



Delaware North at Niagara Falls State Park - Resort Worker

HOST INFORMATION

Company Description:

Niagara Falls State Park is located just 20 minutes outside Buffalo, New York, on the Canadian border. The park is a pristine oasis of three massive waterfalls, exciting attractions, and 400 acres of protected wildlife.

There's lots to do in the Niagara Falls area with sparkling scenery, thrilling attractions, interactive exhibits, miles of hiking trails, and plenty of dining options. You will have the opportunity to go to the:

- Niagara Adventure Theater
- The Aquarium
- Experience the Cave of the Winds
- Go to the Niagara Gorge Discovery Center
- Ride the famous Maid of the Mist!
- During your time off you can take part in many outdoor activities or take a tour of local attractions.

During each shift you work over 6 hours, you'll be provided a meal at our snack bar.

Host Website: <https://careers.delawarenorth.com/niagara-falls>

Site of Activity: Delaware North at Niagara Falls State Park

Parent Account Name: Delaware North Companies Inc

Host Address: 332 Prospect Street , Delaware North Office - Cave of the Winds , Niagara Falls , New York , 14303

Nearest Major City: Niagara Falls , New York , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

The Resort Worker position may include, but is not limited to the following positions: Housekeeper, Porter, Front Desk, Busser, Host and Kitchen Helper. Accepting a Resort Worker position the participant should be willing and able to do any of the qualifying resort worker jobs.

Housekeeper duties include, but are not limited to: stocks cart to ensure that enough cleaning needs, equipment and amenities are available to properly clean each room, observes proper procedures upon entering a guest room, cleans the guest rooms assigned, ensures the amenities are stocked for each cleaned room, completes entire housekeeping checklist, reports clean rooms to supervisor for inspection, reports any damages or hazards that are present in guest suite, i.e., burnt out light bulbs, broken furniture, broken fixtures, etc., secures guest room doors upon exiting the room, keeps the corridors and service areas neat at all times, turns in all lost and found items and all guest room keys.

Porter duties include, but are not limited to, remove trash from Front Office lobby and other areas as needed, winter snow removal,

vacuums hallways, stairwells and other guest areas, maintain cleanliness of parking lot and condition of grounds, including care of both potted and landscaped plants, frequent communication via radio with the front desk, maintenance, and housekeeping staff, monitors and replaces light bulbs as necessary throughout guest areas, clean and sanitize public restrooms including: toilets, urinals and floors, supply paper and soap products to restrooms, empty trash as necessary, identify and report maintenance problems, keep supply closets organized and properly stocked, clean rooms when staffing is low, may occasionally pull luggage and assist guests with luggage handling, clean special functions room (moving chairs, vacuuming), sweep or hose outside areas, clean ceilings and walls, top to bottom.
Front Desk: Check guests in and out efficiently and assist with any problems or questions during their stay. Act as the information center of the hotel.

Busser: Under direction of supervisor, clears and cleans table in designated section, in accordance with Company's GuestPath Universal Service Standards and applicable Operational Standards. Wage: \$8.30 + tips

Host: Operate cash register and handle cash and credit cards to process payments for guest checks.

Kitchen Helper: Washes pots, dishes, utensils, food preparation equipment, and cleans kitchen. Also may provide some food prep assistance.

Typical Schedule:

We operate seven days/week, 365 days/year. Hours are usually 8:00 AM to 4:30 PM, may be asked to work evening shifts.

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

Hours may be lower at the end and/or beginning of the season, hours vary depending on business levels.

Drug Test required: *No*

COMPENSATION

Hourly Wage: *\$14.2*

Eligible for Tips: *No*

Estimated weekly wages including tips: *\$497*

Bonus: *No*

** All figures above are pre-tax*

Estimated average number of hours per week: *35*

Estimated minimum number of hours per week: *32*

Estimated maximum number of hours per week: *40*

Potential fluctuation in hours per week:

Average number of hours per week reached by last year's seasonal employees: *35*

Overtime Policy:

Yes, paid after 40 hours

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Be able to push carts weighing up to 200lbs Occasionally required to lift and/or move up to 50 pounds.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Job Training required: Yes

Length of job training:

3-5 days

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

On the job training

Need to wear uniform: Yes

Uniform Policy:

We provide uniform shirts. You are required to bring black slacks (no jeans, no jean-like material, no skin-tight pants, no capris, etc.), black socks and black comfortable shoes (kitchen must have non-skid kitchen shoes). You can order kitchen shoes upon arrival. You are required to keep uniform shirts clean, pressed and in good shape. You will be charged for uniforms not cleaned, torn, or unusable.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Must have a neat, clean appearance and be well-groomed while on duty. Sandals are not allowed to be worn. Male associates must have short haircuts. Short beards will be permitted. Facial jewelry is not permitted. No more than two earrings per ear.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

DNC at Niagara is a place rich in history, culture, agriculture, and outdoor life. Students can go hiking, biking, and other outdoor activities. Students can enjoy company activities like shopping, movie nights, and camping trips. Niagara is packed with free outdoor concerts and festivals.

Local Cultural Offering:

Fun is just footsteps from Niagara Falls on Old Falls Street, USA! This three-block street connects the entrance of the park with The Conference & Event Center, restaurants and attractions. This street features weekly live music, outdoor movies, bike rentals, and seasonal festivals for everyone!

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

Housing is affordable and can be accessed fairly easily. We will assist you in arranging their housing in the local area. Housing will be around 1 to 5 miles from the park and the cost can vary. Typical costs are \$100 per week unless you choose a more expensive option. We hope to provide some flexibility with these arrangements. Local housing resources:

<http://www.apartmentsniagara.com/Whitmill.html> <http://www.apartmentsniagara.com/properties/lafayette.html>

<http://www.forrent.com/search-apartments-by-area/NY/Greater-Buffalo-Area/Niagara-Cou nty/Niagara-Falls.php>

<http://www.apartmentfinder.com/New-York/Niagara-Falls-Apartments>

Minimum Average Cost Per Week: \$100

Maximum Average Cost Per Week: \$250

Transportation for Community Housing Description:

Transportation to the work site depends on where the housing is. Most of our students find housing that is within walking or biking distance of the park. However, there are buses or taxis available. Students who would like to bike to work can go to local stores to purchase them.

Bike prices can range from:

- \$75 to \$125

ARRIVAL INFORMATION

Arrival Instructions:

There are three main options for your travel to Niagara Falls. We suggest flying into Buffalo Niagara International Airport (BUF). The airport is about 45 minutes away from Niagara Falls.

Alternatively, you can fly into New York City (JFK Airport). From JFK you can take a Greyhound bus to Niagara Falls. The cost for a bus ticket is around \$110/ Or take a taxi from JFK to New York City Pennsylvania Station and take an Amtrak train.

Check-in is located at our main office on Goat Island. Once you arrive in Niagara Falls, Office hours are 9 am-6 pm.

Please email **Michael Barnes** at mbarnes@delawarenorth.com when you have your information on your arrival in Niagara Falls.

Suggested Arrival Airport:

Buffalo International Airport, BUF, Less than 25 miles

John F. Kennedy International Airport, JFK, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Best Western The Inn at Buffalo Airport

4630 Genesee St.

Buffalo , New York 14225

https://www.bestwestern.com/en_US/book/hotels-in-cheektowaga/best-western-the-inn-at-buffalo-airport/propertyCode.33115.html

1-866-599-6674

\$50 to \$75

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:

The Niagara Falls Social Security Office is located at 6540 Niagara Falls Blvd Niagara Falls, NY 14304. They are open Monday, Tuesday, Thursday and Friday 9am-4pm and Wednesday 9am-12pm. Transportation by taxi, bus and ridesharing is available.

Nearest SSA Office: Niagara Falls , New York , Less than 10 miles

Other:

Wage Payment Schedule:

Weekly paychecks. Direct deposit or pay cards are available.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Students must be clean shaven and presentable, no visible body piercings outside 2 piercing per each. Students must have natural hair color only. We will provide the uniform shirts but students will need to bring their own black pants or shorts with them. All associates will be required and expected to follow all policies and procedures as stated in the associate handbook which will be provided upon arrival.

Second Job Availability: Yes, likely

Applicable Company Policies:

Scheduling: All scheduling is done through your department manager. If you have any questions regarding your schedule, please contact them directly as they are the ones who write the schedule.

Availability/Request Off Forms: Both of these forms MUST be handed in at least two weeks before the requested date. Managers write the schedule the week before it comes out so if you turn your form in late, it will not be approved.

All associates will be required and expected to follow all policies and procedures as stated in the associate handbook which will be provided upon arrival.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants

Walking Distance from Housing:

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

In Town, Requires Transportation:

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