



Busch Gardens Water Country USA - Shallow Water Guard

HOST INFORMATION

Company Description:

CELEBRATE THE SUCCESS AND THE MEMORIES

Water Country USA may have the best food, slides, merchandise and landscaping; but, you will make the difference between a guest having a good experience and an exceptional one.

Water Country USA offers this to our international students and much, much, more!

At Water Country USA, we offer more than just an ordinary job. Our team members are key to making sure that each and every one of our guests has a unique and memorable visit. Water Country USA is one of the twelve SeaWorld Parks & Entertainment theme parks. As one of the largest theme park operators in the world, we take pride in the quality of all of our products. Water Country USA takes the same pride in the quality program we offer to our international students. Water Country USA along with Busch Gardens Williamsburg hires thousands of seasonal team members each year domestically and from all over the world.

Things you can look forward to:

- *Work with employees from all over the world*
- *Affordable housing*
- *FREE provided transportation to work and from work*
- *FREE access to Busch Gardens Williamsburg and Water Country USA on your days off*
- *Organized charter bus trips to popular destinations*
- *Employee discounts on everything sold at Busch Gardens Williamsburg and Water Country USA*
- *FREE and discounted entrance tickets to all SeaWorld Parks in the US*

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://buschgardens.com/williamsburg/water-country-usa/>

Site of Activity: Busch Gardens Water Country USA

Parent Account Name: SeaWorld Parks & Entertainment

Host Address: 176 Water Country Parkway Williamsburg, Virginia, 23185

Nearest Major City: Norfolk/Richmond, Virginia, Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Water Country USA offers over 20 different attractions, flumes, and slides. Shallow Water Guards are responsible for ensuring the smooth and safe operation of our rides, for the enjoyment of our guests. These employees can work in pools up to 4 feet deep and are also responsible for the cleanliness of their attraction and work area.

- Shallow Water guards work an average of 10-11 hours outside
- Some positions are shaded and others are in direct sunlight
- Team members are rotated every 30 minutes
- Some positions are seated and others are standing or walking positions
- Team members also assist with pushing rafts onto the slides and assisting guests at the bottom.
- Team members assist with cleaning ride areas, pathways, eating areas, and bathrooms
- Team members also move rafts and other ride vehicles throughout the day
- If possible Team Members may be cross-trained as Area Hosts

Typical Schedule:

Schedule varies depending on park operation schedule. Weekends only after Labor Day! You may be reassigned to different departments within the park to keep hours up

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: \$600

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 38

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week:

Some weeks may have lower hours depending on tourism and weather. Weekends only after Labor Day

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

Overtime Policy:

No, exempt from paying overtime by law

Job-Specific Benefits:

Employee break areas with meals at huge discounts, complimentary entrance to the park on days off, complimentary tickets for friends and 30% off everything that is sold at the park.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Swimming

Description:

Students will have a swim test upon arrival. Swimming qualifications: Swim – 100 yards, front crawl or breaststroke. Brick – 20 yards swim, 4-5 foot surface dive, retrieve 10 lbs brick, swim or walk 20 yards on back with both hands holding brick, and exit pool without using ladder steps. Complete in 50 seconds. Tread – Tread water without arms for 2 minutes. Scan – Identify 80% of objects in pool (8 out of 10 objects).

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Must be able to lift at least 50lbs

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

5-40 hours depending on job assignment

Hours per week during training period: 20

Different wage during training period: Yes

Training wage description:

\$13.00 per hour when training.

Start on specific day of the week: No

Training requirements:

Swim Tests, CPR, AED Training provided

Need to wear uniform: Yes

Uniform Policy:

Shoes are not provided - mostly white sneakers (some sandals and Croc styles are okay). Uniform will be provided. More information upon arrival.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Ambassadors must wear uniform provided by Company. No extreme hairstyles/colors allowed.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

Several cultural opportunities are provided and vary any given year. Each year the employer holds a staff wide party called Team Member Night. The employer also runs regular events open to all employees such as BBQs, picnics, games, trips and much more...

Local Cultural Offering:

The employer organizes charter trips to several points of interest including shopping trips, trips to DC, trips to Virginia Beach and much more... Trips are run on average 2- 4 times per summer so all interested students have an opportunity to participate.

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:

Most students will be placed in our Ambassador Housing Village, which offers dorm-like accommodations within walking distance to stores and restaurants. Employee shuttles and public buses are easily accessible. Some students will be placed in other employer provided housing that is different from our Ambassador Village. You will still have access to free transportation to and from work, the address and layout of the housing may be different from other housing options. We are located at: 900 Capitol Landing Road Williamsburg, VA 23185 Phone number is: 757-258-9134 Operating hours: 24 hours a day / 7 days a week About 430 students live in the International Housing Village in peak season. Housing is dormitory style, with up to five students sharing a room. Each room has individual beds, cable television, refrigerator, bathroom and shower, hot water, heat, air conditioning, free local telephone calls, toll free calls and international calls using phone cards. Hi-speed WiFi is available at the Ambassador Housing Village. For safety there is an Ambassador Housing Village security guard and staff to assist you at most times of the day and evening. 2- How much do rooms cost at the Housing Village? Housing is \$15/day (\$105/week) 3- What are my room responsibilities? You are responsible in keeping your room clean at all times. 4- What does the Housing Village provide? The clubhouse kitchen, computers (with internet access), security guard, pool table (billiards), ping pong table, TV,

basketballs, volleyballs, mailbox, shuttle bus and front desk with a helpful Busch Gardens Team Member. 5- Will I need to sign a payment housing agreement? Yes, once you go to your Arrival Orientation at the Housing Village you will receive a payment plan.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

It is FREE with a password that they will receive at check-in.

Phone Service: Yes

Description:

A phone will be available at the front desk and in each room. They will be able to make local FREE calls and call their sponsor if it is a toll free number.

Kitchen facilities: Yes

Description:

The kitchen is located at the Housing Village lobby. The students are responsible for cleaning their area after use and washing all dishes used.

Laundry facilities: Yes

Description:

Laundry facilities are located in different buildings in the Housing Village and they are FREE of use, 24 hours a day and 7 days a week.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 5

Suggested Occupancy Per Room: 4 - 5

Rooming Arrangement Description:

1- What do the rooms include? Rooms are all equipped with 4-5 beds, phone, lamps, 2 dressers with 4 drawers each, table, chairs, fridge, TV, phone, bathroom, blankets, linens, pillow, toilet paper, phone numbers list and cleaning caddy with supplies. 2- What do I need to bring? Please bring a BATH TOWEL and personal items. 3- Will I have roommates? Yes, up to 5 guests per room. If you know someone you would like to room with notify us at your arrival. Female or Male rooms only.

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: No

Transportation to Worksite:

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: A shuttle service is provided from the Housing Village to Busch Gardens & Water Country. In route the shuttle

driver will be able to drop you off near grocery stores, pharmacies, stores, etc. Buses will go to the parks first and on the way back they will drop and pick-up at other bus stops in route.

Local Bus, Subway or Train

Estimated commute time: 30 to 45 minutes

Estimated cost: \$3

Total: No Per Day: Yes

Description: If you want to take the bus use the ORANGE line, there is a bus stop in front of the Housing Village. Once you get to the transportation center you need to get on the GRAY line. For more information please check the following: www.gowata.org

Other

Estimated commute time: 15 to 30 minutes

Estimated cost: \$10

Total: Yes Per Day: No

Description: Uber or Lyft is used by students when they miss the Housing Village shuttle.

ARRIVAL INFORMATION

Arrival Instructions:

Arrivals must be a Monday! You must book your flight so you arrive to Ambassador Housing Village (AHV) on a MONDAY, between the hours of 9am - 3:30pm. Your start date will be Thursday. THERE ARE NO EXCEPTIONS.

It is recommended that Participants do not make any travel arrangements until confirming their arrival with the AHV Team.

Participants who arrive outside of normal business hours will need to find alternate accommodations, and your start date may be delayed. We recommend the Travelodge which is located directly next to the AHV. You will need to arrange and pay for this on your own.

Further arrival information will be provided via email to all Participants who accept job offers. Participants should be careful to check their email, including junk folders.

Recommended Airport (Arrival): Richmond International Airport (RIC) – Approximately 44 miles from Ambassador Housing Village (AHV)

Transportation from RIC airport to AHV (housing):

- EVs will be responsible for their own transportation to the AHV from the airport.
- Ride Share or taxi – use taxi, Lyft or Uber. You must have a credit card that is acceptable in the US to be able to request a ride.
- Greyhound Bus – take a taxi or ride share from RIC to Greyhound Bus Station in Richmond (2910 N Arthur Ashe Blvd. Richmond VA 23230). Once you arrive at Williamsburg Transportation Center take a taxi or ride share to Ambassador Housing Village. For more information about Greyhound Bus, you can visit their website <https://www.greyhound.com/>
- Private Transportation Service – Plan ahead and reserve a pick-up service from RIC to AHV

a. Williamsburg Chauffeur - <https://www.williamsburgchauffeur.com/>

b. James River Transportation - <https://jamesrivertrans.com/>

AHV Arrival:

AHV Contact Information:

Address: **900 Capitol Landing Road, Williamsburg VA 23185**

Phone: **757-258-9134 ext. 6010**

Email address: bgwinternationalprogram@buschgardens.com

Website: www.welcometobgw.com

- Arrival schedule is every **Monday** prior your Job Start Date.
- Check in Hours: **9AM – 4PM.**

Below is a list of hotels close to AHV:

- Travelodge - <https://www.wyndhamhotels.com/travelodge/williamsburg-virginia/travelodge-williamsburg-colonial-area/overview?CID=LC:TL::GGL:RIO:National:15007&iata=00093796>
- Red Roof Inn - https://www.redroof.com/property/va/williamsburg/RRI799?utm_source=GMB&utm_medium=Google&utm_campaign=GMB_Performance_RRI799
- Hampton Inn & Suites - https://www.hilton.com/en/hotels/phfwbhx-hampton-suites-williamsburg-historic-district/?SEO_id=GMB-AMER-HX-PHFVBHX&y_source=1_MjA4NTI2Ni03MTUtG9jYXRpb24ud2Vic2l0ZQ%3D%3D
- Mainstay Suites - <https://www.choicehotels.com/virginia/williamsburg/mainstay-hotels/va577?mc=llgoxxpx>

When you check-in at AHV, please have a pre-printed copy of each of the following documents to give to the AHV Front Desk Staff:

- Passport
- Visa
- DS2019

PLEASE SEE ATTACHED DOCUMENT FOR COMPLETE ARRIVAL INSTRUCTIONS AND DETAILS.

Suggested Arrival Airport:

Washington DC, IAD, Over 50 miles

Richmond, VA, RIC, Less than 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Econo Lodge

Econo Lodge 442 Parkway Drive

Williamsburg, Virginia 23185

<https://www.guestreservations.com/econo-lodge-historic-area/booking?msclkid=1734a43d57d61ab08b9dc52f9e3b061d7572297564>

\$75 to \$100

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:

We maintain direct communication with our local Social Security Administration. We provide students with a schedule and transportation to the local Social Security Administration.

Nearest SSA Office: Newport News , Virginia , 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.

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. Smoking and vaping age in the State of Virginia is 21 and older.

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 BG/WCUSA. Engaging in any of the following may be cause for immediate separation. This is not an all inclusive list. BG/WCUSA retains the discretion to determine that other conduct can warrant separation. The decision on what discipline to impose shall be made by BG/WCUSA 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
- Unauthorized possession or consumption of, or under the influence of, alcoholic beverages on BG/WCUSA 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 BG or WCUSA ID badge when requested to do so.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Bank, Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Shopping Mall, Bank, Restaurants

In Town, Requires Transportation:

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

