



WORK & TRAVEL USA

Aramark North Lake Powell - Guest Services Worker - (Rental Agent)

HOST INFORMATION

Company Description:

Are you looking for a memorable summer? Do you want to have the best summer work experience & make some great new friends? If you said "YES!", Lake Powell Resorts & Marinas is your place! Lake Powell is the second largest man-made lake in the United States.

*Bullfrog Marina, on the north side, is one of Lake Powell's most popular destinations despite being a **VERY REMOTE** location. Enjoy this beautiful work location which includes **FREE HOUSING** and discounted meals!!!*

The marina offers guests a lodge, campground, gift shop, marina store, restaurant, and boat launching ramp. Outside of work, YOU are the one on vacation. Not only can you wakeboard, go tubing, rent boats, camp and explore the canyons and parks of the Grand Circle your entire summer, but you can do so at a cost that won't hurt your piggy bank. Partaking in these summer adventures with strangers you now call friends is the greatest reward of our employment.

Employee Perks

- **Discounted Meals**
- **Community Events**
- **Abundance of local hikes**
- **Free Kayaks and discounted boats**

Aramark is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to healthcare institutions, universities and school districts, stadiums and arenas, and businesses worldwide. Aramark has approximately 255,000 employees serving clients in 22 countries. To learn more about Aramark, visit www.aramark.com.

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

Site of Activity: Aramark North Lake Powell

Parent Account Name: Aramark Leisure

Host Address: Hwy 276 , PO Box 4055 , Bullfrog , Utah , 84533

Nearest Major City: Grand Junction , Colorado , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Guest Services Workers are the first line of communication for guests choosing to rent a boat. Establish a welcoming atmosphere from the

minute a guest arrives at the Boat Rentals Office. Guest Services Workers are attentive and always willing to answer questions and resolve guest issues, make reservations and educate guests on different boat benefits and add-ons in order to up-sell. Be highly knowledgeable about the marina and surrounding areas and act as a useful resource for all guests. This position requires individuals with a high attention to detail, ability to sell, a strong dedication to customer service and a positive and friendly attitude.

Essential Functions include:

- Greet all guests upon their arrival in the Boat Rentals Office
- Make telephone and in person boat reservations and check on internet reservations
- Help customers book boats, jet skis, rooms and other vacation activities
- Develop a strong knowledge of all products and services offered in order to constantly up sell
- Ensure all customers renting boats are checked in and out as efficiently as possible and that all required paperwork is completed
- Handle cash, travelers checks and credit cards in a safe and accurate manner
- Diplomatically handle guest complaints always be polite and maintain a professional manner

Typical Schedule:

7 day a week operation. 7am to 4pm. students should expect a 5 day work week.

Seasonal changes to job duties or available hours: Yes

Weekly hours will be different due to changes in the operating season.

Drug Test required: No

COMPENSATION

Hourly Wage: \$14

Eligible for Tips: No

Estimated weekly wages including tips: \$448

Bonus: Yes

End of season bonus is \$150. WAT students must complete fully their contract and agreed upon work dates to be eligible for the bonus.

* 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 may based upon staffing levels and business needs.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Discounted meals and activities

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

On feet all day occasionally lifting 5-10 kg and using standard office equipment. Work is indoors but may require some outdoor work to assist guests on the docks. Exposure to cleaning chemicals to keep work area clean.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Advanced English required. Previous hospitality and sales experience preferred. Computer literate in MS Office. A high attention to detail, ability to sell, a strong dedication to customer service and a positive and friendly attitude. Please be aware this area experiences EXTREME HEAT and summer conditions. This includes temperatures up to 110 degrees fahrenheit (43 degree celsius).

Job Training required: Yes

Length of job training:

Will be determined upon assessment of student's skill level and comprehension.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Job specific training depends on position.

Need to wear uniform: Yes

Uniform Policy:

Students will be issued a uniform by their department on their first date of work. Students must supply their own closed-toe non-slip shoes.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: *Yes*

Description:

Dress in the appropriate clean uniform. Present a neat appearance. Hair must be clean and well groomed; no extreme styles or colors. Clean shaven appearance is required unless a beard has previously been grown. Beard length may not exceed 5 cm. Jewelry must be conservative, appropriate to working attire, and must not conflict with job related safety standards. Visible body piercing, with the exception of ears is unacceptable.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Trips to Nearby/Major Attractions, Movie or Game Nights, Karaoke Nights or Talent Shows, Shopping Trips, Sporting Events, Trips to Major City

Additional Details about Cultural Offerings:

Recreation calendars are created with weekly events. Students can visit National Parks, attend movie nights, game nights, wildlife tours, shopping trips and sports tournaments!

Lake Powell Olympics is an annual event where employees compete in fun games, win prizes and enjoy free food and music!

Local Cultural Offering:

Lake Powell offers access to recreation activities not only at the lake but all over the West. Employees receive houseboat and powerboat rental incentives, free kayaks, boat tours, and access to beaches. Located just a few hours from national parks, you can explore someplace new each weekend.

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:

Housing consists of Dormitory rooms shared with one other person and there is no rental charge at North Lake Powell, however, all employees pay a \$200 damage deposit by cash or payroll deduction which will be returned at the end of the season if the room is not damaged, and a room inspection is completed. Each room contains bunk beds, a private shower and toilet, dressers, an air conditioner, and closet space. North Lake Powell also has an employee Recreation Center, a Fitness Center, and an Employee Dining Room. There is a kitchen in the Rec Center that includes two refrigerators, a microwave, a stove, and kitchen equipment. The recreation center also includes

a pool table, ping pong table, a library, satellite TV, a gaming console, an outdoor basketball court, and barbeque equipment as well as outdoor games that can be borrowed for free. The housing address is: PO Box 4055, Hwy 276, Bullfrog, UT 84533 Smoking 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 the 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 provision of 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:

WiFi Internet is available at the Recreation Center and at other locations on property, but is not generally accessible in the dorm rooms.

Phone Service: Yes

Description:

There is a pay phone located in the Recreation Center that participants may use to contact CIEE or home. Due to remote location, cell service is unreliable. Recommended provider: Verizon.

Kitchen facilities: Yes

Description:

The onsite kitchen facilities include a stovetop, microwave, oven, two full-size refrigerators, and some cooking equipment. Storage space is limited and hours of operation may change without notice.

Laundry facilities: Yes

Description:

The Recreation Center contains four washers and four dryers that are free for employee use during Rec Center hours of operation. Participants must provide their own laundry detergent.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Dormitory buildings are co-ed, but room assignments are single-sex unless otherwise requested. Participants may request a preferred roommate. All roommate requests are handled on a first come, first serve basis based on arrival dates. Room change requests must be approved by the Housing Coordinator. All employees under 21 years of age live in designated "alcohol free" dorms. Participants under 21 years old will not be allowed to share a room with an employee who is 21 or older.

Provided Housing Cost:

Required to Pay for Provided Housing: No

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

The housing deposit will be deducted from the first 2 payroll periods at \$100 each.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Deposits are refundable as long as there is no damage to the room, no housing violation fines have been issued and the required room inspection is conducted.

Details About Deposit Refund:

Deposits made via payroll deduction will be deposited within 30 days of departure.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: Depends on work location. Some are within a 15 minute walk from housing. Other work locations could be up to a 30 minute walk.

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: There are no bike paths at North Lake Powell, but traffic is light. There are no street lights.

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: Shuttle service runs most of the season from the Rec Center and work locations throughout the workday.

ARRIVAL INFORMATION

Arrival Instructions:

All students must arrive in Grand Junction, Colorado prior to their start date. **Start dates are on Thursdays.**

Aramark will provide one shuttle pick-up prior to the start date **every Tuesday**. Please note, **we do not provide pick-ups Saturday-Sunday.**

To get to Grand Junction you can either fly, or take the Greyhound Bus or Amtrak Train.

We ask that you **DO NOT** book travel until we have confirmed the time of our shuttle pick-ups. An email will be sent out to you when an official offer has been made from the following email address, lphr@aramark.com. You can also email this address with questions.

WE CANNOT STRESS HOW IMPORTANT IT IS FOR YOU TO SIGN UP FOR A PICK-UP PRIOR TO DEPARTURE FROM HOME. BULLFROG IS VERY REMOTE AND THIS MAKES IT DIFFICULT TO DRIVE TO GRAND JUNCTION. IT IS YOUR RESPONSIBILITY TO COMMUNICATE WITH THE HR TEAM REGARDING YOUR TRAVEL PLANS! -- lphr@aramark.com

Suggested Arrival Airport:

Grand Junction Regional Airport, GJT, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$75 to \$100

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Grand Vista Hotel
2790 Crossroads BLVD
Grand Junction , Colorado 81501
\$75 to \$100*

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:

Lake Powell will schedule weekly trips and provide transportation to the Social Security office approximately 10 days after a student arrives on property. Students will be scheduled for these trips based upon the earliest arrival date and scheduling needs for each department. The Human Resources office will assist students in filling out the application ahead of time.

Nearest SSA Office: Grand Junction , Colorado , Over 50 miles

Other:

Wage Payment Schedule:

Participants are paid bi-weekly and can choose to sign up for direct deposit or a paycard. Students will receive a paper check until they set up a bank account.

Meal Plan: Optional

Estimated Cost Per Day: \$15

Meal Plan Description:

Employees may purchase meal cards for the Employee Dining Room for Lunch and/or Dinner.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Dress in the appropriate clean and pressed uniform and present a clean and neat appearance. Hair must be clean, combed and well groomed; no extreme styles or colors. No dreadlocks. Clean shaven appearance is required unless a beard has previously been grown. Beard length may not exceed 5cm. Jewelry must be conservative, in good taste, appropriate to working attire and not conflict with job related safety standards. Visible body piercing, with the exception of ears is unacceptable.

Second Job Availability: No, unlikely

Applicable Company Policies:

Please be aware this area experiences EXTREME HEAT and summer conditions. This includes temperatures up to 110 degrees Fahrenheit (43 degree Celsius). We do experience sunny days and clear blue skies which allows time to enjoy the lake and the beauty of the surrounding areas.

Additionally, North Lake Powell is considered very remote. However, there are many hikes and outdoor activities to do in the surrounding area.

Pre-employment drug testing is not required; however, students could be subjected to monthly random testing (and we test for everything, including marijuana).

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Restaurants, Fitness Center

Unavailable:

Shopping Mall, Bank, Internet Cafe, Public Library