
- Assist and work with kitchen staff, servers, bartenders, etc. with customer service as needed
- Accurately operate a register/POS and handle cash and credit card transactions.
- Greet and assist customers while anticipating their needs
- Prepare and serve coffees, teas, specialty beverages per brand standards
- Prepare and serve food items in line with location standards
- Maintain excellent customer service and a positive demeanor towards guests, customers, clients, co-workers
- Greets guests as they arrive seat them accordingly ensuring the optimum use of tables
- Adheres to Aramark safety policies and procedures including proper food safety and sanitation

**Typical Schedule:**

*This job will be all 7 days of the week. Both AM and PM shift.*

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

*Participants may be asked to work in other departments based on operational needs. Opening & Closing is the most intensive period and you may be asked to work additional hours or other shifts.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$10.85

**Eligible for Tips:** Yes

*Tips are not guaranteed but may be provided by guests or other front of house staff.*

**Estimated weekly wages including tips:** \$560

**Bonus:** Yes

*There is a end of season bonus, but it can only be received if student stays until agreed upon end date. Amount is to be determined.*

*\* 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:** 40

**Potential fluctuation in hours per week:**

*Hours would depend on operational needs. If we are overstaffed, we would schedule to 32. If we are understaffed or have a big arrival day, we would schedule longer shifts. Requests are accepted.*

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

**Overtime Policy:**

Yes, paid after 40 hours

## JOB REQUIREMENTS

**English Level required:**



**Upper-Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 25lbs/11kgs*

*Description:*

*moving new inventory and stocking*

*Standing for entire shift*

*Handling cleaning chemicals*

**Job Training required:** Yes

*Length of job training:*

*1 week*

*Hours per week during training period: 40*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Employees may need ServSafe or Tips training, as well as cash handling.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniforms must be fresh, clean, pressed and odor-free. Uniforms that are frayed, torn or worn must be replaced. Name tags must be worn daily and lost or damaged name tags must be reported to the department manager. Hats or baseball caps are not allowed unless issued by your manager. Jackets that are not issued by your manager are not permitted unless approved by your manager. Jewelry (if worn) must be conservative in style and number. Masks or Facial coverings are required to be worn.*

*Cost of uniform: \$0*

*Uniform laundry: Provided at no cost*

**Dress Code:** Yes

*Description:*

Employees must be in proper uniform during scheduled shift. Uniforms are expected to fit properly. Employees are responsible for cleaning and maintaining uniforms, which can be routinely washed and dried with other personal garments. Employees wearing uniforms requiring special treatment will be instructed on how laundering will occur. Uniforms must be fresh, clean, pressed and odor-free. Employees are responsible for uniforms that are lost, stolen, or damaged due to neglect.

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

Company Parties, Holiday Events, Movie or Game Nights, Potlucks or Dinners, Sporting Events, Trips to Major City, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Karaoke Nights or Talent Shows, Trips to Nearby/Major Attractions

**Additional Details about Cultural Offerings:**

Aramark Denali Village offers associates the opportunity to explore Alaska by Train, Plane, Bus, Boats and Helicopter. We provide these excursions at discount rates and based on availability. Associates have actually landed on Glaciers via helicopter or plane.

**Local Cultural Offering:**

5k and Half Marathons

John Allen Clean Up Day

Employee Appreciation Day

Softball Tournaments

Group Hikes

Bus Tours into the Park

Glacier Landing Helicopter Tours

International Week

## 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 Denali Village offer several options for housing. Housing is dormitory style with some rooms that include a bathroom and others that offer a shared bathroom. The housing buildings themselves are co-ed, but individual rooms are one gender. The rooms with a bathroom/bathtub have 4 bunk beds and are very limited. Rooms are assigned based on various factors and may be changed at the discretion of management. \$15/day meal plan provided in the cost of housing at \$105/week. Smoking, including vaping, is prohibited inside Employee Housing. Smoking is only allowed in designated areas. At no point in time are Tenants allowed to smoke in guest areas on property or where they may be visible to guests. Designated areas are at least 25 feet from any building entrances, air intake ducts, windows, and/or bay doors. All cigarette butts must be disposed of in the appropriate trash receptacles and not tossed on the ground. It is

illegal for any tobacco product (including cigarettes, cigars and e-cigarettes) to be sold to anyone under 21. In accordance with this legislation, Tenants who are 21 years of age may smoke in designated areas. Tenants who are under 21 may neither possess nor use tobacco in the Housing area or on Aramark managed properties. It is illegal for those of legal age to purchase or provide tobacco products for those under the age of 21. Distribution, sale or providing tobacco to minors is expressly prohibited. Failure to follow these guidelines will result in disciplinary actions and possible loss of housing privileges.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

The Wifi is great! If everyone is on it at once it can slow down but it's not uncommon for people to take online exams or call home over Skype.

Phone Service: Yes

Description:

We have a landline in the HR office. Wifi calling is easy too.

Kitchen facilities: No

Description:

Microwave is available during meal times.

Laundry facilities: Yes

Description:

Laundry facilities are free but you must provide your own detergent. We ask that students ask for help if they do not know how to use the machines.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Participants can request to live with friends/partners and Aramark will do it's best to accommodate request, however there are no guarantees of room assignments. Floors and dorms, are co-ed.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$105

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$100

Description:

Housing deposit can be paid in cash, check or via payroll deduction over 1 or more pay checks.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Rooms must be left clean and damage free. A housing questionnaire is provided at check in to notate any damage prior to move

in.

**Details About Deposit Refund:**

The housing deposit will be provided either on the final pay check or within two weeks after depending on payroll cycles. It will be returned in the same format as your pay checks (direct deposit, paycard or live check)

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: All dorms are located within walking distance of under 5 minutes.

## ARRIVAL INFORMATION

**Arrival Instructions:**

Flying in, plan ahead! Tickets to Alaska can be expensive. Typically, the earlier you purchase the better. Make your room and shuttle reservations early. Often employees purchase a one-way ticket to start, in case they change their end date, or decide to road trip or visit other locations in the United States before heading home.

Where to fly: Anchorage or Fairbanks. Anchorage (5 hours away) is a bigger city with more services, including more options on transportation to the park, but Fairbanks is closer (2 hours) with a shorter distance to travel. When to Arrive: The "Anticipated Start Date" listed on your offer letter is the date you are expected to start work and you should expect to arrive 1 day before. Ideally employees will arrive on a Wednesday and start work on a Thursday. This aligns with our pay and training cycles.

If flying in to Anchorage or Fairbanks, you will need to arrive in those cities at least one day ahead of your start date. If taking a shuttle/bus, it is not possible to arrive in Denali the same day you fly to Anchorage or Fairbanks. Shuttle/Bus to Denali Reservations are required for all shuttle services. Early reservations are critical as they do fill up regularly. (Ask for the Aramark discount).

**It's also critical that all students visit the social security office before heading to Denali.** The social security offices and banks are only open Monday through Friday, so if participants arrive in Alaska on a Saturday or Sunday, then they should plan on staying overnight in Fairbanks or Anchorage to complete banking and Social Security on Mondays.

**Students MUST email their arrival information to Jessica Goodell at [goodell-jessica@aramark.com](mailto:goodell-jessica@aramark.com) at least 2 WEEKS prior to arrival in the United States.**

Below are a list of companies that provide transportation. We have also offered an Aramark shuttle and more information on this will be forthcoming.

Airlink - 2024 Operating Dates are still to be determined. Book online at [www.alaskashuttle.com](http://www.alaskashuttle.com), Online promo code is "10off" and the affiliate name is "Aramark". Anchorage - \$81 Fairbanks - \$67 - multiple pick up locations. Early morning pick up (9am approximately)

Train - Operation dates are TBD, discount is %50 off which comes out to \$72 from Anchorage and 32 from Fairbanks. To request a reservation email HR with the following details: Name: Mailing Address: Cell phone number: Date of Travel: Route: (example: Anchorage to Denali). Morning departure time.

Park Connection - Only Anchorage to Denali (no fairbanks pick up). 50% off or \$52.50 with an afternoon 3pm pickup arriving in Denali at 8pm. [www.alaskacoach.com/book/](http://www.alaskacoach.com/book/) to reserve. Put that you are an Aramark employee in the notes and you will be contacted before any credit card charges occur.

**Suggested Arrival Airport:**

Fairbanks International Airport, FAI, Over 50 miles

Ted Stevens Anchorage International Airport, ANC, Over 50 miles

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

*Grizzley Bear Campgrounds  
Mile 231 George Parks Hwy  
Denali National Park , Alaska 99755  
<http://www.denaligrizzlybear.com/camping.html>  
(907) 683-2696, [info@denaligrizzlybear.com](mailto:info@denaligrizzlybear.com)  
\$25 to \$50*

*Denali Hostel and Cabins  
Mile 224.1 George Parks Highway  
Denali , Alaska 99755  
<https://www.denalihostel.com/>  
(907) 683-7503  
\$25 to \$50*

*Base Camp Anchorage Hostel  
1037 W 26th Ave, Anchorage, AK 99503  
Anchorage , Alaska 99503  
<https://basecampanchorage.com/>  
(907) 274-1252  
\$75 to \$100*

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** Yes

*Employees will need to complete the following prior to arriving:*

- 1. Apply and complete all Aramark offer paperwork*
- 2. When requested complete housing, transportation and uniform size surveys*
- 3. Go to the social security office if this is the first time they are working in the United States.*

**Social Security Number:**

*Require participants to apply for SSN before arrival at worksite: Yes*

*Details about how to apply for Social Security Number:*

*It's critical that all students visit the social security office before heading to Denali. The social security offices and banks are only open Monday through Friday, so if participants arrive in Alaska on a Saturday or Sunday, then they should plan on staying overnight in Fairbanks or Anchorage to complete banking and Social Security on Mondays. There are two options for Social Security applications: 1. Fairbanks, Alaska - 101 12th Ave Ste 138, Fairbanks Alaska 99701 2. Anchorage Alaska - 222 W 8th Ave A11, Anchorage , AK 99513*

*Nearest SSA Office: Fairbanks , Alaska , Over 50 miles*

**Other:**

*Wage Payment Schedule:*

*Participants will be paid bi-weekly and there is an option for Direct Deposit or Paycard.*

*Meal Plan: Mandatory*

*Estimated Cost Per Day: \$15*

*Meal Plan Description:*

*Three meals a day are provided for Aramark Associates who live at The Live Millage. Meals may include a vegetarian option.*

*Provide Certificates/Performance Evaluations: No*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Must be well groomed and maintain a high level of professionalism at all times. During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Personal dress, appearance and cleanliness standards contribute to the morale of all employees and affect the business image. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Living and working together is a unique experience for anyone and we encourage applicants to think hard about what this will be like - especially when home is so far away! You will have a roommate and will need to be able to learn to balance living and working in the same area as your coworkers.*

*Dorms hold from 2-4 people in each room. We do a roommate questionnaire where you can request a specific person or answer questions to pair you up with someone who has similar living habits. Our dorms are strictly non-smoking including vaping. We have designated smoking areas. We do have some couples housing and generally room same sex together unless you request otherwise. Quiet hours in housing are strictly enforced and are from 7am to 10pm. It's important to remember this because with the midnight sun, we easily lose track of time!*

*Many international students are interested in getting a second job. Second jobs are possible in the area but there are not a lot of options. Within walking distance there are about 3 other companies that do hire seasonal employees but they are small. There are bigger companies in the area but you would need reliable transportation to ensure you could be at those other properties. Please keep in mind that prioritizing your first job and it's needs would come first. Overtime is possible but not guaranteed. Typically, employees are expected to work 8 hour shifts, 5 days a week. We do our best to accommodate schedule requests but the needs of the operation come first.*

*The Denali Park Village is a large property and the work we do is physically demanding. No matter where you work, we come together as a team and work hard to create an amazing experience for our guests. Hard work for us means using our time wisely. We expect our staff to not be on their phones during working hours. We expect employees to stay on task and ask for their next assignment if one is not already given to them. We view hard work as rewarding and we're looking for employees who see it that way too and can maintain a positive attitude. As a team, we can do anything!*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Restaurants, Fitness Center, Internet Cafe*

***Walking Distance from Housing:***

*Restaurants, Fitness Center, Internet Cafe*

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



